

WELCOME PACK



Redcote Residential Home

23 Gainsborough Road, Lea

Gainsborough

Lincolnshire

DN21 5HR

Telephone 01427 615700

Welcome to REDCOTE

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Our intention here at Redcote is to provide the best possible standard of care in order that you can live life to the full according to your personal circumstances.

We will strive to build a therapeutic relationship with you, working in partnership with you to enhance your quality of life. We aim to assist & guide you to achieve your optimum level of independence.

Redcote is registered to look after residents who are over 65 or living with dementia.

The home employs a manager and numerous staff members who are experienced in the care profession.

This Service Users Guide has been designed especially for you. It tells you about our home & what goes on here.

It will give you an idea of how our home is run and how you can help to make it a safe, secure and pleasant home for everyone who lives here.

The Registered Manager here is called **Mrs Jane Green**

The home is registered to **Mrs Dana Sitharanjan**

The home is registered with the **Care Quality Commission** they are a government agency who makes sure that the home looks after you properly.

The Commission visit the home to see that it is being run well, after they visit they write a report. The most recent report will be available for you to read if you would like. You can ask for your own copy or look at it on the internet at [**www.cqc.org.uk**](http://www.cqc.org.uk)

The address of the home is:

**Redcote Residential Home
23 Gainsborough Road,**

Gainsborough

DN21 5HR

Telephone : 01427 615700





About the home and local amenities.

Redcote is a detached house that has been adapted over the years, it has been opened as a residential home since April 1987.

Care has been taken to retain the traditional features of the entrance hall and the charming character of the home.

Redcote stands in almost 1.5 acres of mature gardens with extensive lawns.

Redcote is situated in the lovely village of Lea, which is in walking distance of a local bus route into Gainsborough town centre. Lincoln and Scunthorpe are also accessible from our location.

The Gainsborough '**Old Hall**' is 500 years old and is a main local attraction of the town.



'REDCOTE'

Redcote is registered for 27 people. The home consists of three lounges, and a spacious dining room.

Staff will introduce themselves on your arrival to the home.

The bedrooms are numbered for identification purposes and all have **lockable** safe facilities for your valuables.

You can also ask **the manager** to put away **valuable items** you may have for **safekeeping**. You can speak to the manager or your keyworker who can help you,

ABOUT YOUR BEDROOM

During your stay you will have your own room. All bedrooms have washbasins and some have en-suites



We encourage everyone that live in Redcote to try to remain as independent as they are able to.

You can have your **own key** to lock your room and be responsible for your own things if you wish to do so.



Your room is **your own private space** in our home. Staff will not enter your room without your permission and will always knock first.



Sometimes staff may need to get into your room when you are not there. There will always be **good reasons** for this; usually this will be due to **health and safety** which may affect you or the other residents.



You can decorate your room with pictures, posters or photographs. We can even support you to choose paint for your room if you wish. If you would like to do this please ask the manager or your keyworker.

The home will provide you with freshly laundered **linen** for your room if you do not have your own.

Your bedroom will have a **bed, wardrobe, bedside table, lamp** and **chair**.

You may bring your own furniture to personalise your room.

You can also bring your own television or hi-fi system to keep in your bedroom for your own **personal use**.

About Your Care

At Redcote we encourage your independence. However, should you require assistance or support then staff will be here to assist you.



Once you have settled at Redcote you will be allocated a **key worker**. This will be one of our members of staff who will give you **extra support** and talk about things that you want to talk about.

Your key worker will help you set yourself **targets** and achieve your **goals**. Your key worker will also help build your **care plan** with you and review it on a monthly basis.

Once a month they will have a **long talk with you** about your care, what you like and what you do not like and talk about things that can go in your care plan.

Your **care plan** is to tell all of the staff about how to look after you (this is called a **person centered** plan) and what you have told us that you need help with.



Every year there will be a meeting (This is called a **review**) this will be with all the people who care for you.

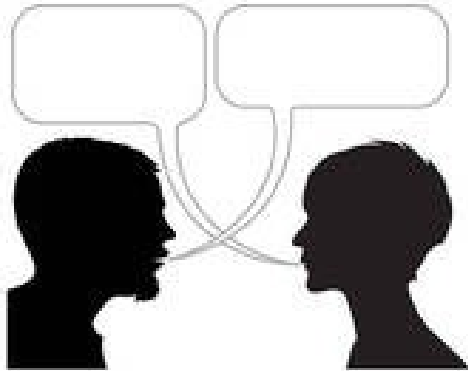
This meeting will be to talk about your care and what you need. If a lot of things have changed for you then these meetings could be held more often.



We will **talk to you** about whether you can **keep your medicines** and take them yourself or if **we will keep them and give them to you** when you need them.

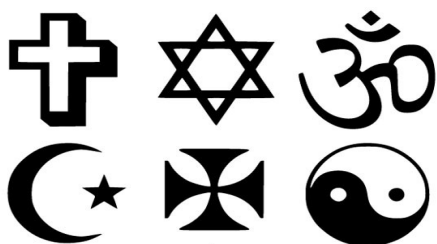


If you are not sure about anything to do with your care you can talk to your **key worker** or the manager. They are here to help you and can tell you more about your **care & support**.



About your religion

If you have a faith or religion, we will help you to keep your beliefs.



Staff will help you to **attend** or **join** any **religious** activities that you want to.

We will assist you to **get in touch** with the nearest religious organisation or minister for your faith so that you can go to any meetings or ceremonies.

You can also ask for a minister to **visit you** at the home.

We will **arrange** for you to have any **special diet** that you need because of your **background** or your **religious beliefs**. Please talk to your key worker about your needs.



