

Statement of Purpose

Wepre Villa

PROVIDERS OF NURSING & RESIDENTIAL CARE

**36 HALL LANE
CONNAH'S QUAY
FLINTSHIRE
CH5 4LX**



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Location

Wepre Villa is an established Care Home, set in a beautiful 19th century building in a quiet residential location. The original house has been extended and adapted to combine the best of traditional and modern features.

There are shops locally, a park within walking distance and the Home is situated on a local bus route.

Commitment

Wepre Villa Limited considers its management team and employees to be the key ingredients in the delivery of a quality service and believe the future success of the Company is dependent upon it developing a skilled and educated workforce. Therefore, the Company will continue to provide opportunities for staff to study and train to further their career within the Company.

Aims and Objectives

Wepre Villa's objective is to provide a high standard of individualised and person-centred care to all its Service Users.

All Service Users will enjoy a clean, smoke free safe environment in private spaces and non-communal areas within the Home and be treated with care, dignity, respect and sensitivity to meet their individual needs and abilities.

The care service is delivered flexibly, within the boundaries of the care Home environment, attentively and in a non-discriminatory fashion and with respect for independence, privacy and the right to make informed choices and to take risks.

The needs and values of every Service User are respected in matters of religious belief, culture, race or ethnic origin or sexuality.

The Home encourages all Service Users to maintain wherever possible, their social and cultural links with the community and to participate in the Homes Activity Programme.

The Home offers all Service Users a varied, nutritious menu and where possible respect people's individual dietary requirements.

To assist in the provision of a high standard of individualised care the Home has the following systems in place:

- A comprehensive range of manuals to assist in the delivery of care throughout the Home.
- Opportunities for staff to develop their careers through training, further study and progression.
- Regular quality assurance audit tools throughout all aspects of the business, from care to facilities.
- Regular Relatives Meetings and invitations to all to complete our Satisfaction Survey to enable comments to be made on our service.

Mission Statement

Wepre Villa's Mission Statement is:

“To provide a quality caring service in a pleasant Homely environment”

We shall continue to develop our expertise in providing both general and specialist services to meet continuing care demands whilst demonstrating a level of flexibility to meet changing market needs.

Our professional team of staff will continue to focus on developing standards of excellence in the Home, whilst our Company will remain committed to our staff, supporting their professional development, training and career progression.

The attention and focus of our energies will remain with our Service Users, ensuring above all else the delivery of quality services. Our insistence on quality will be demonstrated by the calibre of staff retained, choice of suppliers and standard of Home operated.

As a result of achieving our Service User centred service objectives, our financial viability will be ensured, thus providing continued security for our Service Users and staff and Wepre Villa will be recognised as one of the foremost providers of health care services.

Philosophy of Care at Wepre Villa

Wepre Villa aims to provide its Service Users (Nursing & Residential) with a secure, relaxed & homely environment in which their care, well being & comfort are of prime importance. Nursing Care Teams will strive to preserve & maintain the dignity, individuality & privacy of all Service Users within a warm & caring atmosphere; & in so doing will be sensitive to the Service Users ever changing needs. Such needs may be medical/therapeutic (for physical & mental welfare); cultural, psychological, spiritual, emotional & social; & Service Users are encouraged to participate in the development of their individualized care plans in which the involvement of family & friends may be appropriate & is greatly valued. All input from family & friends are welcome. We need to learn as much as possible about our Service Users, so we can provide the best care possible.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem, & social interaction with other Service Users & with recognition of the following core values of care which are fundamental to the philosophy of our Home:

<u>Core Values of Care</u>		
Privacy	Dignity	Rights
Independence	Choice	Fulfilment

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations & CIW.

Registration Details

Name and address of Registered Provider

Mahendran Bakeirathan
53a Cedar Drive, Hatch End
Pinner, Middlesex, HA5 4BY

Qualifications and Experience of Responsible Individual

BA (Hons) Accounting & Finance
Association of Chartered Certified Accountants
Qualified accountant with over 10 years of banking experience. Further 10 years of finance experience within the commerce industry.
From 2005 to present – being the responsible individual for Wepre Villa Care home.

