



Care Centre

NURSING HOME

RESIDENTS' GUIDE TO LIFE IN YOUR NEW HOME



Hello and welcome to
Morris Care Centre.

We are delighted you have chosen to stay with us.

With warmest wishes,

Carol Jones

General Manager



WelfordHealthcare

HOME FROM HOME



Your comfort and wellbeing is our priority. We are committed to creating a comfortable and relaxing environment, ensuring it's a real home from home.

Bedrooms – your bedroom is your personal space, which is why we encourage you to decorate it as you please to make sure you feel really at home. Most residents like to have some photographs, special ornaments or books in their room. If you need any frames or pictures putting up, please let us know and we will gladly arrange for our Maintenance team to do this for you.

Your bedroom here is furnished with a large wardrobe and chest of drawers for your clothes and personal items. We can arrange for you to have your own bedroom key if you wish.

Visitors will always need your permission to enter your bedroom.

Bathrooms – we always respect your privacy here, which is why you have an en-suite bathroom. There are also several larger bathrooms situated around the Home for you to use.

A QUICK TOUR

This is your home so we do encourage you to have a wander around the Home and gardens to experience a change of scenery and spend time with a friendly face. The Home is beautifully decorated and has lots of cosy, relaxing areas where you can sit quietly, have a cup of tea or simply read the newspaper.

Reception – Our reception team located at the front entrance are available 7 days a week to help with any issues.

Lounge Areas – We have two lounge rooms with plenty of comfortable chairs to relax with views of the garden.

Dining – Our dining rooms are light and airy, offering delicious meals and snacks.

Garden – Our gardens and patios are for you to use and enjoy. Our residents' suggestions and views are always welcome, so if you have any ideas regarding the garden or planting, please do let us know. There is plenty of garden furniture so you can relax and soak up the sunshine.



THE LITTLE THINGS

It's the little things that make a big difference.

Cleaning - Your room will be checked and cleaned daily by our Housekeeping team. Every room has a deep clean on a rotational basis or as and when it is required. We will always make sure this is done at your convenience.

Laundry - We launder your clothes and other garments at no additional cost. Please note, we are only able to launder clothing that is labelled 'machine washable' and that is suitable for the tumble dryer. The Housekeeper can arrange dry cleaning services, but there may be an additional charge for this. To ensure your clothes are not misplaced, we ask that all items are labelled with your name. If on the rare occasion something does go missing, please let the Housekeeper know as soon as possible. Unclaimed property will be removed after three weeks.

Valuables - We strongly advise you keep large sums of money in the bank. We advise you insure your personal possessions as we are not covered for residents' property or personal items.

Wi-Fi - Wi-fi is provided, just ask a member of our team to help you get connected. We know that

staying in touch with family and friends is a top priority, so it's reassuring to know the Home has good signal for using your mobile phone and other electronic devices.



Delicious meals every day, tailored to suit your taste.

We use **fresh, seasonal ingredients** to provide nutritious meals to meet the needs of all our residents. Our menus are planned in advance and posted in menu holders in each dining room. A Steward will take your menu selections and ensure your food choices are prepared.

We are happy to cater to your individual dietary needs and we ask that you kindly speak to the Nurse on Duty about this. Our Chefs also welcome your suggestions and encourage you to share your favourite recipes.

When there is a special occasion, we will be delighted to make arrangements for small family functions and celebrations at the Home.



IT'S OUR PEOPLE WHO MAKE THE DIFFERENCE

Our Clinical and Care team are on duty 24 hours a day.

Assistance

Our Nurses, Nursing Assistants and Carers will regularly visit your room, day and night, to make sure you are comfortable and have everything you need. You will also have your own call bell to alert us when you need our assistance.

Care Plan

Your care plan will be reviewed regularly by our nursing team in close consultation with you, your relatives or advocates and external healthcare services. Approximately six weeks after your arrival, we will undertake a full review and then after that, we will hold reviews annually or as and when they are needed. Catering and laundry needs will also be reviewed.

Wellbeing

Your day-to-day wellbeing is just as important to us as your medical care. We have a range of services available in-house provided by visiting professionals. We have a hairdresser, a chiropodist and a physiotherapist. We can also help you make appointments with your regular dentist and optician or any other services you may require.



OUR ACTIVITIES & ENTERTAINMENT

Our dedicated team of Social Life Co-ordinators plan and prepare a diverse range of activities, hobby groups and events across the whole home.

We work with you, our residents to ensure this meets your needs.

Our activities are a great way to pass your day, meeting new people, making friends and enjoying new and old hobbies.

A schedule of activities is released in our monthly newsletter which you will receive at the start of every month. This will help you decide which activities you may wish to take part in and can pop them in your diary.

As well as the smaller activities such as board games, crafts or film afternoons, we often have larger scale activities like cheese and wine events or themed activities to commemorate particular occasions, at Easter and Christmas for example.

We regularly have some very talented visitors who come to entertain us. Day trips are also organised from time to time, the more variety the better we think!



ADVICE & GUIDANCE

Medical

We do suggest that your current GP continues to provide your medical care and assessments. However, if you are not from this area and are not registered with a local GP, we will register you with one of the local medical practices either as a temporary or permanent patient. If you do stay with your current GP please remember to inform them of your new address.

