

# PARK VIEW

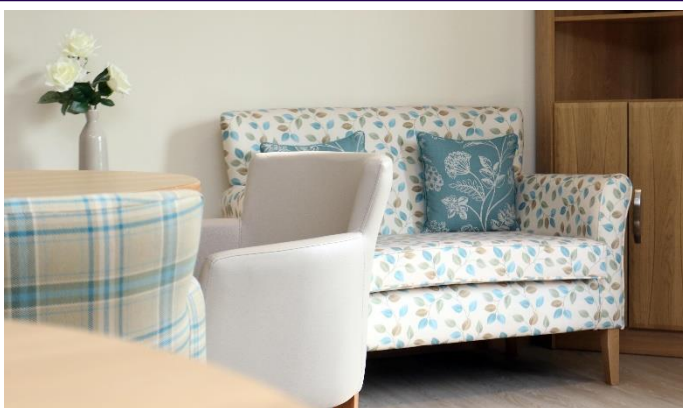
## GLOUCESTER



## CARE THAT MAKES A DIFFERENCE



## A SAFE, COMFORTING AND WELCOMING ENVIRONMENT



EN-SUITE



TELEPHONE



SATELLITE



FREEVIEW



WIFI

## Creating Tomorrow's Environments



## Table of Contents

WELCOME TO PARK VIEW .....	2
ETHOS .....	2
THE PHYSICAL ENVIRONMENT .....	3
CAR PARKING .....	4
SMOKING .....	4
PETS .....	4
RESIDENTIAL CARE .....	6
DEMENTIA CARE .....	6
HIGHER NEEDS CARE .....	6
CLOSE-CARE PLUS APARTMENTS .....	7
PALLIATIVE AND END-OF-LIFE CARE .....	7
RESPIRE CARE/CONVALESCENCE/TRIAL STAY .....	7
LIVING AT PARK VIEW .....	8
HOBBIES, INTERESTS AND ACTIVITIES .....	9
MEALS.....	9
VISITORS AND COMMUNICATION WITH PEOPLE IMPORTANT TO YOU .....	10
FEES.....	11
OTHER CHARGES.....	12
PERSONAL PROPERTY .....	12
OUR COMMITMENT TO BEST PRACTICE .....	13
SAFETY AND SAFEGUARDING .....	13
WORKING WITH CQC.....	14
PRIVACY AND DIGNITY .....	14
CONFIDENTIALITY .....	15
RESIDENT'S CHECKLIST.....	17
COMMENTS COMPLAINTS AND COMPLIMENTS.....	19
FREQUENTLY ASKED QUESTIONS.....	21

# WELCOME TO PARK VIEW

We have designed this brochure to provide you with as much information as possible about Park View Gloucester and the care and services we can offer. This guide can also help you make an informed choice about the kind of care you, or a loved one, may benefit from.

Choosing a care home is a very personal decision and everyone will have different opinions about what is important to them. It is important to make a short list of questions that are important to you or your relative.

It can be difficult to make an informed decision in finding the right care home and you may find helpful advice from the following;

- friends and relatives, for their recommendations
- your GP
- your Local Authority's Social Services department, which should be able to provide a list of registered homes in your area.

If you have any further queries about Park View Gloucester, what we do, and how we care for our residents, or to discuss your individual situation or requirements, please contact us on 01452 671499 or by email; [info@parkviewgloucester.co.uk](mailto:info@parkviewgloucester.co.uk)

## Background

Since 1989 Paul and Tony Markey set about successfully expanding the Markey Group into manufacturing, land development, social housing, student property and now health care. Having researched and studied the care industry for some time and after experiencing care homes firsthand, they felt they could create an environment for residents and families to feel safe and comfortable in - a home-from-home with excellent staff. They have come together with Bill Mellstrom to form the board of Directors at Park View. **Charlotte Potter** is our Registered Manager with over 20 years' experience in managing Residential and Nursing Care facilities for Older People. Charlotte leads all of the heads of departments to deliver excellence in care in their own field.

## Ethos

Our Ethos upholds the desire to make a difference to the experiences of those who are both living and working at Park View by creating opportunities for lives which have meaning and purpose. As a socially and environmentally responsible home, our mission is '**Creating tomorrow's environments**'; to create a welcoming community in which we support Older People and our Staff to flourish and thrive. We believe that a person's individuality should not diminish with age but that all staff and residents should be valued, and their lives enriched and fulfilled.

Park View is a care home with specialist dementia facilities, extra care apartments and respite care, Park View offers a range of care services for older people. We aim to provide 'a home for life' in which individuals flourish and thrive and our holistic approach is dedicated to meeting the physical, emotional, psychological, and spiritual needs of all residents.

We are passionate about how we care for our residents, and we ensure we provide them with the best-possible environment. Decorated to offer a warm, safe, and welcoming surroundings where residents can maintain their independence and feel at home in our care, Park View provides 24-hour individualised care in high-quality, comfortable surroundings with excellent facilities.

## THE PHYSICAL ENVIRONMENT

The home is ideally placed in the centre of Gloucester in an area of urban regeneration adjacent to Gloucester Quays, is within walking distance of local amenities, and has good public transport links. Park View has a secure direct access from the home into Gloucester's main park. Our hairdressing salon has a frontage onto Southgate Street and is also open to public clientele.

Our Vision for Park View was to become a community of those who live there at the centre, with staff, relatives and friends all having a sense of belonging and a vested interest in the life of the home.

