

2/1/2012

Service Users Guide



GlaisHouse
Nursing Home

615 Birchgrove Road, Glais, Swansea, Abertawe SA7 9EN

Summary

Glais House is set in its own wooded grounds in the village of Glais, near Swansea. The home offers wheelchair access and a lift to all floors, together with a safe and friendly environment to all service users.

Glais House is friendly and flexible when attending service users' needs and is happy to arrange complementary therapist's to visit the home.

There is 24-hour nursing cover supported by local general practitioners and occupational therapists. Maximum mobility is encouraged at the home and service users' families are encouraged to visit regularly. A varied and appetising menu is provided for our service users, with attention to special diets and requirements.

The home has 40 bedrooms (37 singles, 3 doubles) many with en-suite facilities. Service Users are encouraged to bring their own ornaments and effects to personalise their rooms. There are three large lounge dining rooms where relatives are encouraged to visit and take part in activities.

A hairdresser, chiropodist, physiotherapist and optician call regularly to Glais House and every effort is made to ensure our service users are well cared for and happy. Glais House also recognises individual spiritual needs and will make every effort to cater for residents requirements.

All service users are assured that they will be treated with respect and dignity according to their individual needs and wishes. The majority of our staff have been at Glais House for many years, and live locally. All are committed to learning and development, achieving appropriate NVQs or for new care assistants, working towards them.

Registration

Glais House is a nursing home registered to accommodate 43 adult people of either gender who require nursing care and within that total, 15 may only require assistance with personal care.

All nursing and residential care homes are registered with the Care Standards Inspectorate of Wales (CSSIW) and must meet national minimum standards in terms of staffing, accommodation and services. These standards are set out in the Care Standards Act 2000, and at Glais House we pride ourselves in meeting or exceeding all the minimum standards as set out in the Act.

Our condition of registration states we can accommodate no more than 43 service users of either gender, who are in care for the following categories;

- Older persons, aged 65 years and over, requiring nursing or personal care (up to 43 places)
- Older persons, aged 65 years and over with dementia / mental infirmity, requiring nursing care (1 place)
- Older persons, aged 65 years and over with dementia / mental infirmity, requiring personal care (up to 15 places)
- Younger person, aged 18 to 64 years, requiring nursing care (1 place)

The CSSIW inspect all homes on a regular basis and our reports can be obtained from Glais House or via the CSSIW website at

<http://wales.gov.uk/cssiwsite/newcssiw/?lang=en>

or for a direct link to the homes inspection report go to <http://bit.ly/pyZs7h>

Our home is located in the small village of Glais, which is only a short distance from the dual carriageway and the M4 corridor. It is near to the towns of Pontardawe and Neath.

The home has two significantly different units, the new, modern, spacious, bright unit and the older, more traditional, homely unit. There is access to both units via staircase and passenger lift.

The manager, Mrs Susan Lewis, is a trained nurse with many years of experience caring for older persons. She also holds the required National Vocational Qualification level 4 in Care Management.

Our Values & Principles

The management of our care home and the records and procedures under which we operate plays a major part in achieving our central objective as a business — to provide our service users with the care and attention they require to live happy, healthy and fulfilling lives. For us to be successful in attaining this objective, our management must give attention to creating and maintaining the environment in which care takes place, to building up and sustaining our group of staff who will be the chief agents in delivering and supporting care, and to establishing and keeping under review the systems necessary to making these possible. Our aim is to always promote a way of life for service users which permits them to enjoy, to the greatest extent possible, their rights as individual human beings. This involves consideration of the following key principles:

Privacy

- All service users have the right to be alone or undisturbed and be free from public attention or intrusion into their private affairs.
- Service users' personal rooms will have a lock fitted appropriate to their needs, and each service user will be provided with a key to their room unless a documented risk assessment indicates that this is contra-indicated. Decisions in this respect will be recorded in the service user's plan and signed as agreed by the service user or advocate.
- All service users will have access to a locked cabinet in their room, or to a locked cash box.
- We offer all service users their choice of male or female carers where practicable, but we do not offer a choice of whether they are assigned a male or female psychiatrist, therapist or qualified nurse (due to NHS restrictions).
- We offer lockable, non-gender specific bathing and toilet facilities.
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.
- Any building or equipment fault which reduces the privacy of any service user must be reported to the Registered Manager.
- Staff will not discuss service users or their affairs within earshot of anyone not directly concerned with their care. Any discussion of service users and their affairs will be for the purposes of managing and improving their care.
- Service users will always be offered privacy for personal discussions.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the service user's express permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the service user.
- Records will be made available to the service user's principal carer and family according to the wishes of the service user.

