

Welcome to Fulford Nursing Home



A Resident's Guide to Fulford Nursing Home

RESIDENT'S GUIDE

Welcome to Fulford Nursing Home

This is an essential guide for people who are thinking of coming to live at our home and for those who already live here.

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Website: www.fulfordnursinghome.co.uk

Name of Owner: Raymond Hancock

Name of Business Manager: Elizabeth Hancock

Name of Registered Manager: Donna Crockford

Type of Registration: Care Home with nursing

Registered with the Care Quality Commission.



We have produced this information guide to help people who are thinking of coming to our home, and for those who already live in the home, so they know what to expect from us and the services we provide.

We would like you to read this guide so you have all the information you will need. Please keep the information in a safe place so that you can refer to it as necessary.

Please do not hesitate to ask staff members or the home manager if you need help to read and understand any parts of the guide. We can also provide a copy in large print if required.

If there are any changes made to the home, we will also change the information in the guide so that you are fully kept up to date with what is happening.

Who we are & What we do

Fulford Nursing Home opened in 1989 as a private nursing home for 28 people who felt they were not safe or happy living on their own and who wanted a level of care, support and company in a homely environment. Most of our residents have come from the local area and many continue to remain in touch with families, friends and the local community.

Since April 2003, the home has been registered with the Care Quality Commission as a care home with nursing in the category of Older People (OP).

Several of our older residents and most new residents now require higher levels of care and support than used to be the case. We have responded to these changes by improving our material and staffing provision, without losing sight of our original aim of providing basically a 'home from home' and a large family atmosphere.

At Fulford Nursing Home, we value each and every individual who comes to live here. We welcome applications from people over 60 years from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experiences. We can assure everyone who comes to live in our home that they will be treated with respect and dignity according to their individual needs and wishes.

Most of our residents are in their 80's and 90's and have been resident in the City of York. One of our main aims is to help residents to retain and re-establish their links with their community, family and friends.



At Fulford Nursing Home we understand that usually before a resident decides to come to live with us, they have often been isolated and lonely for some time, as well as having been very reliant on family and friends.

We recognise that it may take some time for residents to settle in and we work very closely with family and friends during this period.

We make every effort to provide each Resident with the care and support that they need and always take into account their wishes and feelings.

We make sure that everyone is kept safe from harm of any kind by assessing and managing all the risks to people's safety and wellbeing. We explain any risk and help our residents in their decision making and help them live life to the full.

We provide people who enquire about coming to live here with this information pack, which can be adapted to their specific requirements, for example if they need it translating into another language or another form.

We make all prospective residents well aware of our diversity and anti-discriminatory policies.

We encourage them and their families and friends to visit the home.

We welcome enquiries from people who will receive help from the local authority with their fees and from people who will pay their own fees. In line with the fundamental standards, we require that the needs of every prospective resident are comprehensively assessed.

The home carries out its own assessments using well trained and qualified staff of anyone who will be paying their own fees and anyone who is funded by the local authority. Where possible we take pictures and information about the home.

The home's management gives careful consideration to each prospective resident, which could include consulting staff and other people who live in the home. Depending on vacancies, we can usually make a decision to offer a place within three days. Where there is no current vacancy, it is possible to place a prospective resident on a waiting list.

You do not need to make a formal application. You are welcome to drop in at any time and take the opportunity to talk to residents and staff - there is no need to make a prior appointment. Alternatively, contact the home either by letter, telephone, fax or e-mail.

Our Mission

As a small family owned and managed care home our mission is to offer everyone the time, care, warmth and friendship necessary to make this a home from home.

We place high value on the fact that every single one of our residents care needs and desired experience is different. We want everything we do in the home to be driven by their needs, abilities and aspirations.

Our Vision

By putting quality, care, professionalism, teamwork and partnerships at the heart of everything we do, we strive to be the most highly regarded nursing home and care provider for the elderly in York

Our Values

- We believe in people, not patients, and every resident is special and valued
- Every resident, and the care we provide for them, is unique
- Our professional work is led by the principles of kindness, empathy, dignity, integrity, respect and trust



Fulford Nursing Home

Fulford Nursing Home is a registered care home providing high-standard accommodation and care for 28 people.

