



# Leaffield Care Home

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## ~ Welcome to Leaffield Care Home ~

May we take this opportunity of welcoming you to your new home here at Leaffield.

Our small friendly team of carers are here to make you feel welcome and at ease, to help you with any queries you have, and give you assistance to make life easier and more enjoyable.

Please take time to read through this welcome pack. We hope it will answer some of your initial questions about the Home, but it is not intended to stop you asking questions!

If you are in doubt about anything at any time, please just ask a member of staff.

Lisa Smyth  
Registered Manager

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## About Leafield Care Home

Leafield is a residential Care Home offering 24 hour care to those who need additional assistance with the activities of daily living.

The Home was built in the 1950's and has been converted and extended over the years to provide accommodation which complies and exceeds the requirements of current legislation. We are continually trying to improve our facilities in the light of the needs of our residents.

Leafield Care Home is situated in north Abingdon, near the college, with shops and local transport links nearby. The nearest shops include a convenience store, a hairdressing salon and a pub. The town centre is only a mile away.

If there are any items that you are short of, please talk to the staff and they will be happy to walk up to the shops with you or, alternatively, arrange for any items to be purchased for you.

Leafield has a small but attractive garden for you to use. If you wish to smoke we ask that you do so in the garden, for the comfort of other residents.

You are very welcome to go into the gardens for a walk or to sit whenever you wish. If you would like more exercise with a walk into the town, please ask a carer and they will arrange to assist you.

## Staff

Our Registered manager is **Mrs Lisa Smyth**.

Our Deputy Manager is **Mr Pawel Wisniowski**

Each shift is run by a Senior Carer who will assist you with any medication you need to take.

Our senior carers are:

- Zuzanna Druciarek ●
- Alex Beckett ●
- Jacqui Brown ●
- Carlene Henry Brooks ●

The Senior Carers are supported by our team of Care Assistants who are trained to help you with all your activities of daily living:

- Dawn Weston ● Cath Pollard
- Radu Baractaru ● Lesley Osborn
- Katrina Wiblin ● Anna Gawlik
- Kaplana Limbu ● Vivian Haines
- Lesley Osborn ● Laura Baractaru
- Joanna Wyrwas ● Tara Henry

Meals are freshly prepared by our cooks:

- Linda Bolton
- Deborah Fray

Housekeeping, Laundry and maintenance are looked after by:

- Rhonda Cooper / Christina Nyagi
- Ovidiu
- Deena Spriggs

Activities with Caroline Cox



## Senior Management and Ancillary staff

Our Registered Manager is (Mrs Lisa Smyth)

- Prashant Brahmbhatt                      Director

Ancillary staff who visit the home from time to time include:

- Jane Barson                                      hairdresser
- Claire Ryman                                    Chiropodist
- Mr Levy    Dentist
- Opticians                                        Vision call/ Specsavers

Activities, outings and entertainments are provided by a number of different individuals and companies, but the most regular visitors who you will see are:

- Mary Canny, art therapist
- Activities are arranged by Natasha Irwin

The Doctors/paramedic practitioner

From the Malthouse surgery visit the home every Thursday and the District Nurses will also visit from time to time as needed.

## Aims and Objectives of the Home

Leaffield Care Home aims for the highest possible standards of care and support for each of our residents.

We recognise the importance of all the different aspects of life, and aim to support you not only with your physical needs, but with your mental, spiritual, psychological and social needs as well.

Although life may have become rather more difficult for you latterly, we encourage you to regain as much independence as possible and keep active and interested in life. Various activities and outings are available if you wish to participate in them, but the aim is to offer you a lifestyle akin to what you would have enjoyed in your home before moving to Leaffield.

We provide a warm and comfortable environment where your family and friends can visit as often as they like and be entertained as required. We also have a Relatives Support Group if they would like to participate.

Your wishes are paramount in your life at Leaffield – if you want to do one thing, or don't want to do another, then we are here to support you in those choices and make it possible for you to fulfil them. We are **not** here to make your decisions for you or coerce you in any way.

Your rights to privacy, dignity and choice are respected. Staff will always knock on your bedroom door and wait for an answer before entering. They will address you by your preferred name or title.

The Manager supervises everything which goes on in the home, and aims to offer you a personal one-to-one service. She is only too happy to receive input and suggestions for improvement from you or your family and friends.