Name and Address of Registered Care Home Manager

Julie Cotgrave
Wepre Villa Care Home
36 Hall Lane
Connah's Quay
Flintshire
CH5 4LX

Experience

Julie has been a Qualified Registered Nurse for 20 years and has spent the last 14 years in a management role within the private sector caring for older people some of who were diagnosed with Dementia. Her previous role included commissioning a Dementia Unit for early onset Dementia. Other qualifications include Care of the Dying, Teaching and Assessing, Care of the Older Person, Research Utilisation, Ethics, and Management Development for Clinical Staff. Julie also has Registered Managers Award (NVQ 5), NVQ in Dementia Awareness and City in Guilds Level 5 in Dementia Care.
Julie is registered with Care Council for Wales.

Care Team

Name of Deputy Manager

Angela Evans

Qualifications and Experience

Angela is a Registered General Nurse with a wealth of experience and has worked at Wepre Villa for 3 years. Angela has registered to complete 'Six Steps' which assists in enhancing and supporting the care of any individual who may enter the final stages of their life.

Total Number of Qualified Nurses

4

Total Number of Employed Care Assistants

25

Relevant qualifications the Care Assistants hold

Currently 12 members of the care team have achieved their NVQ qualification in Health & Social Care at either Level 2 or 3 and 8 are currently working towards these qualifications.

Other staff employed in the Home

Cooks

Kitchen Assistants

Activities Co-ordinators

Maintenance

Administrator

Staffing

We calculate staffing requirement in conjunction with dependency of our current Service Users to ensure that the safe and efficient delivery of care is never compromised. This is calculated with the use of a recognised tool.

Therapeutic Techniques used in the Care Home and relevant qualifications of Therapist.

None at present, however should you wish to obtain the services of such professionals, please contact the Care Home Manager.

Training

We have a robust induction programme which is completed by all new staff which incorporates The Care Council for Wales 'All Wales Induction Framework'

This programme includes health and safety as well as fire, moving and handling, food hygiene and the control of infection.

The programme then becomes more specific dependant on the role of each team member and the specialist aspect of care which includes nutrition, end of life and dementia. We have a commitment to retaining a competent and skilled work force. We therefore have structured arrangements in place to the provision of regular non-statutory and statutory training.

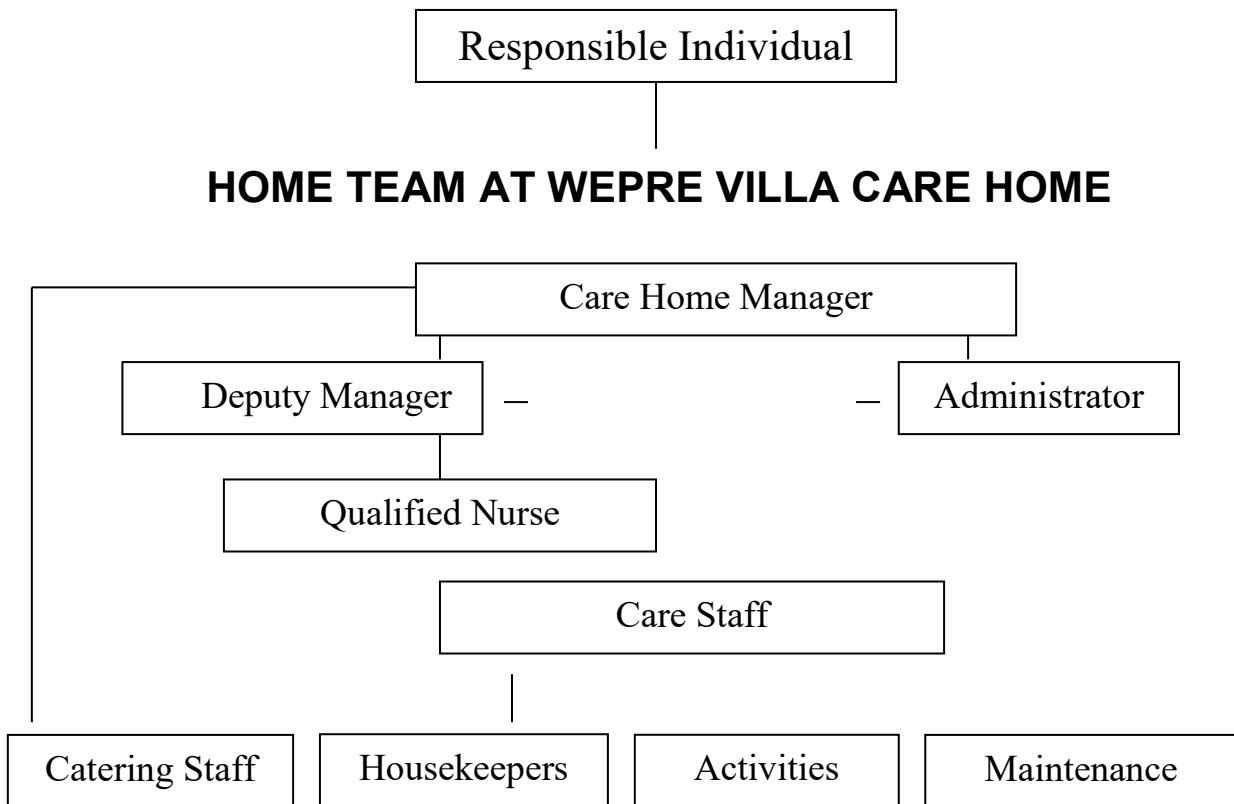
Following staff supervision and appraisal, and the receipt of any inspection reports or complaints indicating that further training is required, a training programme is compiled to ensure that we continue to assist staff in developing new skills as part of the Home development plan.