Dignity

- The dignity of every service user is a matter of prime importance to us, and all staff receive training in this area.
- The service user will be asked what name they wish to be known by, and this name will be recorded on their service user plan and used by all staff. Service users are entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under the service user's control. In the absence of

information to the contrary, staff will address service users formally, using their title and surname.

- Staff are trained to be sensitive to each service users' feelings when in company. For instance, should they need help with any daily activity, such as feeding, they will be offered privacy and sensitivity in order that they are not embarrassed.
- Some bedrooms, and all bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for an invitation before entering any room.

Independence

Independence means having opportunities to think, act and take reasonable risks without constant reference to others. Service users have accepted limitations to their independence by the very fact of entering a home as living in a group and accepting help with many recurrent and personal tasks inevitably involves a degree of dependence on others. It is all the more important that our home provides our service users with discreet support and encouragement to stay in control of as many aspects of their lives as possible.

We help our service users maintain as much independence as possible within the constraints of their disabilities and the organisation of group living by doing the following:

- Arranging as far as possible for each service user to organise and conduct their own social life, even if this involves the taking of some risks.
- Enabling service users who wish to maintain an involvement in domestic tasks such as cleaning their own rooms and making drinks and snacks.
- Promoting regimes in which service users who are able to, to leave and return to the premises without hindrance.
- Encouraging service users to take as much responsibility as possible for their own health care and medication, involving service users fully in organising and implementing their care through their participation in care planning and their ownership of personal care records.

Security

We have a difficult balance to strike in helping our service users to maintain their independence and at the same time providing them with an environment and support structure which offers sensible protection from danger, and comfort and readily available assistance when required. There can be no doubt that a concern for security forms a major element in most service users' decision to enter a home but this should not be translated into an attempt to guarantee a totally safe or risk-free lifestyle.

We respond to our service users' needs for reasonable security by doing the following:

- Ensuring that help is readily available for any service user who falls or gets into any other difficulty within the home or its grounds.
- Eliminating from the physical environment unnecessary sources of danger to vulnerable people.
- Carrying out risk assessments in relation to the premises, the equipment used, and the activities of the service users, both individually and as a group.
- Checking the background of new staff and regularly briefing and training staff to be sure that those undertaking care tasks always behave responsibly, professionally and with compassion and never exploit their positions to abuse service user.
- Providing protection from elements in the environment within and immediately beyond the home which could be dangerous to service users and protection from other people with whom they come into contact who might exploit or abuse them.

Civil Rights

Being in a home can subtly restrict service users' rights as citizens by intentionally or unintentionally limiting their access to public services and facilities. We need to take action to ensure that our service users maintain all of the benefits to which they are entitled by citizenship.

We protect our service users' civil rights by doing the following:

- Ensuring that service users face no impediment if wishing to exercise their right to vote in elections.
- Providing service users with access to the full range of local services such as libraries, adult education and transport.
- Encouraging service users to use health services in all ways appropriate to their medical, nursing and therapeutic needs.
- Providing easily usable facilities for service users and their friends and relatives to complain about any aspects of their care or services with which they are dissatisfied.
- Helping service users to participate as fully and diversely as they wish in carrying out their duties as members of a mutually dependent society through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice, the opportunity to select independently from a range of options, is inevitably constrained by the disabilities from which service users suffer, but we need to ensure that this constraint is not increased by the way we organise the care we provide.

We give our service users as wide a range of choice as possible by doing the following:

- Resisting compulsory timings for activities like getting up and going to bed.
- Offering service users as wide a choice as possible of what, where, when and with whom to eat and drink.
- Providing for a varied range of places in which service users can circulate and pass the time during the day, including their private rooms, areas suitable for various activities, lounges, dining rooms and outdoor spaces such as gardens and terraces.
- Avoiding a uniformity of lifestyle in the home by as far as possible respecting each service user's eccentricities, personal preferences and idiosyncrasies.
- Cultivating an atmosphere and regime in which cultural diversity is welcomed and respected.