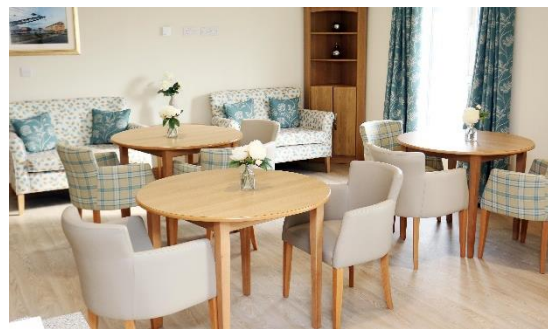
Built on four floors, the care home contains numerous low/zero carbon systems to ensure the building is energy efficient and kind to the environment. These include a ground source heat pump system that provides underfloor heating and hot water for the home as well as low energy lighting throughout, and sensor lighting to reduce overall demand. Our Operations Team is constantly looking for ways to deliver our services in the most sustainable ways.



On the ground floor of the home is a coffee shop for residents and their families and friends to enjoy, then through into a private area there are residential bedrooms looking out over Gloucester Park.

Special consideration has been given in the development of Park View to ensure that the building blends well with surrounding properties and architecture and is of benefit to the local community.

### Residents at Park View Gloucester enjoy the following facilities:



- A choice of distinct dining areas, with menu choices for the week on display.





- All of Park View's bedrooms and apartments have en-suite wet rooms with **shower** facilities. They are also equipped with **Wi-Fi** access along with points for **telephone and data** and **digital** and **satellite** television.



- Rooms are fully furnished and electrically operated profiling beds are provided for those residents who need them.
- All residents are provided with a **pendant alarm** which activates the discreet nurse call system, alerting staff immediately should you require help. On the first floor we have fitted additional infra-red movement detectors and door detectors to help keep residents safe and alert staff discreetly.
- Residents are encouraged to bring small personal items to further enhance their own rooms.
- Specially equipped bathrooms, wheelchair access and lifts make day-to-day life more accessible. Underfloor heating is installed throughout the building.



- Our large, bright lounges are sociable spaces with comfortable furniture and TVs, while quiet areas are set aside for reading and relaxing. A **hearing loop** is installed in many of the communal lounges.
- On the ground floor is a **coffee shop**, a **library area**, a **hair salon**, and pleasant outdoor spaces including quiet seating areas to spend time with family and friends.

## Car parking

Limited Secure Car Parking is available within Park View, there is also a large multi-Story Car Park within 200 metres of the home at Gloucester Quays, St Ann Way.

## Smoking

We have to say that we are a strictly no smoking establishment. This is due to many factors, the main one being the safety aspect. We also appreciate that some elderly people suffer conditions that are aggravated by a smoky environment, and some simply do not wish to breathe other people's smoke. There is a covered smoking area outside for residents who do wish to smoke but there is strictly no smoking within the building.

## Pets

Unfortunately, we cannot accept pets. We understand that it can be quite traumatic leaving a pet

behind and are quite happy for friends and family to bring well behaved pets to visit, and we often enjoy visits from Pets as Therapy Dogs and other animals through our Activity Programme. We do ask however, that pets are kept on a lead or in an appropriate carrier. Pets are welcome to run around in the secure garden, but we ask that you please clean up after them.

Please make a point of asking us if you think you may have a low maintenance animal that you could look after in your own room with a little help such as a budgie or goldfish.

# TYPES OF CARE OFFERED AT PARK VIEW

## The Care Pathway

Built on four floors with facilities and services designed with the specific healthcare requirements of older people in mind, Park View can support people who still wish to remain independent whilst having peace of mind in a self-contained apartment on the top floor. The ground, first, and second floors are dedicated for those people who require support with personal care and all activities of daily living or specialist dementia care in a friendly yet secure environment. With such a wide range of care provision it is our aim to be able to provide 'a home for life' for all of our residents living here.

At Park View we are dedicated to providing person-centred care that meets the individual needs of our residents. We understand that a holistic approach comprises many elements, and our model of care enables us to offer residential care encompassing the physical needs of each resident, as well as enhancing their emotional, psychological, and spiritual wellbeing.

Our dedicated staff are committed to providing all of our residents with exactly the right level of support to meet their individual needs and optimise their wellbeing.

We believe that everyone should be valued as an individual and that by working in partnership with our residents, their relatives, friends, and carers we maintain and promote the wellbeing, maximise independence and ensure our residents feel comfortable and happy at all times.

Our staffing ratio is dictated by the needs of our residents and the level of care they require. For instance, in a Home for people who live with dementia, the staff ratios would usually be higher than those in a Residential Home for people with capacity. Staffing ratios do not include the home's domestic, catering, laundry, activities, and management staff.

## Residential Care

Residential Care is for those who are not able to cope at home or would appreciate the social network, support, and activities that Park View can provide. As well as accommodation in an ensuite room or self-contained apartment, meals, laundry services, and assistance with personal care and medication can be provided as required or needed. Park View provides a welcoming atmosphere in which residents enjoy activities, go on outings, and make friends with other residents.



## Dementia Care

Our philosophy at Park View is 'Person first, dementia second'. For some people living with dementia, finding that their mental abilities are declining can be distressing, leaving them feeling vulnerable and in need of reassurance and support. **Charlotte Potter** is our Dementia Lead and comes with a wealth of experience of empowering and improving the lives and environments for People who live with Dementia. Charlotte supports the staff to involve the people closest to our residents - including carers, friends, and family – to create a personalised holistic plan of support to help the person retain their sense of identity and feelings of self-worth.

