



Caring with passion, commitment, competence and integrity.



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VENNS LANE CARE HOME

Venns Lane Care Home offers long stay care to older persons suffering from dementia, physical and mental health problem and disabilities associated with old age. Venns Lane is a **24-bedded** home situated in the North of the City of Hereford in Venns Lane close to city centre and other amenities. Venns Lane front building is almost 2 hundred years old, the charm and character of Venns Lane Care Home can only be appreciated by the Sandstone Construction.

The Registered Manager of Venns Lane Care Home is a Registered Nurse Mental Health with 25 years experience across different type of mental health services. She is also a Registered Provider of a Nursing Home for 14 years.

A pre-admission assessment will be carried out to assess the suitability of your needs and the Services and facilities of The Home. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative(s).

Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.



PHILOSOPHY OF CARE

The Home aims to offer skilled care to enable people who live at Venns Lane Care Home to achieve their optimum state of health and well-being. Treat all people who live and work at The Home and all people who visit with respect at all times. Support individual choice and personal decision-making as the right of all Service Users. Respect and encourage the right of independence of all Service Users. Recognise the individual uniqueness of Service Users, staff and visitors, respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.



The Physical Environment

Service User at Venns Lane Care Home enjoy the following facilities:

- ❖ A full automatic fire alarm system, and an emergency lighting system;
- ❖ A room call system covering each room;
- ❖ A distinct dining area, where the menu choice for several days in advance is displayed;
- ❖ A Hydration corner and Activity Area

Venns Lane Care Home offers 24 single rooms and most rooms offer en suite facilities. On the ground floor there are three non-able toilet facilities for service users to use with ample space for wheelchair and hoist access. There are two dining rooms, two sitting rooms, a quiet lounge and an office with a space for doctor/nurse consultation area. The kitchen is the centre area of the ground floor where meals of the day are prepared and cooked. Attached to the building is a fairly modern extension built in 1982 that met all regulations. There is also a laundry on site. The home is pleasantly furnished to create a homely environment.



Social Activities, Hobbies and Leisure Interest

The home takes into account the Service User's interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the service users to keep mobile, and most importantly take an interest in life.

Staff encourages and in certain instances help Service User's to pursue their hobbies and interests. Relatives or the Activity Coordinator are encouraged to take service users out to pursue their individual interests, appropriate to their capability and preferences.

Programmes should be set up to enable groups or individuals service users to work on their own or in a group in stimulating activities, for this purpose the Home employs an Activity Coordinator and Activity Facilitator.

Religious Observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy or ministers to conduct private or individual devotion on the premises.

Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. There is a hydration corner in the home wherein service users and their visitors can help themselves with hot and cold drinks. This is available 24 hours a day.



Other Care Services

Other care specialist services are available both from NHS Services and from Private Sectors for Service Users:

- ❖ Community Mental Health Team
- ❖ District Nurse
- ❖ Tissue Viability Nurse
- ❖ Diabetic Nurse
- ❖ Parkinson's Specialist Nurse
- ❖ Dietician
- ❖ Speech and Language Therapy
- ❖ Optician
- ❖ Dental Services
- ❖ Hospice
- ❖ Chiropodist
- ❖ Hairdressers

Financial Arrangement and Fees

We are committed to providing value for money within our comprehensive and caring service. The fees charged are dependent on:

1. The type of facility required, and
2. The type of care package, needs and preferences of the individual Service User

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by health and local authority.



Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety, also as to their choice to have animals within the home. This is not to say we do not permit pets, the Manager will however treat each case dependent on need and the number of pets already at the home.



If a Service User wants to self-medicate and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by senior staff and dispensed and ordered for them under the instructions of the Doctor. A senior carer can only give drug prescribed to be used 'when necessary' following assessment. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the Manager.



The home has a phone, which can be used by the Service Users for incoming and outgoing calls in the privacy of their own rooms.



Laundry service is inclusive. However, relatives are requested to purchase machine washable, minimum iron clothing. Responsibility cannot be taken for clothing, which requires dry cleaning. Staff will ensure that all clothing is labelled before it is used.



Quality Monitoring

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do. An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We also annually circulate a visitors, service users and healthcare professional questionnaire, which assists in assuring that we continue to provide a quality service.

Walk In Shower and Toilet



HAIRDRESSING ROOM



Complaints and Protection

It is our aim to protect Service Users from abuse and we have a duty of care to safeguard your wellbeing at all times. We will implement the multi-disciplinary agency Protection of Vulnerable Adults Procedure should it be necessary, as we will not tolerate any form of abusive practice within the service. We have clear guidance to ensure that our Service Users are cared for in a safe and non-threatening environment. We have clear policies and protocols and our staff are fully trained and competent in their roles to prevent abuse from occurring. Service Users will be provided with a copy of the complaints procedure and will be encouraged to be represented by a friend, adviser or advocate if they so wish, to raise any concerns you or they may have regarding any aspect of their care/support or the running of The Home. Any concerns in the first instance should be brought to the attention of the person in charge.

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

The advocate known in Hereford is:

Onside Independent Advocacy Williamson House
14 Charles Street Worcester WR1 2AQ
Tel: 01905 275525
Fax: 01905 28554
E-mail info@onside-advocacy.org.uk

