



Statement of Purpose

All paperwork is provided in the language of your choice when requested.



Contact Details

Our address is:

Cartref Croeso

Cwnc Du

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Manager	Fiona Morris
Responsible Individual	Heather Burt



One of the unique aspects of this home is staffing levels which will always be above average. At Cartref Croeso, the whole experience we want to implement is about providing quality care in a relaxing atmosphere, with a leisurely approach. Care assistants will be encouraged to spend time with each resident, join in with the activities throughout the day, such as feeding the chickens, tending to the raised planters where they are able to plant vegetables and salads, or simply potting plants in our polytunnel, or to sit down with the residents to enjoy a conversation and listen to what they have to say, whether that is inside in the bistro, or outside on one of the many benches around our nature trail. Our staff will also be promoting the back to basics idea of baking, where our residents can enjoy a cookery lesson with our resident chef, and then enjoy the rewards from their freshly baked goods. Therefore our care staff ratio will be at least three care staff per fifteen residents throughout the day, which does not include our chef, kitchen assistant and housekeeper. During the mornings between 7am – 8am there will be at least five members of care staff on duty to ensure that residents can have a cup of tea in bed before deciding to get ready for the day. This staff ratio enables us to provide choice for every resident if they want to go out to the local towns we already have the staff in place to provide this service with still enough staff for the residents who wish to remain home. Every month there will be two planned outings. During the winter months, with Christmas approaching there will be plenty of time to attend Christmas markets across Pembrokeshire, Carmarthenshire and Ceredigion, as well as fetes and Christmas shopping. Also, we can attend events such as Bonfire night, Easter parades, bank holiday shopping, Victorian evenings, or just enjoying fish and chips on the promenade, because of the staff ratios, we are able to give residents the choice on whether they would like to go on the outings or stay in the relaxing home with a cup of tea. In the summer months, outings will include trips to the beaches, folly farm, garden centres, national parks, and botanical gardens. Further afield trips will also happen throughout the year, including trips to Cardiff for shopping, sight-seeing and various shows at the CIA, or sporting events at the Principality stadium.



Cartref Croeso Ltd is a limited company which provides fifteen residential beds to individuals of fifty years and above. We are committed to providing a high quality of care that is specifically tailored to the individual needs of our residents. Our fully trained staff will provide support to any other service agency and professionals currently providing services to our residents, to ensure a seamless delivery of our person-centred care, whilst supporting the principles of equal opportunities and inclusivity.

Cartref Croeso will endeavour to look after individuals who may have suffered a stroke, who have sensory impairments or elderly individuals who just need company until such time we feel we are unable to meet their needs in which case we will seek advice from other professionals and train our staff accordingly to meet their new needs, or in extreme cases we will confer with other professionals and family as to the benefits of residing in Cartref Croeso or if a specialised placement will need to be found.

We will be welcoming and will encourage people in need to come for help; advice and support whilst ensuring their needs and their choices are fully cared for including their privacy, dignity and emotional, psychological and physical needs as well as providing care in the residents choice of language, whenever possible we will meet their needs by ensuring our staff are fully trained in providing personal care such as showering and dressing individuals, assisting with medication and assistance to mobilise if required. All staff will be trained in something as what may seem as basic as cleaning and changing batteries in hearing aids and how to properly clean dentures and oral hygiene. Whistle blowing, and safe guarding are paramount within our training matrix, to ensure both staff and residents are safe within the home. Just over 45% of our staff are Welsh speaking, some are learning Welsh, and this is something that Cartref Croeso is actively promoting.



We realise as a company that palliative care is as important as day to day living, which is why at Cartref Croeso as well as our individual palliative care training we also invite support groups to hold talks and presentations to our care assistants regarding end of life care. During the final stages of their life, all key people will be contacted, including all family and friends if wished, and a senior care assistant will be present at this difficult time to answer any questions which may arise, but also to provide some comfort to the resident and their families to know someone is with their relative. When a resident passes away, a doctor will be called to confirm death, and the family will be contacted, all final wishes will be adhered to including personal care and dressing in preparation for the chapel of rest. If required, our local funeral director can assist in any other arrangements.

We will manage the finances of the home to ensure long term viability and stability whilst supporting the direct needs and choices of our residents.