Quality Assurance

We have several ways of monitoring that our care service is consistently appropriate to meet the needs of our Service Users. These include:

- Monthly visits by Responsible Individual.
- Audits completed monthly with any actions identified being implemented
- We use returned Customer Surveys to monitor the quality of service. These results are published on our notice boards.

Organisational Structure of Wepre Villa Care Home



WEPRE VILLA CARE HOME

Registered Categories of Care

Up to a maximum of 32 persons of either sex including:

Older Person who has general nursing or social care need.

We care for older people with conditions such as Diabetes, Epilepsy, Parkinson's Disease, Cognitive Impairment.

We also offer care and support for older people who have compromised swallow, communication and mobility.

Registered Office Contact Details.

CIW North Wales Region,
Government Buildings,
Sarn Mynach,
Llandudno Junction
LL31 9RZ

Tel: 0300 062 5609

ACCOMMODATION AT WEPRE VILLA CARE HOME

Lounges

Dining rooms

Bathrooms Shower rooms Toilets (not en-suite)

Double bedrooms Single rooms with en-suite

Hairdressing Salon

Ground Floor Lounge Area 54m²

Conservatory 21.6m²

Dining Area One 49m²

Dining Area Two 17.65m²

Room Sizes:

Ground Floor

Room 1	= 13.63m ²	Room 2	= 11.05m ²	Room 3	= 12.46m ²
Room 4	= 11.13m ²	Room 5	= 12.02m ²	Room 5A	= 15.62m ²
Room 5B	= 15.62m	Room 6	= 10.73m ²	Room 7	= 10.73m ²
Room 8	= 12.92m ²	Room 9	= 10.27m ²	Room 10	= 10.70m ²
Room 11	= 11.27m ²	Room 12	= 11.27m ²	Room 14	= 11.24m ²
Room 15	= 11.13m ²	Room 16	= 11.41m ²	Room 17	= 10.90m ²
Room 18	= 13.30m ²	Room 19	= 26.25m ²		

First Floor

Room 20	= 12.29m ²	Room 21	= 10.40m ²	Room 22	= 22.75m ²
Room 23	= 11.80m ²	Room 24	= 11.97m ²	Room 25	= 11.25m ²

Second Floor

Room 26	= 10.85m ²	Room 27	= 19.68m ²
Room 28	= 11.56m ²	Room 29	= 18.23m ²

Equipment

There is varied equipment available at Wepre Villa to assist and support Service Users; this includes overhead hoists, stand aids, manual handling equipment, specialist shower chair, profiling beds, foam replacement and full replacement mattresses, slings etc.

