

Bronafallen

**Residential Care Home for the Elderly, including
Specialised Care for the Elderly with Dementia**

Cerrig-y-Drudion, Corwen, Conwy, LL21 0RU

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PROPRIETOR: Mrs Dawn Gittins

MANAGER: Mrs Aloma Jones



Service Users Guide & Statement of Purpose

Bronafallen is a small Residential Home situated in rural North Wales. It is located near the village of Cerrig Y Drudion and is very much a part of the community.

We are registered with the Care Standards Inspectorate for Wales to provide services for persons requiring personal care. The maximum number of clients the Home can accommodate is eleven. Bronafallen caters for older people, aged 65 and over, of whom all are people with Dementia. We specialise in developing Management programmes for each individual. Each Client is offered twenty-four hour care by experienced and caring staff.

As a Residential Home, Bronafallen does not provide nursing care. However, District Nurses provide any domiciliary medical attention required.

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Management Team and Staffing

Home Owner

The Proprietor is Dawn Gittins, who purchased Bronafallen in September 2003 after falling in love with the building and its location. The atmosphere in the Home felt right, Clients and staff were obviously very happy. In fact it was in the unique position of not having lost a member of staff for at least nine years.



Dawn has worked with the elderly since 1994 and has been a Registered Care Home Manager / Owner for 13 years. Dawn possesses the City and Guilds National Vocational Qualification Level 4 - Registered Manager (Adults) award, together with D32/33 N.V.Q. Assessor Award, City and Guilds National Vocational Qualification Training and Development certificate (A13) and (B12) and N.E.B's Management "Introductory Certificate in Management".

Dawn Gittins is also the Proprietor of Bryn Derwen EMI Home in St Asaph and joint Owner with her business partner, Janet Bailey of Phoenix House, Sandycroft.

Home Manager



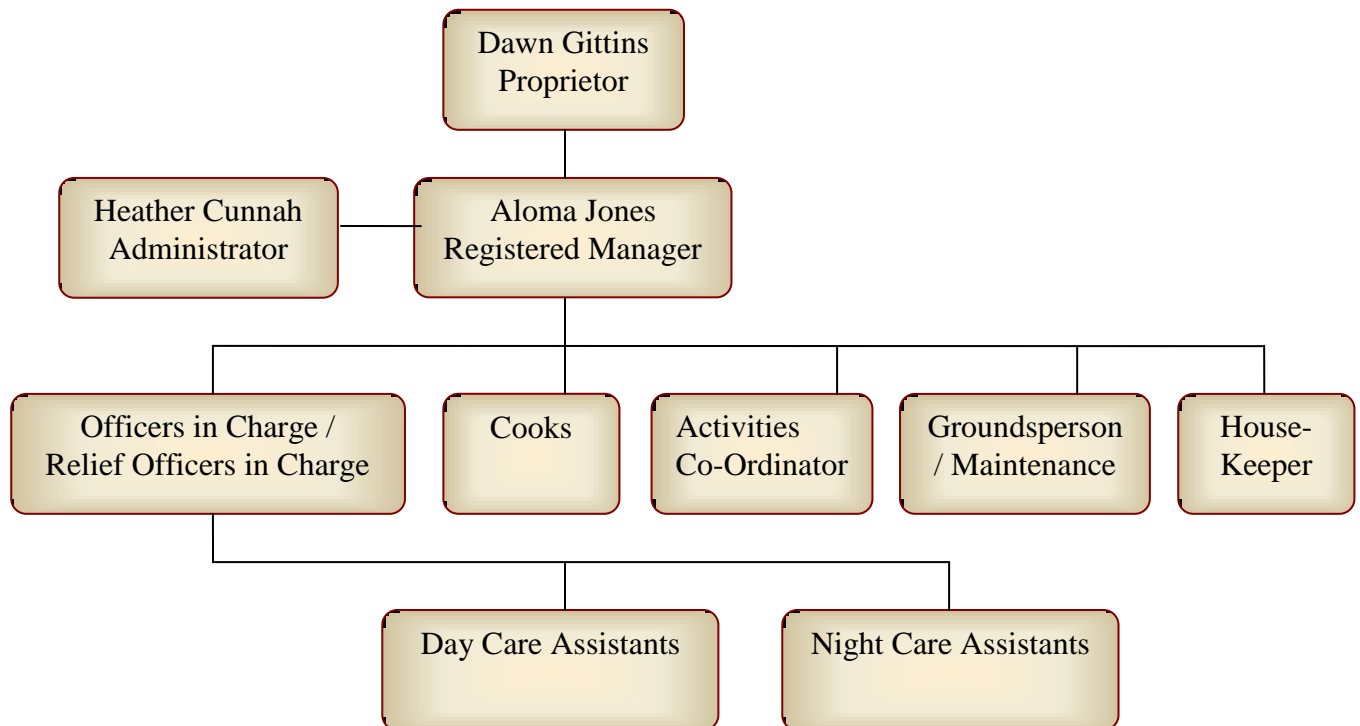
Aloma Jones is the Registered Manager of Bronafallen. She has many years experience with EMI Clients in a Day Care capacity as well as Residential. Before taking over as Manager Aloma was employed as the Deputy Manager at Bronafallen from February 2006 until March 2007.

Aloma has worked at Bronafallen for over 23 years and her staff are committed to providing a comfortable homely atmosphere for the Clients at Bronafallen

Aloma currently holds her NVQ Level 3 and Registered Manager Award, as well as continually updating all relevant qualifications.

Aloma is committed to ongoing Personal development.

Aloma feels she is very lucky to be working in a rewarding profession that enables her to make a meaningful difference to people's lives. Aloma's philosophy on Client Care is that Bronafallen is THEIR Home and we should enable them to live well with Dementia and as comfortably as if they were living in their own Home.



Staffing Levels

The staffing is organized to give each individual Client 'one to one' quality time at various times during the day, thus ensuring that in addition to organized activities, the everyday 'simple things' are not over looked, i.e. reminiscing, looking at photographs, discussing daily topics, reading newspapers together, tv news etc. Ad-hoc and impromptu activities, i.e. going out for a drive in the countryside or just to sit in the garden.

