



BROCHURE

BYMEAD HOUSE



Bymead House Introduction

Bymead House is a mainly purpose built Nursing and Residential Home in the village of Charmouth in Dorset with lovely views of the sea.

The aim of the home is to offer a highly professional and exclusive care service for the elderly, with a personal touch.

We have well qualified staff and a Registered Nurse on duty twenty-four hours a day to provide full nursing care.

Accommodation and Services

There are thirty single rooms available. Twenty-seven have en-suite facilities and all are centrally heated with nurse call system and telephone. All bedrooms also have a television. Service users are encouraged to personalise their rooms with small items of furniture, pictures, photographs etc. Both floors are served by a passenger lift to allow those with decreased mobility to access all parts of the home freely. There are three bathrooms, one which has a Jacuzzi bath, and a wetroom. All bathing facilities are fully accessible for service users with different mobility needs. The home has a total of 5 WC's interspersed on each floor, plus one visitor WC.

Owner and Staff – Qualifications and Experience

The home is owned by Bymead House Ltd. The Director, Miss Blacklock, is a qualified nurse with a community nursing background, having worked as a District Nurse then Health Visitor.

The Registered Manager is a qualified nurse with a background of working in the Care of the Elderly. She is responsible for the day to day running of the home and ensuring that the needs and welfare of the residents are met. She is supported by the Clinical Lead/Deputy Manager. There are two Administrators who assist in the day to day running of the office. Amy Blacklock who holds a Masters Degree, and Jenny Marks who is also a qualified nurse.

All staff receive on-going training and new staff complete a detailed induction process. Care staff have now completed or are working towards a Level 2 or 3 Diploma in Health and Social Care.

The care staff provide a large part of the residents' day to day general care. It is with this in mind, that only those persons able to demonstrate a genuine desire to care for the elderly are considered for this important position.

Social Care

We have a full time qualified Activities Organiser, who is responsible for the residents' social events. She has a NVQ Level 3 in Promotion of Independence and Care and a Diploma in Massage. A complementary massage is offered monthly.

The home has its own minibus for outings, shopping and associated trips that will aid the individual to socialise and participate in local community activities and functions.

Our Activities Organiser will ensure that residents are able, as far as reasonably practicable, carry on with any interests they may have had prior to coming into Bymead House.

The hairdresser visits every Tuesday and we have a hairdressing room for the comfort of our residents.

Catering

The meals served at Bymead are of a high standard and are all home cooked. There is a regular residents meeting where suggestions are invited for any alterations to the menus. Special medical diets are catered for. Bymead has three cooks and two kitchen assistants. All cooks are highly skilled with City and Guilds or Diploma qualifications in catering. All kitchen staff have obtained a Food Hygiene certificate. The cook will meet the residents to determine their likes and dislikes. There are facilities in the home where relatives can come and have a meal with their family member. Our rating for food hygiene is 'Excellent 5'.

Housekeeping

Our Housekeeper ensures that, together with the team, the home is kept clean and fresh. All laundry is done on the premises, and we can arrange for any items to be sent for dry cleaning at a charge.

Accommodation Offered and Interests

We are registered by the Care Quality Commission to accept twenty-six nursing and four residential status residents.

Resident's Views

We hold regular resident meetings to discuss the services that we provide. This is an opportunity for residents to discuss forthcoming events. Minutes of these meetings are issued to residents and their relatives/advocates on request.

Residents and relatives/advocates will also be asked to complete a questionnaire as part of ongoing quality checks.

Category of Resident

Bymead House is able to admit those residents who fall within our registration criteria. This can include younger people, providing their care needs can be met fully. In addition to private fee paying residents, we also accept Social Services funded residents, based on the ability of the home to overcome any shortfall in fees paid. A third party 'top up' payment will be required for all Social Services funded residents in order to achieve a viable fee level. This can be further discussed with the Home Director or Registered Manager.

Residents admitted for nursing care will receive this care from our own registered nurse. Residents admitted for residential care will receive nursing care needs from community nurses.

Due to our registration category, we are unable to provide dementia care.

Our accommodation is suitable for people with mobility needs and wheelchair users.

Respite

We offer both Respite and Day Care packages for both nursing and residential needs.

Pre-admission

Following your enquiry the Manager will carry out a pre-admission assessment of your needs, this may be in your own home or in hospital. You will also be invited to visit Bymead House to spend a day to see if it meets your expectations. Once funding is confirmed you can then decide on a date for admission. If required, a trial period can be arranged in the first instance.