It is situated in a residential area close to the town centre and with easy access to other major places by public transport.

The house is a Victorian, brick built period property set in well maintained gardens and grounds. It is well maintained with a regular programme of refurbishment and redecoration in operation.

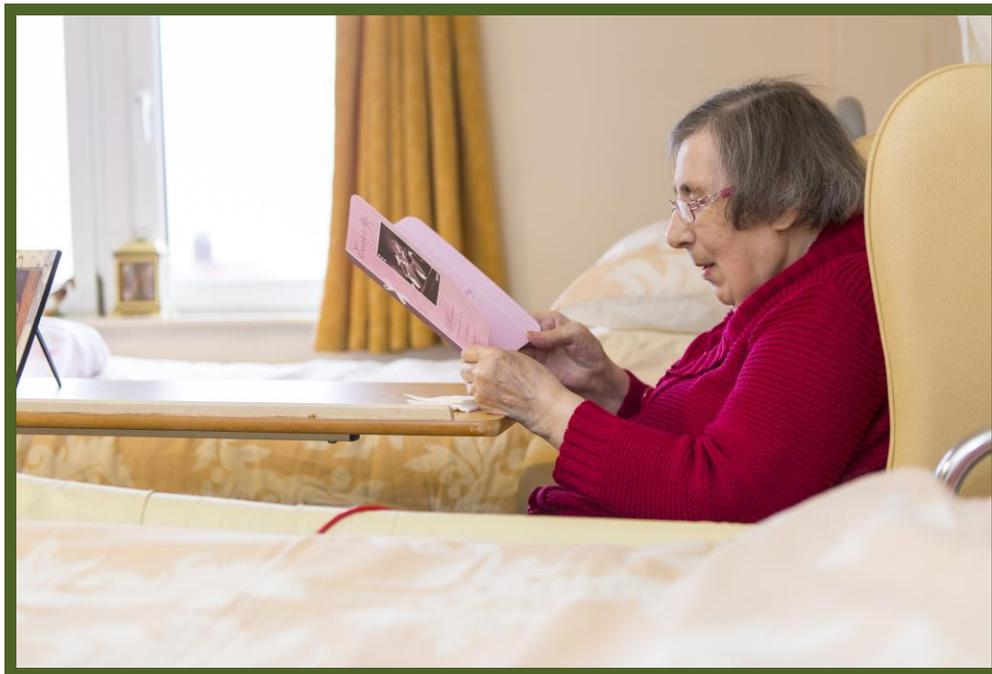
Accommodation

12 single rooms, all en-suite; 8 double rooms, many en-suite, for couples who seek to share or who mutually agree to share. We also provide call bells in each room, providing 24-hour help.

Rooms are decorated to a high standard and are made more personal by individuals bringing in, where practical, items of furniture and other effects.

There are 2 communal lounges with TVs, DVD players and music systems. Bathrooms are adapted and well equipped and meet all health and safety standards.

There is a well-maintained and fully-serviced lift to all floors and easy wheelchair access to all main areas.



Personal Care and Support

The resident's care plan provides the basis on which Fulford Nursing Home's care service is delivered. Each resident's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food, special dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We feel that it is particularly important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions for her or himself. The care plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives. Care plans are updated monthly or sooner if changes occur.

The daily care programme is organised as a response to residents' individual and combined needs. All mealtimes are flexible, and residents can request to have their meals in their own rooms or in the dining room, and staff will make the necessary arrangements.

Friends and family are also very welcome to join us for lunch or tea and this can be arranged by advising staff one day in advance.

Health Care

Please note that the home operates a no-smoking policy.

Residents are expected to register (or continue to be registered) with a local GP practice of their choice or one that is available.

A hairdresser visits every week and a private chiropodist once every 4 weeks, or on request.

An NHS occupational therapist will be contacted to assess any needs for aids and appliances.

All community health services, including complementary therapies, eg. physiotherapy, occupational therapy, community nursing, dentist, optician, are available in line with individual needs.

We can assure residents of the safe handling of all medication prescribed or used by them; with the resident being given the opportunity to be responsible for their own medication, if they wish.

Dining

At Fulford Nursing Home we believe mealtimes are the most important part of our day and good food is one of the greatest pleasures in life. We pay special attention to ensuring that not only are our meals wholesome and nutritionally balanced but are also delicious.

