

# Melbury House

Residential Care Home



**Melbury House Residential Care Home**

**Mount Stewart Street**

**Dawdon, Seaham**

**County Durham**

**SR7 7NG**

**0191 5818609**

**M**elbury House Care Home is situated in the former mining village of Dawdon near Seaham in county Durham

A former vicarage, the building is over 100 years old and retains many of its original features i.e. stained glass windows in the main lounge and in the magnificent staircase. In 1995 a modern purpose built extension was added which included 15 bedrooms with en-suite facilities, bathrooms and communal toileting facilities.



Melbury House is situated in private mature grounds which are easily accessed by its residents.

The home benefits from 3 residents lounges. The main lounge has a stained glass leaded window one of the original feature from when the home was built, this accompanied by the original fireplace, tasteful decoration and fittings ensures this lounge provides a homely environment for the residents.

In 2010 a conservatory was added to the home which gives commanding views over the gardens, this is a room which gives residents an opportunity to meet nature and to see the many wild birds that are frequent visitors to the gardens. The gardens adjoin a dene which is alive with wildlife and on a quiet evening the odd fox or badger can be seen in the gardens.

We hope to provide you and your family with a high standard of care during your stay. The owners and staff are always at hand to give you as much help as we can. We offer long and short term, convalescent, respite care and day care in a warm, friendly, welcoming environment. The categories of care we offer are for residential and dementia care for the elderly the details of which are clearly displayed on our registration certificates.

### **Aims and Objectives of Care**

Our aim is to provide a high standard of care to our residents, recognising each person as an individual when planning care. We aim to ensure that all our residents have:



- Financial security
- Emotional stability and support
- Recognition of the individuals needs
- Choice in decision making
- Being treated as a whole person
- Good relationships
- Excellent, good quality nutrition
- To be in a home of their choice, in an environment of their choosing

- To have privacy when they choose
- To have normalisation - some risk taking is to be accepted by all
- To provide outlets for hobbies and interests

Melbury House aims to give a high standard of care in a non-clinical homely environment, making it a happy place for people to live and work.

The home places priority on preserving autonomy and recognising each person as an individual when planning or discussing care with the resident and their families. Our aims and objectives are fully outlined in our Statement of Purpose which is available on request from the manager and which is clearly displayed in Melbury House.

We endeavour to provide a safe and comfortable environment for all our residents, and place a priority in providing support and stimulation to help maximise their physical, intellectual, emotional and social potential.

All staff employed by our company demonstrate a commitment to our residents, providing a high standard of care, both physical and psycho-social to our residents and day care attendees. Staff are encouraged to take up full training and we support them in developing skills in the services the company offers.

### **The Home and Accommodation**

Accommodation is available in a variety of spacious bedrooms consisting of 22 single and 1 double rooms, which vary in size. The majority of our bedrooms offer en-suite facilities, and the remaining rooms having individual vanity units / sinks. All rooms are individually decorated and feature:



- Single divan bed
- Wardrobe
- Bedside cabinet
- A large chest of drawers
- Chair
- Bedside light
- Hand basin
- Mirror





We have a selection of bathrooms throughout the home which cater for the residents needs. We invest heavily in our home and we have specialised equipment to support our staff in providing care to our residents, e.g. pressure relief mattresses, special hoists and bathing equipment.

All rooms within the home have a nurse call point and smoke alarms fitted.

There are three lounges downstairs varying in size, one of which is the conservatory with fabulous views of the spacious garden. All lounges have a TV with freeview, DVD / video and stereo system.

A lift provides access to the first floor accommodation areas.

Residents are encouraged to bring personal possessions into the home to make their rooms more personal and to give their rooms personalisation.

Newspapers are delivered daily for general home use, but residents may, if they wish have their own choice delivered. The cost will be shown on the monthly invoice.