To ensure continuity of care, at each shift changeover, comprehensive information is passed to the next shift and daily reports are readily available for reference.

All Bronafallen staff are committed to providing a comfortable homely atmosphere and quality person centred care.

We have three Officers in Charge who are suitably trained in The Administration of Medicines and all hold their NVQ Level 3.

All of our Day Care Assistants and Night Care Assistants either hold (or are working towards) their NVQ Qualification in Health and Social Care and continually update all mandatory training as required.

Bronafallen employs a part time Administrator with over 13 years experience in EMI Care Homes and is also a Dementia Champion.

We also have two Cooks, providing nutritional home-cooked meals and desserts. Catering for all dietary needs including allergies, Diabetic Diets and Coeliac Diets. Both Cooks hold Level 2 in Food Hygiene.

Our Activities Co-Ordinator has a background in Community Care and also holds his NVQ Level 2 in Health & Social Care. He provides stimulating activities for all of residents on a group and also one to one basis and works 30 hours per week to ensure our Residents are engaged in meaningful activities.

Nominated Staff Keyworkers

Nominated keyworkers are responsible for ensuring that 'their' Client's clothes are kept in tidy order, any repairs are attended to, and if the Client's clothes need replacing, to inform Management, or if appropriate the clients family / representative. They also ensure that 'their' Client has adequate supplies of personal toiletries.

On duty during the day at Bronafallen there are sufficient care staff to warrant the smooth running of the home. In addition to the regular care staff there is a Cook and a member of the Management Team, the Handyman the Activities Co Ordinator, the Housekeeper and the Administrator. At night there are two waking members of staff. A rota system will be in place signifying which member of the Team will be on call.

The Home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. A comprehensive Induction course covering all areas of care is provided for all new staff members, to include the following:

- Care code of conduct
- Confidentiality
- The Rights of Service Users
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistant Responsibilities
- Working with Dementia
- Challenging Behaviour
- Formal 6 monthly Fire Training

All staff will be required to fill in formal application forms, supplying medical history and full previous employment history. They must produce their original Birth Certificate or Passport and provide a recent photograph, together with proof of current address. Prior to taking up their employment, two references will be obtained, in addition to the statutory checks by the Criminal Records Bureau.

The Home insists that all Care Assistants hold or work towards a minimum of NVQ Level II in Care. All new members of staff must train to achieve this important qualification.

The Home also sends staff on external training courses for such topics as Food Hygiene, Lifting and Handling, Care of the Elderly, First Aid, Drugs Practice, Dementia and Challenging Behaviour etc.

All Care Staff within the Home are appropriately qualified to deliver the highest standard of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be held down in appropriate Legislation, Regulations and the National Care Standards Commission.

Aims and Objectives



Our primary objective is to provide quality care to each individual Client and to preserve the right to independence and choice.

Management and staff work together and are committed to Clients' well-being. This is achieved by working as a multi-disciplinary team, making sure staff have a clear understanding of Clients' problems and background knowledge of Clients' previous lifestyle.

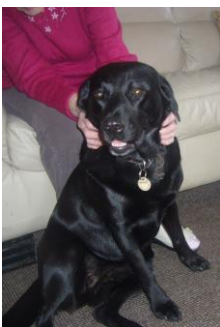
The maximum emphasis is on encouraging Clients to manage their own lives to the greatest attainable extent and so make it possible for them to maintain their dignity and independence. Staff are given on-going support and training to develop skills to cater for Clients' special needs.

Staff acknowledge and respect that privacy of space is important, as is the right to hold and freely express opinions.

We maintain open lines of communication, so there is always opportunity for Clients or staff to have access and discussion with Management or outside support agencies, for instance: GP, District Nurses, Community Psychiatric Nurses, Social Workers and the Care Standard Inspectorate for Wales. Clients' families are welcome if they wish to be involved in the active care or any decision making regarding their relative in our care, and meetings can be arranged with any relevant bodies including the Client.



Clients and their relatives / representatives are encouraged to discuss and give opinions regarding the care provided. Should Clients, relatives / representatives wish to discuss any aspects of the operation of Bronafallen they may make an appointment with Aloma Jones who would be happy to discuss this.



To ensure we continue to provide the optimum quality of care, procedures are reviewed and improved on an ongoing basis. We hold regular staff meetings in which we discuss all areas of care. In addition, staff are also requested to complete questionnaires relating to their role as carers. We also request that Clients / representatives complete Customer Satisfaction Questionnaires regarding the standard of care and accommodation offered. A suggestions box is located in the Front Hallway for 'anyone' wishing to make comment whilst remaining anonymous.



Philosophy of Care

Our philosophy of care at Bronafallen is to provide a family orientated home, where Clients feel safe and loved in a relaxed and happy atmosphere.

Clients are in 'THEIR' Home

It Must Be Made To Feel Like 'Home'

- Provide unconditional positive regard
- Understand the impact of the losses
- Keep it simple
- Offer stability – provide consistency
- Highlight capabilities – provide opportunities to experience success
- Understand behavior as communication
- Walk in their shoes – what would 'I' want? need? feel?
- Help the person preserve control – offer manageable choices
- Help the person retain or recover confidence in themselves and their ability
- Flexible, creative and compassionate approaches
- **KNOW THE PERSON** – 'their' UNIQUE HISTORY – 'their' UNIQUE NEEDS
- Teamwork

Our goals of care-giving are to :

- Give support to enable the person to function maximally, maintain personal identity, experience pleasure and promote sense of dignity.
- To strive to make the care-giving experience meaningful and fulfilling for the care-giver.

Bronafallen has developed a set of clear working policies, which have been implemented to ensure that Clients receive the optimum quality of care and can lead a worry-free life. All policies relating to the operation of Bronafallen are readily available for inspection.

Yma yn Bronafallen rydym yn ymfalchio yn ein traddodiad Cymreig. Y mae Cartref Bronafallen wedi ei leoli yn ngefn gwlad cylch Uwchaled tua milltir o bentref Cerrig Y Drudion.