Park View is a safe, secure, warm, and friendly environment, with staff who are trained in specialist approaches to focus on what people can do and promote independence. We recognise that each person has unique requirements and support them to live as full and active 'normal' life as possible.

Specific features for residents with dementia include alarm systems to alert staff, specialist lighting and way finding, sensory themed and reminiscence areas with a varied menu of food and drinks available at all times of day and night.



## Higher Needs Care

Our Head of Care for the home, **Emily Hiam**, supervises our Senior Care Team who are fully qualified and have the specialist expertise required to care for residents' varying medical needs and requirements.

Expert care is provided in comfortable, homely surroundings and tailored to individual needs. We provide compassionate personalised care for people with specialist requirements including Parkinson's Disease, Multiple Sclerosis, or Motor Neurone Disease.

## Close-Care Plus Apartments

On the top floor of Park View there are seventeen self-contained one and two bedroomed **Close Care Apartments**, each with a separate bedroom and ensuite shower room and a living/dining area with a kitchenette where residents can live as independently, or with light support, as they require. Due to the layout of the home, and in order to keep the top floor as vibrant a community as possible, should your care needs increase beyond the scope of the staffing ratio, we may request that you transfer to another room in the home, where we can better meet your needs.



## Palliative and End-of-Life Care

At Park View we passionately believe that everyone deserves dignity and respect as they approach the end of their life, and we provide sensitive and compassionate end-of-life care for people with an illness where recovery is not expected.

We understand how difficult and emotional these situations are, which is why we provide respectful pro-active care focusing on providing relief from the symptoms, pain, physical stress, and mental stress of their illness, as well as support for the family and friends who are affected. Individualised care ensures the physical, psychological, social, and spiritual needs of the person and their family are considered and met.

## Respite Care/Convalescence/Trial Stay

At Park View we offer respite care which could give carers a break for a few days or a few weeks. We understand how difficult it can be for families or friends providing ongoing care and this offers your family or carers the chance to do daily chores, go on holiday or simply have a break.

We also provide convalescent, intermediate or re-ablement care to help you to recuperate after a hospital stay and to support you to be well enough to go back home.

Some people may come to stay at Park View home temporarily for a 'trial' period to decide whether they want to live here permanently and to begin to make themselves familiar with life in the home.

**Pia Potter-Farrant**, our Operations Manager, can talk you and your loved ones through the journey of coming to stay at Park View and will support with any query you have from first enquiry right through to the end of your stay with us. Why not call us on **01452 671499** and ask for **Pia** as a first step.

# LIVING AT PARK VIEW

## Becoming a Resident

The first step is to visit Park View with your family, principal carers or friends, social worker, or advocate to look around and be introduced to our Residents and staff. Alternatively, the Home Manager or one of our team can visit you in your home, or in hospital if necessary, and will document a **pre-admission assessment** with you. This initial set of information will form part of your Care Plan, which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills and experience to contribute towards overall improvements to your health and wellbeing.

If you have any questions please discuss them with **Pia**, who will be very happy to answer any queries. **Pia** manages pre-admissions and admissions according to a detailed Policy and Procedure, a copy of which is available within The Home and on request.



## Resident's Personal Fulfilment

The aim of Park View Gloucester is to actively help Residents to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.



Staff will take an interest in things that you have done in the past and discuss current interests, particularly those that you wish to retain. They will assist you to enhance and maintain your skills and also in following your interests if you wish, by facilitating a varied range of new skills and interests for you to pursue if so desired.

Residents will be involved in the devising of their Care Plan, and if they are unable to communicate effectively then a family member, friend or external advocate will work on their behalf. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Residents' potential. They will attend to the complete assessed needs of the individual person irrespective of how the Resident's disabilities affect them. All Residents are equal and unique human beings and will be offered help and services according to their own unique needs, irrespective of age, race, gender, sexuality, culture, or state of health.

## Personal Choice

As far as possible, our staff will support you to exercise to your full potential and personal choice in opportunities, how you wish to live during your stay at Park View. Staff will also ensure you have a say in decisions about the provision and extent of your Care Plan. If you are not able to participate fully in the development and review of the Care Plan, we welcome the assistance of designated advocates.

## Care Plan Reviews



**Emily** and the Senior Care Team Members will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and your social and medical circumstances, all of which will be entered into your Care Plan.

The Senior Team Members will be the point of contact for you and your principal carers/relatives and will be available to answer any questions and to support your daily care routine. Emily will also arrange for meetings to review your Resident Care Plan periodically with you and your family, friends, or advocate, and to measure the progress of your care programme in relation to realistic goal setting.

## Hobbies, Interests and Activities



We have a Wellbeing Team under the leadership of **Lucy Jukes**, whose main role is to organise daily activities within the home and local community. When you come to live with us, we will spend time getting to know how you would like us to help you continue your current lifestyle and to live the life you want. Activities range from knitting, arts and crafts, bingo, and other games to visiting entertainers, pub trips, Pets as Therapy (PAT) visits, and organised day trips. All residents have the choice of taking part. For those who are less able we provide One to One activities such as pamper sessions or reading.

Lucy holds regular Residents Meetings to discuss upcoming planned activities, what activities our Resident Community might wish to try, and feedback on activities we have recently delivered. Lucy will also spend time with you after you arrive to find out if you have any special interests so she can try and make arrangements for you to continue with them.

We will also organise special outings and a range of interesting activities to suit most tastes and naturally you are free to choose whether or not to join in. There are quiet areas in Park View Gloucester where you can relax if you wish to be peaceful. The activities people carry out in their free time are often the things that they most look forward to and we are committed to organising a stimulating range of events and activities to meet the individual interests and needs of our residents.

