

Weyspring Park

Welcome Information Pack



(Larger print and pictorial version available if required)

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GENERAL INFORMATION & HISTORY

Weyspring Park is a nursing home set in 9 acres of wonderful grounds, and features a mainly wild wooded garden which borders a magnificent lake. There are many large and aged specimens of Redwood Trees, some of which have been identified.



The house, originally referred to as Valewood House, was built or at least developed during the 1850s in the arts and crafts style. The owner, James Mangle, was a barrister and a railway man, and hybridised rhododendrons. After his death this was carried on by his brother. One hybrid which he developed, a white one, is named after the house. Much of the rhododendron ponticum, which is the common mauve flowered and most vigorous strain, has been cut back to reveal the original plants from the 19th century.

James Mangle became a close friend with his neighbour, Alfred, Lord Tennyson, Poet Laureate, and a journal recording their conversations during walks and visits was found in the laundry room and published some years ago.

The property is surrounded by land belonging to and maintained by the National Trust and there are many good walks over adjacent Blackdown.

We strive to make Weyspring Park a homely atmosphere and we look forward to welcoming you in your new home.

OUR ETHOS

The ethos at Weyspring Park is embedded in the importance of delivering individualised person-centred care in an

environment that is safe, structured and respectful of the individual within it.

We aim to provide a warm, friendly and happy environment within specific individual needs that you may have, and to uphold a high quality service throughout so you can enjoy life and maximise the quality of your life.

Our goal is to become known as a place of excellence for individuals who have dementia and mental health needs.

To do this we take communication with residents and loved ones very seriously and want to ensure that you are given choice in your everyday life.

Feedback is important to us. We welcome all feedback so we can continually work to improve the quality of the care and service we provide. We will send a friends and family survey on an annual basis and hope that your friends and family will be able to feed back their thoughts to us. These are also available to complete by you at any time. Many thanks in advance. The link is available on our website or paper copies available in reception.

Please also use our comments box situated in the entrance hall for any comments you may have or alternatively speak to the nurse in charge.

Weyspring Park believes that promoting a culture of openness is fundamental to safe and quality healthcare and would be happy to provide you with a copy of our "Being open and Duty of Candour Policy".

OUR TEAM

Weyspring Park consists of a management team that comprises of the Registered manager, the Deputy and the Governance manager. The senior team oversee the Clinical team, Housekeeping, Catering, Maintenance, Finance and Reception/ Administration.

The Care Team

Weyspring Park is a care home with nursing and specialises in the care of older people with mental disorder. The emphasis of our care is based on the principles warmth, kindness, respect, good communication and professionalism.

Members of your care team include nurses, doctors, health care assistants and other professionals. We will work in partnership with you and those important to you to understand your needs, choices and to create a personalised care plan that reflects your goals and supports your independence.

Everyone who works in a care setting has a duty to know about and follow the Mental Capacity Act code of practice (Dep. of Constitutional Affairs 2007). Not all residents at Weyspring Park will have capacity and therefore will be unable to make their own decisions.

The Mental Capacity Act provides protection for both residents and healthcare staff in connection with caring for residents who lack capacity.

Weyspring Park observes the principles of MCA and our staff receive Mental Capacity Act 2005 training, which includes the Deprivation of Liberty and safeguarding and can therefore provide care and treatment for all our residents.

Our approach to care recognises that each individual is unique, and that routines may need to be adapted daily to meet their changing needs. Staff are attentive to these variations and will return at a more suitable time if a resident is not ready or comfortable to complete a task. This flexible, person-centred care ensures that all support is provided with dignity, compassion and respect for each person's autonomy.

We use "prompting" in a respectful and supportive way, encouraging residents to take part in daily living activities for

as long as they are able. This may include reminders or support with tasks such as getting dressed, wearing glasses or hearing aids, or attending to personal grooming.

PHYSICAL HEALTH

At Weyspring Park you can expect your physical health care to be as important as your mental health needs. Those needs will be met through a variety of services provided within Weyspring Park. Suitable arrangements will be provided if you require the services from an outside service. Any physical health needs will be discussed with the GP during the GP's routine visits. Consultation cover your lifestyle, medical and mental health. Routine blood tests will be offered if deemed necessary by the GP.

NO SMOKING POLICY

Weyspring Park has a no smoking Policy to support everyone's health benefits.

For Visitors:- There are no designated areas within the home, but smoking is permitted within the grounds of Weyspring Park.

For Residents :- Residents are only permitted to smoke in designated areas outside of the building.

HELPING YOU WITH YOUR MOVE

Weyspring Park will make every effort to visit you before your move and make arrangements for you and, or your representative to visit. We are keen for you to personalise your room and use your belongings, where possible, to make it your own. We are happy to discuss ways to do this with you at any time. Some people may prefer to have their room ready, with the help of family or friends, before their arrival. Please liaise with us to agree a time frame. A lockable box can also be available on request for your room.

Weyspring Park

On arrival, you will be met by a member of staff and you will be introduced to the home. We will offer you refreshments, and give you time to settle, in the company of a member of staff.