Gwasanaeth Cymraeg

Mae traean o'n staff a thri chwarter on preswylwyr yn siarad Cymraeg, sy'n golygu fod y cartref yn le delfrydol i'r rhai hynnu sydd a'r Gymraeg yn iath gyntaf i gael dod am ofal dydd neu i ddod yn breswylwyr llawn amser.

Er na allwn sicyrhau fod yna staff sydd yn siarad Cymraeg ar bob sifft rydym yn anogi staff i gyfathrebu yn Gymraeg yn ogystal a'r Saesneg. Mae hun yn helpu'r preswylwyr gael cyfathrebu yn y ddwy iaith.

Mae'r mwyafrif or staff yn medru cyfathredu digon yn Cymraeg i fedru edrych ar ol y preswylwyr yn eu hiaith eu hunain.

Service Users Views

Here is a selection of answers given from a questionnaire we gave out to all of our Clients.

How do you rate the meals provided at Bronafallen?

- Very good
- Very good
- Very good
- Excellent

Are you offered a choice of meals?

- Unanimous yes

How do you find the accommodation and facilities at Bronafallen?

- Very nice
- Very comfortable
- Very good
- Good

Is there anything you would like to change?

- Unanimous no

Do you find staff polite and helpful?

- They are delightful
- Very nice
- Yes
- Excellent

What is the best thing about Bronafallen?

- Everything
- Food and company
- Very homely. All like a big family
- Singing

What activities do you enjoy at Bronafallen?

- Generally very nice
- Singing, dominoes and having hair done
- Singing and chatting
- Conversing, singing and dancing

Are there any other activities that you would like to see provided?

- Unanimous no

Are there any other comments that you would like to make regarding the service provided?

- Very nice place
- Very happy with the place. Everyone kind here.
- No
- No

Excerpts of letters from Relatives

Here is a selection of excerpts from letters we have received from clients' relatives.

- Dear Aloma,

I cannot thank you enough for your support and help in coming to the hospital and staying with me. Thank you so much from my mum and me.

"Don't be afraid to dream. They can and will come true" Cariad, blessings to you x x x

- Dear Dawn,

The reason for buying the chair is to show my gratitude to you and your staff for your constant care of Auntie.

Also, you always made myself and the family welcome at Bronafallen.

With love and best wishes to you all x

- Dear Dawn and all the staff at Bronafallen,

Thank you all very much for making the 'special birthday' such a special one for Auntie. It was really appreciated by all the family.

- Dear Dawn,

I would like to take this opportunity to thank you and the staff for the kind and courteous manner in which myself and also the other cousins were received by you last Monday. A special thanks to Karen for her 'moral support' last week. Thank you so much.

- To Dawn and all the staff at Bronafallen,

Many thanks to you all for the kindness and gentle care that our mother received at Bronafallen for nearly six years.

We truly appreciate all you did to make her final years as comfortable and happy as possible.



Accommodation

Bronafallen is set in an acre of gardens and wooded area, with panoramic views of Snowdonia and the Denbigh Moors. It is an old Coach House Building commanding excellent views from all four sides. Flower borders surround the large lawned area and are enterable only by one coded lock gate which remains closed at all times for security reasons.



On entering Bronafallen through double doors you are met with a comfortable seating area that may be used for visitors or Clients to use at their will.



A large lounge is available with comfortable seating, television set and media player for Clients to use. An additional smaller lounge is also available with comfortable seating and television. Patio doors lead out onto the side garden, for Clients to sit or walk in



A large Dining Room that also incorporates comfortable seating and stereo system with a large selection of music depending on the Clients mood i.e. for dancing, singalongs, or background sounds with a soothing tone. We also have a television positioned within easy viewing of Residents. We cater to everyone's tastes, Welsh or English television programmes are selected as required.

Bronafallen has ten bedrooms they are as follows:

- One double room with en-suite toilet and washbasin.
- A further nine single occupancy rooms with washbasin, commode and nurse call.

They are all decorated to a high standard. They all have high quality matching wardrobes, chest of drawers, bedside cabinets, bedside lamps and easy chairs and are all centrally heated by radiator which are covered for safety reasons.

Rooms

GROUND FLOOR

Bedroom 1: Single Bed with washbasin and commode

Bedroom 2: Single Bed with washbasin and commode

Bedroom 3: Single Bed with washbasin and commode

FIRST FLOOR

Bedroom 4: Twin Beds with en-suite toilet and washbasin

Bedroom 5: Single Bed with en-suite toilet and washbasin

Bedroom 6: Single Bed with washbasin and commode

Bedroom 7: Single Bed with washbasin and commode

Bedroom 8: Single Bed with washbasin and commode

Bedroom 9: Double Bed with washbasin and commode

Bedroom 10: Single Bed with washbasin and commode



The first floor is accessed via a 5 person lift for anybody with mobility problems. This floor also has a Bathroom with a hoist and toilet.



Downstairs there is one assisted bathroom with a toilet and one disabled shower with a toilet.

The kitchen is fully equipped to provide a variety of appetizing meals, and Clients will be encouraged to help set menus with any ideas that they might have.

The Laundry room is situated at the back of the building with access away from the Residential areas to comply with Infection Control Procedures at Bronafallen.

There is ample car parking space for both staff and visitors.

Social Rooms



There are two lounges and separate Dining Room all centrally heated. Clients are encouraged to use these rooms, however, Clients who choose to stay in their own rooms may do so.

To safeguard our Clients, the front and back door have coded entrances with the number is clearly displayed at eye level. In the event of a fire these doors will open automatically. There is also a coded gate to the garden at the front of the building so that Clients can use the secure garden space freely. This entrance is unobtrusively observed by staff.



Meals

All meals are nutritionally balanced and home cooked using fresh produce as available. A varied daily menu is offered and a choice of meals given. All special dietary requirements are catered for. All staff involved in food preparation are appropriately trained and hold a current Food Hygiene Certificate, ensuring that the highest possible standards are maintained.

Alcohol

Bronafallen provides some alcoholic beverages and family are welcome to bring in a bottle of their relative's favourite 'tipple'. However, it is always advisable to hand it to Management so that intake can be monitored by staff.