All residents will be asked about planning for their future care, this will include the completion of an 'Advance Care Plan'. This is part of the Gold Standards Framework for End of Life Care which Bymead House are accredited with. More information on the Gold Standard Framework can be obtained from the Director, Home Manager or the Administration staff.

Additional Services

We operate an in-house shop which provides magazines, sweets and toiletries etc. Dry cleaning of clothes can be arranged at a cost price. The hairdresser visits every week and we have the benefit of a dedicated hairdressing room.

Alternative Therapies

Our Activities Organiser is a qualified massage therapist and will give a complementary monthly massage. Additional treatments are available on a chargeable basis. A private Acupuncturist with a background in elderly care is also available.

Inspection Report

We are registered as a Care Home with Nursing by the Care Quality Commission. A full copy of our most recent report can be downloaded from the CQC website or requested from Bymeard House office.

You can also obtain your own copy by contacting the CQC:

Care Quality Commission
Southwest Regional Team
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Email: southwest@cqc.org.uk

Telephone Number: 03000 616161

Copies can be viewed/downloaded at the CQC website:
www.cqc.org.uk

Bymead House Philosophy of Care

Charter of Rights

To those persons entrusted in our care we present our Philosophy on the care we wish them to receive

- To provide a secure, stable and comfortable environment where individuality of care and maintenance of dignity is paramount.
- To set realistic and attainable goals and encourage participation in decision making to reach those goals.
- To stimulate and maintain physical and mental activity and social well-being.
- The home will provide opportunities for the service users to enhance their quality of life by providing safe, comfortable and supported environments.
- To have the right to personal independence and personal choice.
- To have the right to care for themselves as far as they are able and willing. This right is carried out by means of a personal care plan which is updated with the resident/family/advocate at intervals.
- To have the right to have their dignity respected by others in every way possible and to be treated, whatever their need or frailties, as an individual in their own right.
- To have the right to privacy for themselves, their belongings and affairs, staff will adopt a 'knock before entering' approach when going into a resident's room.
- To have the right to be consulted about any proposed changes in daily living requirements and to make suggestions.
- To be included in the wider community, whether by going out or by inviting people in.
- To have the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.
- To share our world, remember preferences and accept idiosyncrasies and give help to achieve a sense of purpose and accomplishment.

Gold Standard Framework

Bymead has achieved a Quality Hallmark Award from the National Gold Standards Framework in end of life care. After admission a Nurse will ask you or your relative about any specific wishes or requests that you or they have in relation to how and where you would like to be cared for. We would also like to discuss your preferences regarding emergency treatment and admission to hospital.

We believe that everyone has the choice to say where and how they would like to be cared for at the end of their life.

All discussions will be recorded in the care plan and the staff will be aware of your wishes.

If you wish to discuss this further please contact the Director, Susan Blacklock.

