



## **Service User Guide**

### **Park Mount Care Home and Keele Crescent Care Home**

Essential information for people who are thinking of applying to our homes and for those who already live here.

#### **Introduction**

We have produced this information to help people who are thinking of applying to come to one of our homes, and those who already live in the home, know what to expect from us.

A copy of our policy & procedures for residents is available via our website, alternatively you can request a hard copy from our administration team.

The information can be produced in different formats in line with individuals' communication needs. If you need an alternative format, please contact us.

We would like you to carefully read the information you find in the guide. Please keep the information in a safe place so that you can refer to it as necessary.

Please do not hesitate to ask staff members or the home manager if you need help to read or understand any parts of the guide.

If there are any changes made to the home, we will also change the information in the guide so that you are fully kept up to date with what is happening.

#### **About the Home**

##### **Address**

Park Mount Residential Care Home  
52 Parkmount Drive  
Macclesfield  
Cheshire  
SK11 8NT

Keele Crescent Care Home  
4 Keele Crescent  
Macclesfield  
Cheshire  
SK11 8UZ

We can be contacted by:

Telephone: 01625 616459 Email: [info@tpms.co.uk](mailto:info@tpms.co.uk)

Our website: [www.pallottinemissionarysisters.co.uk](http://www.pallottinemissionarysisters.co.uk)

### **Care Quality Commission quality rating Park Mount Care Home**

Park Mount Care Home was awarded a quality rating of Good when inspected by the Care Quality Commission (CQC) on the 19<sup>th</sup> of March 2019. The ratings for each of the five key questions used in the inspection are as follows.

Is it Safe? Good

Is it Effective? Good

Is it Caring? Good

Is it Responsive? Good

Is it Well-led? Good

The full inspection report is included in this information pack. It can also be obtained together with previous inspection reports on the [CQC website](#).

### **Care Quality Commission quality rating Keele Crescent Respite Care Home**

Keele Crescent Care Home was awarded a quality rating of: Good when inspected by the Care Quality Commission (CQC). The ratings for each of the five key questions used in the inspection are as follows.

Is it Safe? Good

Is it Effective? Good

Is it Caring? Good

Is it Responsive? Good

Is it Well-led? Good

The full inspection report is included in this information pack. It can also be obtained together with previous inspection reports on the [CQC website](#).

### **Mission Statement**

We acknowledge that people are individually created in the image of God, from whom they receive their unique dignity.

In our communities, we support each other and respect our various gifts and talents. Our relationship is marked by love and acceptance of each other. We stand up for justice, peace and God's creation. Hospitality is one of our cherished traditions.

In solidarity with the poor, we maintain a simple life style. We respect their dignity and uphold their right to quality service. In this, we collaborate with others. With an open

mind, we adapt to the needs of the time. Our Pallottine charism is expressed through our 'Union of the Catholic Apostolate' Our example of hopefulness and trust in God is a sign of hope in today's world.

### **Who owns and runs the homes?**

Park Mount Care Home and Keele Crescent Care Home are owned by Pallottine Missionary Sisters who are a registered Charity No. 234185 whose registered address is the same as for Park Mount Care Home above.

The provider of both homes is registered with the CQC as care homes (without nursing). The *registered person*, who is responsible to the CQC for the welfare and safety of the people who live in the home, is Jennifer Trotter *CEO*.

The *CEO* for the Charity is Jennifer Trotter who is responsible for the providers overall management of the homes and reports directly to the board of trustees.

The *registered care managers of Park Mount Care Home are Mandy Malkin and Jackie Ross* who are responsible for everything to do with the day to day running. The *registered care manager of Keele Crescent is Robert Warren* who is responsible for everything to do with the day to day running.

Park Mount Care Home is registered with the CQC to provide accommodation as well as personal and support care to forty-two people, who have physical disabilities and/or dementia. The home is fully insured in line with the statutory requirements.

Keele Crescent Care Home is registered with the CQC to provide accommodation as well as personal and support care to six people, who have physical disabilities and/or dementia. The home is fully insured in line with the statutory requirements.

Park Mount Care Home can be found in a quiet residential area close to Macclesfield town Centre with easy access to other major places by public transport. The house is a purpose-built detached property set in large well-maintained landscaped gardens and grounds.