## Your support plan

As part of the support we offer, you will have a named Key Worker. This will be one of our care assistant, who will introduce him or herself to you on the day you arrive and will start to draft your support plan.

He or she will work with you during the first few weeks you are at Leafield to ensure that the plan meets all your needs and expectations in a number of different areas.

The support plan is a confidential document, which you can see at any time. It will be discussed discretely within the care team to ensure that each member knows what you need and want from us. Your family may also read it, but only if you have given your permission for them to do so.

The only other people who will have access to your support plan are visiting medical professionals such as your GP or the District Nurse.

We invite you to review your support plan regularly, usually once a month, with your key worker and a Senior Carer or the Manager.

If you have any questions about your care or support at any time, please a member of staff who will ensure that your query is answered.





## Sample menu

### *Breakfast*

Fresh juices, tea or coffee  
Choice of cereals  
Toast, fresh fruit, yoghurt  
*or*  
Full English breakfast



### *Lunch*

Roast pork and apple sauce  
Roast potatoes  
Brussels sprouts, julienne carrots  
*or*  
Tomato and parsley omelette



### *Pudding*

Black forest gateau or a selection of ice creams

### *Afternoon tea*

Bread and butter  
Selection of homemade cakes



### *Supper*

Pasta shells in cheese sauce  
*or*  
Jacket potato with  
tuna and green salad  
*Pudding*  
Fresh fruit salad



## Meal choices

At Leaffield Care Home, we endeavour to try to cater for everyone's likes and dislikes. There are two choices on the menu for every meal, but if you do not like either of them we will happily cook something else to your choice.

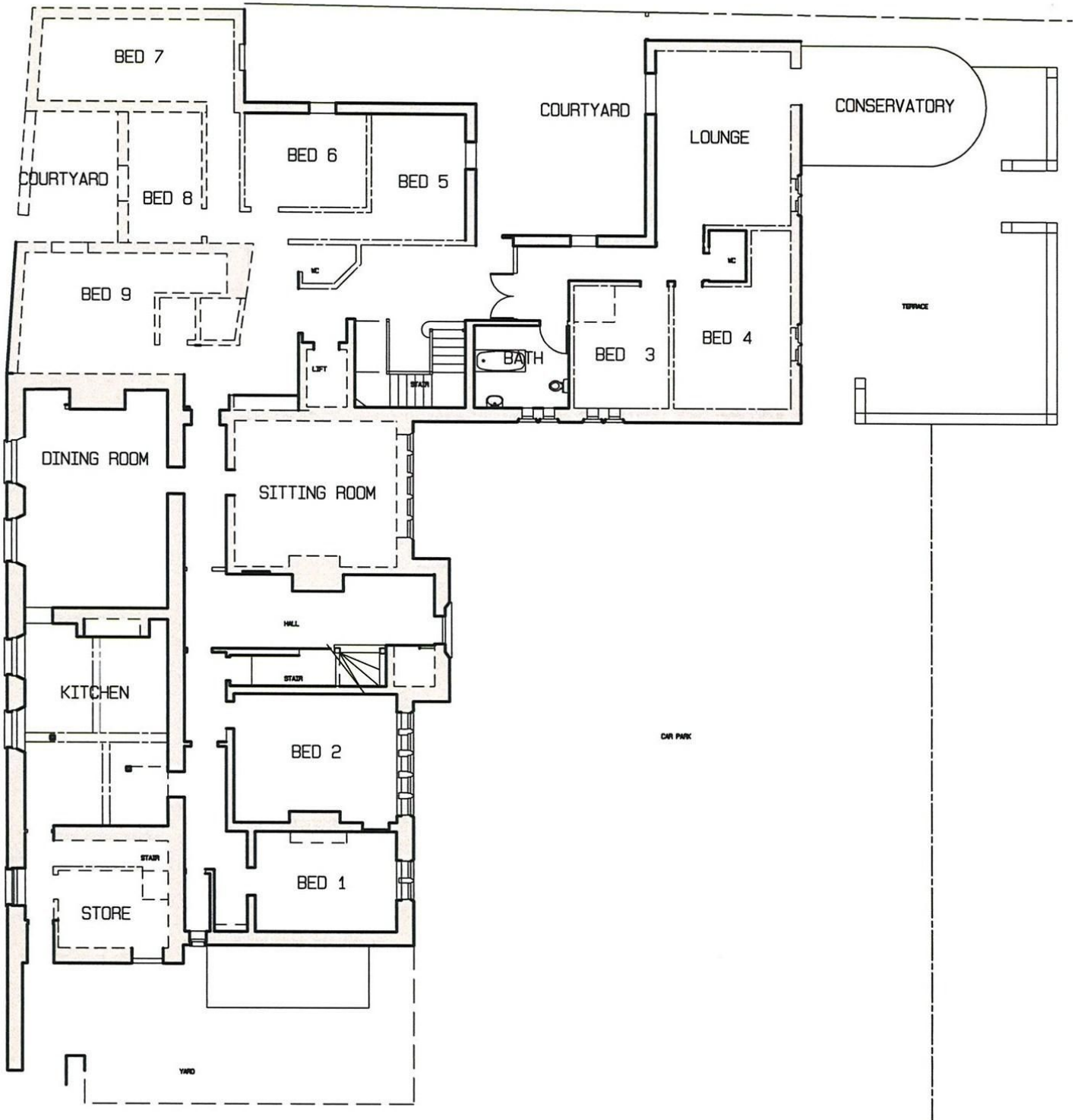
During the preparation of your support plan, we will discuss your preferences for meal times, your likes and dislikes, and any particular dietary habits you have – e.g. a small sherry before supper, or three sugars in your tea. However please feel free to let the staff know at any time if you have been offered something you dislike, or if you fancy something in particular to eat.