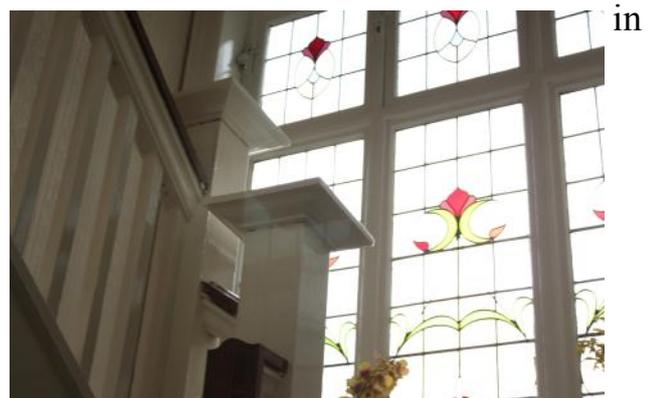
Some rooms do have telephone points installed which may be rented if required, however all residents are free to use the telephone in Melbury House to keep in touch with family members at no cost.

### **General Practitioner**

All residents are encouraged to keep their regular GP if possible. If the GP needs to visit, the resident has the opportunity to see him in private and family members will be kept fully informed of any change in treatments. Care plans are prepared in consultation with residents, their family or other interested party and personalised to their own needs in consultation with the home manager and the dedicated key worker.

### **Medication**

All medication is to be given to the manager or her absence to the senior staff member on duty at the home. The manager is responsible for the safe storage, ordering and administration of medication, We ask that no medication is left with the resident for their own use unless special arrangements are made, i.e. they will be kept in a locked cupboard in their own room.



The pharmacist from the health authority has right of access to check all medication within the home and to do stock checks.

### **Chiropodist**

Visits regularly by private arrangement, this is extra to the fees we charge.

### **Dentist**

All residents are given the opportunity to register with and see the dentist when he visits. Staff ensure that good fitting clean dentures are worn.

### **Optician**

A local optician visits regularly, but arrangements can be made to visit an optician of choice at their own clinic.

### **Hairdresser**

The hairdresser visits weekly for all hairdressing needs including perms, cuts and general sets, this service is extra to the fees we charge. If residents would like to go out to a hairdresser of their choice, this can also be arranged at the residents own expense.

### **Outings**

The residents are encouraged to participate in outings and activities organised within the home. These include entertainers, clothing sales and general activities such as cards, quizzes, bingo etc., outings to the Metro Centre, Sunderland, Dalton Park, Seaham sea front, local attractions, theatre etc. Past hobbies and new ones are encouraged. Volunteers to help with activities and entertainment are always welcome. Outings are financed by the residents and a residents fund which obtains funds from donations, raffles, bring and buy sales etc.



### **Meals**

Meals are always provided according to the resident's preferences, with a choice of menus. Menus are planned on a monthly cycle and are varied over this period. Special dietary needs are catered for including medically controlled diets. Supplements and semi-solid diets are provided for those who have problems with chewing, swallowing or digesting foods. Fresh food is purchased on a daily basis to give the best possible nutritional quality to the meals we provide.

In addition our cook bakes cakes, biscuits, scones, pies etc. on a daily basis with individual requests being accommodated. Drinks are

available at any time, day or night.

## **Visitors**

The integration of the local community is important. The local schools visit at Christmas time and young people come to the home for work placement. Church ministers call on a regular basis. A taxi can be booked to take residents out to church or to visit their families.

The home encourages open visiting by family and friends. Residents are encouraged to be taken out of the home for social visits and support will be given with the provision and use of equipment when necessary.



## **Residents Charter**

Melbury House Residents Charter is based on our philosophy of care and the need to treat all residents with dignity and respect and to be treated as an individual.

This includes:

- To undertake those daily living tasks which you are able to, this enhances your independence, choice and responsibility.
- To provide privacy for yourself, your belongings, personal and financial affairs.
- To have your cultural, religious, sexual and emotional needs respected.
- To have access to facilities and services in the community to help you maintain and develop social contacts and interests.