Activities could include enabling you to assist with day-to-day tasks and activities that we all take for granted, such as preparing a meal or snack, pottering in the garden or around the home, going to the cinema or popping to Gloucester's shops.

We also have a small kitchen and two laundry rooms for residents who want to remain involved in household tasks, should they wish.

Involving our residents, relatives, and friends to develop Life Histories also plays an important part in being able to support people holistically, and enables us to develop meaningful relationships.

## Meals

We know how important mealtimes are to our residents and **Lisa Jones**, our Catering manager, leads her team who staff are committed to making them an enjoyable part of each day.

We cater for everyone, and all food is prepared on site, we use quality local suppliers. Our chefs provide a varied and healthy menu choice for our residents, and you can choose from several options at each mealtime. We can also cater for specialist dietary requirements. During your pre-admission assessment, we will have asked about any specialist dietary

requirements you may have, and after admission our chef will visit you to talk through and special requests. If they don't like any of the options, we will always try to provide a suitable alternative. We have a number of dining rooms at Park View but residents are welcome to enjoy their meals in their own rooms, if they prefer. We are also happy to provide meals for your visitors, provided this is booked in advance to allow the catering staff time to prepare. There is a small charge for additional meals.



## Visitors and Communication with People Important to You

### Staying in touch and virtual visits

Here at Park View we have moved swiftly to fully embrace the technological opportunities that today's world offers to maintain contact. We know just how important this is for everyone's wellbeing.

We are very familiar with scheduling our Skype, Facetime or WhatsApp video call sessions and we are calling relatives with updates whenever we can.

Visitors are welcome anytime, though if these are outside of Reception opening times you may need to call ahead so we can let you in to our secure carpark. We do ask that visitors are mindful of busy times and activities, though visitors are also welcome to join in with both to assist or encourage if this would be helpful. We do ask that all visitors please sign-in when they arrive for Fire and Health & Safety purposes.

The Coffee Shop on the Ground Floor is where lots of residents choose to host their visitors, but they can also make use of the lounges and dining rooms on the floors, the garden or summer house in nice weather, or even pop next door to Gloucester Quays.

Principal carers and/or family and friends may telephone us at any time, day, or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible, we will pass on messages. With your permission, trusted visitors will be allocated a fob to allow them easy access into the home for visits. The fob will, however, be restricted before 8am and after 10pm for safety reasons, unless particular circumstances dictate.

Residents may have a landline telephone installed in their room at no extra charge for installation or calls. The phone would have its own dedicated landline number, but unfortunately, we cannot transfer your home number to Park View. If a resident does not have their own telephone, a communal telephone is available, and any member of staff will help you access it if help is needed. You are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff.

Depending on your preferences, the Reception Team can manage your mail. Most letters are delivered to you as they arrive, unopened, though some will be held or forwarded to someone you have nominated to help with your post.

Links with the community are encouraged. Our Wellbeing and Care Teams will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.



## Visiting Health Professionals

You may be able to retain your own GP providing they are prepared to continue looking after you and to visit the home on request. We have an arrangement with a local GP practice, ensuring consistency and quality of care for you to choose from.

If you currently have regular visits from other Health Professionals, such as Chiropodist, Physiotherapist, Dentist, or Optician and these are referred by your GP, they may still visit. Private arrangements can also be made with such professionals at their normal charges to Residents. Depending on your health and social care needs, you may have visits from the community nurse.



## Services Available:

### Religious Observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises. As part of our Wellbeing Programme, we try and offer services from a local Vicar around the High Holy Days.

### Shopping

Should you wish to go shopping, our activities coordinators will arrange for you to be accompanied you if you wish or if that is agreed in your Care Plan. There is a regular trolley shop service offering a wide range of goods including, sweets, soft drinks, biscuits, toiletries, note paper etc. The trolley shop also caters for diabetics (i.e. sweets and drinks etc.).

### Hairdressing

We have an onsite hairdressing salon / therapy room for that special pampering, although the cost of this is not included in the weekly fee. Private chiropodists visit regularly, but again, this is not included in your weekly fee unless it is the NHS chiropodist you have been referred to and who visits. Chiropody treatments and hairdresser visits may also take place in your own room if this is your preference.

## FEES

If you are paying all the care home's fees, you can contact any home directly yourself. Once you have found a home you like, the home will make an assessment of your needs, so that they can be sure they can offer you the right kind of care.

Depending on your financial situation, your local authority may pay for some of the costs of your care. This depends on a means test of your savings and assets, including any income from your pension or benefits, and the value of your home.

### How the means test works in England for the financial year 2023-24, if your total capital is:

**Less than £14,250:** you will be entitled to maximum support from the local authority. You won't have to contribute from your capital, but you may be expected to contribute from your income.

**More than £14,250, but less than £23,250:** you will have to contribute towards the cost of your care, at a rate of £1 for every £250 of savings you have between £14,250 and £23,250. This is known as 'tariff income'.



**More than £23,250:** you will have to pay the full cost of your care.

If you are being assessed for residential care and you own your own home, its value will usually be counted as part of your capital. However, there are exceptions, such as if your partner continues to live in your home after you move into a care home, or if you have a disabled relative living in the home.

If the homes' fees are more expensive than the authority will pay for, you are allowed to arrange a 'third party contribution' from another source, but not from your own money. If the local authority has assessed that you need to live in a care home, they will carry out an assessment of your needs, and produce a report called a care plan that outlines the care, including any nursing care, they think you need.