We will develop alliances with other professionals and create partnerships with other care providers where and when applicable as well as promoting good practices.

We will abide by the Social Care Code of Practice for employers and employees and always work within the minimum care standards, implementing these through a care package assessed to our residents needs and choices.

Cartref Croeso Ltd is owned and managed by both Fiona Morris (Manager, QCF 5 Leadership and Management Awards in Adults Residential Management and Adults Management) and Heather Burt (Responsible Individual NVQ4 Health and Social Care RMA) and they are supported by five seniors (QCF level 3) who share the days and nights. Also, two Housekeepers, who are responsible for the cleanliness of the home, two chefs, who are responsible for preparing nutritional and appetising meals and catering for individuals with dietary requirements and allergies. Also a kitchen assistant to provide extra support to our resident chef.



Our home will provide support for residents who

- **Have had a stroke.** A stroke affects everybody differently and we understand that it will have a profound effect on their life. Specifically, when caring for someone who has had a stroke, we will work closely with them and other healthcare professionals to jointly build a plan of care for them that is reabling. This means that we focus on helping them to re-learn old skills and acquire new ones and will actively support them to adapt to and overcome any limitations.
- **Are frail;** if someone has three or more of five factors, then that person should be considered frail. These factors are: unintentional weight loss (10 pounds or more in a year), general feeling of exhaustion, weakness (as measured by grip strength), slow walking speed, low levels of physical activity.
- **Different abled bodied;** such as individuals who use wheelchairs, as we have two specially adapted en-suite bedrooms with wet rooms with enough space to mobilise in a wheelchair.
- **Sensory impairments;** Sensory impairment is when one of your senses; sight, hearing, smell, touch, taste and spatial awareness, is no longer normal.



We do not just focus on the physical effects but the emotional ones too. We will do this by an individual care plan in which we will assess and put in place a plan of care which will identify needs such as their general history (a view into their lives up until the present, and their next of kin), information gained from them around their physical and emotional well-being and what matters most to them, scored on a chart to where they feel they are currently, and to where they aspire to be in the near future. We will identify how they wish for their personal care to be carried out at certain times throughout the day. We will also identify how they transfer and mobilise around the home and in their rooms and put in place any equipment that is required, which will be serviced every year by Cantre Mobility. All staff are trained in accordance to the All Wales Moving and Handling Passport by our qualified in house training manager which will be delivered in accordance with our training policy. If they have medication, again this will be identified within the care plan, and stored in a locked cabinet within their room. They may require assistance with their medication, if so, we have a care assistant on site who has been trained to assist with this, again this will be identified within their care plan.

On some occasions continence may be an issue, therefore, a full assessment will be carried out by a continence nurse. Some residents may require assistance with catheter care which the care assistants can help with. Any abnormalities will be reported and if needs be, a GP will be called out.

Making sure our residents have nutritious food and drinks is essential to good care. Food is fundamental to quality of life and, for many older people in particular, can be critical to their health and well-being. Unplanned or unexplained weight loss can make older people vulnerable to disease and may be fatal. Residents appetites may also reduce with age, so keeping our residents interested in food is a challenge. Our residents will complete a daily menu planner giving the residents a choice of breakfast, either hot or cold, a two-course lunch, providing a selection of two meat choices and one vegetarian option, and a supper consisting of a light snack, such as freshly made soups and snacks such as corned beef hash all prepared by our resident chef. Healthy and nutritious snacks are also available throughout the day, such as slices of fresh fruit. Afternoon tea will be served daily in the Bistro with a choice of freshly made sandwiches and homemade cakes.



Our care assistants who provide this care all have enhanced DBS and are trained in house with an in-depth training program over a period of twelve weeks following the Care Council for Wales Induction Program including Induction and Manual Handling techniques, they are taught by our Training Manager who has over 30 years' management training.

After the initial training, new staff will then accompany a Senior member of the team and have between one and three days of shadowing them, not only to meet the individuals we care for, but to gain knowledge and confidence within their roles whilst ensuring they become part of the team. All our staff are either working towards or already have a QCF in Health and Social Care from two through to five and have a probationary period of six months. During the first six months of employment with Cartref Croeso Ltd the employee will meet the Manager and supervisors and after the first fortnight a meeting will take place with the manager to ensure they feel able to carry out what is asked of them, and if they feel that the company is providing the support they need.