Admittance Procedure

Prior to admission, a full assessment will be carried out by the Registered Manager or Officer-in-Charge. The assessment is a culmination of information from discussion with any professionals involved, family / representative and prospective Client. An assessment form is used for this purpose and is available for inspection. Should the Client be admitted as an emergency, this information would be gathered as soon as possible after admission.

Bronafallen can facilitate visits during the day for any prospective Client who wishes to come in for a trial.

On arrival at the Home, a detailed list of all clothing and possessions should accompany the Client and must be countersigned – all clothing and belongings must be clearly labeled with the Clients' name.

Clients' personal possessions, valuables and money are insured by the Home. Clients' effects are covered on a replacement basis to a limit of £500, whilst the effects are on the premises. In view of the fact that some of our Clients have mental health problems, no responsibility whatsoever can be accepted by the Home for effects lost, stolen, damaged, destroyed or mislaid.

Clients are welcome to have some of their own furniture, where practical, and after prior arrangement with Management (at their own discretion). If the furniture is defective, i.e. woodworm or dangerous, Management may request the Client to remove it or have it removed. When the Client leaves the home, all furniture and personal effects must be removed.

Care Planning

A care plan is formulated to take into consideration all aspects of Clients' needs. This is formulated using information from a variety of sources:

- Client
- Family
- Professionals involved
- Assessment and documentation
- Management and Care Staff

Care planning is an ongoing process. As and when a Clients' needs change their Care Plan is amended accordingly. In addition, Care Plans are reviewed formally on a monthly basis. Formal reviews will be undertaken by an Officer-in-Charge, using information gathered from the sources above and documented records from the Keyworker's System. All Care Plans are checked thoroughly by the Registered Manager and amended Care Plans are then passed to the Client / Representative for their approval.

Keyworker System

The keyworker system is used as an information gathering and sharing tool.

The system is used to closely monitor areas of care, i.e.

- Physical
- Psychological
- Skin
- Mobility
- Diet
- Fluid intake
- Bladder and bowels
- Any information staff consider 'useful' to share

Using the keyworker system to monitor the health and wellbeing of each individual Client, we are able to recognise any changes in a Client's condition immediately. All records are overseen by the Manager to ensure documentation is accurate and recorded sensitively.

Assessing Risk

Risk Assessments are carried out which highlight any risk area. Taking risks is part of every day life and individual Clients should not be stopped from taking reasonable risk. The risk assessments are based on a culmination of information received from Client's family, staff and any professional bodies involved.

The risk assessments are formulated with the best interests of the Client in mind, in an endeavour to safeguard the Client and to take into consideration the Client's independence and choice.

Behaviour Management and Use of Restraint

In the event of a Client displaying challenging behaviour or anti-social problems; Bronafallen will firstly try to establish what may be the cause. This will be a process of elimination. At this time, Bronafallen will work closely with the Client, family / representative and staff. If the problems cannot be resolved, a review of the Client's condition will be arranged. This would normally include consultation with family / representative, Community Psychiatric Nurse, and if necessary GP and Psychogeriatrician.

It is the policy of Bronafallen not to use restraint. Diversion techniques are used and are extremely successful. However, Bronafallen has a full policy on the use of restraint, which can be found in the 'Company Procedure' document and is available for inspection at any time.

General Information

Fees

Fees are in-line with Conwy County Council fees and are payable monthly in advance.

Fees will cover the provision of furnished accommodation, light, heat and all meals, beverages, normal washing and ironing of the machine washable clothing, linen, and aid with personal needs during minor illness.

The fees **do not cover** personal items such as clothing, toilet requisites, stationary, newspapers, dry cleaning, hairdressing, chiropody, physiotherapy, alcohol, special beverages / meals etc., day trips, non-prescription medical requisites, other items such as spectacles and hearing aids and their batteries, incontinence materials and items of a luxury or personal nature, and any other treatment or care requested by, or necessitated by a Client's worsening state of health not provided by the N.H.S. The Client should pay for these and a separate invoice will be kept for sundry items to be settled by the Client or his / her appointee on presentation.

Benefits

Management shall co-operate with Clients in making an application for benefits or other allowances.

Visiting

Regular visits by relatives and friends are welcome at any time – there are no set visiting hours. However, if wishing to visit during unsociable hours, arrangements can be made so that staff can be made aware and other Clients are not disturbed.

If relatives / Clients prefer to visit in private; the dining room or top lounge can be made available (other than mealtimes), or the Client's own room may be used with the Client's consent. In the event of the Client being taken out, it is requested that prior notice is given so that we know where the Client is going and that the Client can be made ready for the outing. Meal times can be re-arranged where necessary, and any medication prepared which may be required for the period of absence. Where appropriate, arrangements can be made for Clients to visit relatives/friends.

Children are an important part of many Client's lives and are always welcome, but we must stress that visitors bringing children into the home pay due regard to Clients i.e. an unsteady Client could easily fall over a running child and excessive noise can be disturbing.

Telephone calls from relatives/friends are also welcomed. Similarly, Clients wishing to contact their relatives may have the use of the telephone at any time.

Privacy

All Clients are afforded privacy. It is recognized that Clients may wish to be 'on their own' at times and this will always be respected. In addition, the following arrangements are made:

Receiving Visitors – Clients may receive visitors in privacy in their own rooms. Should a Client prefer not to use their room, the Dining Room can be made available. If the Dining Room is in use, another Lounge area may be provided.

Receiving / Making Telephone Calls – Clients are welcome to receive or make telephone calls in private, using the Office. A handset is also available, which may be used in other areas. If a Client wishes to have a telephone line installed in their own room, they may do this at their own expense.

Clients going out Independently

Clients who are able, are free to go out as they please with a known family member or member of staff to accompany them. However, we do ask that Management is notified before the Client leaves the premises to prevent any assumption that the Client is missing, or in case of fire. We also request that Clients carry a form of identification and details of Bronafallen.