Fulfilment

Fulfilment, or the opportunity to realise personal aspirations and abilities, is the most difficult of service users' rights about which to generalise since it relates so specifically to the differences between individuals.

The losses which are often associated with the reasons why people go into a home — of friends, social contacts, health, abilities, income, etc — tend to restrict access to many sources of fulfilment. We should attempt to compensate for these deprivations by studying and responding to each service users' own needs, capacities and hopes.

We ensure that the service users continue to fulfil their aspirations and abilities by doing the following:

- Organising a diverse programme of social and cultural activities within the home and facilitating the participation of service users in outside events of their choice.

- Making arrangements for each service user to participate without hindrance in practices associated with religion or spiritual matters, to celebrate meaningful anniversaries and other festivals and to specify how their death is, in due course, to be dealt with.
- Taking special effort to understand and respond to the wish of every service user to participate in any minority-interest event or activity.
- Encouraging service users to entertain relatives, friends and others and ensuring that the home provides welcoming and where appropriate private facilities for such visitors.
- Doing everything possible to enable each service user to achieve any unfulfilled task, wish or ambition before the end of their lives.

A home which has incorporated into its philosophy respect for the rights which have been listed and is able to show evidence of their application in its way of operating is indeed likely to be able to provide its service users with a style and quality of life which responds appropriately to their needs and aspirations. We strive to be such a home.

Diversity

Diversity is now the most frequently used term for the value which encapsulates both giving every service user equal opportunities irrespective of ethnic background, language, culture, faith, gender, age, sexual orientation or any other lifestyle feature which might be a pretext for discriminatory attitudes or behaviour, and respecting and welcoming the varied contributions individuals can make precisely because of their differences. It is formally enshrined as a main principle or value in the Scottish and Welsh National Minimum Standards, and implied throughout the equivalent English Standards.

We express our commitment to diversity by doing the following:

- Positively communicating to service users that their diverse backgrounds enhance the worth of the community.
- Respecting the ethnic, cultural and religious practices of all service users and making practical provision for them to be observed.
- Ensuring that negatively discriminatory behaviour by staff, service users or others within the home is not allowed and if it occurs is speedily corrected.
- As far as possible accommodating individual service users' eccentricities and idiosyncrasies without censure.
- Helping service users to celebrate events, anniversaries or festivals which are important to them as individuals.

Relevant Quality Systems

- We will be participating in the Investor in People program next year.

Referral, Admission and Assessment of Need

1. **Referrals from statutory bodies** — In the first instance we expect a care manager or someone occupying a similar post in a health or social services agency to contact the manager of the home informally if they wish to propose an individual as a prospective service user. The manager will give an immediate reaction on the vacancy position, time scales and any other relevant information, and if appropriate request formal details of the service user. The agency will then be expected to send us a full written needs assessment. We will supply copies of the home's statement of purpose and any other information requested. A meeting with the prospective service user, preferably in the form of a visit accompanied by their care manager or by a relative or friend will then be arranged. If the service user would like us to meet them in their own home or at another location, that can be arranged.
2. **Self-referrals** — A prospective service user who intends to pay for their own care will probably not have had a full assessment by a statutory agency. On an individual making an enquiry to the home, therefore, a qualified member of staff will carry out a needs assessment equivalent to that provided for a funded resident. A key aim of the assessment is to make sure that the home is fully aware of the person's needs and has the resources to meet them. The home will make a decision about admitting the person on the basis of this assessment and a contract will then be discussed.
3. **Pre-admission visits** — We will try to give a prospective service user as full and honest an impression of the home as possible. They will have the chance to talk with the manager and other appropriate staff, to speak with other service users, to take a meal with service users, to view the house and grounds, and then to talk privately with their relative or representative. We understand that they may be visiting more than one home and we want a service user to make a positive choice to come to this home.
4. **Meeting needs** — In line with its registration requirements, the home must be satisfied that it has the capacity to meet the needs of any prospective service user before agreeing to an admission. We will discuss this issue with the prospective service user, and their relatives or care manager as appropriate, and if it is necessary to decline to admit someone who wishes to come to the home we will frankly tell them the reasons. We believe that clarity at this stage can avoid a much more painful breakdown of a placement later.
5. **Trial visits** — We offer every prospective service user the possibility of a trial visit or period of residence and will discuss and agree the terms and conditions of the "trial period" with the individual and their representatives as appropriate.
6. **Admissions** — If everyone is satisfied that an admission to this home is the right step, we will make arrangements for the service user to be admitted. We suggest that if possible they should be accompanied by a friend or representative on the day of admission. We will allocate staff at the appointed time to make the new service user welcome, to introduce them to other staff and service users and to help them settle into their room, providing whatever help is required, and to be a point of reference for any further information the service user needs.
7. **Emergency admissions** — We try to avoid emergency admissions but recognise that situations sometimes arise which make rapid action necessary. In these instances we try to operate in the spirit of the procedures governing planned admissions and to gather and supply all necessary information as soon as possible.
8. **Settling in** — We will provide all possible help to make the new service user's introduction to the home as comfortable an experience as possible. We will introduce them gradually to the home's policies and procedures, and will set in motion as soon as possible the drawing up of their service user plan.