Cartref Croeso Ltd prides itself in the fact that we have two levels of management that staff are able to turn to for advice, help and support. Every two months supervisions will be carried out on all staff and an annual appraisal takes place every January. We value the opinions of staff as well as residents therefore every September a staff survey is carried out and then a collated spreadsheet is produced to see where improvements can be made. Monthly meetings are also held by the Manager when care assistants have the opportunity to voice their opinions and discuss any concerns raised by themselves or the residents they look after.

The unique three-story building has been completely renovated over a two year period to bring the substantial home up to a luxurious standard in which every ceiling and wall has been reconstructed to create large open spaces where residents are able to move freely between different areas of the home, this includes a private dining area where they can invite family and friends to enjoy a specially prepared meal or afternoon tea all in the comfort and the safe environment of Cartref Croeso, thus promoting positive outcomes and wellbeing for residents.



This indulgent home, which is all centrally heated and has CCTV to the outside of the building and has both thumb turn locks to doors, with all external doors being alarmed and the home sits in its own gated grounds. There is a wheelchair friendly ramp and steps to access the home, which are highly visible with handrails for ease, and both high and low-level lighting. The home consists of four large communal rooms on the ground floor, two living rooms, one of which is the relaxation room, one activity/reading area and a spacious dining room as well as the Bistro room which is also used for private functions and four ensuite bedrooms, two of which are specially adapted wet rooms. Also situated on the ground floor is a lift giving ease of access to the upper floor, also on this floor is the laundry, kitchen, disabled access toilet and a large wet room complete with high level toilet for residents who may need the use of a wheelchair.

The second floor consists of eleven luxury ensuite bedrooms, some of which have a large amount of natural light and one of which is a shared room set in their own private wing of the home, just by the lift. Also, on this floor we have the Arjo Malibu Bathing System providing a safe and comfortable bathing experience. The seat transfer unit eliminates the need for manual lifting - which reduces the risk of back injuries - and the whole procedure is operated via the handheld control unit which not only operates the chair to position over and into the bath but also adjusts the height of the whole bath for comfort of assisted bathing. Again, in this bathroom is the high-level toilet which is wheelchair accessible.

The third floor of this impressive home is used only for other professionals and care assistant, as it holds the new training suite complete with interactive white board and overhead projector. A nurse call system is fitted to every room of the home which enables residents to call for help or assistance, when needed, even when they are in bed, and every room and corridor has an accredited fire sprinkler system in place complete with emergency lighting. All bedrooms, which are all ensuite, are furnished with a complete set of bedroom furniture which consists of wardrobe, chest of drawers and bed side unit, they also have two comfortable chairs which enables residents to have private time with family if they choose to do so.



Every room has a flat screen 35" television in, as well as a large button telephone for residents to keep in contact with loved ones or friends in their local area and all rooms have the additional ease of the dual controlled lights which they can operate from the comfort of their profile bed, which is height adjustable. The carpets in all rooms and corridors are super soft indulgent and stain resistant with built in micro bacterial agent.

Every ensuite bathroom has been designed with the resident in mind, for ease of access and comfort. Every bathroom is tiled with porcelain tiles and slip resistant cushion flooring which also has an antibacterial stain resistant resin. All shower cubicles are low level cubicles and have both a rainfall head which is adjustable to the height of the resident or if they prefer to be seated is adjustable to this height also. For ease of use there is also a hand-held shower head to complete the premiertech cool touch system. To complete the bathroom is a tavistock high level toilet and white gloss vanity unit.

To continue the theme of Cartref Croeso and promoting health and wellbeing with positive attitudes for residents, outside set in the acre of woodland is a small orchard of six apple trees all named and with varieties from Carmarthen, Cardiff, and Pembrokeshire to name a few and wheelchair accessible planters where vegetables and salads can be grown, thus implementing both activity and wellbeing for residents.

