

CARTREF PRESWYL **DOLWAR** RESIDENTIAL HOME

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PROPRIETOR

MRS GWEN WILLIAMS

PROVIDING RESIDENTIAL CARE FOR THE ELDERLY



RESIDENTS HANDBOOK

Brief guide of our service for your information

WELCOME TO DOLAWR RESIDENTIAL HOME

On behalf of the Proprietor, Management and Staff may we extend a warm welcome to you.

The Management and Staff at Dolwar are committed to providing the very best quality of care to our residents.

We hope you find the information contained in this booklet informative and useful. It contains brief answers to many questions often asked by our residents and families.

Of course if you require any further information please do not hesitate to approach management or any member of staff who will be happy to give you more detailed information. Your comfort, care, and well-being are always very important to us.

We will never forget that you are an individual - this will be uppermost in our thoughts when planning your care needs.

Throughout your stay with us we will endeavour to ascertain your preferences and choices in all aspect of your care.

Our wish is to enable you to attain and remain as independent as possible.

We are here to help you maintain a quality lifestyle. Nothing is too much trouble.

WHO'S WHO

REGISTERED PROVIDER - GWEN WILLIAMS

Gwen has been here at Dolwar since it opened in September 1988. Apart from the 25 years experience, she has completed her RMA Level 4, and loves the hands-on approach of the care work.

REGISTERED MANAGER - CERI ANN ROBERTS

Ceri has worked here at Dolwar for 3 years, previously a registered nurse at the Polish Home Penrhos for 17 years. She has completed her RMA Level 4, and is currently in the process of completing her NVQ Level 5 in Leadership & Management. Ceri has complete responsibility for all matters pertaining to care service at Dolwar. If you need or require something, Ceri generally knows where and how to obtain it. Ceri will ensure that all new members of staff receive induction and are trained in all aspects of care. This is an ongoing operation for members of staff.

CARE STAFF

We have around 17 dedicated and skilled carers who will look after you on a day to day basis. All the staff are registered with Social Care Wales, and have NVQ level 2 or 3 in Health & Social Care. Most of the staff have worked here at Dolwar for many years. Staff turnover is very low. Their training covers all aspects of basic care, Food hygiene, First Aid, Manual Handling, Fire Training and all other training are provided by a variety of companies ranging from Social Care Tv, Gwynedd Council and Ethical Workforce Solutions.

A FEW NOTES FROM THE PROPRIETOR

We want to make you feel welcome

Dolwar can accommodate 17 residents. We have 16 bedrooms of which 8 have en suite facilities, a bathroom and toilets on all floors accessible to all. Access to upper floors are via a passenger lift.

We have two large lounges, and a sun room on the ground floor for you to relax in, all nicely decorated and furnished for your comfort - both lounges have a large television. You can also entertain family and friends in these lounges or in quiet areas located on the ground floor and 1st floor, but if preferred you can entertain in the privacy of your own room.

Management or staff will be more than happy to give you a detailed explanation of anything that is not clear to you in this booklet.

Our residents have many different requirements - some come to us for day care or a few days of respite to allow a break for their regular carers, others come to convalesce after a period in hospital to regain their full health before returning home. Many residents choose Dolwar as a permanent home due to health or mobility issues or merely to have the company of others.

Some residents come to Dolwar on the advice of their Doctor or Social Worker, others of their own accord to be in a safe environment where quality care is at hand 24 hours a day.

Regardless of your length of stay, we would want you to consider that from the moment you arrive that Dolwar is your home.

You can participate in some or all different activities that are organised for your interest here in the home, or you can relax if that is your preference. You have the freedom to spend your time however you wish to.

As a measure to test the quality of the service we provide we continually ask the question:

Is the home good enough for my Mother, Father, Grandmother or Grandfather?

If not then it's not good enough for our residents. We always ensure that it is - and take a personal interest in everything that is done here at Dolwar.

If you are at any time unhappy with anything - no matter how trivial you may think it is - please let us know. You will find our Complaints and Concerns procedure policy at the back of this booklet.

Sometimes there are sound reasons why we have to do certain things in a particular way - these are usually down to Health & Safety regulations. We will always explain these to you in detail.

A large proportion of the policies relating to the day to day routines at Dolwar have evolved from the suggestions and requests of our residents, and this is an ongoing practice.

Dolwar is run on the benefit of our residents - not for the convenience of the staff or ourselves. All that we do and the way we do it should therefore be what you would like us to do.