Assessing Risks

The home works on the basis that service users are able to lead their own lives as they wish and choose — in line with the home's Statement of Purpose and all national standards and expectations — which means that from time to time they will take different kinds of risk, and they have the right to do so.

At the same time the home recognises that it has a duty of care to keep service users safe from harm and injury and there will be occasions when the service users' risk taking behaviour comes into conflict with the home's responsibilities to keep them safe and well protected.

Service users will not be denied the chance to take reasonable risks which they feel will enhance the quality of their lives. As part of the process of planning care, the home helps each service user assess the risks involved in any proposed activity, weighing the benefits and possible adverse effects, and coming to a measured conclusion. Such risk assessments are recorded on the service user's care plan, together with any plans to manage significant risks that are identified from the assessments.

The home routinely carries out risk assessments on an individual's admission in respect of risks to personal safety, their level of nutrition and vulnerability to falls and pressure sores. The results of these risk assessments together with any risk management plans are also included on the service user's care plan. Risk assessments are also carried out for any service user who wishes to be responsible for their own medication.

The home expects its employees to:

1. be constantly aware of any identified risks to the personal safety of the service user with whom they work
2. receive training and ongoing supervision in all aspects of assessing and managing risks
3. be aware of what support is available to them and how to summon it, if they require it in situations that threaten service users and their own personal safety
4. safeguard anyone as far as practically possible and by following agreed procedures who is at clear risk of causing undue harm to themselves from their behaviour and actions
5. make sure that by their own actions they do not deliberately increase the risks to service users' personal safety in the course of their work.

Service User's Plan of Care

This home will ensure that each service user has an individual plan of care which will provide the outline of the care to be delivered.

The plan will be drawn up on the basis of a thorough assessment of the prospective service user's needs, abilities and aspirations. This will be based on a summary of the care plan prepared under care management arrangements, the relevant plan produced under the Care Programme Approach, or an assessment made by the home's own staff before admission. This assessment will cover all aspects of the prospective service user's health, personal and social care needs. The service user plan will set out in detail the action which needs to be taken by care staff to ensure appropriate attention to all aspects of the care needs of the service user. The plan will meet all appropriate clinical guidelines produced by relevant professional bodies and will include objectives for care, strategies to meet those objectives, statements of responsibility for staff and others, and appropriate timescales.

Any service user who has learning disabilities will have access to health services in line with Health Action Planning policies and will have the opportunity for an annual health check in addition to any other healthcare and treatment needed.

The home recognises its duty towards the safety of its service users, but it does not guarantee a risk-free environment, and considers some risks to be necessary, important in maintaining independence, and even enjoyable. Any action in the plan which involves a measure of risk will be subject to a risk assessment which will set out the balance of dangers and benefits for the service user to take an informed decision. Particular attention will be paid to the risk of falls.

The service user is always central in the home's procedures for planning care. The service user must therefore sign or otherwise signify active consent to the plan of care and to the attendant risk assessments. In instances where the service user is not able to make responsible decisions, every possible step will be taken to consult a friend, relative, advocate or other representative who can unequivocally represent the service user's interests in the planning process.

