

Park House Court Nursing Home

NARBERTH ROAD, TENBY, PEMBROKESHIRE,

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Illustrated by Dilwyn Morse (Resident of Park House Court)

SERVICE USER GUIDE

WHERE QUALITY CARE MATTERS

Admission

Prior to admission each new resident is encouraged to spend the day at the home to satisfy themselves that the ambience is to their liking.

Our Matron would like to discuss the personal preference of each prospective resident and whatever care needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

Care planning: we prepare a personal care plan for each resident which is regularly reviewed to make sure their needs are met. Residents and where appropriate their families are involved as much as far as its practical in the decisions regarding their care.

We like to care for our residents following our **Principles of Care**, this includes:

Privacy and respect

We will treat you with respect, privacy and as an individual at all times.

We will address you by the name you wish to be addressed by.

We will knock before entering your room and treat you in a civilised manner at all times.

Dignity

Maintain every resident's autonomy by empowering each person to consider choices and make decisions.

Know each resident, develop a good rapport whilst treating them with respect.

Independence

Enable each resident to take calculated risks, to make their own decisions and think and act for themselves and offer assistance where appropriate.

Choice

Ensure every resident has options over their activities of daily living in accordance with their capabilities.

Rights

Preserve the basic human rights of each resident including consent, confidentiality, safety, equality and autonomy.

Encourage freedom of expression, participation and decision making.

Fulfilment

Enable the resident to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living.

Safeguarding and safety

Our prime concern is your safety and well being. It is necessary to highlight some basic health & safety requirements for the benefits of our residents, visitors and staff.

- We will take every action we can to prevent abuse from happening in our service.
- We will respond appropriately when it is suspected that abuse has occurred .
- We will ensure that government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice.
- We will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely.
- We will manage, maintain and use medical equipment safely and ensure that all equipment is suitable, available, maintained and used correctly thereby making certain that you and staff are protected.
- We will make sure that the home is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all the legal requirements and operational standards.

Advocacy

There are times when residents/families may need the assistance of an Advocate, to represent the needs of the resident. They can be appointed and will be included in all decisions affecting the Care of those they represent. Of course, our care team has an obligation to be the first line, in our duty of care to all. The Advocate cannot be an employee of Park House Court.

Fire

We ask that all visitors and residents where able make themselves familiar with the homes procedure in the event of a fire this includes signing in/out and locating the nearest exit point and being aware of the designated and rendezvous point.

Infection control

To support good infection control we ask that all visitors to the home make the use of alcohol gel dispensers that are available at the entrance /exits of the care home upon both arrival and departure.

Smoking

Smoking is only permitted in designated areas as advised by the home manager. We ask visitors not to leave residents to smoke unsupervised or provide them with smoking materials until they have discussed the matter with a senior member of staff.

Park House Court means many things to many people.

It is a nursing and convalescent home, a hospital, a wellbeing centre, a training centre, a former hotel - but above all it is a warm and friendly home to more than 90 residents in full time care. So extensive are the services offered that Park House has grown not only in size and scope but by reputation in Pembrokeshire and beyond.

Facilities which include a range of therapies that employees have been trained to deliver, and we will respond to further requests. We also support the local gym & swimming pool arranging visits for residents.

Relatives visiting from all parts of Britain love to call in on their family and loved ones, often enjoying lunch or tea with them - it is all part of the very special service.

For those that cannot get here, we have Skype, Zoom, Facetime and Whatsapp video calling available.

Each ward or section has a theme, a local characteristic or place name:-

Tenby Cottage Ward (*first in Wales*)

Situated at Park House Court and run as a nine bed hospital mainly for NHS patient rehabilitation, this new venture is the first in Wales.

Harbour & Lighthouse Ward

16 people are cared for with nurses & carers specialising in, i.e.:
Parkinson's, Multiple Sclerosis, Motor Neurone disease, complex physical needs, CVA, Brain Acquired injuries and Palliative Care and End of Life care.

Bunny's

This is a unit for 25 elderly people living with mental health issues. The qualified nurses & carers are specialists in caring for residents with a range of mental health illnesses.

Caldey

Caring for 12 residents.

Monkstone

Caring for 16 residents.

Marros

Caring for 17 residents.

The above 3 units provide individualised nursing and residential care for the frail, elderly and also Palliative and End of Life care.