In the event any individual is assessed as requiring specialist equipment to enable staff to meet their needs this will be sourced if not readily available.

Outside Areas

There are areas outside of the building accessible to Service Users which includes lawn gardens, patio and sitting areas; we also have an area where Service Users are able to grow vegetables if this is what they wish to do.

Admission Criteria

Procedure

When a referral is made, initial details will be requested by a senior member of our care team. Prior to agreeing to the admission for a potential resident, our Care Home Manager or a suitably qualified member of their staff will visit the potential Service User at Home or in hospital, unless the Service User prefers to visit the Home and is able to do so.

At this time, the Service User's needs are to be addressed as follows:

- Review of current care needs
- Meet with the potential resident, family and carers (if appropriate)
- Assess the extent to which we believe that we can meet the identified needs
- Make initial contact with any other professionals involved in the assessment process
- Assess any specialist equipment required to meet the identified need – for instance, a pressure relieving mattress, profiling bed etc.

Wepre Villa will ensure that the draft care plan from Social Services as well as any other information from other professionals is used as part of the assessment process.

Our Care Home Manager or member of staff will ensure, as far as it is possible, that both the potential Service User and their family/representative are fully informed of the scope of services and facilities available at Wepre Villa with the Service User Guide and Statement of Purpose made available. An invitation to visit the Home and perhaps stay for a meal or overnight will be offered.

Once a date for admission and a fee rate has been agreed, the following Home Pack is given to the Service User and or their family/representative incorporating the following.

- Home Brochure
- Service User Guide
- Terms and Conditions of Residence for all Service Users
 - For local authority funded Service Users, a formal contract exists between our Home and the Local Authority. However, a separate Wepre Villa Care Home terms and conditions of residence will also be issued.

The fee for accommodation and personal care, the method of payment and the person or persons by whom the fees are payable will be fully confirmed upon admission within the terms and conditions and service agreement.

To ensure all Service Users feel comfortable with their choice of care Home, a 4-week trial period is offered, and the arrangement may be terminated with 24 hours notice by either party.

Any contract with residents shall be based on the above information and in compliance with the Regulations.

Prior to admission the pre-admission assessment and a comprehensive admission pack will be given to the person responsible for the Service User's care

We actively encourage multi-disciplinary care reviews for all our Service Users, regardless of funding source or whether a social worker is involved.

The Care Plan will be reviewed in the Home on at least a monthly basis in addition to the placement reviews. Full involvement by families or advocates is actively encouraged.

Wepre Villa seeks to ensure that all Service Users continue to have unrestricted access to all community support services including health, social services, leisure and education and will facilitate such access wherever possible. Our Service Users have the choice to retain their own GP if the service can be continued or we will assist in locating a new GP if required.

Where there is the need for a Service User to receive medication, this will be administered by a Registered Nurse. We also have a clear policy that Service Users may elect to self medicate and this will be discussed and agreed on an individual basis. Our risk assessment and care planning process will be used for this purpose, and a lockable facility would be allocated where appropriate.

Our procedures for the receipt, storage and administration of medication will be internally and externally audited.

We recommend all potential Service Users, relatives and friends visit our Home to assess our facilities and their suitability. All potential Service Users are offered the opportunity to move in on a trial basis before they or their representatives decide to stay permanently.

Emergency Admission Criteria

Where possible all admissions should be planned. For the benefit of all Service Users urgent admissions should be avoided unless enquiries are from a Local Authority representative, Primary Care Team or General Practitioner.

All such enquiries will be communicated to the Home Manager prior to acceptance.

Procedure

It is essential that discussion takes place between our Care Home Manager and the Responsible Individual to ensure that all resources required are available at the Home to meet the needs of an unplanned admission.

Where a pre-visit is not possible due to the urgency of the admission our Care Home Manager or Clinical Lead will obtain as much information from the Service User or their representative in order to identify the facilities and care required to meet their short-term needs.