Our usual expectation is that you have sufficient funds available to pay our fees for at least three years. If your funds run out after that, the Local Authority would normally pay for your care at their rates, subject to a financial needs assessment. In this situation we would not expect you to leave the home.

## Other Charges

Our fees include everything required to keep residents comfortable, well cared for and safe:

- Private en-suite furnished accommodation with shower
- Care services, such personal care, washing and dressing, assistance with meals, mobilising medical aids
- Management of medications
- Daily meals and available snacks
- Drinks and refreshments
- Access to any aids or appliances according to individual assessed needs, including hoists, wheelchairs and walking aids
- Laundry and Housekeeping service
- Use of communal lounges and facilities
- Access to and use of communal grounds/gardens
- Heating and lighting & all utilities

You will need to pay for personal services such as hairdressing or private chiropody should you wish to use them. The weekly charge does not include activities that involve an entrance fee, such as theatre or cinema trips, or taxi fare for trips or appointments.

## Personal Property

Residents are encouraged to bring personal belongings into The Home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and a suitable room is made available.

In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of Park View Gloucester that the Resident is responsible for keeping a record of their property if they so wish, and to ensure its safekeeping. Lockable space is provided in each room for small items of value. By special arrangement, The Home will arrange for the safekeeping of items of value, for which it will accept responsibility.

The Home insures Residents' property to a total of £500 each. Any single item of value, or property which totals more than £500, should be insured by the Resident personally.

We would draw your attention to items such as hearing aids, glasses and dentures which are not

covered for loss under our insurance policy, we advise that the Resident should insure these items personally.

## **Electrical Safety**

All electrical equipment brought into The Home on admission or after must be presented to the Maintenance Department before use in order for its safety to be checked. Portable appliance testing as per health and safety regulations is also carried out by The Home.

## **Food Safety Risk and Hazard**

We encourage Residents to have personal food items and treats which are often brought in by visitors or purchased by individuals during trips to the local shops etc. Due to our legal responsibilities under Food Safety regulations, however, we request that Residents ask for food to be placed in appropriate storage, such as a refrigerator. Any stored food will be individually labelled, will not be consumed by anyone else, and will be available to you at any time by simply asking a member of staff.

# **OUR COMMITMENT TO BEST PRACTICE**

## **Governance**

Our approach to Governance at Park View, is, as you would expect, robust. Our Board of directors bring a wide range of skills and experience and ensures the organisation is compliant with statutory legislation, contractual requirements and that risk management is a high priority throughout the organisation.

The Board delegates day to day management of activities to the Home Manager who is overseen by one director who is the Nominated Individual and reports regularly to the Board.

Each year a complete audit of The Home is carried out and remedial action taken to correct any omissions or shortcomings in the service delivery. In addition to the planned annual audit, regular internal inspections are also carried out by our Home Manager supported by our Care Compliance Coordinator and Heads of Departments.

## **Safety and Safeguarding**

Our aim at Park View is to actively help Residents to lead fulfilling lives within the limits of their abilities and wishes, and whilst we aim to make Park View a relaxing homely environment, Residents' health, safety, and overall wellbeing is our main focus at all times. We will therefore highlight some basic health and safety requirements for the benefits of our residents, visitors, and staff as follows;

- It is our aim to protect Residents from abuse and we have a duty of care to safeguard your wellbeing at all times.
- We will respond appropriately as we will not tolerate any form of abusive practice in the service.
- We will ensure that Government and Local guidance about Safeguarding people from Abuse is put into practice and available and accessible to all staff.
- If you suspect that abuse may have occurred, you should contact either the Home Manager or the Care Quality Commission immediately.

We will also;

- Make sure that Park View is suitable for carrying out the regulated activity and that premises, and grounds are adequately maintained and comply with legal requirements and operational standards.
- Manage maintain and use medical equipment safely.

- Ensure that we will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely.
- Ensure all equipment is available, suitable, maintained and used correctly to ensure Residents, Visitors and Staff are protected.

## Staff Development

Our dedicated staff are specially selected for their personal qualities, such as being instinctively warm with a natural desire to help others. Park View places great emphasis on our staff's training and professional development and have a dedicated training suite in the home. Staff are continuously assessed, and their training updated to ensure a consistently high standard of care is given.

At Park View, teamwork makes all the difference to promoting the health and wellbeing of our residents. From all departments, each and every staff member plays a vital part.

## Working with CQC

We will work closely with the Care Quality Commission who monitor, inspect, and regulate health and social care services. They then publish what they find, including ratings to help people choose care. Once a report has been published, we will make it available for you to view, as well as visibly publish our ratings.

## Open Communication

We will conduct an annual survey (which can be anonymous) among our Residents, their nominated representatives, visitors to the home and external healthcare professionals to ascertain their opinion of the service we provide. All information gathered will be fed back to you about what we do well, what we could do better and how we will achieve that. We welcome comments and suggestions, which can be made either via staff, or by using the cards available.

## Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to our Head of Care **Emily**, the Team Leader, or Home Manager if your privacy or dignity is not being respected. All Residents have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs.

Residents' personal rooms will have a lock fitted such as is appropriate to their needs, and the Residents will be provided with a key unless risk assessment indicates that this is inappropriate. Decisions in this respect will be recorded in the Resident's Plan and signed as agreed by the Resident or Advocate.

Our staff recognise the right of Residents to be left alone, undisturbed, and free from intrusion and public attention. The Resident also has a right to privacy with regard to both their personal affairs and their belongings. Written permission, whenever practical, will be sought for access to Residents' records, especially in cases where the person or agency requesting the records is not involved in the direct care and support of the individual concerned.

## Dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area. You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Resident Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of

information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as eating and drinking, you will be offered privacy and sensitivity in order that you are not embarrassed.

## **Confidentiality**

The Resident's rights to confidentiality must be safeguarded at all times. Our staff will not disclose any personal information about Residents to a third party unless this has been agreed with the Resident concerned or their advocate. Agreement to disclose information should only be sought if this is for the benefit of the Resident, e.g. for the purpose of assisting in their care and support with other relevant professionals.

Access to Information - Every Resident has a right to information about the objectives of their care and a detailed explanation of the Service being offered. All Residents must be enabled to participate in the planning of their care and consent must be obtained for all interventions.

Our policy is that any information about Residents is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, such information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Home Manager or the person in charge. The Resident or, where appropriate, their principal Carer or advocate will be consulted before information is shared.

## Fulfilment of Aspirations



Residents will have their social, emotional, spiritual, cultural, political and sexual needs acknowledged and respected. Residents will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.

## Residents and Equal Opportunities

All Residents have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice. Complaints of discriminatory practice will be thoroughly investigated, and the results of the investigation made known to the complainant and appropriate action taken in accordance with policies, procedures, and regulations.

All complaints will be recorded in such a way as to highlight repeated problems.

## Risk Taking and Risk Management

Staff at Park View Gloucester understand that there is a delicate and difficult balance between Residents' self-determination in risk-taking, and the responsibility of carers to protect Residents from self-harm or from unintentionally harming others. The issue is further complicated when a Resident may not be able to make informed decisions or choices, for instance as a result of communication or mental capacity difficulties, and risk assessments will be completed to minimise risk in aspects of daily living activities.

The assessment of risk is addressed as part of the admission process for each person and the results are integrated into the Care Plan. By this process of integration, the views of the Resident, principal carer, family members and professional advisors will be taken fully into account, as part of the multi-agency and integrated Resident Planning process.



## Resident's Checklist

The following checklist is meant as a guide to help with your requirements in The Home.

### Clothes (as a minimum):

- There is no limit to the amount of appropriate clothes and footwear a Resident may wish to bring into The Home. However, consideration should be given to the available storage facilities. Please discuss this with **Pia** the Operations Manager.
- Where possible please ensure that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew or attach them to clothes, and for us to retain a stock for future use.
- We have our own in-house laundry facilities, and every care is taken with your clothes. Dry cleaning and specialist laundry facilities can be arranged in the community by staff at your own expense. Residents are also encouraged and supported as part of developing their independence living skills to do their own laundry on specific days.

### Toiletries:

- Residents are responsible for providing their own toiletries and should ensure that supplies are always available. Staff may prompt Residents or their family if applicable should their toiletries need replenishing. Residents or families are welcome to purchase toiletries via the Reception Team and our in-home shop.
- Personal items such as towels and face flannels and shaving materials are provided by The Home, but you may also bring your own if you prefer, these will need to be labelled.
- It is important that you bring with you any items which enhance your wellbeing.
- Please remember to bring with you all medications that you are currently using, as well as your ReSPECT form and if applicable, your Health Service Medical Card.

### Inappropriate Behaviour:

- Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional, or financial abuse of one person by another.
- Park View is committed to preventing inappropriate behaviours and if a Resident, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the formal complaints procedure.
- Residents, principal carers, and relatives will be kept informed of the progress of the investigation into any complaint.

### Fire Safety:

- We ask for your co-operation in paying attention to fire safety and fire prevention.
- The following points should be observed:
  - We have to say that we are a strictly no smoking establishment. This is due to many factors, the main one being the safety aspect.
  - Please do not store possessions next to a source of heat.
  - Please turn off your electrical equipment when you have finished using it.
  - Make sure that you have all your personal electrical equipment checked by our maintenance engineer before you use it in The Home.
  - When you are leaving The Home please notify a member of staff. We also ask that you do so when you return, so that the staff are always aware of who is on the premises.

- Please ask your visitors to sign our visitor's book, so that staff are aware of who is on the premises.

# COMMENTS COMPLAINTS AND COMPLIMENTS

## Making a Complaint

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Residents that no-one will be victimised for making a complaint, we encourage Residents to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues and encourage Residents to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Resident should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Residents and their representatives may take their complaints to persons in authority outside The Home. For Residents funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded Resident, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

**Details of how a complaint can be raised are displayed around the home but also replicated in the Resident Guide.**

## Useful Addresses:

Executive Director of Adult Social Care, Wellbeing and Communities (Gloucestershire): Shire Hall, Westgate St, Gloucester GL1 2TG Tel: 01452 328497	Care Quality Commission (CQC): London office: 2 Redman Place, London, E20 1JQ Newcastle office: Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161
Local Clinical Commissioning Group: NHS Gloucestershire CCG 8 Delta Way, Brockworth, Gloucester GL3 4FE Tel: 0845 422 1500	The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 <a href="mailto:advice@lgo.org.uk">advice@lgo.org.uk</a>

## Advocates

- Residents have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Home Manager will be happy to provide information on local advocacy groups and other support networks.
- Some of those currently known to us are:
  - Gloucestershire POhWER, [glosadvocacy@pohwer.net](mailto:glosadvocacy@pohwer.net)  
Tel: 0300 003 1162
  - CCP Advocacy Service, 340 High Street, Cheltenham, GL50 3JF  
Tel: 0300 365 8999

If you have any further queries about Park View Gloucester, what we do, and how we care for our residents, please contact us.