Also by the end of 2018, the residents tavern will be fully opened where individuals and their families can get together for entertainment evenings or just for the lunch provided by our chef. Next door to the tavern, is the hairdressers and podiatry, which is open to residents twice a week for that all-important hair style or nail cutting. Cartref Croeso is also building up community relationship with the local primary school and other organisations close by. All our residents are unique and we are very open minded about their own feelings regarding their care and alternative therapies, we value their opinions and are always willing to explore different avenues of care to promote positive outcomes for our residents whilst still retaining the independence they deserve.



Cartref Croeso objectives and goals are clearly stated at the start of this guide; in addition, our Code of Conduct clearly outlines how we will deliver our care services to residents. Our policy and procedures clearly state how our care assistants will conduct themselves when dealing with residents. We will also ask our residents to complete a Quality questionnaire every six months to evaluate the service and quality of this service we deliver.

We strive to create a home from home atmosphere where residents will feel at ease and are able to rise in the morning at their leisure and retire in the evening when they choose to. Meals will be provided and freshly prepared by our resident chef and a choice will be given to all who reside in our home as choice is our benchmark, alongside positive outcomes and wellbeing.

Care Planning

Prior to commencing the provision of care priority is given to carrying out a full risk assessment to enable us to complete a comprehensive care plan tailored to each resident's individual needs whilst promoting positive outcomes and wellbeing which will be achieved through our highly skilled staff and their managers within the care plan we will record the general history of the individual the care plan is about, their needs and how we will meet them, their personal care and how it will be carried out, whether or not they are able to toilet themselves or need assistance and how we will meet that need, a skin management assessment to include any pressure areas or reddening of areas which will be monitored regularly and recorded, any dietary requirements will be outlined and recorded in this plan and finally medication needs. Our dedicated Manager will arrange to carry out this assessment normally before care begins or when they are admitted to the home. All care plans are updated six months or when there is a change in the individual we are looking after, whether that be they have a chest infection and are off their feet for a while and they may need more assistance with their personal care during this time. A six monthly review will take place with consulting the individual and /or their family between four and five days a week are always aware of any changes or concerns with the resident, their representative or staff. Care plans are discussed with residents or their representatives and are signed off only when the resident is happy with the outcome. In line with the Health and Wellbeing Act the care plan actively promotes the health and wellbeing of the resident and on a scale of between one and ten the care plan is used to promote and record



positives outcomes. We realise that residents care and needs will change throughout the time they spend at Cartref Croeso which is why our staff are trained in all aspects of care and it is inevitable that palliative care is part of that training, also after the fact, our training manager is on hand with any support and advice for our care assistants going through this traumatic time as the manager will be on hand for any family support.

