



ADULT AND COMMUNITY SERVICES

WELCOME TO ANGLEBURY COURT RESIDENTIAL HOME INFORMATION FOR RESIDENTS, PROSPECTIVE RESIDENTS, FAMILIES, CARERS AND FRIENDS



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**IMPROVING THE QUALITY OF LIFE FOR PEOPLE IN DORSET,
NOW AND FOR THE FUTURE.**

INTRODUCTION

Anglebury Court is a purpose built residential home situated in the heart of Wareham in Dorset. The home is approximately 5 minutes walk from the town centre and a 10 minute walk to the riverside and quay. There are a variety of shops and services in the town centre i.e. super-markets, butchers, bakers, newsagents, banks, solicitors etc. The town holds a market every Thursday and a local Farmers Market once a month.

This area is referred to as The Isle of Purbeck and is surrounded by open countryside. In recent years Wareham has become known as the 'Gateway to the Jurassic Coast'.

ACCOMMODATION AND SERVICES

Anglebury Court is arranged entirely on the ground floor in four small homely 'bungalows'. Each bungalow has its own kitchen, dining area and lounge and these areas are for communal use for both residents and visitors.



The lounges are furnished with armchairs and coffee tables and have large flat screen TVs with DVD and video playing facilities. Radios are also available.

There is a small separate smoking room which has external windows and good extraction.

The home is registered with CSCI for 36 residents. We can accommodate 32 individuals and have four rooms where couples can stay. All bedrooms are in excess of 10 square metres (double rooms being larger) and have en-suite facilities comprising a toilet, wash hand basin and shower.

Bedrooms are furnished with a chest of drawers, an upholstered chair, a bedside cabinet and a large wardrobe. Each resident's room is their own and you can bring in photographs, pictures and ornaments to help make it as homely as possible.

If you want to have a television set in your room you will need to provide it yourself, and meet any associated costs. Concessionary television licence rules apply unless individual residents are under qualifying age. This means that residents over 75 years do not pay for their licence and anyone under 75 years will pay £5 per year if they have a television set of their own.

We strongly advise that all your personal belongings are insured, as they are not covered by the County Council's insurance.

We have a pay phone a short distance from the reception area and there are phone points in most of the bedrooms. Should you wish to have a telephone installed in your room you would be billed directly for the cost of installation and for your calls.

Within the home there are four bathrooms which are equipped with two specialist parker baths and two ordinary baths with overhead hoists. There are also two laundry rooms.

All linen and towels are provided by the home and residents clothing is laundered on site. Clothing should be named to ensure safe return and name tags should be brought in with you. We can arrange for these to be sewn into your clothes.

Dry cleaning services can be arranged. Charges for this service are available on request.

The home has two small courtyard patio areas and a large enclosed garden at the rear of the building. Patio furniture is available for this area including chairs with cushions, tables and large umbrellas. This garden is south facing and catches the sun for most of the day. The home is surrounded by further mature lawns and shrubs.

MEALS AND MEAL TIMES

Anglebury Court has a dedicated catering team who offer residents a full choice of meals and snacks cooked freshly each day. The team are experienced in meeting a full range of specific dietary needs.



We serve three main meals per day

- ❖ The timing of breakfast is flexible
- ❖ A hot lunch is served in the dining areas from 12.30
- ❖ Tea is served at 5.00 p.m.

All meals are generally served in the dining areas but if you wish you can have your meal in your room.

Both hot and cold drinks are available at all times and light snacks are available from the 24 hour menu.

If you have visitors we can provide a meal for them if you tell us in advance by 10.00 a.m. that day. There is a charge for visitors' meals.

There is also a small shop service where residents can purchase a range of sweets, chocolates, biscuits and toiletries.

FACILITIES AND ACTIVITIES AVAILABLE

Newspapers – delivery of daily newspapers can be organised from the local newsagents.

Hairdresser – a local and experienced hairdresser comes to the home twice a week operating in our purpose built hairdressing salon. We also welcome other hairdressers chosen by the resident.

Chiropodist – both private and health service chiropodists visit regularly.

Dentist – domiciliary visits can be arranged or visits out to the local dental surgery.

Optician – we can arrange for domiciliary visits from the optician or appointments at the local opticians in Wareham.

Library – we have a small library of books and the mobile library calls to us once per month providing talking books etc.



Activities – we plan social activities with our residents which may include trips out and entertainment of all kinds, for example, board games, quizzes and music. Some activities are arranged for groups and others for individuals.

Participation is on a voluntary basis. The activities officer will facilitate membership of outside clubs such as The Disabled Club, Purbeck Vineyard club etc. We also have visiting entertainers who offer a range of musical entertainment and anecdotes.