Care Ethic

Park House has evolved from one of Tenby's major hotels to being something of a benchmark standard in nursing home care. It retains its character and many of its hotel functions, treating residents as guests, respecting their privacy and dignity and individual personality.

It is especially effective in getting residents back on the road to recovery when they have had operations or other medical treatment at Bancyfelin or Withybush Hospital. A two or three week stay at Park House can make a world of difference to coping at home.

Rapid Growth

In January 1997 Park House Hotel closed its doors for the last time as one of Tenby's Principal hotels. After three months refurbishment it opened again as a Nursing Home. Jan Evans was the matron, leading the team and setting the standards that have made Park House Court the nursing home that it is now. She opened with 12 residents, within two years it had 70, and now it has 97.

Family

Peter, Phillip and Christopher Parker are local brothers who are the present day directors of Park House Court, initially converted it for their elderly parents, who had owned and run the hotel thirty years ago. Peter is the brother who "meets and greets, fetches and carries." He is the one responsible for the practical daily tasks and has a great rapport with the residents. Phillip is the financial director, and Christopher takes care of the fabric of the buildings and the spacious grounds.

High Standard

Park House Court has developed a career pathway for carers that includes sideways promotion, through nursing assistants to specialist carers. Park House Court has worked with the University's of Swansea and South Wales supporting overseas nurses to gain NMC Registration

and post graduate achievements. We encourage all nurses and carers to join the Royal College of Nursing and benefit from excellent training they have to offer. We are also proud of individual success, we have a UK cleaners of the year award, UK safety rep of the year, Wales Life Long Achievement, two unsolicited Training Awards for the team. We also support all schemes to get people back to work, including 'Disability' and 'Wellbeing'.

Personal

Nowadays the atmosphere is still that of a comfortable hotel, and residents can individualise their rooms by bringing in furniture, pictures, and other bits and pieces, and even changing the décor if need be. The aim is to make it as near to your own home as possible while living in a communal setting. The Kitchen holds a Food hygiene rating of 5 (the highest achievable), provides a choice of four main courses for lunch in the dining room. Staff are expected to look after their patients and residents as they would care for their own parents. There are 130 members of staff, almost all local with at least four registered nurses on duty in the morning and afternoon.

Special Care

Not all residents are elderly of course, as ages range from 39 to 100. It is a sobering thought that if someone was the victim of a road traffic accident, stroke or fall Park House Court is able and prepared to meet any special need or disability, mental or physical requirement.

For instance, a quiet lounge within the Mental Health unit has been set up as a calming influence for distressed patients, avoiding the use of drugs in favour of a pleasant experience of music, soft lighting, aromas and touch. This has been funded in memory of previous residents.

Each year residents select a charity to support, holding coffee mornings and raffles in aid of the charity that is chosen. A variety of activities take place throughout the year. Most recent a sponsored bike ride by the team and family members.

Park House Court's policy is one of openness, realism and respect for people's feelings. It is run as a tight ship but nothing about it is institutionalised.

A resident's day to day happiness and wellbeing is seen as being paramount in their overall health care. With all the comforts of home, a family atmosphere and facilities of modern-day nursing.

It is a first class establishment to spend your days, recover from operation or illness, to enjoy a week or two of tender respite care or just a break over Christmas. For that, as they say in the best hotels, early booking is recommended.

A Typical Day at Park House Court

- Early morning tea (optional).
- 8-9am Breakfast in your room or in the dining room, own choice e.g. Porridge, Cereal, Toast or Cooked Breakfast.
- Newspapers/magazines.
- Morning taken up with personal hygiene, bath and so on.
- 10.30am Coffee/Tea with Biscuits
- 12.30-1.30pm Lunch in the dining room, wide menu choice.
- Frequent afternoon activities.
- 3pm Coffee/Tea with Biscuits
- Supper in your room or in the dining room e.g. soup, main course, sandwiches and desert (own choice)

Frequently Asked Questions

Who can come and live at Park House?

The Home's registration allows anyone over the age of 18, whose needs after assessment by the home's nurses can be fully met.

How much does it cost?

Our fees vary based on the needs of the resident and the room, please enquire.

Nursing fee is reliant on assessment.

Who Pays? What are the options?

There are 3 ways that fees can be paid.