Keele Crescent Care Home also can be found in a quiet residential area close to Macclesfield town Centre with easy access to other major places by public transport. The house is a specifically refurbished detached property set in well-maintained landscaped gardens.

### **Our Philosophy Values and Aims**

Park Mount Care Home opened in 1984 as a private retirement home for 20 people who felt they were not safe or happy living on their own and who wanted a level of care, support, and company in a homely environment. Most of our residents have come from the local area and many continue to remain in touch with families, friends, and the local community.

Keele Crescent Care home was fully refurbished in 2017 to provide a respite/ short stay service.

At Park Mount Care Home and Keele Crescent, we value each and every individual who comes to live or stay with us. We welcome applications from people from all walks of life

and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experiences. We can assure everyone who comes to live in our home that they will be treated with respect and dignity according to their individual needs and wishes.

We value diversity, equality and inclusion and do not discriminate against anyone, who thinks about coming to live here, irrespective of ethnic or cultural backgrounds, religion or sexuality.

Several of our older residents and most people who now apply to live here need higher levels of care and support than when we first opened.

We have responded to these changes by improving our material and staffing provision, without losing sight of our original aim of providing a “home from home” and a large family atmosphere.

### **Re-Assessment of Needs**

Routine re-assessment of needs may reveal that a resident has increased or different needs which can no longer be met within the current care placement. Sometimes a move is proposed for other reasons, for example the resident may wish to move elsewhere, or a self-funding resident may have depleted their capital. Whatever the reason, no decisions to move a resident should be finalised until their care needs have been assessed and all relevant parties consulted. Consultation should continue throughout all processes. A move can cause anxiety and distress and may also adversely affect health and wellbeing. If a resident is reluctant to move, we should always explore all other options before reaching a final decision.

If there is no alternative solution and a move is imminent, we should carefully evaluate the impact of a move on the resident, in particular potential risks to the resident’s health, care and wellbeing. The views of the resident’s general practitioner / medical adviser and other interested parties should be considered.

### **If You Are Thinking of Coming to Live at Park Mount or Keele Crescent Care Home...**

We provide everyone who enquires about coming to live here with this information.

We always encourage you, your family, and friends to visit the home before continuing with or completing your application. If you are still in hospital at the time of applying, we are able to visit you there to tell you about the home and show you what we have to offer.

We welcome applications from people who will receive help from the local authority with their fees and from people who will pay their own fees. In line with the requirements of the local authority and the national care standards we make sure that the needs of everyone who is thinking of joining us are fully assessed.

We carefully consider each application, which could include consulting staff and other people who live in the home. Depending on vacancies, we will usually make a decision to offer a place within seven days. Where there is no current vacancy, it is possible to place

an applicant on a waiting list. We can confirm all decisions in writing to everyone concerned if asked to do so.

Once you have come to live in our home, we make every effort to provide you with the care and support that you need. We will ask you for and will take into account your wishes and feelings in everything that we do for you. We will make sure that you are kept safe from harm of any kind and with you will carefully assess and support you to deal with any risks to your safety and wellbeing.

## Applications

To make an application you should:

- contact the home manager by letter, telephone, or email
- ask for an information pack
- visit the home and talk to residents and staff
- you would be welcome on more than one visit
- confirm the application in writing
- have a decision in writing within seven days of the application being received.

## What Good a Care Home Provides

### Accommodation

Our accommodation includes:

#### Park Mount Care Home

- 39 single rooms, 36 with en-suite facilities and one with hand wash facilities and 3 double rooms
- Three double room for couples who seek to share or who mutually agree to share
- call bells in each room providing 24-hour help
- rooms decorated to a high standard
- help to make rooms more personal by individuals bringing in, where practical, items of furniture and other effects
- one communal lounge for those seeking peace and quiet for reading, etc. and two dining/kitchen areas with TVs. Two adapted and well-equipped bathrooms which meet all health and safety standards
- a well-maintained and fully serviced lift to the upper floor
- A well-maintained Stair lift attached to the main staircase
- easy wheelchair access to all main areas.

- A view of our extensive landscaped gardens, decking to relax on, or to enjoy a stroll around. All are wheelchair accessible

### **Keele Crescent Care Home**

- Recently refurbished to a high standard
- 4 single en-suite rooms one with disabled access bathing
- 2 single rooms that share a fully equipped shower room
- Two adapted bathrooms one with assisted bathing and one with assisted shower
- call bells in each room providing 24-hour help
- A well-maintained stair lift attached to the main staircase
- Large and comfortable Lounge with reclining chairs
- Fully fitted Kitchen for preparing meals
- Dining Room
- Outside gardens and seating area.