All our meals are prepared and home cooked on the premises by our trained cooks, who consistently seek to exceed our resident's expectations. We obtain our foods from a number of local suppliers and we receive regular deliveries of fresh natural produce.

All special dietary requirements, food allergies and intolerances are fully catered for. We serve morning coffee with biscuits and afternoon tea with delicious homemade cakes. Evening drinks are served before bedtime with a selection of snacks available. Snacks and drinks are also available through the day and sandwiches can be made upon request at any time.

On fine days, dining outside on the patio and in our beautiful garden is usually a popular choice for many. We don't always expect our residents to eat in the dining room or together - but mealtimes are seen as a social activity to be enjoyed.

Friends and family are always very welcome to join us for lunch or tea; we just need a day's notice.



Leisure activities

At Fulford Nursing Home we place the utmost importance on the continuity of our residents' quality of life. We want our residents to have every opportunity to keep up with their hobbies and interests - and hopefully develop a few new ones along the way.

We have a varied and imaginative agenda of activities, carefully chosen to ensure there's always something enjoyable to do. Some social activities are planned - others are spontaneous and on the spur of the moment. Summer time trips to the Races, carol singing at Christmas, regular visits to the local church Time Out Club and one to one shopping trips are just some of the exciting things happening throughout the year.

We always make an occasion of anniversaries and birthdays with a special cake - and the bar is always open! We have a room available upon request where families and friends can celebrate in private should they wish. Visitors are welcomed at all times and overnight accommodation for visitors can be arranged if accommodation is available.

We also offer a full range of activities based on residents personal wishes - these may include, nail beautician, chiropodist, hairdresser - to days out and dining.

We have two communal lounge areas, where friends and relatives are always welcome to join us. In addition we have four communal laptops for our residents to use should they wish to surf the net. Newspapers can be ordered and delivered daily.



Facilities

There is adequate parking for visitors.

There is a personal laundry facility and laundry service.

A phone is available and a telephone can be installed in a resident's room if required.

There is a hairdressing room and our hairdresser, Jean Kay, visits every Tuesday.

Local amenities

The home helps people who wish to follow their religion to do so by putting them in touch with local churches and ministers.

Arrangements can be made for residents to attend family celebrations with a carer, e.g. weddings, christenings, etc.

We encourage and help residents to attend local facilities and services in line with their wishes and needs.

We can also provide carers or arrange escorts, including a reliable taxi service, for residents who wish to make trips outside of the home.

Quality Assurance

We involve the residents and their relatives in the development of the home by consulting them and keeping them fully informed of changes.

We regularly seek their opinions on the quality of the services we offer, so that we can keep on improving them.

We carry out an Annual Review with all residents and their families in order to ensure the service we offer is meeting the resident's needs and to bring to our attention any areas for improvement.

The managers keep a close eye on what is happening at the home and provide staff with regular supervision, appraisals and training.

We take all comments and complaints seriously and will do something about them. All residents and relatives know about their right to make a formal complaint and how the complaints procedure works. A copy of our complaints policy can be found on the website.

We continually strive to improve our service for our residents and get the best quality rating that can be awarded.

Staffing, qualifications and training

We employ a Home Manager, Deputy Manager, Operations Supervisor, 7 nurses, 23 carers, 2 cooks, 4 domestic staff, 1 laundry assistant and 2 part time maintenance staff.

We have 2 nurses, 6 carers, together with the Home Manager on duty in the morning, and 1 nurse, 4 carers together with the Home Manager on duty in the afternoon. We have 1 nurse and 2 care staff on duty at night and the Home Manager is also on call.

The home encourages care staff to spend as much individual time with residents as their other duties allow. All of our support staff receive training in the home's philosophy and values.

The home is fully committed to staff learning and development. The Home Manager, Mrs Donna Crockford, is qualified as a Registered Nurse and has achieved the D32/D33 in NVQ Assessor Training. Donna is the Registered Manager of Fulford Nursing Home.

All staff have achieved the learning outcomes of the Common Induction Standards and are commencing the new care certificate. In the last 12 months they have received training in adult safeguarding provided by the local authority and refresher training in various aspects of health and safety, abuse, first aid, fire safety, food hygiene and manual handling. Their training is regularly updated.