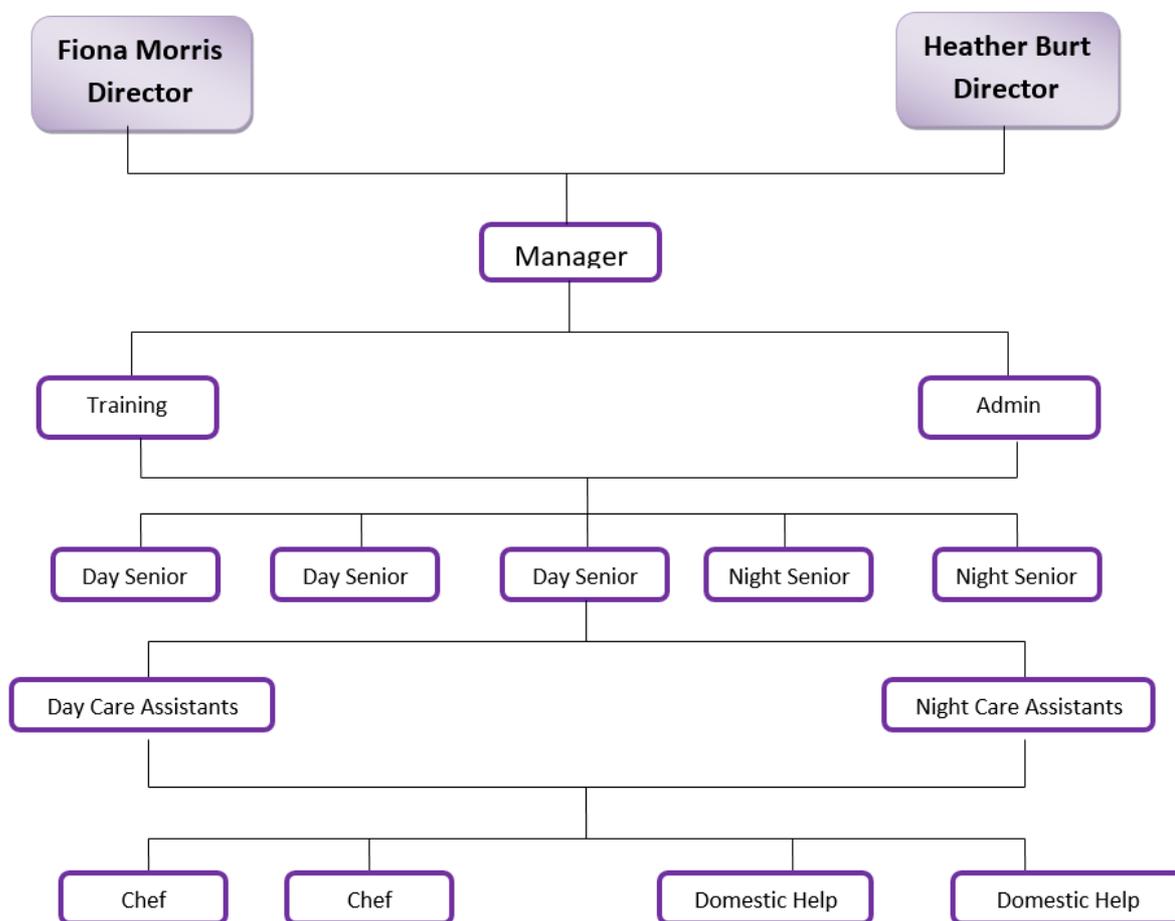
All our data is password protected as well as being in a secure locked cabinet our ICT manager sees to all our data protection services.

Cartref Croeso are fully committed to providing a high level of care to all our residents and will achieve this by ensuring our staff are trained to the highest standards. Any deviations from the Care Plan need to be risk assessed. If it is the resident's choice to deviate from the Care Plan they may need to be prepared to sign a disclaimer to absolve the company and its care staff from any responsibility arising from the change.

Operational Information

Cartref Croeso Ltd will always maintain full employers and public liability insurance, to cover all our care assistants working within the home. Our terms and conditions of business provide the definitive guidelines under which care is offered, including details of how our services may be terminated at any time, giving 28 days' notice whenever possible. Cartref Croeso provide a quality service at a reasonable cost – please contact us for more information regarding prices.

Residents are invoiced on a weekly basis in advance for all services provided. Providing Cartref Croeso has the capacity to admit an emergency individual we will ensure that information is given to us via email either from the local authority or family member or even the individual themselves a full care plan and risk assessment will be carried out.



At Cartref Croeso, choice, health, wellbeing and positive outcomes are paramount for residents and staff alike therefore this is reflected in our staffing levels.

Providing the home is full at **least** three members of the team will provide care to residents in the day between 7.00am and 11.00pm, depending on the number of residents this will reflect the number of staff. Overnight there will be two members of staff providing care for the residents. The chef will be employed from 7.00am until 1.00pm and the housekeeper between 9.30am and 1.30pm. The groundsman will be employed part time during the week to maintain the gardens. The manager will ensure the smooth running of the home between 9am – 5pm Mondays – Fridays, and one weekend a month. A senior care assistant will be employed throughout the day and a senior will also attend to residents in the evenings and throughout the night.



Code of Conduct

Cartref Croeso are committed to providing high quality professional care whilst taking in to consideration legislation from the appropriate Government lead acts, that decide through the Care Standards in Wales, what policies and procedures we need to adhere to under certain acts of law.

Service Delivery

The company will ensure that its care staff deliver our services consistently in particular focus will be given to the continuity. From time to time it may be necessary to change personnel due to sickness or holiday, however, this will be minimised wherever possible. We never use agency staff only care assistants employed by ourselves.

Abuse

Any form of abuse, directed at or from the resident or their family or representatives, is totally unacceptable and will not be tolerated and could possibly result in a termination of service. Any abuse or neglect witnessed by the company or its care staff will be reported to the relevant person immediately.