Dignity

Great emphasis is placed on retaining Clients' dignity – this is of paramount importance. A policy is in place to ensure that dignity is retained at ALL times. All of Bronafallen's policies are readily available for inspection. The policy on Dignity covers such areas as, Dressing / Undressing, Bathing / Showering, Personal Hygiene and Use of the Toilet; together with Feeding and Psychological Dignity.

Equal Opportunities

The rights of individual Clients are safeguarded without discrimination. No Client will be treated less favourable than another on the grounds of gender, age race, language, colour, religion, political status or other opinion. Both private and council funded Clients are treated equally.

Cultural Needs

Where the Client is unable, the appointee or relative should ensure that Bronafallen is made aware of Client's culture. Every effort will be made to help individuals maintain their culture and Bronafallen will endeavour to make provision for specific requests.

Religious Beliefs

Every effort will be made to help individuals follow their chosen beliefs / religion. This may be by providing or arranging for transport to and from places of worship or by welcoming vicars/ministers/priests etc into the home.

Pets

Bronafallen is a 'pet friendly' home. We here at Bronafallen realize the importance of having a much-loved pet and understands how distressing it might be to be parted from a pet. Bronafallen will consider requested from Clients wishing to bring their own pets to Bronafallen, providing the animal will settle in with our 'in-house' pets and are house-trained. Relatives or friends wishing to bring pets to visit are also welcome – again providing it doesn't cause disruption.

Personal Laundry

All laundering is carried out on the premises, and Clients clothing should be labeled with their own name by sewn on name tapes and be suitable for machine washing and drying.

Whilst all care will be taken to look after personal laundry so entrusted, it will be machine washed and dried, and the Home cannot accept responsibility for accidental damage or loss. The Home does not accept responsibility for clothes that require hand washing or are for dry cleaning, or clothes that are not labelled.

Transport

Where possible, a member of staff will accompany the individual in the ambulance, or travel separately to the hospital. This is not a requirement of the Care and Social Services Inspectorate Wales, but we do feel it is good practice. However, there may be occasions when we are unable to spare a staff member.

We will always contact the individual's next of kin in an emergency situation and give them as much information as possible – on occasions where paramedics feel it necessary to take the individual to hospital, we will advise whether Bronafallen are able to provide a carer to accompany the individual. Where a carer is not available and it is not be possible for the next of kin or other family member to attend the hospital, Bronafallen will contact the hospital to ensure they are aware that the individual will be arriving alone, and make it clear if the individual is likely to be confused or agitated. An up-to-date Care Plan and Risk Assessment will always be provided for paramedics to pass to hospital staff.

If there are any times when you would prefer not to be contacted regarding an emergency, ie, during night time hours, could you please let us know as soon as possible so that this may be included in your relative's care plan.

Bronafallen also provides an appropriate vehicle for Clients' outings and activities.

Leisure Interests

We organise regular outings (weather permitting), which include local places of interest, drives out, pub lunches, concerts and local shows etc. Clients wishing to attend regular church services are encouraged to continue and arrangements are made to escort them.

Where a Client wishes to pursue a particular interest / hobby we support and encourage a Client to continue.

Activity Program

With a full time activity coordinator and activity program, we are able to give our clients a feeling of being valued and engendering them with a sense of purpose. We promote pride and achievement by seeing what our residents can do, rather than what they cannot do. We love to see people taking part in activities. We are sensitive to their needs, providing stimulation by varied activities always within people's capabilities. Sometimes this will be within a group and sometimes on a one to one basis. We always respond to suggestions from our residents, if they have an activity in mind.

Our activities include:

- **Entertainment:** We have a regular entertainment program by a qualified music therapist, professional musicians as well as in house programs
- **Exercise:** The exercise program is a means of fun and enjoyment as well as helping mobility and hand eye coordination
- **Crafts and Baking:** We provide a regular program to encourage our resident's creative activities
- **Reminiscing Sessions:** Are held to stimulate memory and conversation
- **Trips and Excursions:** Are also organised too, taking advantage of the wonderful local countryside and places of interest



Therapeutic Activities

The Home's policy on 'Therapeutic Activities' takes into account the Service User's interest, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the Client to keep mobile, and most importantly take an interest in life.

Services

We have a visiting:

- Optician
- Dentist
- Chiropodist (registered)
- Hairdresser (fully qualified)



All of the above services are co-ordinated and overlooked by our care staff. However, should a Client prefer to 'go out' for these services, arrangements can be made.

Shopping

Arrangements are made to take Clients out shopping. Where a Client is unable or prefers not to go out shopping, the Client may ask Management for any purchases he / she wishes to be made on his / her behalf. A receipt will always be obtained on such occasions.

Moving Rooms

Although every effort will be made to accommodate the Client in a room of their choosing; Management in its discretion reserves the right to move the Client to other accommodation within the home, if required for either medical, social or practical reasons, in cases of emergency or for purposes of repairing, maintaining or redecorating the property. Should a move of room be necessary, this would always be discussed with the Client's relative or representative prior to the move taking place.

In the event of illness, the Client will be cared for in his / her own or other appropriate room. If however the Doctor decides further care is required, alternative arrangements must be made. If a Client in the Home is found to be in need of nursing care or more intensive care or other specialist attention, Management may on medical advice, terminate the agreement without penalty so that the Client may be relocated in a suitable Nursing Home or Hospital.

Management reserves the right to require the Client vacate the Home, if in the opinion of the Management or a qualified medical practitioner, the Client is not suitable for continued accommodation in the Home on grounds of mental, social or physical state.

Legal and Other Advice and Correspondence

Clients who are unable to, or prefer not to control their own financial affairs, are advised to arrange for a solicitor, bank manager, accountant or next of kin to control on their behalf. Management and staff have no responsibility for, interest in, or claim on a Client's financial resources or estate. The Home will not handle Client's money and may require a relative or appointee to deal with the Client's income support / state pension accounts. Any notice or correspondence relating to this agreement will be delivered to the Client / appointee / relative at the Home unless instructed otherwise.

Advocacy

Conwy County Council has an Advocacy Service. Should advocacy be required Bronafallen can make arrangements for you to receive this service.

Access to Information

Bronafallen's company procedures and policies are kept up to date and are readily available for inspection by the Client, appointee or relative upon request to Management.

