

# ANNABEL HOUSE CARE CENTRE

57 Bristol Road Lower,  
Weston Super Mare,  
BS23 2PX.

Matron - Jean Bracegirdle

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[www.annabelhouse.co.uk](http://www.annabelhouse.co.uk)

Brochure/Service Users Guide

Updated October 2009

# Annabel House Care Centre

Annabel House specialises in the care of residents with Dementia, Behavioural Problems, Challenging behaviour and other Psychiatric illnesses.

Unlike the majority of other Nursing Homes, it is registered both for Dementia and Mental Illness and it is staffed both by Registered Mental Nurses and Registered General Nurses.

## Statement of Purpose

### AIMS AND OBJECTIVES

Our aim is to provide all our residents with a homely, safe, relaxed and happy environment in which their care is provided.

Our care service is designed to achieve the following objectives:

- To make Annabel House feel like a resident's home.
- To provide Person Centred Care adhering to an individual assessment of needs.
- To ensure that each resident's needs and values are respected.
- To develop relationships with family and friends to create an atmosphere of partnership and common purpose.

### PHILOSOPHY OF CARE

Each resident is at Annabel House because for various reasons, they cannot be cared for in their natural environment. Annabel House is not an institution; it is each resident's home. We cater for all their needs, whether they are physical, emotional or spiritual.

We aim to provide each resident with the maximum possible quality of care within the confines of their specific needs and limitations. Whilst recognising these limitations, we try to build on their capabilities.

Medication is kept to a minimum and is regularly reviewed to ensure that residents have maximum quality of life without chemical dependence. Opportunity is provided for residents to make decisions for themselves, wherever possible, even though this may entail the acceptance by the resident and carer of a degree of risk. Residents are encouraged to promote any self-care, which may be necessary to enhance their independence at Annabel House.

Resident's privacy and dignity are respected at all times.

We strive to monitor and improve the effectiveness of our service through regular staff, resident and relative meetings.

Jean Bracegirdle  
Matron.

## **FACILITIES AND SERVICES**

The home is sited in an elegant Victorian building, amongst other similar character properties. The Home has been sympathetically updated and has the advantage of a two-story purpose built extension at the rear. The residents' accommodation is arranged over the ground and first floor. In the basement, there are office facilities, storage facilities and staff facilities. The home provides nursing care for 32 residents. The Home has two resident's lounges; an activities room (used for recreational activities, hairdressing, meetings etc.), two conservatories and a dining room. The majority of bedrooms are of a modern design combining comfort and practicality. The remaining bedrooms are situated in the Victorian part of the Home and decorated and furnished in a traditional style. All resident's beds are fully adjustable, handrails are provided throughout the Home. Although all communal areas are fully carpeted, individual bedrooms have non-slip, fully washable flooring. The provision of this flooring together with the Home's proactive infection control policy, allows the Home to be clean, tidy and sweet smelling. The Home has a modern laundry with commercial washing machines and tumble-dryer. The gardens at the rear and sides of the property, have been professionally landscaped to produce a sensory garden in a safe secure environment. The activities room, lounges, hallway and dining room have a professionally installed music system with the facility of playing a variety of music in selected areas. The Home has two Parker baths, together with a 'walk in' shower room.

The Home is very enthusiastic in providing a full activities programme for residents. The Home employs an 'Activities Facilitator' Jane Osiecki who is very enthusiastic and who leads group activities. She also spends individual quality time with each resident following a tailor made Care Plan. The Home also has a lady who visits twice a week providing live music and once a week we have a lady who brings her dog in to spend time with the residents.

## **LIST OF DETAILS**

### ***Registered Providers***

Dr and Mrs Wyatt  
57 Lower Bristol Road  
Weston Super Mare  
BS23 2PX

Dr. & Mrs. Wyatt operate the Nursing Home, through their company, Delphine Homecare Ltd.

Dr Wyatt is a retired local General Practitioner and Mrs Wyatt is a State Registered Nurse. They opened the home in 1987. Dr. Wyatt has great experience in the care of EMI patients both from his medical training and his close involvement with the home over the last twenty two years.