What help is available to pay fees?

Self-Funding – This means the Resident has savings or assets in excess of a certain threshold the Resident can claim the Higher Rate of Attendance Allowance, this is done via an application for Nursing Needs Allowance from the Welsh Assembly Government. They also keep their state pension.

What's Continuing Care Funding?

Continuing Care is NHS Funding, this is where the Resident has needs which meet one of four Eligibility criteria, after assessment by an NHS nurse. This means the fees are met in full, so the Resident can no longer claim the Attendance Allowance.

What money comes from the Welsh Assembly to help

Nursing needs?

The money provided by the Welsh Assembly Government to help meet Nursing needs is claimed by and received by Park House Court. This again requires assessments by an NHS Nurse and should be agreed before admission.

How much/little savings does someone have before...

Local Authority will help with fees?

Local Authority - Park House Court is pleased to accept a Resident whose fees are paid by the Local Authority, with a third party top up. Currently (April 2017) the Local Authority will help with fees if savings/ assessments fall below a certain threshold.

What's including in the fees?

The fees that Park House Court asks for is to meet Full Care needs. We make no additional charge of this room or that room. The room will be fit for purpose after assessment by the Home's Nurse. Most rooms are ensuite and have telephones, and all have televisions. The fee includes all care, all nursing needs, all food, and laundry services etc.

What are the additional costs/extras ?

The extras are newspapers, outgoing phone calls, hairdresser, chiropody, aromatherapy sessions. We make a charge for taking and providing an escort if necessary for an appointment.

In line with the preferences of the resident, close relatives and friends are invited to take meals with the residents if they are visiting for extended period there will be a small charge.

What can you do to personalise the room?

We encourage our Residents to personalise their room. We can remove everything from a room except the bed, as this has to meet Health and Safety Regulations. Any photos or pictures that needs to be put up we ask that our maintenance team

do, as it is important to minimise damage. Any electrical items that are brought in must be PAT tested.

Are there activities? What goes on?

The Home is pleased to have the services of Activities Co-ordinators. They arrange a variety of events, as well as regular classes. We have a monthly newsletter which helps keep everyone up to date and in touch with what's happening.

Does the Home have its own Doctor?

The home uses the services of both Tenby and Saundersfoot Doctors

Surgeries. If a local Resident comes in and belongs to one surgery or the other, we continue with that practice, otherwise we take it in turn to ask the practice to take on new patients.

Park House Court **Complaint's procedure**

Overview: the complainer must decide at what stage they need to complain, but in each case full records will be retained and shared with the next CIW Audit. While you are at liberty to complain off site, please give us the chance initially to resolve it to your satisfaction.

This procedure has been put in place to ensure that any complaint made will be taken seriously and you receive a speedy response to the satisfaction of the complainer. The following will apply:

In the first instance, speak to the nurse or care manager that has responsibility for our resident.

They will record the complaint, resolve it on the spot to your satisfaction, and then record the outcome.

Response time, on the spot.

Complaint copied to the Matron RN/RM

Should this not be sorted to your satisfaction, or, the complaint is of a serious nature, please speak to the senior nurse on duty, they will record the complaint, resolve it to your satisfaction, and record the outcome.

Response time discussed and recorded, but no more than one working day.

Complaint copied to the Matron RN/RM

Should the complaint be very serious, please speak to the Matron as soon as you can arrange it, should the Matron not be immediately available; ask to speak to the operations manager or the owner/Directors, all of whom work full time in the business. They will record the complaint, resolve it, and record the outcome.

Should the Matron not be involved in the complaint, he will be contacted to ensure an appropriate outcome is determined.

Response time discussed and recorded at the time and constrained only by access to the senior manager with responsibility to make an appropriate decision.

Maximum time, in case of holidays will be one week (7 days).

All the above will be recorded.

If, having used the above process you are still unhappy you are at liberty to contact:

CIW Inspector

CIW South West Wales

Government Buildings

Picton Terrace

Carmarthen

SA31 3BT

Insurance

The company has a limited insurance policy covering residents' personal effects.

The insurance company will consider claims on merit. The company strongly advises that you take out insurance cover for all personal assets whether in the home or not.

Still not sure? Then come and see for yourself.

For a nursing or care enquiry please arrange to meet the matron and view the premises and meet our great team