The staff rota is also available for inspection at any time.

Bronafallen keeps all personal records for each individual Client on file in the Office. The Office is kept locked when unoccupied. Personal records are available for access by the Client upon request to Management.

Gratuities / Gifts

Staff are forbidden under threat of dismissal to accept gifts directly from Clients or their representatives. As such, gratuities / gifts must not be given directly to individual members of staff without prior consent of the Proprietor.

Confidentiality

Matters of a confidential nature, such as personal details and medical histories, relating to Clients in the Home will not be discussed with any third party, other than as required by law. Staff are bound by their employment contract to adhere to this ruling. The same applies to any confidences passed on to Management or staff by Clients'. However, should any Client pass on a confidence that staff feel may effect the Clients' personal well being, this will be passed on to the Proprietor who will take the appropriate action. Confidences will NEVER be discussed between staff members.



Terms and Conditions

Trial

The Client shall initially be accommodated on a trial basis of at least one calendar month. If at, or before the expiry of the trial period, the Client or Management should decide that permanent residence would not be satisfactory for whatever reason; residence shall terminate on notice in writing to the other party and the Client vacate the Home at a time as may be agreed between the parties. Fees will be payable under the usual arrangement as specified below from commencement of the trial period. Any refund due on early termination will be forwarded as soon as possible after the Client's departure.

Permanence

Every endeavour is made to keep Clients in the Home even if sick (*should the Client so wish*), provided the Client's GP is satisfied that the Home can give adequate care.

We have full support from our local District Nurses and should a Client require nursing intervention with Bronafallen a care plan will be put into place by the District Nurses and full support given.

Management undertakes to enlist the support of Social Services as necessary, to enable the Client to remain in the Home even if sick (*should the Client so wish*), provided the Client's G.P. is satisfied that the Home can give adequate care.

Management undertakes to enlist the support of Social Services as necessary, to enable the Client to remain in the Home. However, Management reserves the right to ask a Client to leave if the Home is unable to give the care required, or if the Client causes disharmony in the Home.

Medicines

The Client agrees to the administering of prescribed drugs and medication and undertakes to take all prescribed medication. All drugs must be handed in to a senior member of staff upon arrival. In the interest of the Clients' safety, Management reserves the right to supervise the use and consumption of all drugs and medication. In the event of a Client wanting to be responsible for keeping their own medication and self medicating a careful assessment involving the individual Client, family, relevant professionals and Management will be carried out. Self medication is actively encouraged and will be monitored on a day-to-day basis. Otherwise, all medication will be kept in an appropriate locked medical cupboard and no medication may be kept without the permission of the Proprietor.

Use of facilities

All facilities of the Home including the Client's bedroom, lounges, bathrooms, garden and other communal areas are available for unrestricted use by the Client.

The following considerations are requested:

- No electrical appliances shall be used in the Home by the Clients without the consent of Management. All portable electrical appliances are required to be PAT tested by an appropriately qualified electrician, prior to use in the home and must carry an up to date label verifying this. Clients use portable appliances at their own risk.
- No domestic pets or animals of any kind may be brought into the home by a Client or their visitors without permission of the Management.
- If a Client intends to be out for meals, timely advice would be appreciated
- Clients are advised to carry some form of identification in their handbags or wallets.
- Clients going out should advise supervisory staff to avoid unnecessary search and worry.

Smoking and Fire Regulations

To comply with fire regulations and for the safety of all, Clients who wish to smoke may only do so in the designated areas under supervision. Smoking in bedrooms is strictly prohibited. Clients who wish to smoke do so entirely at their own risk.

Clients are required to keep their doors closed and not jam them open. Clients and visitors shall familiarise themselves with the fire exits and the fire drill (notice displayed on the main corridor next to the Fire Control Panel) – copy of full fire procedure is available on request. The lift should never be used in the event of a fire. Fire escape staircases should be used.

Bronafallen's fire alarm system and fire fighting equipment is serviced annually.

All staff under-go Fire Training on an annual basis and hold certificates in competency. Fire Training is provided by an external Company. The fire drill is carried out on a weekly basis.

Complaints

If you have any difficulties in any matter, please do not hesitate to speak to us. Management undertakes to deal with any complaint or grievance in strict confidence as far as possible. If a Client has a complaint or grievance, which has not been satisfactorily dealt with by Management / senior staff, he or she may ask to see the Proprietor privately without giving a reason. All complaints / grievances will be investigated thoroughly and dealt with as quickly as possible. The outcome of any investigation will be given within a maximum period of 28 days.

In the event that Management has not satisfactorily resolved a complaint or grievance, then please refer the matter to:

Care and Social Services Inspectorate for Wales
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ



0300 7900 126



cssiw.north@wales.gsi.gov.uk



Bronafallen in Winter

Clients' Charter

Clients living at Bronafallen Care Home have the right to:

1. Dignity, to respect by all staff of beliefs and choices of lifestyle in all circumstances
2. Kindness
3. Privacy
4. Confidentiality in all matters, personal and medical
5. Freedom of movement and activity, subject only to safety
6. Freedom of choice as far as is practical
7. To go to bed at a chosen time and lie in
8. A homely safe environment
9. Feel and be treated as a valued member of the Home community
10. Have visitors whenever and wherever wanted
11. Associate with others and build up relationships, both inside and outside the Home
12. Have spiritual emotional and physical needs met
13. A high standard of care to be given, details of medical condition on request, to have a named keyworker
14. Be consulted on all aspects of living in the Home and have the right to say 'No'
15. Have free access to the Owner / Proprietor and Inspectorate easily and have complaints taken seriously and dealt with promptly and fully.

Day Care Service

Bronafallen also offers a Day Care facility within the complex of Bronafallen specialising in caring for people with Mental Health Problems. The day care will normally operate between the hours of 8.00am and 6.00pm 365 days of the year. Service Users will usually leave Bronafallen at around 5.30pm for the homeward journey.

However, arrangements can be made for Clients to come earlier or leave later.