MENU SAMPLE

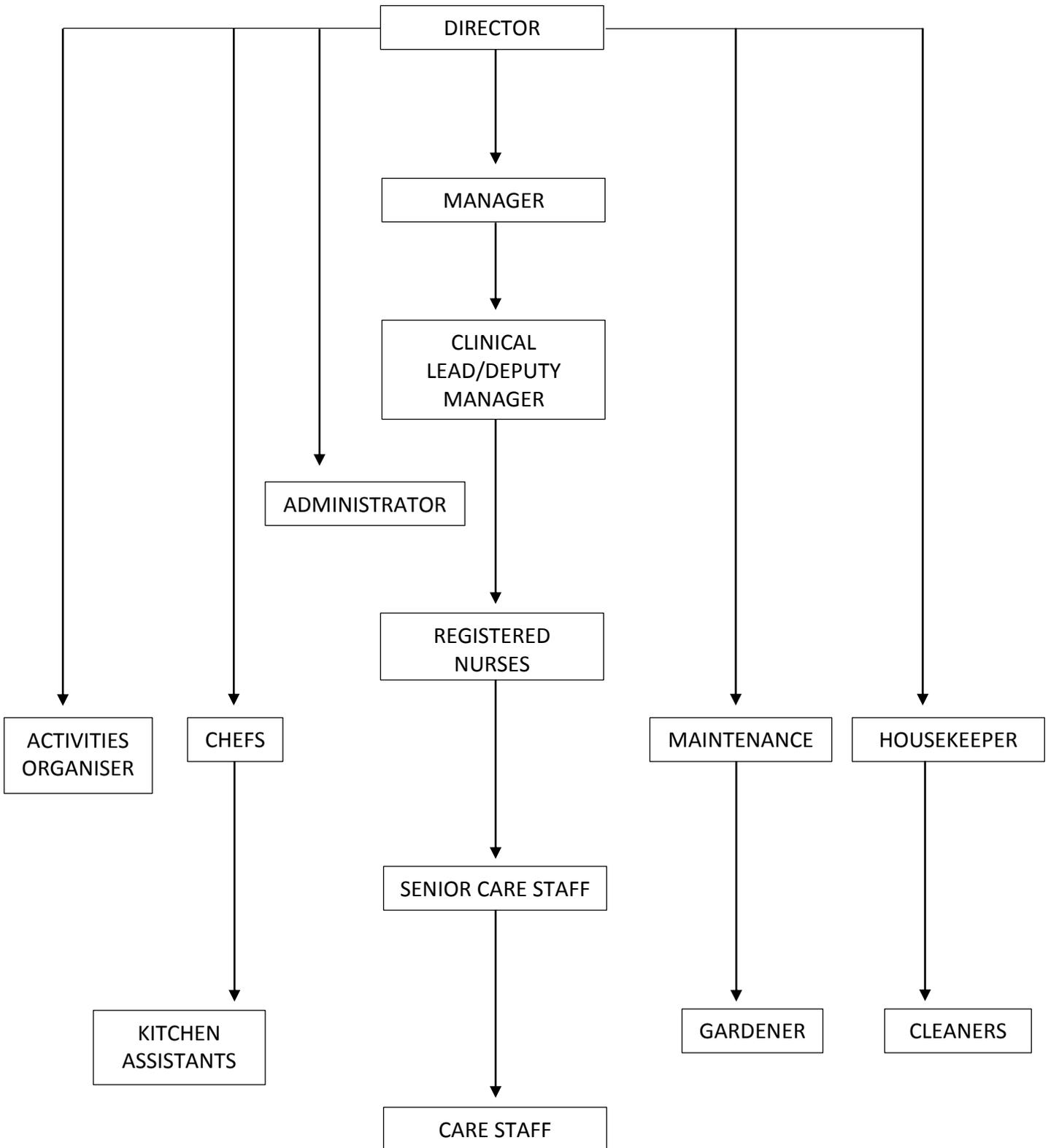
	Breakfast	Lunch	Deserts	Supper	Deserts
Monday	Cooked Breakfast of your choice Porridge Cereal Fruit	Cottage Pie Seasonal Veg Mashed Potatoes Smoked Haddock Ham Salad	Syrup & Sultana Sponge / Custard Peach Melba Fruit Salad	Cauliflower Cheese Minestrone Soup Assorted Sandwiches	Semolina Pudding Cheese & Biscuits Yoghurt
Tuesday	Cooked Breakfast of your choice Porridge Cereal Fruit	Liver & Bacon Casserole Sauté Potatoes Seasonal Veg Vegetable Curry & Rice Egg Salad	Meringue Nests with Mandarin & Cream Stewed Apple & Custard Fresh Fruit	Fish Fingers & Baked Beans Celery Soup Assorted Sandwiches	Banana Cake & Cream Sugar Free Jelly & Fruit Ice Cream
Wednesday	Cooked Breakfast of your choice Porridge Cereal Fruit	Lamb Hotpot Mashed Potatoes & Seasonal Veg Vegetable Risotto Cold Meat Salad	Black Cherry Cheesecake Fresh Fruit Salad Yoghurts	Cornish Pasties & Salad Carrot & Leak Soup Assorted Sandwiches	Trifle Strawberries & Cream Ice Cream
Thursday	Cooked Breakfast of your choice Porridge Cereal Fruit	Roast Turkey with Stuffing, Roast Potatoes & Seasonal Veg Vegetable Bake Cheese Salad	Plumb Crumble with Custard Sugar Free Jelly & Fruit Yoghurts	Selection of Pate's & Toast Lentil Soup Assorted Sandwiches	Strawberry Gateaux Fresh Fruit Salad Yoghurts
Friday	Cooked Breakfast of your choice Porridge Cereal Fruit	Scampi & Chips with Peas or Salad Cod in Parsley Sauce with Mashed Potato Omelette of your choice	Pear & Chocolate Sponge with Chocolate Sauce Raspberries & Cream Cheese & Biscuits	Ravioli on Toast Mushroom Soup Assorted Sandwiches	Profiteroles Baked Egg Custard with Nutmeg Fresh Fruit
Saturday	Cooked Breakfast of your choice Porridge Cereal Fruit	Braised Steak with Mushrooms & Mashed Potatoes Vegetable Stroganoff with Rice Tuna Salad	Bread & Butter Pudding with Custard Blancmange Fruit Salad	Jacket Potatoes with Cheese Broccoli & Stilton Soup Assorted Sandwiches	Crème Caramel Peaches & Cream Fresh Fruit
Sunday	Cooked Breakfast of your choice Porridge Cereal Fruit	Roast Loin of Pork with Apple Sauce Roast Potatoes & Seasonal Veg Stuffed Peppers Smoked Mackerel Salad	Lemon Meringue Fruit Salad Yoghurt	Cold Meats & Pickles Chicken Noodle Soup Assorted Sandwiches	Crème Brulee Mandarin & Grapefruit Cocktail Ice Cream