## **Care Manager**

Mrs Jean Bracegirdle, R.M.N./E.N.M./C.M./

Tel: 01934 416648

Fax: 01934 415922

Email: jean@annabelhouse.co.uk

Jean qualified in 1990 (having trained at Parkside Hospital in Macclesfield) and nursed at Stepping Hill Hospital (acute psychiatry) before moving to North Somerset in 1995. After leaving hospital nursing, Jean nursed in a variety of Nursing Homes specialising in the care of the elderly. During this time, she qualified as an NVQ Assessor and as a Teacher in the workplace. Jean has been Matron/Manager of the Home since 2000.

## **Deputy Manager**

Peter (R.M.N) – has 25 years experience of caring for the elderly mentally ill and has worked at Annabel House since 2000

## **Administration**

Ann Kinchella has been at Annabel House since 1998. She holds NVQ level 3 in Administration along with a certificate in Management/Supervisory studies.

Ann can deal with any enquiries regarding bed vacancies, financial matters, or general enquiries. Ann is at Annabel House from 9.00 a.m. – 2.00 p.m. each week and can be contacted on 01934 416648/415922 – email address annabelhouse@tiscali.co.uk. She has an office located in the basement.

## **Organisational Structure of the Home**

The organisational structure is as follows:

Jean/Matron

Ann/Administration

Duty Nurse

Care Ass.

Domestic

Catering

Laundry

Activities

In addition Dr. Wyatt spends three days per week in the Home performing administrative duties and acting as a medical advisor to the Home. Both he and Mrs. Bracegirdle co-operate closely on all aspects of residents' care, staff employment and maintaining the building to a high standard. Every week a comprehensive review of the Home is completed.

## **Age Range and Sex of Service Users**

There is no strict age criteria but in practice, service users are usually 55 years old and above. Service users are of both sexes, with no bias towards either sex.

## **The Range of Needs that the Home is intended to meet**

The Home accepts residents with all types of mental disorder with or without any physical disabilities.

## **Whether nursing is to be provided**

Full nursing care is provided for both a resident's physical and emotional needs.

## **Care of Residents whilst away from Home.**

Residents from time to time have appointments outside of the Home, i.e. hospital appointments, dental appointments etc. In addition, emergencies can crop up, requiring emergency hospitalisation. We are not able to accept responsibility for residents when they are away from the Nursing Home. We try wherever possible to provide escorts for residents but this cannot be guaranteed. Where we do provide escorts, no charge will be made. If a taxi is involved, the taxi fare will be the responsibility of the resident.

## **Criteria used for admission to the Home, including the Home's policy and procedures for emergency admissions**

Prospective residents are assessed by a senior member of staff (usually the Care Manager) as to their suitability for placement at Annabel House.

Prospective residents or their representatives are offered the facility of spending a day in the Home.

For individuals referred through a social worker/community psychiatric nurse, particular attention is given to the summary of the care management assessment. A copy of the care plan is produced for care management purposes.

For individuals who are self-funding and without a care management assessment/care plan, a full needs assessment will be carried out.

For emergency admissions, Mrs Bracegirdle, the Care Manager, is available out of hours on 07784 163 180 – email – [jean@annabelhouse.co.uk](mailto:jean@annabelhouse.co.uk)

The Service User and families are informed of key aspects, rules and routines of the service that we are giving within 48 hours.

All other admission criteria will be dealt with within five working days.

## **The arrangements for Service Users to engage in social activities, hobbies and leisure interests**

We have an Activities Organiser, who is most enthusiastic in providing activities for our residents, both as groups and individually. Service Users' interests are recorded and individual programmes are tailored for stimulation through leisure and recreational activities. In addition, all staff members are encouraged to spend time with individual residents whenever possible (apart from their daily routine). We have live music from outside entertainers twice a week. We have an Aromatherapist who visits once or twice per week. There is a small charge for additional individual activities and Aromatherapy.

## **The arrangements made for consultation with Service Users about the operation of the Care Home**

We regularly seek the views of our residents or their relatives. We do this by asking them to complete a simple questionnaire so that we can measure how we are delivering our service.