### **Personal care and support**

We provide:

- A qualified hairdresser is available on selected days throughout the week and a private chiropodist once every 4–6 weeks or on request
- assessment of any need for aids and appliances by an NHS occupational therapist
- all community health services, including complementary therapies, eg physiotherapy, occupational therapy, community nursing, dentist, optician, in line with individual needs
- safe handling of all medication prescribed or used by the person, with the person being given the opportunity to be responsible for their own medication.

## Food and drink

We provide:

- three full meals each day, service in the dining room or, on request, in a resident's own room
- hot and cold drinks and light refreshments from one of two kitchenettes at all times of the day
- a choice of healthy and nutritious meals and catering for any special dietary requirements.

## Leisure activities

We provide: -

- newspapers, ordered or delivered daily to a resident's room (Cost of newspaper)
- a pleasant garden, patios decking and seating areas
- Activities are coordinated by the care managers to organise stimulating and wide-ranging shared activities, and entertainment to help individuals follow their interests and hobbies including a "Magic Table" to encourage social activity
- organised outings and trips

## Facilities

We provide:

- adequate car parking for visitors
- a personal laundry facility and laundry service
- a pay phone
- We have a catholic chapel which runs a daily service, led by one of the Pallottine Sisters. Once a week an Anglican service is delivered from the local Church. Help is available for people who wish to follow their religion by putting them in touch with local faith leaders and institutions.

## Local amenities

We provide:

- encouragement and help for residents to attend local facilities and services in line with their wishes and needs
- escorts, including a reliable car and caddy transport suitable for wheelchairs, for residents who wish to make trips outside of the home.

## Quality assurance

To ensure good quality within the home:

- we involve the residents and their relatives in the development of the home by consulting them and keeping them fully informed of changes, including quarterly meetings
- we regularly seek relative and residents' opinions on the quality of the services we offer so that we can continue to improve on them
- the care managers keep a close eye on what is happening within the home
- we provide staff with regular supervision and training
- we take all complaints seriously and endeavor to rectify these in a timely manner
- all residents and relatives are made aware of their right to make a formal complaint and how the complaints procedure works

we have a duty of candour to always let you know that if we make mistakes over any part of your care, we will let you know and how we have or will put matters right.

*Our last resident and relatives' survey suggested that most residents and their relatives enjoyed the warm, homely atmosphere of the home and enjoyed living here. They made some useful suggestions about improving the social activities, the appearance of some of the rooms and how to make better use of the gardens. We are acting on these suggestions in our development plan. People said:*

*"I am happy here and satisfied with everybody and everything at the home. I can recommend the home to others."*

*"I have found the management and staff very willing and helpful, and I can approach them at any time."*

*"I can always take my concerns to the manager who will always listen to me and do something about them."*

*"The food is very good, and I can choose to eat what I like."*

*"We residents are always put first."*

If you have a complaint, please let us know in the first instance so that we may resolve it.

If you have a compliment, you can rate us on

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

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

*"My mum went into Park Mount recently. She has Dementia and has come on leaps and bounds. She absolutely loves it there. The staff are always smiling and friendly, nothing is too much trouble for them. The atmosphere is so caring, friendly and upbeat. Every time I go, I get an update on the things she has been doing and the activities she has enjoyed. I actually feel surplus to Mum's requirements now as she is so busy and interested in everything that is going on.*

*Thank you so much for easing the worry about her going in to a home, I know she is in*