ACTIVITIES PROGRAMME

SAMPLE

DAY	DATE	MORNING	AFTERNOON
MONDAY	1 ST	In home shop	Bowls with staff
TUESDAY	2 ND	Hairdressing	Bingo
WEDNESDAY	3 RD	Communion	Arts & Crafts
THURSDAY	4 TH	Quiz in lounge	Cookery
FRIDAY	5 TH	Reminiscence	Cocktails on patio
SATURDAY	6 TH	Word quiz	DVD in lounge
SUNDAY	7 TH	Flower arranging	Manicures with staff
MONDAY	8 TH	In home shop	Yoga for all
TUESDAY	9 TH	Hairdressing	Bingo
WEDNESDAY	10 TH	Planting & Potting	Trip out 1.30 p.m.
THURSDAY	11 TH	Crossword	Cocktails on patio
FRIDAY	12 TH	What's in the papers	Manicures with staff
SATURDAY	13 TH	Word Quiz	DVD in lounge
SUNDAY	14 TH	Flower arranging	Family Service
MONDAY	15 TH	Hairdressing	Bingo
TUESDAY	16 TH	Story tape in lounge	Reminiscence
WEDNESDAY	17 TH	Coffee & Newspapers	Clothes Party
THURSDAY	18 TH	In home shop	Cookery
FRIDAY	19 TH	Summer Party Preparation	Summer Party
SATURDAY	20 TH	Word jumble	Bowls with staff
SUNDAY	21 ST	Crossword	Poetry
MONDAY	22 ND	Out to lunch	Still out to lunch!
TUESDAY	23 RD	Hairdressing	Bingo
WEDNESDAY	24 TH	In home shop	Arts & Crafts
THURSDAY	25 TH	Reminiscence	Yoga for all
FRIDAY	26 TH	What's in the papers	Jack entertains
SATURDAY	27 TH	Crossword	DVD in lounge
SUNDAY	28 TH	Quiz	Manicures with staff
MONDAY	29 TH	Hairdressing	Bingo

Bymead Organisational Chart



Bymead House Complaints Policy

This policy summarises the procedures to be followed to process complaints regarding the quality of the Care Service delivered in the Home:

1. Complaints may originate from residents, their family/relatives/advocates or through the Registration Authority, and even from the Home's own staff. Complaints may be received both verbally and in writing.
2. Each instance of complaint must be reported /routed to the Manager. Upon receipt of the complaint the Proprietor will complete the appropriate sections of a Complaints Record Form for appropriate action.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7 working days.
4. If the Manager is unable to satisfactorily resolve the complaint within 7 working days then the complainant has the right to refer the complaint to the local/regional offices of the Registration Authority, details are as follows:

Care Quality Commission
South West Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
and/or

Directorate	Complaints Officers	Email Address
Adult and Community Services	Hilary Butcher Complaints Officer Freepost RRYH-AGJZ-TRGG Dorset County Council County Hall Colliton Park Dorchester DT1 1XJ	h.butcher@dorsetcc.gov.uk
NHS Dorset Customer Care	Miss R Sibley Customer Care Service 2 nd West Floor Vespasian House Bridport Road Dorchester DT1 1TF	

5. Once the complaint has been resolved the Manager will complete the relevant sections of the Complaints Report Form, which will then be signed off by the Proprietor.
6. The Manager is responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
7. Complete Complaints Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System, reference Policy No 209.