A DAY AT WEYSPRING PARK

7.45-8.00am Staff Handover from night to day staff. Care Staff will spend the first hours of the day helping with breakfast and helping a resident get ready for the day. Breakfast is available from 7.00 onwards. Residents are free to choose where they would like to have their breakfast, whether in their room or in a shared space, to suit their personal comfort and routine.

Later in the morning, coffee is served and scheduled activities take place. Activity staff may run groups and/or go out with residents, and nursing staff will concentrate on any clinical problem areas identified. It is important to point out that although there are specific times for meals and refreshments these are not necessarily set times and individual needs and tastes are catered for.

Weyspring Park

Residents are encouraged to be active physically and mentally, i.e. if a resident wishes to continually walk, then he/she may do so, and a carer will endeavour to encourage them into a different environment. If a resident is low in mood, this will be identified, and a member of the team will spend time with the resident individually to manage their personal, and mental health needs. A weekly program of activities is available for anyone to participate in. The activity coordinator works the schedule flexibly to accommodate individual needs and requests.

Residents have a choice of joining the main dining room situated off the conservatory, dining in a smaller dining area in the upper lounge or having a tray delivered to their room for lunch. Weyspring Park offers a selection of nutritious homemade meals designed to meet individual dietary needs and preferences, supporting a healthy, balanced diet essential for both physical and mental well-being. We address our residents' nutritional requirements through various practical methods such as monitoring weight, using visual communication aids like picture prompts, observing for mood, pain, or oral health changes, and noting any medication adjustments that could affect appetite. We also help residents eat when they are most alert, provide smaller portions or finger foods, and make referrals to Speech and Language Therapy, Physiotherapy, and Occupational Therapy via the GP when needed to support nutrition and hydration.

Afternoons involve a quiet time after lunch, organised activity with the activity staff and afternoon tea.

Supper is an informal affair and provides a light meal. Residents who wish to eat their tea on their laps or in their bedroom may do so, and those who want to use the dining room are also at liberty to make this choice. Menus provide a choice for all meals throughout the day.

It is recognised by the staff that as the day wears on, so our residents get tired, and that this is a particularly vulnerable

time for some individuals. Staff may support this period of time with sensory or distraction techniques.

There is no specific time for bed for residents. However, those residents who require to rest or for those who are tired, the staff use their discretion on bed times.
Night staff hand over 7.45pm to 8pm.

Drinks are offered again throughout the evening whether in the communal area or a bedroom dependent on an individual residents' gradual exit for the night.

Those residents who find difficulty settling for the night will be supervised by the night staff based on individual management strategy outlined in their care plan, just as residents are during the day.

Weyspring Park recognises that individual residents have a variety of needs that may require a flexible approach within any 24-hour period.

A Typical Day at Weyspring Park as documented in our statement of purpose:

7.00am onwards	Breakfast
10.00am to 10.30am	Coffee Break
12.30	Lunch
3.00pm	Afternoon tea
5.00pm	Supper

Food and drink is readily available 24 hours a day, please ask a member of staff.

ACTIVITIES

Weyspring Park provides a range of activities for you. The nurse in charge will be able to discuss your wishes or need for any specific activities with the care team and the activity coordinators.

The weekly programme of activities can be found on the wall at the entrance of the dining room to let you know what is planned for the week.

CATERING

Weyspring Park has a dedicated 'in- house' Catering Service providing all meals comprising of breakfast, lunch and an evening meal. Morning and afternoon tea, coffee, or refreshments and cake are also offered.

Menus are changed throughout the year with special menus produced for Festive Occasions such as Christmas and Birthday celebrations.

All menus take into account the importance of providing a varied and nutritionally balanced diet, that also provides for individual religious, cultural, medical dietary needs and preference. You can discuss your needs with your nurse and let them know what is right for you.

Our menus are available in reception. A member of staff will ask you to choose your meals for the next day in the evening.

Special Diets

Any resident may be referred to the dietician through their doctor. The dietician will discuss all individual special diets, and whenever possible, we will endeavour to incorporate these into the normal daily menus.

Food brought in from outside Weyspring Park

Any food being brought into Weyspring Park for you by visitors needs to be passed to the nurse in charge. This is important to limit any potential risks and ensure your safety and that of other people.

RELIGION

Spiritual support is accessible from the local religious bodies and organisations if you would like more information please speak to the nurse in charge.

VISITS FROM FRIENDS AND RELATIVES

Weyspring Park does not have fixed visiting times, and relatives and friends are able to visit you at any time. We welcome visitors. However, making an appointment for visits is helpful. It helps us to prepare, plan and be able to facilitate visits, especially when there are multiple visitors at a time.

Due to the complex needs of all residents, including many who have had a history of multiple placement breakdowns, visiting in the main lounge and conservatory is discouraged. This is not a decision made lightly but to mitigate against, risk to our visitors and, adverse effects on some of the residents. We want visitors and families to have a happy and positive experience when visiting loved ones and we will do everything we can for this to be. We offer a number of options for families to meet or spend time together - in the dedicated visitors garden room, a resident's own bedroom, the quieter upper lounge and weather permitting -tea on the terrace.