Privacy and Dignity

At all the times the company and its care staff will honour the privacy of our residents and their affairs. Residents will be treated with the utmost dignity always with particular regard to, personal care and handling of personal possessions required in the delivery of care. Residents will be addressed by their preferred name at all times.

Diversity

The company and its care staff will always take into consideration the diverse requirements of its residents when delivering their services. These will include, race, language, religion, disability, cultural, sexuality and age of the residents receiving care as well as their family and representatives.

Autonomy and Independence

The company and its care staff will at all times deliver care services in such a way as to assist residents to maintain their independence. Residents will where appropriate be encouraged to make decisions regarding their care plan.



Medication and Health Related Activities

The company is bound by strict guidelines through its medication policy relating to the provision of medication and health related activities; these guidelines will be followed at all times. Care staff are able to administer and prompt medication when this is stated in the care plan

Financial Protection

If the company or its care staff are required to undertake financial transactions for residents' petty cash records and receipts will be provided for authorisation. No gifts or monetary inducements can be accepted by the company or its care staff. With regard to Wills no representative of the company or their families can be named as beneficiaries or witnesses or executors for any residents.

Record Keeping - A record of the care provided to the resident will be maintained always in agreement with the resident.

Safe Working Practices - All care provided is undertaken in strict accordance with the Health & Safety at Work Act 1974 and the Manual Handling Operations Regulations 1992. Where risks to the well being of residents have been identified they will be discussed and appropriate action agreed with the resident, their family or representative as appropriate. Where a resident has difficulty in supporting their own weight appropriate lifting equipment will always be employed to assist care staff and the resident.

Smoking - In accordance with the Smoke-free Premises etc (Wales) Regulations 2007, no Care Staff are permitted to smoke whilst carrying out their duties within the home

Confidentiality

If at any time a resident believes their personal privacy has been breached in anyway they must contact the Manager. The company carries out its duties at all times in strict accordance with the Data Protection Act 1998 and the agencies written policies and procedures.

Concerns and Compliments

The company undertakes to take all concerns weather positive or negative seriously and to follow them through to a satisfactory conclusion for the resident,



their family or representative. In addition, we would ask residents to complete our Quality Service Questionnaire that can be used to provide positive feedback for our Care Staff and Services provided.

Concerns

The company respects your right to complain about any aspect of our service that is deemed to be unacceptable to you. You are assured that any concern you may have will be fully investigated and an agreeable solution implemented with your consent

The following steps should be used as a guideline to making any concern.

1. If appropriate, discuss your concerns with the Care Staff who are providing your care.
2. If your issue relates to the Care Staff providing your care or they are unable to satisfactorily resolve the issue, please contact the appropriate company representative: either director or manager
3. They can be contacted within the home
4. Your concern should be recorded in writing and sent for the attention of the Director to the company at; **Cartref Croeso, Cwnc Du, Pencader, SA39 9HL**, If you have difficulty putting your concern into writing, or you feel uncomfortable making the concern yourself, you are fully entitled to seek the assistance of your family or other suitable representative.
5. All concerns should be confirmed in writing within 14 days of any issue arising.
6. Upon receipt of a concern the company will respond in writing within 7 days confirming the issues are being investigated and outlining the time frame for resolution. The company undertakes to satisfactorily conclude any concerns discussions within 30 days.
7. If the concern relates to a criminal offence the company will at this stage involve the police.
8. During this time the resident or their family or representative as appropriate and all Care Staff involved will be kept fully informed of the investigations progress. Any Care Staff who are the subject of any concern will not be involved in the investigation process.



9. Following a full investigation, a meeting with you, your family or representative will be conducted by a senior manager where we will set out our proposals for resolution.
10. If you are still unsatisfied following this meeting you are fully within your rights to take the matter further. If this is the case, you should refer the matter to; CIW.

South West Region, Government Buildings, Picton Terrace, Carmarthen, SA31 3BT. www.ciw.org.uk

The company are committed to providing a safe and secure environment for all of our residents and staff and, where appropriate, following a concern we will undertake to change the Care Staff providing services to any of our residents.