The home will make available relevant managerial, care and other staff as appropriate to assist in producing and carrying through the plan of care and, subject to the service user's permission and to recognised standards of confidentiality, will involve others from outside the home who may have a part to play. It is for the service user to specify which relatives, friends or others they wish to be involved in drawing up and implementing the plan.

Reviews of the objectives, strategies, responsibilities, timescales, and risks in a plan of care will be carried out by the service user, relevant manager and appropriate care and other workers regularly, incorporating new information and changes in the service user's needs, abilities or aspirations.

All records relating to a service user's plan of care will be written in readily comprehensible language and kept in a secure place accessible to the service user.

Objectives and strategies

1. The service user plan of care, will be drawn up on the basis of the assessment, and will identify the objectives which this home and the service user agree for the care this home will provide.
2. The aims of care will embrace all aspects of the service user's welfare.
3. For each stated objective, the home will develop a range of strategies to be used to attain the objective, to allocate responsibilities and to set time-scales.

Reviews

1. In addition to the regular monitoring of the plan on a day-to-day basis, the home will arrange more formal reviews at least monthly.
2. Reviews involve at least the service user, the manager, and the key worker where the progress of the plan will be discussed.
3. Reviews will critically consider the appropriateness of the original objectives, the feasibility of the strategies, the outcomes of any risks taken, the responsibilities allocated and the time-scales set.
4. Reviews will take into account any new information which is available and any significant changes in the service user's needs, abilities and aspirations.
5. Care will be taken to ensure that the service user is in full agreement with any modifications or additions made to the plan.
6. Reviewing the plan of care is a continuing process of counting achievements, setting new goals and adjusting the care. After each review, the other stakeholders involved in the care will be briefed on changes which require their action or attention.

Terms, Conditions and Fees

Once a service user has decided to come to the home to live, the home's management draws up a contract/statement of terms and conditions, which it issues to the service user. The contract is signed by the prospective service user (or a legal representative only if the person lacks capacity). The home is also signatory to the agreement.

The contract/statement will be referred to in the event of any problems arising and will be subject to periodic review. It might be necessary to revise individual contracts if there are any significant changes to their situation that require their terms and conditions to be accordingly revised, e.g. if an individual's funding status changes or their needs change so as to put them outside of the scope of the home's capacity to care for them adequately.

The service user's contract/statement of terms and conditions includes the following areas.

Accommodation, Facilities and Services

The home includes in its basic fee the following:

- A single/double room with/without en suite facilities
- Electrical sockets for appliances (subject to health and safety requirements)
- Suitable carpeting/floor covering
- A bed suitable to needs and requirements
- Bed linen is changed as and when required, i.e. daily, considering service users choice and needs. This includes sheets, pillows and pillow cases/duvet/blankets, etc.
- Curtains/blinds
- Room and bedside lighting — bulbs are changed by the home
- Lockable cabinet for money and valuables/drawers/wardrobe/mirror
- Table and comfortable chair/extra chairs will be made available for visitors
- Keys to room/lockable cabinet/drawers/wardrobe

Care and services included in basic fees

Room and accommodation

Use of communal lounges and facilities

Main meals, supper and available snacks

Drinks and refreshments provided by the home for any service user

Laundry service provided by the home

Care and support for daily living provided by staff

Access to and use of home's aids and appliances including hoists, wheelchairs, walking aids

All property taxes levied on the home such as council tax, water rates, heating and lighting

COMMENTS, COMPLAINTS AND SUGGESTIONS

Complaints Notice

- ❖ This home is committed to providing high-quality services and to constantly seeking ways to improve that quality.
- ❖ Your comments, compliments, suggestions or complaints are always welcome at this home and we take pride in responding to them quickly, effectively and honestly.
- ❖ All comments, compliments, suggestions or complaints should be made to the home manager. The home manager responsible for complaints and quality is: **Mrs Susan Lewis**
- ❖ Complaints will be treated seriously and dealt with as soon as possible.
- ❖ Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- ❖ Written complaints will be responded to by an acknowledgement letter within two days. The home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
- ❖ If the complaint cannot satisfactorily be resolved within the home it will be referred on to the CSSIW
- ❖ Service users may complain directly to the CSSIW

The contact details are:

Care and Social Services Inspectorate for Wales (CSSIW)
CSSIW Inspector
Unit C&D
Phase 111
Tawe Business Village
Swansea
SA7 9LA

- ❖ We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

Details of Registered Provider, Responsible Individual & Registered Manager

Registered Provider:

Name: Glais House Care Ltd

Address: 615 Birchgrove Road, Glais, Swansea, Abertawe SA7 9EN

Responsible Individual:

Name: Mr Ken Thilaganathan (Company Director)

Address: The Grange & Walton Cottage Ltd
26-28 St Johns Road
Woking
Surrey
GU21 7SA

Experience: Mr Thilaganathan has owned and operated care homes for over 15 years and a nursery for 5 years. He is a qualified textile technologist and accountant with many years of operational and management experience in business.

Manager:

Name: Mrs Susan Lewis

Qualifications: Registered General Nurse

Experience: Mrs Lewis is a qualified registered general nurse who worked in wound care before coming to Glais House. Prior to this Mrs Lewis was a district nurse for 11 years, mainly in the Clydach area. She has been at Glais House since the beginning of April 2007, and is committed to making the home a place where relatives will be confident in placing their loved ones in a caring atmosphere dedicated to giving each service user the compassion and dignity they deserve.

Staff Profile

The schedule below indicates the current staffing profile for Glais House at full occupancy.

Shift Type	Shift Hours	# Staff	Staffing Requirements
Care (Morning)	07:30-14:00	9	2 Nurse 7 Care Assistants
Care (Afternoon)	14:00-21:00	8	2 Nurse and 6 Care Assistants
Care (Night)	21:00-07:30	5	1 Nurse and 4 Care Assistants
Food Preparation	08:00-16:00	1	1 Chef, 1 Kitchen Assistant
Cleaning	08:00-18:00	3	3 Cleaners
Activity Coordinator	10:00-15:00	1	1 Activity Coordinator
Laundry	08:30-15:30	1	1 Laundry Assistant

Shifts are run 7 days a week, unless otherwise stated.

Staffing levels and pattern may be altered at the discretion of the Manager and the Directors according to the care needs of the service users at the home. Specifically, the care staffing will increase if:

- A significant proportion of residents become ill at any point
- Dependency levels of service users increase
- Palliative care is required
- Planned hospital visits are scheduled

In cases of most emergencies, management will notify off-duty staff to assist in resolving the situation.

A list of current staff and their qualifications is available below.

Role	# Employed	Status	Relevant qualification(s)	Relevant experience
Manager	1	P	RGN and Diploma in Wound care, POVA level 3 and RMA	>30 Years Experience
Deputy Manager	2	P	Nursing Diploma	Over 35 Years Experience
Nurses	5	P	Nursing Diploma	Range between 15 to 35 Years Experience
Care Assistants	29	P	NVQ Level 2 & 3 Care (not all)	Range between 1 to 25 Years Experience
Chef	2	P	NVQ Level 2 Food Hygiene	15 years Experience
Domestic Staff	3	P		Range between 5-16 years Experience
Activity Coordinator	1	P		4 Years Experience