In addition to the main meals, if you are hungry at any time, and would like a snack, we would be happy to get you a sandwich, yoghurt, fruit etc.

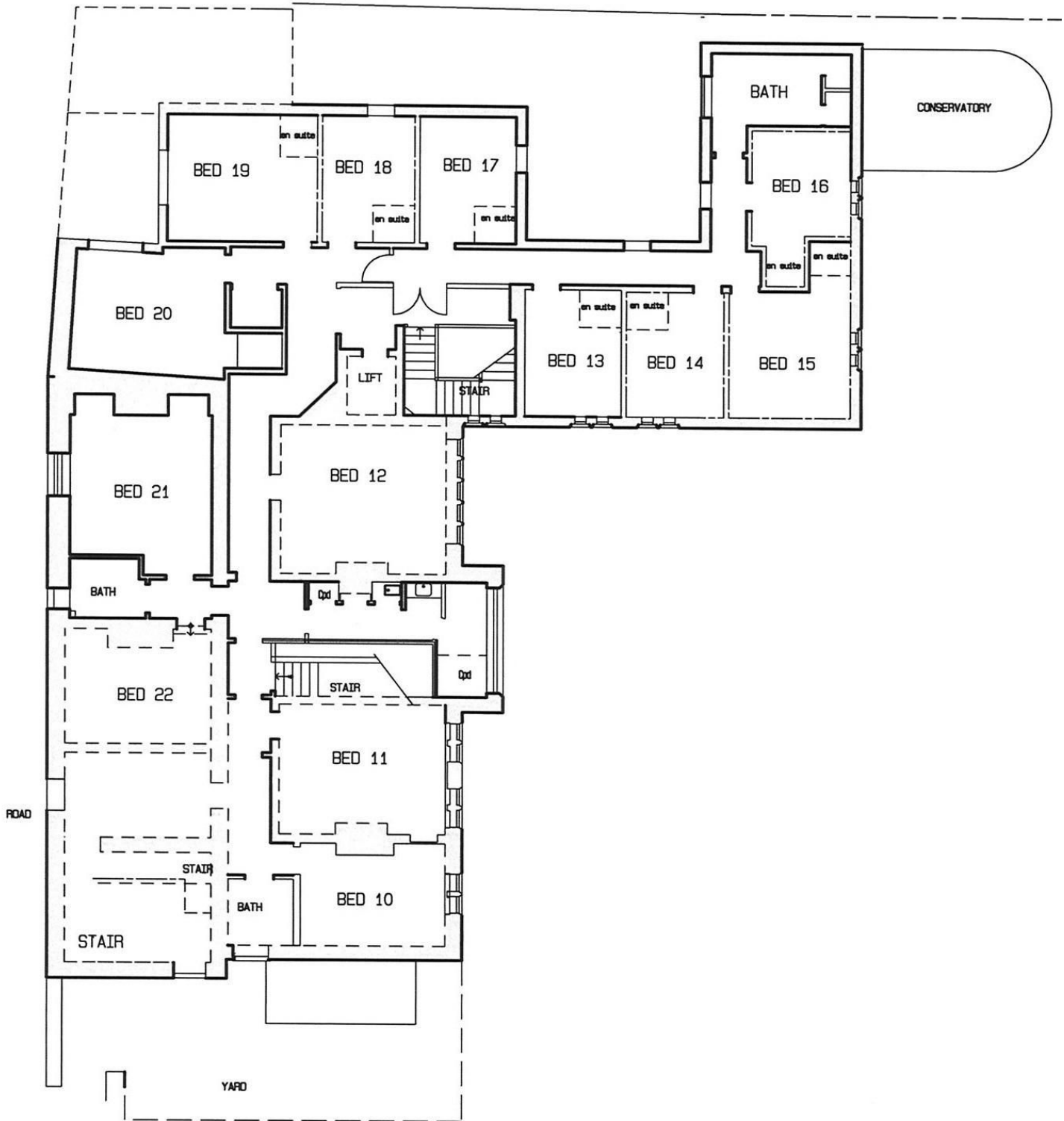
We aim to offer a healthy balanced diet for you to enjoy to please let us know what you really like!