Our nurse team liaise with our local G.P. Practice to ensure you get the right treatment in a timely way.

The Princess Royal Hospital (PRH) is your nearest hospital and is a 26-minute drive from here.

Alcohol and Smoking

You are welcome to keep and enjoy alcohol in your

room. Alcohol is also served with the main meal of the day. We have a no smoking policy in all our Homes. This also applies to visitors and staff.

Going Out

We encourage you to continue to enjoy time with your family and friends – trips out provide a change of scenery and time to socialise and recharge the batteries. Please just let the Nurse on duty know where you are going and with whom.

Appointments

For any appointments you have, we are happy to arrange transport and an escort if required (there is a charge for escorts).

FREQUENTLY ASKED QUESTIONS

- **When can I visit the home?** This is a home from home so there are no set visiting times and we can always guarantee a warm welcome.
- **Can we eat with our relative or friend?** Yes, we welcome guests to enjoy a meal prepared by our chefs but there is charge for this. All we ask is that you let us know 48 hours in advance.
- **Can I stay over at the home?** You are welcome to stay in the case of emergency or if a relative falls ill, but you may be more comfortable in a local B&B or hotel. Details of local accommodation is available at reception.
- **Can I bring friends and wider family to visit including pets and children?** All guests, pets and visitors are welcome in our Home. Pets are a great way to comfort and share exercise but we ask that they are supervised at all times.
- **Can I take my friend or relative out for a day trip?** We encourage this and any other social activities to help keep the body and mind invigorated. All we ask is that you let one of our team know of your plans before you go out and about.
- **When is post delivered?** All post is delivered

and distributed as it arrives with assistance given to residents if they wish.

- **What happens if my relative or friend falls ill or goes into hospital?** Our team will always inform the Next of Kin of any relevant changes in circumstance or health and wellbeing.
- **What is your staff to resident ratio?** We constantly review and adjust our team ratios depending on care needs and level of requirements. This ensures we are able to offer genuinely person-centred care.

REVIEWS

We are always eager to hear what our residents and their family and friends have to say about our Home and our staff. Please do feel free to express your views on one of our carehome.co.uk feedback cards that are available from the reception area. You can do it online at www.carehome.co.uk and these reviews are published online and can remain anonymous if you wish.

COMPLAINTS

This Home is committed to providing high-quality services and to constantly seek ways to improve that quality. We hope that your stay with us will be a happy one and we shall do everything possible to ensure that your wishes are met.

We know that despite all of our efforts there may be occasions when you feel your concerns should be heard or a complaint should be made. Should this be the case our aims are to:

- listen carefully to the concerns or complaint in a private and confidential manner
- investigate the concern/complaint fully, objectively, and quickly
- allow the person voicing the concern or making the complaint to be advised in a formal manner of the results of the investigation and,
- to be made aware of the action(s) which we are implementing in order to ensure that there is no recurrence.

How to inform us of your complaint or concern

- Firstly, approach any member of staff who you feel could respond and help to rectify the problem. In most cases this will be the Nurse in Charge who will be able to provide you with an immediate verbal response.
- Alternatively, you should discuss your concerns with the General Manager, they will always be pleased to do this and hope to resolve your concerns.
- If you would prefer to make a formal written complaint, please address this to the General Manager who will confirm receipt of your complaint within 3 days and the matter will then be investigated and we will provide you with a written response within 28 days.

We would anticipate that most complaints would be satisfactorily resolved. In the unlikely event that your complaint is not resolved to your satisfaction, then

you can escalate it to:-

Head of Operations & Head of Care Quality

Welford Healthcare
Unit 4A, Sansaw Business Park
Hadnall, Shrewsbury
SY4 4AS
info@morriscare.co.uk

If you continue to be dissatisfied with the findings or outcome once the complaint has been responded to, you can refer the matter to the Chief Executive Officer and/or the Local Government and Social Care Ombudsman (LGSCO). You can contact them:

Chief Executive Officer

Welford Healthcare
Unit 4A, Sansaw Business Park
Hadnall, Shrewsbury
SY4 4AS
info@morriscare.co.uk

Customer Quality Team

Telford & Wrekin Council
Addenbrooke House
Ironmasters Way, Telford
TF3 4NT
01952 382006
customer.quality@telford.gov.uk

LGSCO

PO Box 4771
Coventry
CV4 0EH
0300 061 0614
www.lgo.org.uk/adult-social-care/

Our service is registered with and regulated by the Care Quality Commission (CQC). They too will receive information about our services at any time.

Contact: CQC, Citigate, Gallowgate, Newcastle upon Tyne NE1 4PA Tel: 0300 061 6161



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NURSING HOME



We welcome all feedback, good and bad. Please share any concerns with the nurse in charge in the moment. If you are still dissatisfied then please liaise with Carol Jones, General Manager. However, if you feel it is necessary, you can also contact us at the following address:

Welford Healthcare
Morris Care
Sansaw Business Park, Shrewsbury, Shropshire SY4 4AS
Telephone: 01743 234214

We have a comprehensive policy for handling any complaint which is available on request and which shows our approach in more detail. Please contact any of the Home Team for a copy.



WelfordHealthcare