- To regularly review your individual circumstances making decisions about medical, nursing and daily living arrangements.
- To have a qualified named key worker involved in the planning of your treatment and care.
- To be fully informed about the services the home provides and any changes.
- To have access to your personal file and the comfort of knowing such records are kept confidential
- To have the right to complain either informally or formally and that your complaint will be properly investigated and a clear outline of the action that will be taken.

## **Our Staff**

Staff turnover at Melbury House is very low with a high percentage of staff having been at the home for over ten years and in some cases over 20 years. We invest heavily in our staff and their training to ensure the best possible care for our residents.

Our manager, Susan Johnson joined Melbury House as a carer 1994 and has been promoted a number of times to her current position. Susan is qualified to NVQ level 4 as a care home manager and holds an RMA qualification.

All staff irrespective of their role have criminal record bureau (CRB) and Protection of vulnerable adults checks completed before being employed at Melbury House.

All staff undertake continuous development and training in the home with our specialist training providers. All staff are trained to the minimum standard of NVQ level 2 in Health and Social Care with many trained at level 3 or 4. In addition, we have staff trained to assess in the NVQ environment, thereby ensuring our staff training and standards of care are of the highest possible.

Melbury House employs a full time entertainments co-ordinator to support the residents in a wide range of activities. This includes interactive games, bingo, slide shows from yester-year, Internet usage, memory books, film shows, physical activities, arts and crafts etc. Special arrangements are made for Christmas, Easter, Halloween birthdays and other special occasions



### **Residential Fees**

Melbury House accommodates residents who are privately funded, part funded or fully funded by the local authority. Further information is available from the manager

### **Taxi Services**

On occasion residents may need the services of a taxi for hospital

visits, etc. We have negotiated special rates with a local taxi company to support the needs of the residents and are happy to make any arrangements on their behalf. The costs of taxis are not covered in residents fees

## **Advocacy**

Advocacy is the opportunity to either 'speak up' for yourself (self advocacy) and/or having someone else speak on your behalf (citizen advocacy). Residents may feel that using the skills of a person who is independent from Melbury House, family or friends would help them to express their views, opinions and wishes and to obtain impartial advice. The service is open to any of our residents and completely free of charge

The policy of Melbury House is that of "Self Advocacy". Residents are encouraged to make their own decisions on their normal day to day planning of their home life. Members of staff, friends and relatives will talk with residents about their needs, expectations and requirements both in and outside the home environment and to provide help, support, advice and guidance. It is very important for the resident's general well being, self respect and dignity that they feel that they are living in a "Home from Home" and that decisions are not made for them if they are capable of making decisions for themselves.

Advocacy services are available independent of the care home and the service could be used for many purposes including:

- if a service is withdrawn, reduced or changed
- if there is a conflict between the service provider and service user
- when you are discharged from or admitted to a care home, hospital etc.
- when making a complaint to ant regulatory body

Details of available independent and confidential advocacy services is available from the care home management team

## **Complaints.**

Melbury House aims to respond to complaints in a professional, efficient, timely and supportive manner. We acknowledge the right of Service Users and their advocates to make a complaint if they are not completely satisfied with any aspect of the service they are receiving or have received. The management team undertake that no person will be treated adversely because they have made a complaint.

If any person wishes to make a complaint they should speak to the Manager at Melbury House who will try to resolve any issues or problems. All complaints are dealt with in the strictest of confidence.

Full details of our complaints policy and procedure is displayed in the home and a copy is available from the manager.

### **Complaints to external bodies:**

Complaints can also be made to :

**Care Quality Commission (CQC)**  
**PO Box 1255**  
**Citygate**  
**Gallowgate**  
**Newcastle Upon Tyne**  
**Tel 03000 616161**

**Social Care Direct**  
**Phone 0845 8505010**

### ***Philosophy of Care***

*Melbury House aims to provide its residents with a secure, relaxed, and homely environment in which their care, well being and comfort are of primary importance.*