# Maps of the home

## Downstairs



# Upstairs



## Calls bells and help

Nurse calls bells are fitted in every room, including bedrooms, sitting rooms, toilets and bathrooms. They are intended for you to summon a member of staff if you need anything at all, either during the day or at night.

Please do not feel that they are only there for emergencies, but feel free to ring for anything at all.

During the night, if you wake and are unsure of anything, or just want a chat or a cup of tea, please ring the bell and staff will attend you as soon as possible. They will check on you regularly during the night anyway (as quietly as possible so as not to disturb you if you are sleeping), but you do not need to wait for them to come round if you want something.

If you ever suspect that a call bell is not working for any reason, please report it to a member of staff and we will endeavour to have it fixed as a matter of urgency.

## Activities and trips

Activities which we hope will be of interest to you are arranged most days of the week.

These range from art therapy sessions or decorating pottery, to musical entertainments and sing-songs. A little gentle exercise can be taken either in the garden or down to the shops, but if you do not want to venture out, some milder “arm chair exercise” or music and movement sessions can be both enjoyable and very beneficial.

If you enjoy gardening, you are very welcome to have a small plot or raised flower bed in the garden.

A professional theatre company visits us several times a year to put on variety shows and pantomimes.

We have themed days throughout the year to celebrate all kinds of occasions, such as Valentine’s Day or St Patrick’s Day.

Birthdays and special occasions are always celebrated too, and you are most welcome to invite your friends and family for a party!

Christmas is always a busy time, of course, with a bazaar, pantomime, the traditional carol service etc. Many of our residents are keen to help with the Christmas bazaar or summer fete, and will make items to sell, or participate in other ways.

Periodically we arrange outings to various places of interest, such as Blenheim Palace, the Cotswold Wildlife Park, shopping centres, or the theatre.

If there is anywhere in particular that you would like to visit or anything special you would like to do, please make a suggestion and we will try to arrange it.

## Additional services

In addition to the 24 hours care and our activities programme, we have a number of visiting professionals who can provide additional services.

- Hairdresser – monthly or when requested
- Chiropodist – every six weeks
- Optician – the home arranges for an optometrist to visit annually for an eye test and to check over your spectacles or replace them as needed
- Falls clinic – if you have a tendency to fall, you will be offered assistance from the Falls Clinic; hopefully they will have suggestions to reduce the risks of future falls
- Dentist – the dentist will come and visit you in the home for a check-up if you are unable to get to the clinic, but most treatments will need to be done in the dental surgery. Staff will assist you to make the visits as required.
- Please let us know if you have any religious, spiritual or cultural needs or requests, so that we can find the right person to visit you.