## Staffing, Qualifications and Training

- We employ over forty care staff and a full complement of support staff to ensure the care staff have the resources they need to enable them to deliver the best possible care.
- All staff receive the necessary criminal records and clearance from the Disclosure and Barring Service before starting their employment with the home.
- We aim to have nine care staff an Assistant Manager and/or a Care Manager on duty during the day. Four care staff are on duty in the evening at Park Mount including a Supervisor an on-call manager is available 24/7
- We have two care staff during the day, at Keele Crescent Care Home the manager on shift at Park Mount Care Home will also attend Keele Crescent Care Home every day to ensure any issues or concerns are dealt with. There is one waking night staff, and should the night staff require further support one member of staff from Park Mount Care Home is able to attend, they also have access to the on-call manger 24/7
- The home encourages care staff to spend as much individual time with residents as their other duties allow.
- All our support staff receive training in the home's philosophy and values.
- The home is fully committed to staff learning and development. The registered manager will be qualified or working towards as follows: Registered Manager Award (Cert ED)
- All senior care staff hold Diplomas in Health and Care (Level 3). All new staff receive a full induction and are trained to Care Certificate standards.
- Most of the care staff have already been awarded level 2 national vocational qualifications or diplomas which means the home has more than 50% of its staff with approved qualifications.
- Care staff without NVQ will always complete the Care Certificate as minimum.
- All other staff are working to achieve nationally recognised qualifications.
- All staff receive mandatory training in all the core areas. This is provided by qualified trainers in house "face to face" staff also receive refresher training Annually
- Standard Terms and Conditions for Residents/Contract

All residents are provided with a contract (for anyone paying their own fees) or statement of terms and conditions (if funded by the local authority under our contract with it). The contract or statement includes all details about our fees for the individual and the arrangements for paying and revising the fees.

Our resident's policy and procedures can be found on our website:

[www.pallottinemissionarysisters.co.uk](http://www.pallottinemissionarysisters.co.uk) if you would like a hard copy please contact a member of staff who will provide one for you.

## Important Contact Details

### Medical services

If you come to live in one of our homes you might wish and it might be practical for you to keep your GP and other healthcare service providers (eg dentist, optician, hearing and mobility aids, etc).

Most of our resident's are registered at Cumberland House for their medical needs, we have a GP who attends the home weekly.

Cumberland House Surgery  
Sunderland Street  
Macclesfield  
Cheshire  
SK11 6JL  
Tel: 01625 428081

If you need new medical and service providers, we will help you to register or have access to them using services that are well known to and endorsed by our residents.

We will always be available to contact the emergency services when required.

### Additional Information

There are other organisations that you should know how to contact if you need to.

- If you have a positive experience and would like to give us a review you can do this by visiting the website [www.pallottinemissionarysisters.co.uk](http://www.pallottinemissionarysisters.co.uk) or [www.carehomes.co.uk](http://www.carehomes.co.uk)
- The CQC invites people who use registered services to share their good or bad experiences with them by phoning 03000 61 61 61, sending an email to [enquiries@cqcher.org.uk](mailto:enquiries@cqcher.org.uk), or completing an online form at [www.cqc.org.uk](http://www.cqc.org.uk).
- If you are concerned about possible ill treatment, neglect of your needs or abuse occurring anywhere in the home, which we regard as unlikely, you should know that you can contact the local safeguarding adults board, who will respond to your concerns.

If you need to discuss or review any part of your care with someone from the local authority you should contact the adult social care department on or at Cheshire East Council Assessment Team, Tel 0300 123 5010 alternatively you can visit their website [www.cheshireeast.gov.uk](http://www.cheshireeast.gov.uk)

- You might also wish to have independent help when taking decisions about your care and treatment, which you can get by contacting, for example, the local branch of Age UK or the Alzheimer's Society.
- Links <https://www.ageuk.org.uk> <https://www.alzheimers.org.uk>
- We will always provide other information on local services as they are required.

### In the event of any change of registration

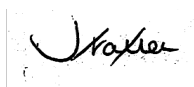
Pallottine Missionary Sisters as provider will always keep you informed in the unlikely event of it closing or changing ownership of what any such change might mean for you in line with its registration requirements. You can be assured that the CQC will have been notified of any such change and will be actively involved in any transition or transfer of responsibilities together with the local authority.

### Review of this document

Pallottine Missionary Sisters reviews all its policy documents on annual basis. We welcome any comments on the contents of this information.

We wish everyone who comes to live or visit one of our services a full, happy and comfortable life.

Signed:



Jennifer Trotter  
(CEO)

Mandy Malkin  
Jackie Ross *Registered Care Managers Park Mount Care Home*

Robert Warren *Registered Care Manager Keele Crescent Care Home*

May 2021

Review January  
2022

### Attachments

Attach:

- A copy of the most recent Inspection Reports from the CQC and quality rating.
- A copy of the Home's Complaints Procedure
- Draft Agreement (For information purposes)