At present we only have female carers at Dolwar, but if a male carer should be in our employment all service users would have the choice of a male or female carer to attend to their personal needs.

We welcome your suggestions and ideas at all times - and would act swiftly upon any complaint. Residents will never be discriminated against for making a complaint.

On the following pages you will find a guide to both the day to day life in the home and to services and facilities that we offer. We hope that this

guide will answer many of the questions that you are most likely to ask and that you find the information informative.

These are among the questions we are normally asked and their answers.

What level of care does Dolwar provide?

Dolwar provides residential care. We are committed to providing the very best quality of care for our residents. We never forget that you are an individual and this is uppermost in our minds when planning for your care and ensuring the care records are updated on a daily basis and reflect changing requirements and priorities.

What happens if I become ill?

We are a residential home therefore cannot offer any nursing care - however if any of our residents become ill they can be cared for at Dolwar unless their GP decides differently. Community nurses call regularly at the home to attend to any nursing needs a resident may have. We will contact your GP if you require a medical review or have any health concerns.

Can I bring my own furniture to Dolwar?

The only limit placed on residents wishing to bring their own furniture is the size of the room and safety regulations. Dolwar actively encourages residents to bring their own small items of furniture and ornaments as it helps them settle in. We will be happy to discuss with you the feasibility of bringing your own special items into the room you have chosen.

What activities does Dolwar offer?

Dolwar offers a range of different activities throughout the year, carefully arranged to meet everyone's interests. Most of these are in house activities or entertainment provided by outside entertainers. Weekly prize bingo sessions seem to be the favourite, a quiz on paper, arts & crafts, armchair exercises, board games, musical bingo, baking and a simple sing song. On special occasions, Christmas in particular, a concert will be held by the local primary school choir. During the spring and summer months, residents are welcome to relax in the warmth of the sun in the

patio area or attend to gardening activities. A bilingual service is held every Sunday for those who wish to participate, followed by a period of hymn singing.

We know your date of birth from our records, we will always remember your birthday, and if you wish we will celebrate it with you with a special tea party and cake.

We do recognise your independence and therefore to participate or not in any activity is always the resident's own choice.

When can family and friends visit?

As Dolwar is your home, there are no restrictions on visiting. Visitors are welcome at any time. We pride ourselves on our family atmosphere. We encourage families to become involved in the care of their relatives. We welcome children and animals as visitors at all times. We find their visits are therapeutic for the elderly and always put a smile on their face.

Can I come and go as I please?

Residents are free to come and go as they please if it is in their best interest. All we ask is that you let us know that you are going out, with whom and what time we can expect your return.

Can I smoke at Dolwar?

Smoking is only permitted outside in a designated area. Residents are kindly asked for safety reasons not to smoke in their bedrooms.

Who will be responsible for my laundry?

We will wash all your clothes in our own laundry. We do request that all your clothing is marked with name labels. You will appreciate that we do a considerable amount of washing and cannot take responsibility for items that are not clearly marked and may therefore go astray. Any item that requires dry-cleaning, repairs or alterations is the responsibility of the residents next of kin.

Will I be able to access other healthcare services from Dolwar?

A chiropodist visits the home on a regular basis, or arrangements can be made for your own to visit if you wish.

If you are not already registered with a dental surgery, the “everlasting smile” scheme is available for all residents. If unable to attend an appointment at a dental surgery due to mobility or health issues, the dental team will arrange an inhouse visit, following a referral.

Specsavers currently provide their services to Dolwar. Diabetic patients are reviewed on an annual basis and also attend an annual diabetic retinopathy eye screening at the local hospital.

We will assist you and ensure that you receive advice on problems relating to hearing difficulty. If necessary, a referral to audiology will be arranged by GP if required.

Does Dolwar provide transport if I need to attend an outpatient appointment?

We will assist you to make arrangements to attend any hospital appointments. Hospital transport will be booked in advance, we will accommodate for a carer to accompany you on the visit if a family member or friend is not available.

What fire safety procedures are in place at Dolwar?

The home is fitted with an up to date fire / smoke system and apparatus, which is checked weekly by our inhouse fire warden, and serviced every 6 months by Mon Fire Management Ltd. All emergency procedures are displayed on a notice board in the home. There is an agreement in place between the local councillor and Dolwar, permitting the home to use the village hall in an emergency situation.