Transport is available and is included in the cost of the day care, which is £43.26 per day, and includes all meals, entertainment, activities, assisted bathing if requested. Hairdressing by our visiting hairdresser and chiropody treatment will incur an extra charge.

Service Users may request an earlier/later pick up time to correspond with normal routines at home. We will endeavour to honour preferred pick up times, but Service Users must take into consideration that on occasions pick ups may be delayed due to traffic conditions or delays with other Clients – which are beyond our control.

On arrival at the Day Centre breakfast will be offered. A hot or cold choice of menu will be offered for both lunch and dinner.

Activities will be organised daily and will be tailored to suit the individual – in general, activities consist of trips out (weather permitting), walking, reminiscing, quizzes, gardening, cards, crafts, pianist and sing-a-longs. We will endeavour to assist any Service User wishing to pursue his or her own special interests.

Service Users wishing to have a bath or have their hair washed and set will be assisted by staff at no extra charge. Service Users may bring a fresh set of clothes if they wish to change after bathing.

We have a visiting hairdresser who visits weekly for Service Users requiring cuts/perms etc. the hairdresser sets her own charges and families will be advised of costs prior to this service being accessed.

A registered chiropodist visits Bronafallen on a six weekly basis. Again Service Users wishing to use this service will be notified of charges prior to any treatment being carried out.

Invoices will be raised for hairdressing and chiropody and presented to the Service User/representative for payment.

Incontinence aids must be supplied by the Service Users themselves, as supplies are not stocked at the home.

Included in the package is:

- Transport to and from Bronafallen (free of charge under normal circumstances)
- Breakfast, lunch and an evening meal
- Home cooked varied meals are provided, catering for all tastes and special diets
- In-house entertainment
- Activities suited to individuals
- Bathing service on request

Other facilities available, not included in price of Day Care:

- Laundry service
- Visiting hairdresser and chiropodist
- Outings
- Escort service for Hospital / Doctors appointments

How to find us...

Bronafallen Residential Home
Cerrig y Drudion
Corwen
Conwy
LL21 0RU



We are situated on the A5 between Corwen and Betws y Coed, just outside the village of Cerrig y Drudion. Next to Glan y Gors Race Track.



Appendix I

To follow is a Specimen copy of Bronafallen's Contract of Residence

Bronafallen

**Residential Care Home for the Elderly, including
Specialised Care for the Elderly with Dementia / Mental Infirmary**

Cerrig-y-Drudion, Corwen, Conwy, LL21 0RU
Telephone & Facsimilie: 01490 420554 Email: bronafallenmanager@gmail.com

PROPRIETOR: Mrs Dawn Gittins

Contract of Residence

Clients Name:

Admission Date:

Clients are accepted on the Terms & Conditions set out in the Service Users Guide and Statement of Purpose Document. On signing this contract, these Terms & Conditions are accepted by the Client or his / her representative, together with the conditions set out overleaf.

Management and Clients agree that it is not the intention to create between them the relationship of Landlord and Tenant and that the legal possession and control of any room or rooms occupied by the Clients remains at all times vested in the Management.

Appointee Details	
Name:	Relationship to Client:
Address:	
Telephone Number:	

Details of Fees Form		
Funded by:	ID No:	Weekly Fee: £
Council Contribution: £	Personal Contribution: £	
Payment Method: 4 weekly in advance by: (please tick and indicate your choice)		
Standing order: () Invoice: () Post dated cheques: ()		
Important Note: When arranging standing orders, please ensure that the payment leaves the nominated account in good time to reach Bronafallen's account on the due date. A printout of payment dates is available on request. When invoices are raised for fees / 3 rd party contributions, these must be settled no later than the due date. Invoices raised for extra expenses incurred must be settled by return – these invoices will contain a full breakdown of all items and receipts for any purchases are available on request. Invoices raised for four weekly fees / 3 rd party contributions will incur an administration charge as detailed overleaf.		
Next Fee Review Date:		

Third Party Contribution (applicable to funded Clients) Payments may only be accepted from a person other than the Client named above and must under no circumstances be taken from the Client's personal income or savings. The third party contribution will be reviewed at each fee increase.	
Person responsible for Third Party Contribution: Not applicable	
Amount: £ 0.00 per week	
Payment Method: as indicated above	

Room Provided for Occupancy	
Room Number:	Situated:

Appointee Signature:	Proprietor Signature:
Print Name:	D Gittins, on behalf of Bronafallen
Date:	Date:

Payment of Fees

Fees / 3rd Party contributions are payable monthly in advance. The preferred method of payment is Standing Order (bank account details set out below). However, we can present invoices and payments should be made (as with standing orders) no later than the due date*. Monthly invoices will be subject to a £10.00 fee (per invoice) to cover the cost of administration and banking – however periodic invoices raised solely for extra expenses will not incur an administration charge.

* Reminders for overdue fees will incur a £5.00 administration fee.

Bank Details	
Name of Bank	HSBC
Address	17 – 19 Regent Street, Wrexham, LL11 1RY
Account Name	Dawn Gittins T/A Bronafallen Care Home
Account Number	52129175
Sort Code	40 47 26

One month's notice of any fee review will be given in writing to private Clients or their representative. However, where the Client is funded by their local Council, it is the responsibility of that Council to notify the Client / Representative directly.

Management reserves the right to:

- a) Review the fees on a six-monthly basis, or at any time should the Client's circumstances change and warrant a review.
- b) Charge a supplementary fee for the additional costs if the Client's condition deteriorates to the stage where additional care is needed, subject to an agreement. Such additional to be paid on the next presentation of account.

Absence Fees

Clients in Hospital, on holiday, or otherwise absent will be charged the normal fee.

Guarantee / Responsibility for Charges

The Client and /or the Relative / or the responsible representative who signs the contract, assume personal joint and several responsibility and liability to pay all fees, charges and extras etc, as may be claimed in terms of this contract from either or both parties.

In the event of non-payment of fees or any other sum owed by the Client to the Home, the Client may upon notice in writing be required by the Management to vacate the Home, unless payment thereof be made within 7 days, after which, if payment or part thereof remains owing, the Client shall vacate the Home without further notice.

