

Weyspring Park

Welcome Information Pack



(Available in larger print if required)

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General Information and 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. There are a number of woodland paths which lead to the lakeside platforms where you can enjoy peace and tranquillity.

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 Mangles, 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 Mangles 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 is to enable an individual to enjoy life and maximise on quality of life.

Weyspring Park Ethos

We aim to provide a warm, friendly, safe 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.

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, both good and not so good, 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. Many thanks in advance

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

We hold a monthly residents meeting, supported by our activities coordinator during which you can discuss anything you have in mind.

An advocacy service is available by contacting:

Citizen Advice Bureau,
Well Lane House,
Well Lane,
Haslemere,
Surrey, GU27 2LB
Tel: 0844 8487969

Weyspring Park believes that promoting a culture of openness is fundamental to a safety quality healthcare system and would be happy to provide you with a copy of our “Being open and Duty of Candour Policy” (Appendix 2 – Duty of Candour)

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. After spending some time with you, the care team will develop a care programme for you and review this on an ongoing basis with you. Weyspring Park also employs catering staff, housekeeping, maintenance and gardening to provide and maintain a “Happy House”.

If you require further information, please ask any member of staff.

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 be unable to make their own decisions.

The MCA 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.

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 escort arrangements will be provided if you require the services from an outside service.

During your first week in Weyspring Park you will undergo a physical health check by the doctor, this assessment of your physical health will include:

Consultation covering lifestyle and medical and mental health history

- A Lung function test
- A Heart function test
- Condition of your skin
- Your weight, height and body mass index
- Urinalysis
- Eye test
- Blood pressure
- Pulse
- Temperature
- Mobility
- Finger prick test of blood to check for abnormal levels of sugar in your blood

Routine blood tests will also be offered which will check your cholesterol levels, if you are anaemic and your liver and kidney function.

These tests will be repeated:

- On an annual basis
- If you or the care team are concerned about any areas regarding your physical health.

If you have any concerns regarding the information or any of the tests you will be undergoing contact your named nurse who will discuss any issues with you.

Our No Smoking Policy And Its Benefits

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 at home before your move and make arrangements for you 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.

On arrival, you will be met by a member of staff and you will be introduced to your named nurse. We will offer you refreshments, and give you time to settle, in the company of a member of staff. Your named nurse will draw up the initial care plan with you and provide you with information about Weyspring Park (which can be found within this pack).



A Day at Weyspring Park

7.45-8.00am Handover of night to day staff.

Breakfast is provided between 7.00 and 9.00am. Most breakfasts are served in residents rooms but residents may choose an alternative room should they wish.

Care Staff will spend the first hours of the day helping with breakfast and helping a resident get ready for the day.

Morning tea and coffee and scheduled activities are available mid-morning.

Lunchtime is a social event. Lunch is served in the dining room and staff will join residents for meals.

There is a programmed activity for afternoons with afternoon tea.

There is no specific time for bed however staff will use their discretion and help anyone who needs to rest.

Night staff hand over, 7.45pm to 8pm.

Evening drinks are provided mid evening.

Weyspring Park recognises that residents have a variety of needs that may require a flexible approach with regard to choices of menus and timings within any 24-hour period.

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

07:00 am	09.00 am	Breakfast
10:00 am	10:30 am	Coffee Break
12:00 pm	01:30 pm	Lunch
03:00 pm	03:30 pm	Afternoon Tea
05:00 pm	06:00 pm	Diner

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.

Your named nurse will be able to discuss your wishes for activities with the care team.

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. Please let us know if there are any particular activities that you would like us to arrange. We will do our best to see if these can be included in our programme.

Catering

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

Menus are changed throughout the year with special menus produced for Festive Occasions such as, New Year 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 at 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 From Outside Weyspring Park

Any food being brought into Weyspring Park for you needs to be passed to the nurse in charge.

Religion

Spiritual support is accessible from the local religious bodies/ organisations/ groups who have strong links with Weyspring Park. 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 previous knowledge if possible.

Children's 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. Weyspring Park has a Family Suite in which the visit can take place, which has toys and books that can be enjoyed throughout the visit.

If you would like more details please speak to the nurse in charge.

Protecting And Accessing Your Information

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.

The Purpose Of The Following:

- How Weyspring Park use your personal information to help
- What we do to keep your information confidential
- How you can arrange to see your own records

How We Use Your Personal Information:

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 Complaints

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.

What If I Have A Particular Complaint?

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 Weyspring Park manager.

If you are unable to resolve your concerns in this way, then you can write to the Registered Manager. 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. (Refer Appendix 1)

Complaints

We always try to offer a good service but if you are not satisfied then please address any issues with your social worker. If this does not improve the situation, contact the Registered Manager Mr Saji Thomas on **01428 748 519**.

Weyspring Park has a system in place to acknowledge, investigate and respond to any concerns and take action if a problem arises. Concerns should be address to the Registered Manager:

Mr Saji Thomas
Weyspring Park
Bell vale lane
Haslemere
Surrey GU27 3DJ

Telephone number: **01428 748519**

Safeguarding Policy And Procedures & Statement Of Purpose

Please ask a member f 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.

Monthly Statements

You will receive a monthly statement showing the monthly transactions on your client account within ten days after the end of the month. Statements are sealed to ensure confidentiality. A charge of 5% will be made for all financial transactions processed through the accounts office on behalf of patients. This will cover any transaction not covered in your package of care in the contract with the relevant placing authority. If you keep your own financial record, this will assist you in checking your statement. Clients are welcome to contact the finance department in writing to query any items on your statement. Further information is contained in the **Service User Account Information Sheet**, which will be given to you.



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