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# Meadow Lodge Home Care Services

## Brochure and Service Users Guide



**Broach Lane, Kellington, Nr Goole, DN14 0ND  
Tel : 01977 662899**

**Registered Provider : Mrs Karen Shann**

**Registered Manager : Maxine Tyrrell**

**NAME AND BUSINESS ADDRESS OF THE REGISTERED  
PROVIDER AND MANAGER**

**Registered Provider:** Mrs Karen Shann

**Address** Meadow Lodge  
Broach Lane  
Kellington  
Nr Goole  
DN14 0ND

**Manager:** Miss Maxine Tyrrell

**Address:** Meadow Lodge  
Broach Lane  
Kellington  
Nr Goole  
DN14 0ND

**THE RELEVANT QUALIFICATIONS AND EXPERIENCE  
OF THE REGISTERED PROVIDER AND MANAGER**

**Registered Provider:** Mrs Karen Lesley Shann

**Qualifications** Registered Nurse

The registered provider Mrs Karen Shann has 31 years experience in care, 17 of these 31 years have been as a registered manager of a care home. She has also ran Meadow Lodge Home Care Services since 1994

**Registered Manager:** Maxine Tyrrell

**Qualifications** Psychology, Sociology, Advanced GNVQ in counselling practice and Diploma in counselling  
O Level English Language.

The registered manager has worked in care since 1996 and has been managing Meadow Lodge Home Care Services since 1998

## **AIMS & OBJECTIVES.**

The aim of Meadow Lodge Home Care Service is to provide the highest standards of care and support to clients in their own homes.

We aim to treat clients as individuals, to meet their specific needs, and to act as their advocate when it is appropriate to do so.

We aim to give help and support to a client's main carer at home when required.

We endeavour to maintain and promote independence.

We will adapt all care packages to reflect the changing needs of the client and their family. We also assess and minimise any risks within the home regarding safety for the client and staff.

We aim to look after the client and their surroundings using a holistic approach.

We aim to respect the client's privacy and rights to confidentiality.

## **SERVICES PROVIDED BY MEADOW LODGE HOME** **CARERS.**

Meadow Lodge Home Care Service is based within Meadow Lodge Care Home, in the village of Kellington. We are situated in North Yorkshire, off Junction 34 M62. We provide care to clients in Pontefract, Brotherton, Castleford, Whitley Bridge, Eggborough, Tadcaster and surrounding villages.

We provide personal Care to elderly people, young disabled, sensory impaired people and adults with learning disabilities.

We provide our clients with a service that meets their specific needs by arranging individualised care packages. We contract with North Yorkshire Social Services and provide care according to assessments and care plans detailed by their officers.

After receiving a request for the provision of care, the manager or her assistant will visit the client and his /her family. They will discuss the individuals requirements, undertake an assessment of needs and a risk assessment of these needs and the environment.

- They will develop a care plan to meet the requirements of the client.
- They will allocate suitable and competent carers at the visit times agreed.
- They will contact the client by visit or telephone within six weeks of the service commencement to monitor client satisfaction.
- They will also contact care staff to ascertain that there are no unforeseen difficulties in meeting the clients needs.
- They will review the care and reassess the needs of a client upon request from client's their families or the care staff.

### **The services provided are as follows:**

**Personal care:** Washing, bathing or showering, helping to dress/undress and help to get in and out of bed.

**Domestic help:** Laundry, cooking/preparing meals and drinks, shopping, housework and when required pet care.

**Escort Service:** Hospital visits, shopping & social events.

## **RANGE OF QUALIFICATIONS OF COMMUNITY STAFF.**

Our Home Care Service is staffed in accordance with the National Care Standards Act 2000. We aim to ensure that there will be suitably qualified competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of clients. Full details of names, qualifications and experience of our staff is held in our List of Staff Employed in the Community, which is kept in the office and may be inspected at any reasonable time.

We aim to ensure that all our staff receives induction training, which will comply with the Common Induction Standards, this will be followed up with regular training. Upon completion, staff will be registered to undertake assessment for NVQ 2 in Care.