If the Client's affairs are to be managed by the Court of Protection, his / her representative undertakes to accept responsibility for any debts accruing to the Home before and whilst the Client's affairs are being processed by the court.

Notice

A Client must give four weeks notice in writing to the Home or pay an equivalent period's fee in lieu of notice (whichever is applicable). Should the Client be unwilling or unable to continue in residence, for whatever reasons, Management may give the Client or representative, four weeks notice in writing to terminate this contract and to require the Client to leave the Home.

This contract will be amended at every fee increase and all amended contracts must also be signed.

Appendix II

Copy of latest Inspection Report

**Care and Social Services Inspectorate Wales
Care Standards Act 2000
Inspection Report Bronafallen Cerrigydrudion Corwen LL21 0RU**

Type of Inspection – Focused

Date(s) of inspection – Monday, 20 July 2015

Date of publication – Monday 21 September 2015

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Summary

About the service

Bronafallen is a detached property adjacent to the main road close to the village of Cerrigydrudion. The service provides personal care for 11 people and this includes the use of one double bedroom. The registered provider is Dawn Gittins and the registered manager is Aloma Wyn Jones.

What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales (CSSIW), carried out a focussed inspection, looking at the quality of care of people living in the home.

We looked at: The certificate of registration dated 14/03/12 The quality of care review dated October 2014 The statement of purpose provided to CSSIW on 15/03/2013 Newsletters dated March 2015 and June 2015 The inspection report dated 25 September 2014 Two care plans We spoke with 3 people using the service, the registered provider, the registered manager, 2 members of the care team and the activities co-ordinator.

What does the service do well?

- The service provides a good range of activities throughout the day to keep people physically active and mentally stimulated, which helps to maintain their well being.
- The newsletters, which include photographs of activities help to keep relatives who may live some distance away, informed and involved.

What has improved since the last inspection?

- A quality of care review has now been completed and this includes the review of policies and procedures.
- All areas of the home have been redecorated and also refurbished where necessary. New quilt covers and curtains have been purchased to match the person's chosen colour scheme in each of the bedrooms. Work was still ongoing to add the finishing touches, but it was evident that a good deal of thought and effort had been used to create a very bright and homely feel to the premises, with the minimum of disruption to people living in the home.

What needs to be done to improve the service?

There were no issues of non compliance to report.

It is recommended that:

- The home completes a form taken from the CSSIW website for each Deprivation of Liberty Safeguard applied for.
- There should be some information within the Statement of Purpose that the home provides a bilingual service, and the organisational structure should be updated to include the activities co-ordinator.

Quality Of Life

Overall, the home provides people with a clean and homely environment where they are encouraged to keep as mentally and physically active as possible to maintain a good quality of life. People have choice and influence.

The bedrooms have all recently been redecorated and refurbished. People have been able to choose the colour scheme for their room. New quilts, cushions and curtains have been purchased to match the colour scheme. In addition, each room has a "front door" with the person's name and title, a letterbox, doorknocker, and two photos of the person as they are now and as they used to be.

People have three communal rooms to sit in, in addition to their own rooms. This is a quiet lounge, dining room and a large lounge. We found that people had made their own choice about where to sit. Some were in the dining area, where a CD was playing songs from the past and others in the lounge where the TV was on before activities began.

The daily logs showed that people are often still in bed when the night shift write their report between 7:45 and 8:00am, showing that it is people's own choice about when to get up in the morning. Breakfast was provided to individuals once they were up and some people were having breakfast between 9am and 10am.

People are active, positively occupied and stimulated. The home appointed an activities co-ordinator five months ago and this person works five days a week from 10:00am until 4pm. This person provides a range of group activities, but also works with individuals in reminiscence work, including putting together memory boxes. The latest newsletters provide information and photographs of a number of activities provided including cookery, craft, celebration of days including VE day, St David's day and Poetry day. The home is part of the CARTREFU arts activity project where artists work with people to encourage art. In addition to the co-ordinator, a singer with a guitar attends every two weeks and music therapy is provided once a month. Communion is provided by a visiting pastor. The home has a dog and a cat and other pets have visited the home helping to provide emotional well being.

People benefit from a healthy diet and attention to nutrition and hydration. We observed tea and toast provided to a number of people during the morning, a hot drink and biscuits mid morning and a cooked meal at lunch time. A three week menu is provided which

offered a good range of meals. A choice wasn't listed on the menu, but we were told that people are able to have what they ask for if they don't want the meal listed. The menu for the day is recorded on a noticeboard in the dining room. Cakes are baked daily and fruit is provided during the afternoon. In addition to breakfast, lunch and tea, a supper of sandwiches, soup, cereal or toast is offered. Where there is a significant change to weight, the district nurse is asked to visit, and a referral made to the dietician if necessary.

People experience warmth, attachment and belonging. Person centred care is very evident both in the written information and in the care provided. The home tries to obtain as much information as possible from the person and from relatives. Relatives are asked to complete a past history questionnaire. It was evident from conversations that staff knew the backgrounds of people living in the home, and were able to tailor conversations to their individual history.

The home is fully bilingual in Welsh and English and this allows people to converse in the language of their choice, allowing people to maintain their cultural identity.

The home has a dog and cat living on the premises and some chickens in the garden. The pets help to maintain the ethos of a family orientated home and allow people the opportunity to form attachments with the animals.

Quality Of Staffing

The inspection focussed on the quality of life. We did not consider it necessary to look at the Quality of Staffing on this occasion. However, this theme will be considered during future inspections.

Quality Of Leadership and Management

The inspection focussed on the quality of life. We did not consider it necessary to look at the Quality of Leadership and Management on this occasion. However, this theme will be considered during future inspections.

Quality Of The Environment

The inspection focussed on the quality of life. We did not consider it necessary to look at the Quality of the Environment on this occasion. However, this theme will be considered during future inspections.

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- Baseline inspections assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years. At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- Focused inspections consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas. Baseline and focused inspections may be scheduled or carried out in response to concerns. Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports. Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, Improving Care and Social Services in Wales or ask us to send you a copy by telephoning your local CSSIW regional office.