## **The arrangements made for medical care.**

Although service users are free to continue with their existing General Practitioner (if in Weston Super Mare), we do have a local G.P. who, as well as offering 24 hour emergency cover, also attends the Home every two weeks and reviews all residents care.

## **The arrangements made for contact between Service Users and their relatives, friends and representatives**

Every encouragement is given for contact to be maintained with relatives, friends and representatives either by visiting the Home, telephone, letters, or email ([annabelhouse@tiscali.co.uk](mailto:annabelhouse@tiscali.co.uk)). Visiting times are 10.00 a.m. – 7.00 p.m. or outside of these hours by prior appointment.

## **The arrangements made for dealing with complaints**

If the Service User (or the Service Users representative) has a concern, a problem or a complaint, this can be made either verbally or in writing/email to Jean the Care Manager ([jean@annabelhouse.co.uk](mailto:jean@annabelhouse.co.uk)).

Acknowledgement of such communications will be made within seven working days and arrangements will be made either to meet the representative at Annabel House, or discuss the problem over the phone.

All complaints will be dealt with sympathetically and it is hoped that a satisfactory outcome can be achieved.

Should the complainant remain dissatisfied, an independent arbitrator's view can be sought as follows: -

CQC,  
Citygate,  
Gallowgate,  
Newcastle Upon Tyne,  
NW1 4PA

Telephone Number: 03000 616161

Every service user is made familiar with the complaints procedure and communication is welcomed at all levels.

### **The fire and associated emergency procedures**

The Home takes the issue of fire with the utmost seriousness. The Home has recently had a full fire risk assessment carried out. Regular fire drills are held both during daytime and night-time hours. Each staff member receives regular fire training.

### **The arrangements made for Service Users to attend religious services of their choice**

Residents are encouraged to either attend religious services of their choice, be it outside or inside the Home.

### **The arrangements made for dealing with reviews of Service Users Care Plans.**

The service user's care plans are reviewed by the Trained Staff in the Home every month and updated to reflect changing needs and current objectives.

Relatives and residents are encouraged to actively participate in the reviews of service users' care plans.

### **The number and size of rooms in the Home.**

Residents' single rooms range from a minimum of 9.3 sq metres to 12 sq metres 26 rooms, with a choice of en-suite.

Residents' double rooms range from 17 sq metres to 20 sq metres. (3 rooms)

Bathrooms. Two with Parker baths. A disabled shower room.

Two lounges

Two conservatories.

Activities Room

Dining room.

Kitchen.

There are six WCs for residents' use. One WC for staff/visitors use. Nursing office. Two sluices. Purpose built laundry.

The basement contains office accommodation, staff accommodation and general storage facilities.

The property is surrounded on all sides by a garden.

Car park at the front.

### **Details of any specific therapeutic techniques used in the Home and arrangements made for their supervision**

Individual activities and Aromatherapy are available (there will be an additional charge for these.)

### **The arrangements made for respecting the privacy and dignity of Service Users**

All staff are instructed during induction on how to treat service users with respect at all times, i.e. personal care giving, nursing, bathing, washing using the toilet or commode.

All staff use the term of address preferred by the service user. Service users wear their own clothes. Service users have access to a telephone for use in private.

Service users in shared rooms are provided with screens so that their privacy is not compromised.

Medical consultations are provided in the service users own room.

### **NUTRITION**

We take a very active role in ensuring that all residents are well nourished. Each resident is weighed each fortnight and their Body Mass Index is calculated.

Each month catering staff, care staff and trained staff have a formal meeting during which each resident is discussed and their nutritional needs reassessed.

Any resident who is found to be at nutritional risk, an individual regime is drawn up, adhered to and reviewed.

### **CARE PLANS**

We encourage both residents and relatives to actively participate in both drawing up of Care Plans and their monthly review.

## **KEY WORKER**

Each resident is allocated a member of staff as their Key Worker. This Key Worker has a comprehensive knowledge of all aspects of the resident's needs and care and can be easily contactable to ensure excellent communication. At the present time Peter Osowski, our Deputy Manager is the Key Worker for all the residents and he should be the person to be contacted for any information. If he is on annual leave, then you should contact Jean – Matron.