Childrens' visits

Accompanied children are welcome at Weyspring Park. There is however a procedure in place that ensures the children's safety. The responsible adult will need to speak to the nurse in charge. Do let us know if you would like more details.

INFORMATION SHARING AND CONFIDENTIALITY

Information that residents, family and friends share with our care team may be shared with other members of the multi-disciplinary team who care for you.

PROTECTING AND ACCESSING YOUR INFORMATION

How we use your personal information to help you:

When you receive a service from Weyspring Park, we ask you for information about you, your needs and your circumstances so that we can provide you with the best possible care. We keep your information so that we can refer to it to review and plan your care.

Your care team may also need to contact other people who know you well, such as your family, Your GP or the local authority. We may also need to provide information about you to other people, or organisations, such as local authority or your GP.

If you are unsure why we need a certain piece of information, the person who takes down your information can explain this to you.



Keeping your information confidential

Everyone that works for Weyspring Park has a legal duty to keep information about you confidential. There are other agencies involved in your care such as local authority. We

will need to share information with them so that they can plan the best possible service for you. Anyone whom we involve in your care is also under a duty to keep your records confidential.

Our computer systems are strictly controlled so that no one outside of our organisation can have access to them, except where they have the legal powers to require access, such as the CQC (Care Quality Commission). All paper files are also kept secure to ensure confidentiality.

Exceptional circumstances

In most cases we will ask you for permission before we reveal your information with anyone not involved in your care.

However, in certain exceptional circumstances, we may have to do so without consulting you.

Some examples are:

- If your safety or that of another person is threatened
- If required to do so by police or the courts
- If child protection issues are involved

CLINICAL GOVERNANCE AND ADDRESSING CONCERNS

What is clinical governance?

Clinical governance is a framework through which we are accountable for continuously improving the quality of services and safeguarding high standards of care.

It makes sure that there are systems in place to look at the quality of clinical practice and that it is delivered properly to you, that standards are set and maintained and as a result your care is improved.

Why do I need to know about it?

Your participation in your own individual health care is an important part of clinical governance. This involves providing you with the right information to enable you to make choices, discussing your progress with you, and provides you with an opportunity to give your views on the care you are receiving.

How do I give feedback, address a concern, or make a complaint ?

Weyspring Park can be notified either in confidence through the comments box situated in the hall, via email, telephone, verbal feedback, by using the questionnaire within the Welcome Pack or via the Website link. Any concerns will then be directed to either the administrator or the registered manager to respond.

An advocacy service is available by contacting:

Citizen Advice Bureau,

Well Lane House,

Well Lane,

Haslemere,

Surrey, GU27 2LB

Tel: 0808 812 7087

What if I have a particular complaint?

We always try to offer a good service but if you are not satisfied with any aspect of your care or the services provided within the home, it is important that you firstly speak to a member of staff, who may be able to deal with your concern straight away. This could be the nurse in charge or the Deputy or Governance Manager.

If you are unable to resolve your concerns in this way, then you can write to the Registered Manager.

Mr Saji Thomas

Weyspring Park

Bell vale lane

Haslemere

Surrey GU27 3DJ

Tel. 01428 748519

If you are not satisfied with the Registered Manager's response, the next step depends on whether you pay for your care yourself or whether your care is funded. If you pay for care yourself, you can contact the Local Government Ombudsman. If care is funded by a council you can make a complaint to the council, and if you are unhappy with the

outcome at that point you can contact the Local Government Ombudsman.

Additionally, the Care Quality Commission (CQC) inspect care homes and give a care rating. You can find our rating in the entrance hall along with the "Let's make care better together" poster. The CQC welcome reports of poor care or indeed good care, which helps the Commission towards a decision on when, who and what to inspect.

You can contact the CQC on the National Customer Service number : [Tel:- 03000 616161](tel:03000616161)

Or write :-

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Email:- enquiries@cqc.org.uk

Please refer to the CQC "Tell Us" poster situated in the entrance hall.

It is important that you know how to make a complaint and what will happen when you do. Weyspring Park staff can provide you with the complaints procedure on request.

Weyspring Park has a system in place to acknowledge, investigate and respond to any concerns and take action if a problem arises.

How to access the safeguarding policy and procedures and the statement of purpose.

Please ask a member of the team if you wish to access our safeguarding policy and procedures, or any other policies.

A copy of our statement of purpose can be found in the entrance hall to Weyspring Park

FINANCE

Resident accounts

A client account is opened for you on admission if you require. The account will record monies received for your use and any money spent by you. Any money held by you on arrival at the home is sent to the finance department and your account is credited with the money. A receipt will be issued to you.

Queries on Account Balances

You can query the balance on your account by referring to your primary nurse who will speak to the finance department. However, it is important to remember that it can take time before paperwork is received in the finance section and the balance showing on your account may not match the actual spending receipts. For this reason, you should keep records of your financial transactions.

Account statements

Account statements are available on request at any time. A charge of 5% will be made for all financial transactions processed through the accounts office on behalf of residents. This will cover any transaction not covered in your package of care in the contract with the relevant placing authority.