Our Care Home Manager or Clinical Lead will ensure, as far as possible that both the Service User and their representative are kept informed of the facilities and services at the Home using the Service User Guide and the Statement of Purpose.

The full cost of the placement will be agreed prior to admission and written confirmation received prior to admission.

Following admission to the Home, the following will be given to the Service User or their representative;

A Home Pack incorporating:

- Home Brochure
- Service User Guide
- Terms and Conditions and Service Agreement for all Service Users
 - For Local Authority Funded Service Users, a formal contract exists between our Home and the Local Authority. However, a separate Wepre Villa Care Home terms and conditions of residence will be provided.

A draft care plan will be drawn up on admission from information provided. This will be reviewed within two days of admission.

All other aspects of the admission will remain the same as the Pre-admission procedure.

Arrangements for Consultations

Service Users are warmly encouraged to become involved in the running of our care Home. Service Users are encouraged to be involved in the recruitment process, informed about staff appointments, staff training needs, and any proposed changes to the Care Home.

Our Care Home Manager has an 'Open Door' policy and actively encourages suggestions and recommendations from Service Users. These suggestions will then be discussed at an appropriate meeting.

The following arrangements are made in the Home to assist in the Service Users being able to voice their views.

Service User Meetings

We do not currently hold routine meetings however we do discuss with Service Users their views and thoughts on a very regular basis. The facility for meetings is kept under review and would be facilitated if and when requested

Relatives Meetings

These are held bi - monthly and a detail of the next meeting is on display within the reception area. Minutes will be taken, displayed and distributed.

Care Home Manager

Our Care Home Manager is more than happy to offer Service Users, relatives and staff an opportunity to meet privately.

An appointment can be arranged for your convenience or alternatively if you have the opportunity to attend the Home the Manager will endeavour to make time to see you.

Satisfaction Surveys

We carry out bi-annual questionnaires to get feedback from Service Users and their representatives on all aspects of service provision. The method in how the feedback is collected would be individual to the person providing the feedback - depending on their communication ability.

We also carry out a bi-annual questionnaire to get feedback from staff on all aspects of service provision

We have monthly staff meetings to understand how the staff are generally feeling and to discuss any events / issues ensuring everyone's views are heard and that all staff feel involved in the decision-making process.

We have bi-annual meetings with service users and representatives to inform them of news from the Home, involve them in certain decision making, get feedback from them, answer any of their questions and to mingle and get to socialise with them

During visits from the Responsible Individual there are discussions (with consent and in private) with the Service Users and their representatives to get feedback on how we are doing. Contact details are also available and are provided when requested, for Service Users or their representatives to contact the Responsible Individual directly.

The Responsible Individual will attend all necessary regulator meetings and is always accessible via e-mails and phone calls

There are systems and processes in place to ensure that all incidents and complaints are recorded, investigated and resolution reached

There are effective systems in place for keeping of records both in paper and electronically which the staff are fully trained to undertake

There are policies and procedures in place and regular reviews are undertaken to ensure that they are up to date

Sample copies of the survey's used are available in the Administration Office.

In addition, the Care Home Manager will meet on a one to one basis with Service Users relatives/representatives who are unable to attend the structured meetings. The outcome of these discussions will be enclosed within the care plan file.

Care Plans

Service Users (or their representative with permission of the Service User) are encouraged to become involved in the care planning process and will be fully consulted at each stage of the care plan. A copy of the care plan will be made available to the Service User (or their representative with the permission of the Service User) for signature and agreement.

Regular care reviews are held with the Service User (or their representative with the permission of the Service User)

Complaints

We have a robust Complaints Procedure; the procedures are well displayed throughout the Home. We have an open approach to the receipt and management of complaints, and welcome constructive suggestions and ideas, which will be reviewed and adopted wherever possible.

Civil Preference

We actively encourage, as it is the right of all our Service Users, to participate in local and general elections. We will work proactively to facilitate this within our care Homes, where desired.