A copy of the home's most recent inspection report can be viewed via a direct link from our website.

User Surveys and Views of the Home

An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by our regular reviews with individual residents and, on more general matters, through separate meetings with residents and relatives.

We also consult residents on any changes that are planned within the Nursing Home, such as redecoration and alterations.

We are committed to maintaining and improving the quality of our service. We have a comprehensive policies and procedures file which is constantly reviewed, revised and updated.

All significant policies are contained in the file, including our complaints procedure.

Testimonials

"I would like to thank you and all the staff for looking after my father for the last two years of his life. I am convinced that the care, attention and diet he had during his stay was instrumental in prolonging his life to a grand old 98 years." A. Pulleyn

"Thank you all for the care you gave my Dad to make him happy and comfortable. I'll never forget what you all did. I will recommend Fulford Nursing Home to anyone." S. Barker

"Thank you for the care and kindness you showed during my friend's stay with you. And then to see you and a member of staff at her funeral really was a good example of how much you care." J. Hall

"Thank you all very much for looking after John so well during his long stay with you. We all appreciated all you did for him and also for making us welcome." G. Pinder

"To all the staff of Fulford Nursing Home. Thank you for your care of our Mother, your kindness and friendship." Sandra, Diane, Judith, Michael.

"You showed dignity to my Mum and me. I often saw staff stroking my Mum's arm and always speak to residents when passing. Your carers go the extra mile." J. Newton.

You can read more recommendations about us on the <http://www.carehome.co.uk/> site. There are currently 43,715 recommendations on the site - thousands more than any other care home website.

The purpose of these recommendations is to assist those looking for care to identify good quality services and to highlight the high level of care that is provided by the vast majority of services.



Key Contract Terms: Admission, Occupancy, Termination of Contract

When people move in they have six weeks built into their occupancy agreement to decide whether "this is the place for them". The six weeks then provides an opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred ways of living, eg the time they like to get up in the morning and go to bed at night.

During this period the person's care and support requirements are also assessed and discussed, and developed into an agreed plan. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved, about the person's care needs and plans. The aim is to achieve a plan of care with which everyone involved is happy.

In the event a resident is unhappy and wishes to leave Fulford Nursing Home, written notice of 4 weeks is required.

Fees Charged, What They Cover, Cost of Extras

Fees range from £600 to £800 per week, depending on the room, and are payable four weeks in advance. Some or all of these fees may be met by the Local Authority, Clinical Commissioning Group (CCG), or both. Every resident is unique and the proportions of fees met by different parties can vary depending on the care required.

There are occasionally residents who receive full funding from the CCG or Local Authority. The fees are negotiated at the time, as this depends on the care required, and a contract is issued accordingly. Fulford Nursing Home is committed to a fair price structure and, wherever possible, fees are within the Home stated range, or below in exceptional circumstances.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Residents are expected to pay from their personal allowance or private income for personal items such as newspapers, tapes, books and magazines, trips to the theatre and similar, and for additional services provided at Fulford Nursing Home, such as hairdressing, chiropody and escort services. Residents are free to make their own arrangements for buying in such services, or they will be arranged by the Home Administrator.

Fees will be reviewed every year or more often if it is necessary to make changes to the care plan. These would be discussed with the resident, relative or representative before any changes were made.

Important contact details

The local office of the Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
Website: www.cqc.org.uk

The local authority safeguarding unit
City of York Council
Community Services
George Hudson Street
York

Tel: 01904 613161

York District Hospital
Wigginton Road
York YO31 8HE

Tel: 01904 631313

Care Aware
Website: www.careaware.co.uk

Tel: 08705 134925

Citizens Advice
3 Blossom Street
York YO24 1AU

Tel: 0844 826 97

Age Concern
7a Acomb Ct
Front Street
Acomb
York YO24 3BJ

Tel: 01904 784197

Alzheimer's Society

Helpline: 0845 300 0336

Thank you for taking the time to read this guide.

Should you have any further questions or queries, please do not hesitate to call me.

Elizabeth Hancock
Business Manager

Work: 01904 654269
Home: 01904 449641