## Frequently Asked Questions

### How do I find the 'right' home?

It can be difficult to make an informed decision in finding the right care home. You can search on the internet for homes in your area on CQC's (The Care Quality Commission) website - [www.cqc.org.uk](http://www.cqc.org.uk) . CQC are responsible for inspecting registered homes and publishing their reports.

You may find helpful advice from the following;

- friends and relatives, for their recommendations
- your GP
- your Local Authority's Social Services department, which should be able to provide a list of registered homes in your area
- [www.carehome.co.uk](http://www.carehome.co.uk) - The leading UK Care Home review website with 16,705 Care Homes, 15 million visits per year & 319,860 Care Home reviews
- Gloucestershire Care and Support Guide:  
<https://www.carechoices.co.uk/publication/gloucestershire-care-services-directory/>

### What is the difference between a Nursing Home and a Residential home?

Both Nursing and Residential Care homes offer accommodation, support with personal care, mobilising and mealtimes, laundry, and activities of daily living.

A Residential home mainly provides support with personal care and usually does not have Registered Nurses working there. People who find they can no longer cope with their day-to-day activities alone in their own home, even with a carer or visiting help may need the 24-hr support offered in a Residential Care Home.

Many Residential Care Homes now have specialised areas for People who live with Dementia where their individual needs can be met. Residential Homes have regular visits from the community nursing team should any residents have a 'nursing need.' Most residential homes and homes looking after people who live with dementia are very able to support residents through to end-of-life care.

A Nursing home will have Registered Nurses working there who give and supervise care for people whose infirmity, illness or injury require nursing care interventions on a regular basis. Nursing care generally requires higher fees than personal care because of this care being given or supervised by Qualified Nurses. Park View is not a Nursing Home but with the support of our local District Nursing team we provide clinical care and support to our residents from their arrival right through to the very end of their lives.

### How much does it cost to live at Park View?

Our weekly fees depend on individual needs, and they are based on a comprehensive pre-admission assessment. If you require further information about fees, please call our Operations Manager **Pia** on 01452 671499 or email [info@parkviewgloucester.co.uk](mailto:info@parkviewgloucester.co.uk)

### Can I get help with the homes' fees?

If you are paying all the care home's fees, you can contact any home directly yourself. Once you have found a home you like, the home will make an assessment of your needs, so that they can be sure they can offer you the right kind of care.

Depending on your financial situation, your local authority may pay for some of the costs of your care. This depends on a means test of your savings and assets, including any income from your pension or benefits, and the value of your home.



In England if you have more than £23,250 you have to fully fund your care until your capital drops below this amount. If you are assessed as needing nursing care, even if you are paying all your own fees, the NHS will make a contribution to your fees of about £100 per week.

If the homes' fees are more expensive than the authority will pay for, you are allowed to arrange a 'third party contribution' from another source, but not from your own money. If the local authority have assessed that you need to live in a care home, they will carry out an assessment of your needs, and produce a report called a care plan that outlines the care, including any nursing care, they think you need.

### **Is this care home right for me?**

Choosing a care home is a very personal decision and everyone will have different opinions about what is important to them. It is important to make a short list of questions that are important to you or your relative.

AgeUK have provided a comprehensive Checklist you can use if you prefer; available online at [www.ageuk.org.uk](http://www.ageuk.org.uk)

If you have any further questions that we have not managed to answer on these pages, please call our Operations Manager **Pia** on 01452 671499 or email [info@parkviewgloucester.co.uk](mailto:info@parkviewgloucester.co.uk)

### **What is included in the weekly fee**

Our fees include everything required to keep residents comfortable, well cared for and safe:

- Private en-suite furnished accommodation with shower
- Care services, such personal care, washing and dressing, assistance with meals, mobilising medical aids
- Management of Medications
- Daily meals and available snacks
- Drinks and refreshments
- Access to any aids or appliances according to individual assessed needs, including hoists, wheelchairs and walking aids
- Laundry and Housekeeping service
- Use of communal lounges and facilities
- Access to and use of communal grounds/gardens
- Heating and lighting
- All utilities

You will need to pay for personal services such as hairdressing or private chiropody should you wish to use them. The weekly charge does not include activities that involve an entrance fee, such as theatre or cinema trips, or taxi fare for trips or appointments.

### **Can I have my own bathroom?**

All bedrooms and apartments at Park View have en-suite facilities including a shower. Most of our residents require help with bathing and therefore specialist equipment has been installed for this purpose in separate bathrooms.

### **Can my family and friends visit me at Park View at any time?**

Visitors are welcome anytime, though if these are outside of Reception opening times you may need to call ahead so we can let you in to our secure carpark. We do ask that visitors are mindful

of busy times and activities, though visitors are also welcome to join in with both to assist or encourage if this would be helpful. We do ask that all visitors please sign-in when they arrive for Fire and Health & Safety purposes.

### **Can I bring some of my own furniture when I move into Park View?**

All rooms at Park View are fully furnished but we do encourage residents to bring small items of furniture, pictures, and personal belongings when they move in. We want you to feel as at home as possible in your new home and to have familiar belongings around you. You will be provided with a lockable cabinet for any valuable items.

### **Can I try a short stay at Park View before I decide to stay permanently?**

We fully understand how difficult it can be to take the decision to give up your own home and a short trial stay provides you with an ideal opportunity to see what it is like to live at Park View. We can plan an appropriate time for you to stay, based on the availability of a vacant room.