## Medical assistance

All staff are trained in First Aid and will assist with any medical emergency that may occur. In the event of such an emergency, staff will first attend to you then call either an ambulance or the local doctor for further medical assistance to support you.

We are not a Nursing Home and do not have trained nurses working in the home; any nursing needs will be attended to by the District Nurses who visit on a weekly basis, and additionally as requested.

If your GP is based in Abingdon, you can usually remain registered with your normal doctor. However if you come from further afield, we have a number of local surgeries and medical centres whose staff support us, and we will assist you to register with one of these. Your general health and medication will be reviewed regularly by your Doctor and he or she will normally visit the home to give you a check-up every six months if you are unable to visit the surgery.

Senior Carers will assist you with taking any medication which has been prescribed for you. We will store this securely for you in our drugs trolley or, if you prefer to store your own medicines, lockable storage will be provided in your room.



## Fire procedure

There is a card on the back of each bedroom door which gives the emergency procedure to be followed in case of fire. Your key worker will go through the fire procedure with you when you first move in to the home, and will show you the nearest fire exits and the fire assembly point in the garden.

A Personal Emergency Evacuation Plan (PEEP) will be drawn up for you, which takes into account your personal abilities, any special needs which you may have, and the position of your room within the home. This is updated monthly with your support plan, and a copy is kept with the Fire grab pack to ensure it is available for staff to consult immediately in the case of a fire.

The home is fully equipped with smoke detectors, fire alarms and firefighting equipment. The building is divided into fire zones, and in the event of a fire, the fire doors will significantly slow down its spread, allowing us time to evacuate residents to a place of safety away from the fire.

Every member of staff receives training at least once a year in evacuation procedures and use of extinguishers. Staff regularly familiarise themselves with our thorough risk assessment and evacuation procedure which is in place for your safety.

### **FIRE INSTRUCTIONS**

- 1. Sound the alarm**
- 2. Proceed to the assembly point if you hear the alarm**
- 3. Fight the fire ONLY if you can do so without putting yourself at risk**

The Senior Care or other Person in Charge will call the Fire Brigade, commence the evacuation procedure and ensure that all residents are moved to safety, and arrange for someone to meet the Fire Appliance and report to the Fire Officer in charge.

1.

## Emergency procedure

We have a full and detailed plan for use in emergencies and crises. This is reviewed and revised regularly to try to take account of all potential emergencies and to check that we have adequate plans in place.

If you have any concerns or queries, or would like to see a copy of the Emergency Plan, please ask your Key Worker to go through it with you.

We would also welcome your suggestions and input into the plan.

## Complaints procedure

If you have any concerns or observations about the care and treatment of any resident of the Home, or about any aspect of the running of the Home, please let us know; being made aware of problems assists us in improving our service.

Any complaint received by a member of staff will be acknowledged immediately, recorded in the Complaints Register, and action taken to resolve it promptly.

Please address your comments in the first instance to the **senior person in charge of the shift**; any member of staff will be happy to locate him or her for you.

If the person in charge cannot answer your immediate request, or if you believe your complaint to be of a more serious nature, please request an interview with the **Registered Manager Mrs Lisa Smyth** who will be pleased to discuss your concerns in privacy and in confidence.

If your concerns are not met by the above procedure, we will be happy to make an appointment for you to speak to

- The **Director** Mr Prashant Brahmbhatt.

In any of the above circumstances, we will acknowledge your complaint within 4 days, your complaint will be fully investigated, and you will receive a response within 28 days of the receipt of your complaint.

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Should none of these procedures satisfactorily meet your concerns, you may wish to contact one of the following:

Oxfordshire Social Services, Access Team, 0845 050 7666 (Out of hours emergency 0800 833408)
The Care Quality Commission, CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 03000 616161
Oxfordshire Safeguarding Adults Board: 01865 328 232 e-mail: OSAB@Oxfordshire.gov.uk

## Feedback

Feedback is very important to us in ensuring the quality of the care and support we can offer you.

Any comments offered by you will be seen as constructive and will always be helpful in assisting us to improve your home and environment.

Even if you cannot think of improvements, please let us know what you do or don't like, so that we can do more of the things you DO like and less of those you don't!

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We all hope that you settle in well  
Into your new home.

If there is anything that either the staff or management  
Can do to help during this time, please let us know.