We currently have 26 staff whose range of qualifications includes:

- First Aid
- Health & Safety
- Moving & Handling
- BTEC Diploma in Care
- NVQ 2
- Infection Control
- Basic Food Hygiene
- Dementia Awareness
- Abuse Awareness
- Continence Awareness
- Control of Medication

## **Domiciliary Care prices from 10th April 2007**

### **Weekdays**

#### **Cost**

<b>Care Hour</b>	<b>£10.73</b>
<b>Half hour care</b>	<b>£8.21</b>
<b>3/4 hour care</b>	<b>£9.97</b>

### **Weekend**

#### **Cost**

<b>Care Hour</b>	<b>£11.65</b>
<b>Half hour care</b>	<b>£8.90</b>
<b>3/4 hour care</b>	<b>£10.73</b>

### **Bank Holidays + Xmas Eve**

#### **Cost**

<b>Care Hour</b>	<b>£16.13</b>
<b>Half hour care</b>	<b>£12.32</b>
<b>3/4 hour care</b>	<b>£14.55</b>

### **Xmas Bank Holidays**

#### **Cost**

<b>Care Hour</b>	<b>£32.24</b>
<b>Half hour care</b>	<b>£24.66</b>
<b>3/4 hour care</b>	<b>£29.94</b>

**All visits will have a travel charge of £0.57 per mile estimated from Kellington  
Tadcaster clients will be charged from the centre of town at £0.57 per mile**

## MEADOW LODGE HOME CARE SERVICES

### CLIENT APPLICATION FORM

*Please note :*

*If you need help in completing this form, please tell us and we will arrange assistance. The information you give on this form helps us to decide if we are able to meet your needs for the foreseeable future.*

*It is important that you ( or somebody who is helping you ) :*

- *Complete the form as fully as you can*
- *Provide accurate information*
- *Reads the enclosed literature, brochure or other paperwork and understand the services we can offer*
- *Sign the form*

*We will contact you, within three working days of receiving the completed form, to let you know what action we plan to take.*

*If your answer will not fit in the space provided, please use a separate sheet.*

**Section 4. Declaration**

The information on this form is, as far as I am aware, accurate. I realise that the home can only create an effective plan of care which meets my needs if it has the necessary information available to base it upon.

Signature \_\_\_\_\_

Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Signed on behalf of ( please print name ) \_\_\_\_\_

By ( please print name ) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Relationship to applicant \_\_\_\_\_

# **Meadow Lodge Home Care Service**

## **COMPLAINTS PROCEDURE**

We recognise the right of all service users, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

### **Stage 1**

We hope that the service provided by Meadow Lodge Home Care Service will always meet with your satisfaction. However should you find the need to complain about any aspect of the service you receive we would wish you to make this known to us, initially through your care worker.

We hope that in this discussion the problem can be resolved but should this not be the case you should ask to see or speak to your care worker's manager who can be contacted on 01977 662900

### **Stage 2**

At this time you may be asked to record your complaint in writing, perhaps with the assistance of a family relative or friend (carer). If you need further help we will be pleased to recommend an independent person called an 'advocate' who is not a member of this organisation.

All complaints received will be recorded and acknowledged by the manager or her deputy within 7 working days of receiving the complaint.

### **Stage 3**

The manager will want to resolve the problem as quickly as possible. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days. In the meantime action will have been taken to deal with the problem and complaint

However, if the home care service cannot rectify the complaint to the complainant's satisfaction, the complainant may at any stage contact the Commission for Social Care Inspection at the following address

**Commission for Social Care Inspection  
Unit 4 Triune Court,  
Monks Cross  
York.  
YO32 9GZ.**

**Telephone: 01904-545000**

## **MEADOW LODGE DAY CARE SERVICES**

As well as providing full time residency and Domiciliary Care Meadow Lodge also offers a day care service, the number of days attended chosen by the client and family, depending on their needs, it may be for companionship, or to provide a rest for the clients carer at home.

Day care clients can be picked up from home if they live within 5 miles of Meadow Lodge, this is usually around 9am – 10am, then taken home between 6pm and 7pm, although this can be discussed if you prefer an alternative time, or they can be brought to Meadow Lodge by family or friends.

Day care includes all meals and drinks whilst at the home, and the facility of a bath and hair care can also be arranged.

### **Breakfast**

Can be arranged for the client when they arrive if they have not already eaten

### **Mid morning**

Coffee/tea and biscuits is served between 10.00 - 10.30 am.

### **Lunch**

Is the main meal of the day.

Menus are carefully planned on a 4 weekly rota.

Every day the cook will discuss that days lunch and tea with you offering at least 1 alternative.

### **Mid afternoon tea**

Is served between 3.00 - 3.30 PM with cakes or biscuits, which are usually home baked.

### **Tea**

Is served between 4.30 - 5.00 PM. This is usually something like sandwiches, soup, baked potatoes and a sweet such as trifle or scones.

### **Costs from 12<sup>th</sup> April 2005**

£32.37 per day including transport within a 5 mile radius of Kellington

£26.00 per day excluding transport