Welsh Language Policy

We have developed a "Welsh Language Policy" which is displayed in the reception area of the Home.

The Home will endeavour to meet the needs of residents whose first language is Welsh wherever possible by translating documents, providing welsh speaking staff, signage etc.

Our Facilities

Activities

Our Home has Activity Co-ordinators who co-ordinate a range of activities in and out of the Home. Our programme of events is displayed within the reception area and in our lounges. The weekly programme is displayed in communal areas throughout the Home. The programme is devised following discussion with Service Users and relatives. Service Users are actively encouraged to maintain outside links with the community and continue interests they followed prior to moving in to our Home. We will work with our Service Users and families to identify activities that will be enjoyed, and this could include one to one and individual activities.

Additional Services

These can be sourced for an additional cost e.g.

Hairdresser

Chiropodist

Newspapers

Equal Opportunity

We are committed to equal opportunities for all involved in our Home. Our approach to this is to foster a spirit of respect for everyone regardless of gender, sexual orientation, marital status, social background, ethnic origin, religion, religious beliefs, creed, colour, nationality, racial origin, physical ability, culture and language or social background.

Spiritual Needs

We have links with some local religious leaders who can visit the care Home to meet individual Service Users and to conduct services or assist Service Users engage in prayer.

Service Users, who are able, are encouraged to maintain links with their religious beliefs and to take part in services or gatherings at their preferred local place of worship. Staff can assist Service Users meet their spiritual needs, and we welcome Service Users from all religious backgrounds, and will equally respect all religious beliefs.

Catering

Our Home follows a 4-weekly menu. Alternatives are available to cater for individual likes and dislikes. In addition, we will provide special diets to meet medical, health and religious requirements.

Our Home offers breakfast, lunch, evening meal and supper, with snacks and drinks provided throughout the day and night.

Visitors are welcome to dine with relatives for a small charge per meal and notice being given to our kitchen staff.

Contact with Family and Friends

Wepre Villa has a commitment to ensure our Service Users have full access to their friends, relatives and any other visitors they may wish to see. We will ensure that Service Users wishes in this regard are respected and Service Users will be able to make use of their bedrooms for this purpose.

Laundry

Wepre Villa has a laundry located on a site.

We would ask that all clothing is machine washable to 60°, colourfast and is clearly named prior to admission. We would also ask that any new items are named and brought to the attention of staff and entered onto the Service Users property list/inventory.

Dry cleaning can be arranged at an additional charge.

General and Clinical Waste

We have arrangements for the disposal of General and Clinical Waste in accordance with the Certificate of Registration under the Control of Pollution Act 1989. This service is contracted out and collected weekly.

Risk Taking

Wepre Villa offers older people the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment, plus support and stimulation to help them maximise their potential, physical, intellectual, emotional and social capacity.

Service Users are encouraged to be involved in all decisions affecting their lives unless there are demonstrable reasons why this is not possible or appropriate.

The assumption underlying care decisions is that Service Users are capable of making choices about their own lifestyle (e.g. deciding what to do and when to do it). This is part of the care planning process within our Home.

For Service Users who are unable to make choices, the care plan will clearly indicate those able to act as advocate to assist decision making.

Wepre Villa offers opportunities for Service Users to review their own situation regularly, along with a friend or advisor, care worker or manager.

It is the right of those who are able to judge the risk to them to make their own decisions, subject to these not threatening the safety of others.

Care Plans contain a complete and evaluated risk assessment document to facilitate this.

Where applicable, the assistance of family and/or representative will be sought.

Where restrictions need to be imposed, this will be done after consultation and with the full consent of the Service User and other involved parties.

Where a Service User is not able to consent, the involvement of appropriate representatives will be sought to ensure that Service Users rights and Health and Safety is maintained.

At Wepre Villa we have a duty of care to protect our staff and Service Users against violence and aggression and as part of this we have a zero-tolerance policy. At local level we would seek immediate assistance if there is a threat of violence.

Wepre Villa has a clear policy on behaviour to ensure all Service Users are cared for in a safe and non-threatening environment. We have clear guidance to ensure that any displays of aggressive or challenging behaviour, physical or verbal, are dealt with professionally and ethically.

