



## ADULT AND COMMUNITY SERVICES

### WELCOME TO THE LAWNS CARE HOME

**INFORMATION FOR RESIDENTS, PROSPECTIVE RESIDENTS,  
FAMILIES, CARERS AND FRIENDS**



**Fernhill Avenue, Weymouth, Dorset DT4 7QU**

**Telephone: 01305 760881**

**Manager: Ann Vallins**

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

## **INTRODUCTION**

The Lawns is a care home situated on a quiet residential avenue in Weymouth within walking distance of the beach, local shops and Post Office.

## **ACCOMMODATION AND SERVICES**

The Lawns can accommodate up to 41 residents. There are three double rooms which could meet the needs of a couple if required otherwise all rooms are of single occupancy. Currently only one room has en-suite facilities.

Two rooms are available for respite stays.

Accommodation is arranged over two floors which are accessible by an eight person passenger lift to the first floor. A chair lift and a platform lift provides access to some rooms, for those who are wheelchair dependent.



There are three large communal lounges, two of which have access to kitchens where hot drinks and snacks can be prepared. Dining areas are also situated within these rooms. All lounges have communal televisions.

There is also a conservatory and a smoking room available if you wish to use them. In the main hallway there is a public pay telephone with an acoustic booth fitted for privacy. There is also a mobile telephone available if you should need to remain in your room for any reason.

The Lawns has extensive mature gardens at both the front and rear of the building. At the rear of the building there are well furnished seating areas, patios and a pergola. There is also a sensory garden and raised flower beds for residents who wish to maintain some gardening skills.

All bedrooms are well furnished with wardrobe and drawer space. Residents are encouraged to personalise their rooms with photographs, pictures and ornaments.

If you wish you may have a telephone installed for a reasonable charge and rental which would be arranged for and billed through BT. All bedrooms are fitted with an aerial socket and you are welcome to install your own television. Our television licence only covers the sets in the lounges, so you may, if you are aged under 75 years of age, have to pay a yearly concessionary licence fee if you have a set of your own.

All linen and towels are supplied by the home at no extra cost and residents' clothing is laundered on site at no additional charge. All clothing should be named to ensure safe return. Name tags should be brought in with you.

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

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

## **MEALS AND MEALTIMES**

The Lawns has an experienced catering team who provide a full choice of meals and snacks cooked freshly every day. The team is trained and knowledgeable in providing a range of specific dietary needs.

Meals are served at the following times:

- Breakfast from 7.15 am until 10.00 am
- Lunch is served from 12.30 pm
- Tea from 5.00 pm
- Snacks and drinks are available during the evening



Hot and cold drinks are available at all times.

Visitors are welcome to have a meal with you. It would be convenient if this could be booked in advance. There is a nominal charge for visitors' meals.

We also have a shop trolley service where residents can purchase a range of sweets, chocolates and toiletries.

## **FACILITIES AND ACTIVITIES AVAILABLE**

- Newspapers – delivery of daily newspapers can be organised from the local newsagents.
- Hairdresser – a private hairdresser visits the home two days a week. A list of charges is on the residents' notice board.
- Chiropodist – both private and health chiropodists visit the home
- Dentist – domiciliary visits or visits out to the local dental surgery can be arranged
- Optician – Regular eye tests are encouraged and can be undertaken by your personal optician in the community or alternatively we are able to make appointments with opticians who will visit the home.

- Library – volunteers from Weymouth Library visit The Lawns every five weeks bringing a selection of books in the categories requested by individual residents.
- Local faith arrangements - Holy Communion is held once a month on Thursday mornings and residents have the opportunity to take part in a monthly church service held by members of the Church of England. Arrangements can be made for members of other denominations to attend if you wish. Where possible we will assist you to make your own arrangements if necessary.
- Activities - We employ an Activities Officer who provides a full programme of activities based on a person centred approach.



Activities include trips out to local attractions and sometimes the theatre, weather permitting. There are also a range of indoor activities including arts and crafts, games and gardening opportunities for those with green fingers. Outside entertainment and guest speakers also add to the varied programme.

## **EXTRA COSTS**

The costs of things such as having your hair cut, dry cleaning, chiropody, newspapers etc are not covered in the fees you pay and will need to be paid separately. Please check with the manager what is or is not covered.

## **HEALTH AND SAFETY**

The home ensures that there are adequate numbers of officer and care staff on duty at all times during the day and the night. All staff are fully trained and have the knowledge and skills to meet the needs of the residents.

We actively encourage residents to maintain their independence and are happy to support any resident who wishes to self medicate. Please inform the staff if you wish to hold your own medication. A lockable drawer is provided in each bedroom and all medications must be kept locked away at all times. All other medications and creams will be administered by senior staff. There is a dedicated medication storage area provided within the home.

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 scalding.

The home has dedicated equipment to assist with the moving and handling of residents who may need assistance with transfers. All the staff are fully

trained and experienced in the use of this equipment. If you need assistance staff will explain what is happening and reassure you at all times.

There is a robust fire protection system and it is tested regularly on a Wednesday. When the fire alarm goes off a very loud bell will sound and the doors in the home will bang shut. Staff will inform residents and visitors if they need to evacuate the area in which they are sitting.

## **GP ARRANGEMENTS**

All residents are encouraged to use the GP of their choice. We do however have a link system with The Bridges Health Centre which you may access if you wish. The home does not provide any nursing services. These are provided by the local team of district nurses who are linked to the local surgeries.

## **PERSON CENTRED CARE PLANNING**

All staff at the Lawns work closely with the residents, carers and other professionals to create an individual care plan for each resident. The care plan is regularly monitored and reviewed with the allocated keyworker.



## **CARE STAFF TRAINING**

Care staff undertake an induction training programme in line with the requirements of the Care Quality Commission (CQC: the body which regulates, inspects and reviews all social care services) and Skills for Care.

Additionally, a high percentage of care staff have achieved or are currently undertaking the National Vocational Qualification (NVQ) at Level 2 in Care. Members of the management team have NVQs at levels 2, 3 and 4 in both care and management.

Catering and housekeeping staff also have qualifications and training.

## **RESIDENTS' VIEWS AND MEETINGS**

All residents are invited to attend regular meetings where all comments and suggestions are listened to and acted on where possible.

All staff at the Lawns are very proactive in receiving feedback from residents about the care they receive and their experiences of living at the Lawns. These views are also encouraged from carers and other professionals who visit the Lawns. There are opportunities for those residents who use the

respite facilities the Lawns provides to give information through a monitoring system and feedback box situated in the foyer. Two-monthly surveys are carried out with a random number of residents: the results are published and displayed in the foyer and in the welcome pack. Residents complete a formal annual survey, the results of which are published in the home. We also hold staff surveys.

## **VISITOR ARRANGEMENTS**

Visitors are always welcome at any reasonable time and are welcome to participate in any of the home's activities and social events.

All visitors are requested to sign in and out when they visit the home. This helps us to know who is in the building in case of fire and helps us maintain security.

## **QUOTES FROM RESIDENTS**

"The staff are very helpful with anything you ask and anything you want to do"

I feel lucky to get a place in here, I am able to choose what I do or do not do every day. I get all the help I need and am thankful for that"

"Everyone is so caring and kind,  
I never feel I am too much trouble"

"I have lived here for over eight years and  
get excellent care. I am very happy and  
enjoy living here"



## **FURTHER INFORMATION**

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

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