Volunteers – We have a number of volunteers who regularly come in and stimulate conversation and social interactions and keep our residents up to date with the local community news. Societies such as the Rotary Club take an interest in Anglebury Court and offer their services to tidy up the garden.

Local faith arrangements, eg church services and Holy Communion – Churches Together in Wareham visit regularly, offering worship for all. Staff can arrange for residents to attend local places of worship. Volunteers from the local church often come to collect residents from Anglebury Court and take them to church.

EXTRA COSTS

The cost of services such as having your hair cut, dry cleaning, chiropody, newspapers etc are not covered in the fees you pay, but will need to be paid for separately. You should check with the manager what is or isn't covered.

HEALTH AND SAFETY

On every shift there is a duty manager who takes charge. This includes overnight when there are a Night Shift Leader and two care assistants. The night staff do not sleep whilst on duty and are available to call on at any time throughout the night.

We ask that you bring all current medication with you, together with any personal mobility aids such as your wheelchair, walking stick, zimmer frame or other equipment. All medication must be

kept in lockable cabinets. Generally all medicines are kept in the medicine trolley and dispensed by the duty manager. However, there are lockable cabinets available should you wish to keep your medicine in your bedroom and self-medicate. This must be by prior arrangement.

All rooms are fitted with a call bell to summon staff if you need assistance.

All hot water outlets in bedrooms, communal toilets and bathrooms are fitted with thermostatically controlled washing facilities to minimise the risk of residents scalding themselves.

If you need assistance to do certain things or to move around, we make sure that you and the staff helping you can do it safely. All our staff are trained in helping to lift or move people in ways that are safe. If any equipment is needed to help lift or move you, we will explain what will happen and how it works.

In the event of the fire all fire doors will automatically close. Please remain calm and wait for a staff member to come to you. All staff members have been given training in this area and will know what to do.

The fire alarms are tested on a weekly basis and you will be told when this takes place. The test takes up to 10 minutes to complete so please be patient.

GP ARRANGEMENTS

There are several GP surgeries which serve the Wareham area and residents are encouraged to register with the local GP of their choice. The home does not provide any nursing services. These are provided by the local team of district nurses who are linked to the GP surgery.

CARE PLANNING

The staff at Anglebury Court work closely with the residents, carers and other professionals to create an individual care plan for each resident.



This is an ongoing dynamic document and is used by all staff to meet the residents' needs. Case recording notes are written every day and used to build a picture of the residents' well-being.

STAFF TRAINING

All care staff undertake an induction programme consisting of three days in-house induction and orientation and a four day external course covering the Common Induction Standards. This is in line with the requirements of the Care Quality Commission (CQC: the body which regulates, inspects and reviews all social care services) and the National Minimum Standards. Following these courses there are regular updates and refresher training to attend.

Additionally a high percentage of the care staff have achieved or are working towards the National Vocational Qualification (NVQ) level 2 in care. Members of the management team have NVQ at levels 2, 3 and 4 both in care and in management.

Domestic staff also have relevant training and qualifications.

RESIDENTS' VIEWS AND MEETINGS

Anglebury Court welcomes feedback from residents and visitors and actively encourages residents to let us know what they think of our service. This is done in a variety of ways: quality assurance questionnaires; reviews; informal chats; suggestion box etc.

Quarterly residents meetings are held with representatives from all of the 'bungalows' as well as members of staff and relatives. Results are analysed and then fed back to the residents at the next meeting. Respite service users are sent a quality assurance questionnaire with the welcoming letter asking for feedback on the services they received during their stay. Anonymity in these questionnaires is optional.

VISITOR ARRANGEMENTS

Visitors are always welcome and we like them to feel that they can visit at any time. They are welcome to participate in any of the homes activities.

For security and fire safety reasons we ask that visitors sign in and out when they visit the home. If you decide to go out with your visitor please inform us so we know you are no longer in the building.

Visitors are welcome to bring in well behaved pets when visiting.

QUOTES FROM RESIDENTS

Mr C has lived at Anglebury Court since 2001 and he comments:
“Send them to me if they want to know about Anglebury Court and I will be happy to tell them how nice it is here”.

Mrs L comments: “I could not be happier here”.



FURTHER INFORMATION

This information forms part of the Service User Guide. This Guide contains the following additional information:

- Our statements of purpose
- A copy of a standard care home contract
- Our complaints procedure
- Fire safety and evacuation procedures
- Details of where you can find recent Care Quality Commission (CQC) inspection reports
- Contact details of the CQC and other agencies/organisations