As a duty of care to safeguard the well being of all Service Users, we would implement the inter agency Protection of Vulnerable Adults Policy to which we are fully committed should this be appropriate. We have a clear policy relating to this within the Home, and our staff are trained in its whereabouts and its contents.

Insurance

It is necessary for all Service Users, or their representative to be responsible for insuring the full replacement value of personal belongings. Our care Home is not responsible in any way for cash, credit cards, cheques, certificates, bonds, deeds, documents or personal effects (including jewellery) retained at our care Home other than in our safe. It is therefore important that personal arrangements are made prior to admission.

Fire Procedures

Wepre Villa Care Home is provided with up to date equipment to fight and retain fires. There is, no matter how much emphasis is placed on equipment and training, always the possibility of a fire starting. It is therefore essential that you remember the routine to follow should a fire start.

Every floor is subdivided into compartments – if a fire breaks out, it will be contained within that area for up to 30 minutes from another compartment therefore providing a safe area until either the fire is extinguished or evacuation to another compartment is agreed. Compartments are marked by the fire doors across corridors.

Fire alarms – are the main system of notifying staff (Service Users and visitors) that a fire has been detected. Never assume a false alarm. The fire alarm is a continuous bell or siren activated by break glass call points and automatic sensors.

Staff – On discovering a fire:

- Raise the alarm verbally and operate the nearest call-point.
- Assemble at the fire panel going by the quickest and safest route.
- DO NOT USE THE LIFT.
- Receive instruction from the person in charge and ensure that Service Users and visitors are moved to a place of safety – remain with them until it is safe to return to the main building.
- DO NOT place yourself at risk.

On hearing the fire alarm:

- Assemble at the fire panel going by the quickest and safest route.
- DO NOT USE THE LIFT.
- Await instructions about location of fire and evacuation of the building.
- Evacuate Service Users and visitors to an agreed place of safety and remain with them until it is safe to return to the main building. DO NOT place yourself at risk.

The person in charge:

- Will assemble at the fire panel. Dial 999 and ask for the attendance of the Fire Service.
- Direct and prioritise staff in the evacuation of Service Users.
- Check that all Service Users, staff and visitors are accounted for.
- Arrange for the unlocking of the door and await arrival of Fire Service.
- Report known details of fire to Fire Service personnel and give them copy of Fire Plan.

Service Users and Visitors

- UNLESS in IMMEDIATE DANGER, sit and wait for a member of staff to arrive.
- The member of staff will escort you to a place of safety.

Privacy and Dignity of Service Users

Privacy

Staff will knock and wait before entering a Service Users room.

Staff members are aware of the need to maintain confidentiality.

When undertaking personal care procedures, these are undertaken in private.

E.g. when assisting a service user with any level of personal care

Dignity

All communication with Service Users is respectful.

Service Users are called by their preferred name.

Open visiting is welcome and arrangements for privacy are in place.

Private access to a telephone is available.

Service Users are offered a variety of activities and entertainment.

Service Users are able to choose their own clothes and purchase their own clothes.

Rights

Service Users are able to voice their views at Service Users and Relative meetings.

Service Users and/or their relatives are consulted when planning their care.

Service Users have a right to take risks.

Complaints are treated with sensitivity and Service Users should be able to voice concerns without fear of reprisal.

Service Users give informed consent to treatment and have a right to refuse care/treatment; with support for Advanced Care Planning - information available on request.

Service Users are allowed to bring their own furniture and possessions of their choice.

Choice

Service Users may choose the time they rise and go to bed, the time they get washed and dressed, the number of showers/baths they have and choose where they eat. Service Users have a choice of meals.

Service Users are allowed and encouraged to choose their own General Practitioner.

Service Users are consulted when drawing up new menus.

Fulfilment

Service Users are supported to fully realise their personal aims.

Service Users are supported to fully realise their full potential.

Service Users are supported to achieve a quality of life that they are happy and content with.