### **Can I continue with hobbies and activities I enjoy when I move to Park View?**

Yes, we have a Wellbeing Team whose main role is to organise daily activities within the home and local community. When you come to live with us, we will spend time getting to know how you would like us to help you continue your current lifestyle and to live the life you want. Activities range from knitting, arts and crafts, bingo, and other games to visiting entertainers, pet farms and organised day trips. All residents have the choice of taking part. For those who are less able we provide 1:1 activities such as pamper sessions or reading.

### **What if I prefer my own company?**

Nobody will try to force you to do anything you do not want to do or join in with. If peace and quiet of your own room is your choice, then your decision will be respected at all times.

### **Can I go to bed and get up when I choose?**

Your wishes will be taken into consideration, and these entered in your Plan of Care, to which we hope you will contribute.

### **Do you cater for special dietary needs?**

We cater for everyone, and all food is prepared on site, we use quality local suppliers. Our chefs provide a varied and healthy menu choice for our residents, and you can choose from several options at each mealtime. We can also cater for specialist dietary requirements. During your pre-admission assessment we will have asked about any specialist dietary requirements you may have, and after admission our chef will visit you to talk through and special requests. If they don't like any of the options, we will always try to provide a suitable alternative. We have a number of dining rooms at Park View but residents are welcome to enjoy their meals in their own rooms, if they prefer.

### **Are hairdressing and chiropody available at Park View?**

Yes. We have an onsite hairdressing salon / therapy room for that special pampering, although the cost of this is not included in the weekly fee. Private chiropodists visit regularly, but again, this is not included in your weekly fee unless it is the NHS chiropodist you have been referred to and who visits. Chiropody treatments and hairdresser visits may also take place in your own room if this is your preference.

### **Can my family or friends have a meal with me?**

Yes, provided this is booked in advance to allow the catering staff time to prepare. There is a small charge for additional meals.

### **What happens if my funds run out?**

Our usual expectation is that you have sufficient funds available to pay our fees for up to three years. If your funds run out after that, the Local Authority would normally pay for your care at their rates, subject to a financial needs assessment. In this situation we would not expect you to leave the home.

### **Can I keep my own GP?**

Yes, providing your existing GP is prepared to continue looking after you and to visit the home on request. We have an arrangement with a GP practice local to Park View, ensuring consistency and quality of care.

### **Can I go out with family or friends?**

As long as there are no medical reasons that might prevent this, we always encourage trips out and know how much our residents enjoy a change of scenery. All we ask is that you keep us informed as to when you are going and when you are expected back.

We also have a coffee shop on the ground floor which is open to the public so you can 'go out' without leaving the home if you wish.

### **What are your staff ratios?**

Our staffing ratio is dictated by the needs of our residents and the level of care they require. For instance, when supporting those living with Dementia, the staff ratios would usually be higher than those in a Residential Home. Staffing ratios do not include the home's domestic, catering, laundry, activities, and management staff.

### **Is there a choice of food and do you cater for special diets?**

Yes. Each resident has an individual care plan, which includes food choices and dietary needs. We work closely with the resident – and will also consult with family and friends – to find out their likes and dislikes. Residents

We also cater for specific dietary needs, including soft or puréed, diabetic, and allergenic, and individual requirements will be established on admission to the home and reviewed as necessary. We work hard to ensure our menus are balanced and nutritious, and meals are produced on site using fresh ingredients every day.

### **How does Park View Support People who live with Dementia?**

We have a dedicated area of the home with extra technology to help keep safe and support people living with dementia without being invasive. Our belief is that people living with dementia can be supported to live purposeful happy normal lives. The home has an experienced and well-trained care team, and our care philosophy is 'to see the person first and the dementia second'. What that means is that we understand that living with dementia can be very frustrating and by understanding the person and their viewpoint, we can better support them as they go about their daily life.

### **How does the home stay in touch with relatives who cannot visit?**

We post regular stories on our social media feeds. And of course, you can always call or email us whenever you like or arrange a videocall.

### **Can I have access to a telephone?**

Yes - there are telephones at nurse stations at Park View that can be used from time to time. Many of our residents also choose to add to their independence by having their own telephone installed in their rooms – if you wish to arrange this, please speak to our Operations Manager **Pia** on 01452 671499. There is no charge for UK calls made on resident's own telephones once fitted.

### **Can I bring my pet?**

Unfortunately, we cannot accept pets. We understand that it can be quite traumatic leaving a pet behind and are quite happy for friends and family to bring well behaved pets to visit. We do ask however, that pets are kept on a lead or in an appropriate carrier. Please make a point of asking us if you think you may have a low maintenance animal that you could look after in your own room with a little help such as a budgie or goldfish.

### **Are there rules about smoking and drinking?**

We have to say that we are a strictly no smoking establishment. This is due to many factors, the main one being the safety aspect. We also appreciate that some elderly people suffer conditions that are aggravated by a smoky environment, and some simply do not wish to breathe other people's smoke.

We acknowledge that many people enjoy a drink or two and have no objection to this *unless medical considerations are a factor.*

### **What if I become quite ill, can I still stay?**

If you have a problem that your doctor feels warrants investigation in a hospital, the decision is yours as to whether you follow their advice or not. Once a doctor has decided you are medically fit for discharge, Park View will work with the hospital to get you back home as quickly as possible.

### **What if I am too ill to be moved and I need palliative care?**

We will care for you with all the support that is required to make you as comfortable as possible while respecting your wishes. We will consult as necessary with your family, your GP, and other professionals on such issues as pain control and administer as indicated.

### **I have other questions you have not included here**

If you have any further questions that we have not managed to answer on these pages, please call our Operations Manager **Pia** on 01452 671499 or email [info@parkviewgloucester.co.uk](mailto:info@parkviewgloucester.co.uk)

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