About the Staff

Staff are here to work with you.

They will **listen** to what you say. They will find out things for you, they will help you to solve any problems you may have. Staff will help you to **improve** your **skills** & **enhance your** quality of life and level of **independence**.

We are here to offer guidance & will support you in your decision making.

At Redcote we aim to create a warm and welcoming atmosphere and to help you make friends in your new environment. We like to think of ourselves as a home from home.

We will support you with your personal care and hygiene.



Whatever your needs or your problems are, we hope we can work together to make the home a very happy one for you to live in.

Other Facilities

There is a television in all of the lounges for **shared** use.



There are laundry facilities available.



Staff will assist you to



Redcote have Wi Fi access and Ipads that are accessible in the home.

A **phone** is provided for your use at any time of the day or night however we would ask that friends/family call the home between 0900 and 2200 hours,

01427 615700

Activities

We offer a wide range of activities at Redcote; there are activities every morning and afternoon. You will be encouraged to join in with staff as this will **benefit your social skills** and help the staff to get to know you and help you get to know them.

Activities we provide include;

- Exercises
- Menu planning & shopping
- Board Games
- Residents meetings
- Gardening
- Karaoke
- Cake making with staff
- Outings
- Arts & crafts
- Afternoon Teas
- Quizzes
- Pamper Days

Details of future outings such as, cinema trips or lunch out of the home will be displayed around the home.

If you have any specific interests or hobbies that you enjoy please speak to your key worker or mention this in the residents meetings.

Visitors

Visitors are very welcome at any **reasonable** time. We would **appreciate** being **informed** in **advance** of any special requirements that visitors may stay for lunch.

You can spend time in your room with your visitors, but they must not go in other people's rooms. Visitors will always be made to feel welcome and offered refreshments. If your visitors want to stay overnight we can tell them about hotels near the home where they can stay.

To keep the home safe and secure, please tell staff before you let any visitors into the home.

Please also ask your visitors to sign the visitor's book when they come to see you and to sign it again when they leave.



Money

Residents are encouraged to **look after their own money** if they are able to and you want to.



Monies can also be kept in the homes safe for safe keeping, for hairdressing ,chiropodist and any toiletries that are required



Redcote will pay for the entrances into activities e.g. Cinema etc. however, you will have to make purchases such as souvenirs at these venues if they wish.

Diet & Nutrition



All meals are home-made and prepared by one of our experienced cooks. You have a **choice** of what you would like to eat.



Although there are **set times** for meals, you can have your meals at **other times**. Please talk to your key worker if you would like to do this.

Staff will encourage you to eat a healthy balanced diet,

Residents meetings are held to enable residents to have choice and input into what they would like.

All **ALLERGIES** are catered for.



Cold drinks and snacks are available at all times

Meal times

Breakfast is usually from **8am- 10am**

Lunch is usually between **12.00pm and 1.00pm**

Tea is usually between **5.00pm and 6.00pm**

Supper is usually between **7.30 and 8.00pm**

Bedtime

Redcote does not have a set bedtime, you can go to bed and get up when you wish to do so.

We will encourage residents to come to the dining room for meals, but meals can also be served in the bedroom if the resident wishes to do so.



Smoking

We operate a no smoking policy within the home; however, there is a designated area in the garden for smoking.



Smoking in bedrooms is strictly forbidden for fire safety reasons.

Alcohol

We believe that people should be allowed to enjoy their life. **Social drinking** of alcohol is allowed as long as you have not been told that you must not drink alcohol. This could be because of your religious beliefs, your medicines or because of your health. We do not encourage excessive drinking.



Alcoholic drinks may be available on birthdays, special parties or if you are participating in activities.



Fire & Safety

If you see a **fire** or **smell smoke from a fire**, **shut the door** and **tell staff**. You can also let people know by using the **fire alarm**



If you hear the fire alarm you must go to the main entrance of the home.

Fire exits have a sign like this



Staff will meet you and make sure that you are safe. The staff will call the fire brigade..

You **must not** go back into the **home** until staff tell you it **is safe to do so**.

What to do if you are not happy

If you are **not happy about anything** that happens in the home or to you, you can talk to staff or the manager about your problem; you can also ask to have somebody called an **advocate** to speak for you.

We will make a record of your complaint and try to make it right. The manager or other appointed person will talk to you about your complaint.

If you are still not happy with the answer, you can ask the Proprietor, Mrs Dana Sitharanjan, to look at your complaint.

You can also talk to the Care Quality Commission. You can call them on the phone, you can write to them or you can ask someone to write a letter for you. You can contact them at:

Care Quality Commission

National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Their telephone Number is 03000 616161

You can also talk to your social worker or community psychiatric nurse. You can call them on the phone, you can write to them or you can ask someone to write a letter for you.

Useful Information

| | Name | Telephone |
|---------------------------|-------------------|---------------------|
| Home Manager | <i>Jane Green</i> | 01427 615700 |
| Your key worker | | |
| Your social worker | | |
| Your CPN | | |
| Your GP | | |

Please complete the above details on arrival to the home.

**If you would like this guide in
another format please speak to one
of the members of staff ☐ ☐**

**On behalf of the Management and
Staff of Redcote we would like to
welcome you to our Home!**



Access to outside Agencies

Redcote has the choice of three doctor's surgeries in the local area, these will carry out home visits and also provide ask my gp service, providing prompt advice.

District nurses visit 'Redcote' daily and can give extra medical support when needed, and can give support with palliative care.

Redcote also have access to opticians, chiropidist, hairdresser who visit the home regularly.

Appointments can be made for the dentist, in a emergency home visits can be made.

The home also has access to occupational therapist, dietician, community psychiatric team and falls prevention.