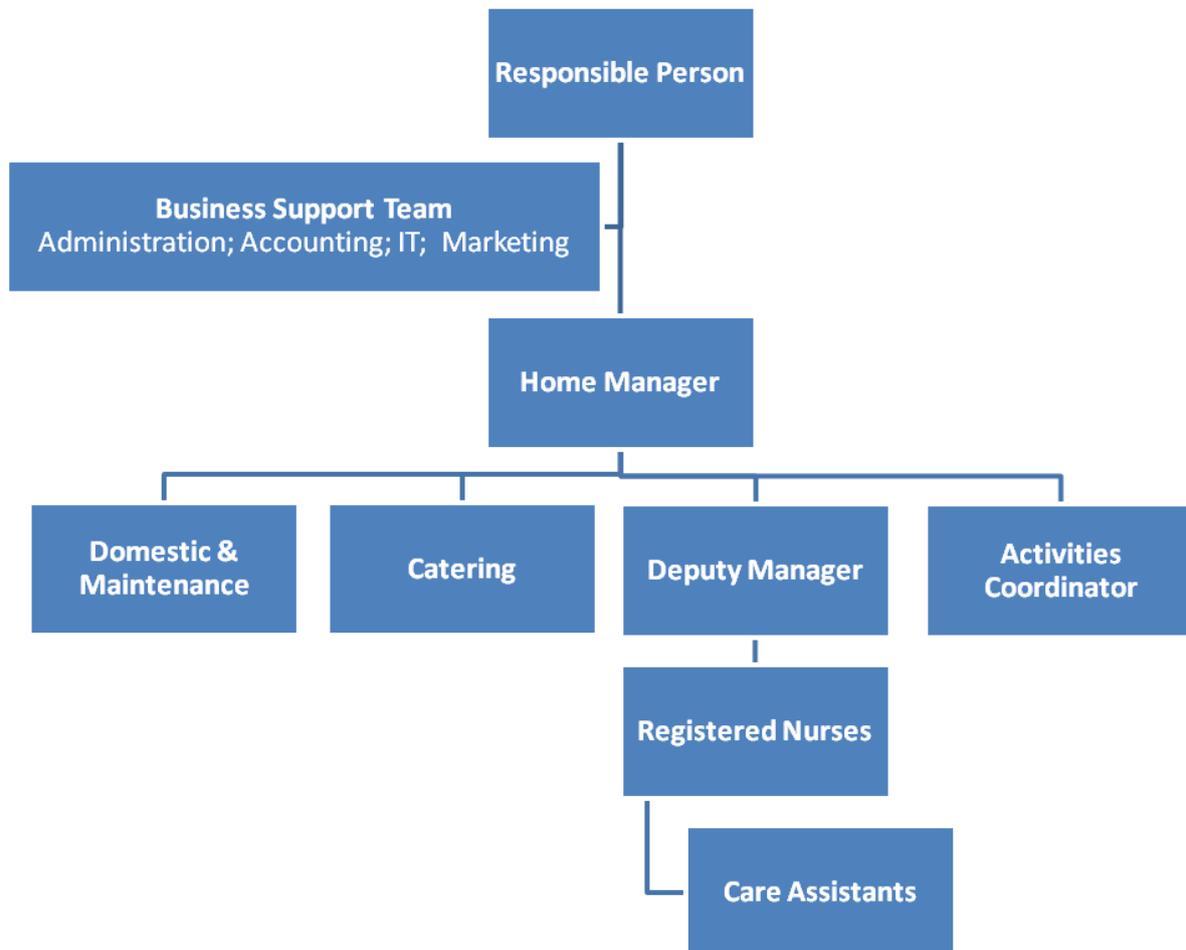
Note: P= Permanent

Organisational Chart

Home Structure

Glais House is part of The Grange & Walton Cottage Ltd Group and is one of 2 nursing and residential care homes, and a nursery, operated by the Directors, Mr and Mrs Thilaganathan. The other home is situated in Woking, Surrey and the Nursery in Portsmouth. We have been providing quality care for over 15 years.

Home Structure



Our Services and Facilities

Services offered:

Glais House is a nursing home registered to accommodate 43 adult people of either gender who require nursing care and within that total, 15 may only require assistance with personal care.

The physical environment

Service users at the home enjoy the following facilities:



- A full automatic, integrated Fire Alarm system, and an emergency lighting system
- A room call system covering each room, bathrooms, toilets and other public areas
- A distinct dining area, where the menu choice is displayed and discussed with the chef on a daily basis.
- Fully adapted bath and shower facilities
- Well-maintained garden with suitable seating facilities.

Room layouts and sizes

- Although there is no statutory requirement for homes registered before 2002 to provide en suite facilities, it is our policy to seek to exceed these requirements where possible and practical.
- We provide care in 3 shared rooms and 37 single rooms. 6 of these single rooms are less than 12m².
- Smoking is permitted in designate areas of the grounds, but not inside the building.



Social activities, Hobbies and interests

Service user's special interests and hobbies will be discussed during assessment and noted in care plans. Service users are free to choose whether to join in or not.

- There is a television and video/DVD player, suitable music players throughout Glais House.
- Every morning coffee is served in the lounge, where many of the service users congregate to chat about the day's events. There is a selection of books and magazines available. Newspapers are delivered daily to those who order them.