Rights of the Home and its Occupants

- Services users are asked:
 - to respect the property and belongings of others.
 - to respect the privacy of other Service Users within the Home.
 - to respect the rights of other people and allow them to continue in their beliefs and to make their own choices.
 - to respect Service Users and staff's ethnic background, sexual orientation, religion, racial origin, physical disability and cultural and language factors.

How to make a Complaint

It is our objective to ensure that you are provided with a high level of care, comfort and safety such that you should never feel the need to make a complaint.

However, should you, or a relative or friend, ever have cause to complain, we would urge you to speak to us about it immediately. Complaints are taken very seriously and will be thoroughly investigated.

You will receive a letter to acknowledge your complaint has been received within 7 days and you will then be advised within 14 days of the action, if any, that must be taken.

In the first instance, you should speak about the problem to the nurse in charge who will do everything possible to resolve the problem. If you are not satisfied with the outcome, approach the Care Home Manager with your complaint.

At this stage, a staff member will enter your complaint into the formal Complaints Log and record the details in a separate form to maintain your confidentiality.

If you still feel that your complaint has not been dealt with to your satisfaction, then you should ask to speak to the Responsible Individual.

You may at any stage register your complaint with the local office of the Care Inspectorate Wales (CIW) who continually monitor the standards operated in the care Home.

CONTACT NAME	ADDRESS	PHONE NUMBER
Care Home Manager Julie Cotgrave	Wepre Villa Care Home 36 Hall Lane Connah's Quay Flintshire CH5 4LX	Tel: 01244 822 619 Fax: 01244 812 402
Responsible Individual Mahen Bakeirathan	Wepre Villa Care Home 36 Hall Lane Connah's Quay Flintshire CH5 4LX	07930430151
CIW	CIW North Wales Region, Government Buildings, Sarn Mynach, Llandudno Junction, LL31 9RZ	0300 062 5609
Social Services Department - FLINTSHIRE	Social Services 44 Phase 4 Country Hall Mold Flintshire, CH7 6NN	01352 702642
Ombudsman	Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae Pencoed CF35 5LJ Email:ask@ombudsman-wales.org.uk	01656 641150

WEPRE VILLA - MENU

WEEK ONE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Breakfast	<i>Porridge, Cereals, Toast, Eggs, Bacon & Tomatoes available every day Full cooked breakfast available</i>						
Lunch	<i>Sausage Casserole</i> <i>OR</i> <i>Beef Stew</i> <i>Rice Pudding</i>	<i>Chicken in Garlic & Herb Sauce</i> <i>OR</i> <i>Meatballs in Sauce</i> <i>Apple Crumble & Custard</i>	<i>Scouse</i> <i>OR</i> <i>Cauliflower Cheese</i> <i>Chocolate Sponge & Sauce</i>	<i>Mixed Grill</i> <i>OR</i> <i>Chicken Hotpot</i> <i>Rhubarb Tart & Custard</i>	<i>Fish in Batter</i> <i>OR</i> <i>Assorted Omelettes</i> <i>Lemon Sponge & Custard</i>	<i>Liver & Onions</i> <i>OR</i> <i>Chicken Pie</i> <i>Banana Custard</i>	<i>Roast Beef With Yorkshire Pudding & Roast Potatoes</i> <i>Fruit Sponge & Custard</i>
Tea	<i>Omelette & Beans</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Filled Scones</i>	<i>Scrambled Egg on Toast</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Peaches & Cream</i>	<i>Fish Fingers & Chips</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Milk Jelly</i>	<i>Sausage Roll & Beans</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Toasted Teacakes</i>	<i>Quiche & Tomatoes</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Fruit & Cream</i>	<i>Beef Burger & Spaghetti</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Chocolate Mousse</i>	<i>Corned Beef Salad</i> <i>OR</i> <i>Soup & Sandwiches</i> <i>Trifle</i>

*Special Diets such as Vegetarian or Diabetic catered for
All Lunch time meals served with potatoes/chips and assorted vegetables*

Fresh fruit available daily

*Refreshments provided throughout the day include:
Tea, Coffee, Juices, Biscuits, Cakes & Sandwiches*