- The gardens at the home are in need of intensive work. We aim to provide all service users with a luxurious and well maintained garden which they can enjoy and relax in, as a focal part of the home. Those service users who want to be involved with the maintenance of the garden or simply relax in the sun can do so with the help of care staff or on their own. Tea is served in the garden during the summer.
- We have a visiting hairdresser who is able to use our salon to ensure that everyone has their hairdressing needs attended to. Some service users choose to continue to visit their own hairdresser.
- If service users intend to make their own arrangements and go out for the day, they must inform staff so that we can adjust our care and catering arrangements.
- An activities calendar detailing all the activities for the week is displayed in the home.

Link with outside activities and networks

The home has a policy of actively promoting the maintenance of service users' normal social networks and social activities. The service user's care plan includes a facility for recording the life history, social networks and contacts, and preferences for activities and hobbies in order that staff are aware of these and the service user is offered access to those networks and activities which are appropriate and desired. The policy of the home is that activities and networking support are a part of normal daily living and support for access will be available at all times.

Mealtimes

Breakfast

Served between 7am and 10.30am in the service users' bedrooms, although they may go to the dining room or other areas of the home i.e. the garden, if they choose to do so. At breakfast service users can make a variety of choices from juices, fruit, cereals, toast, sandwiches and/or eggs with tea or coffee.

Service users can also request a full English with choice from bacon, sausage, tomatoes, beans, mushrooms and eggs or continental breakfast.

Morning beverages

Served at 10.00 with biscuits (or throughout the day)

Lunch

Served at 12.30 in the dining room, but service users may choose to eat in their bedrooms, or other areas of the home. Choices are available to service users, including vegetarian options. Menus are available to all service users and they are actively encouraged to be involved in menu planning.

Afternoon tea

Served at 15.00 with a choice of homemade cakes, fresh fruit and/ or cheese and biscuits.

Supper

Served at 17.00 in the dining room, again, service users may choose to eat in their bedrooms or other areas of the home. Choices are available to all service users.

Evening Snack

Hot drinks and sandwiches/toast is served at 20.00 and/or as required.

Night drinks are given throughout the night at times chosen by the service user, or as and when required. Snacks – biscuits, sandwiches are also available throughout the night.

The chef will prepare fresh snacks, to order, throughout the day.

Menus will be adapted to the needs of individual service users when required, and where practicable

Assuring Quality

We provide a strong emphasis at Glais House on maintaining and improving our standards of quality, we also believe that no matter how well and effective our remaining services and facilities are there is always room for improvement.

We are able to achieve this by reviewing all our policies and procedures on an annual basis with the support of staff and service users. We conduct an annual service users' survey and conduct regular monthly service users' meetings in order to obtain the highest possible level of satisfaction from service users.

We also have in place a complaints procedure for service users, professionals, families and carers and encourage our service users to speak to inspectors during CSSIW inspections about any concerns that they may have.

Annually, the registered manager will produce an annual development plan for quality improvement for the next forthcoming year.

In order to provide a quality service to all of our service users living within the homes, we believe it is essential to have high quality staff who are trained appropriately; we therefore sit down and work through personal development plans with staff to identify any training needs that may be apparent and how these needs can be met.

To conclude, Glais House undoubtedly provides a high level of accommodation and support to its service users, encouraging them to live as ordinary a life as possible. We encourage our service users to live in the way that any other person in the population would live, taking into account individual needs and wishes.

For more information about Glais House or to arrange a visit please contact:

Mrs Susan Lewis
Glais House Care Ltd
615 Birchgrove Road,
Glais,
Swansea,
Abertawe
SA7 9EN

Tel: 01792 843915

Email: glaishouse@care-centre.co.uk

A copy of our most recent inspection report from the Care and Social Services Inspectorate for Wales is available on request.

The report can also be accessed via the CSSIW website at
<http://wales.gov.uk/cssiwsuite/newcssiw/?lang=en>

or for a direct link to the homes inspection report go to <http://bit.ly/pyZs7h>

The CSSIW can be contacted at:

Care and Social Services Inspectorate for Wales (CSSIW)
CSSIW Inspector
Unit C&D
Phase 111
Tawe Business Village
Swansea
SA7 9LA

Tel: 01792 310420

How To Find Us:

