

Golden Care

Crick Care Home

Crick, Caldicot NP26 5UW

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Responsible Individual

Neil Reid

Registered Manager

Tony King

Introduction

Crick Care Home is part of Golden Care, a group of nursing homes providing high quality nursing care across England & Wales. The group has been delivering residential and nursing care for over 30 years, with a commitment to providing our residents with the best possible comfort, quality, and stimulation.

Golden Care is committed to supporting and sustaining independence, and designing and delivering care in a person-centred way. We seek to involve external agencies, professionals, family members, and nominated individuals at each stage of the care planning process, making sure our residents wishes are central to the care they receive.

Location

Crick Care Home is situated on the A48 between Newport and Chepstow. We have beautiful gardens surrounding our home. Bus links are available nearby with Chepstow town centre only 3 miles away, and Chepstow Hospital a similar distance. There are many activities and places to visit near the Home, such as Caldicot Castle, Ladybird Pottery, and Offa's Dyke Path National Trail. We also have a garden centre just 10 minutes away via car.

What we provide

Crick Care Home offers residential and nursing care to people aged over 55. We are also registered to provide support for up to 50 residents at any one time.

We're well equipped with highly professional and trained staff to meet a wide range of physical, mental, and emotional needs for those living in the home. Our dedicated staff team are trained to support residents who benefit from various levels of care ranging from personal care to skilled nursing care. The table below lists some of the general care and nursing needs our Home can best support. Please note the list is not exhaustive, and we would always recommend talking to us and arranging an assessment.

Neurological	Alzheimer's; Tourette's; Schizophrenia; Stroke; Epilepsy; Parkinson's Disease; Motor Neurone Disease; Dementia; Multiple Sclerosis
Sensory	Visual Impairment; Speech Impairment; Auditory Impairment
Chronic Disease	Kidney Disease; Diabetes; Chronic Heart Condition; Cerebral Palsy; Stoma & Catheter Care; Paget's Disease
Respiratory	Chronic obstructive pulmonary disease (COPD); Chronic Asthma
Other	<i>Continuing Health Care; Terminal Illness; Convalescence; Respite Care; Day Care; Cancer Care; Palliative Care; Bariatric; Fragility; Personal Care; Recovery Care</i>

Receiving Support at Crick Care Home

Admission

As part of our commitment to provide the best possible care for our residents, we complete a thorough assessment before you move in. Our aim is to make sure the Home can meet your needs. If the assessment shows our Home is not the most suitable place to meet your needs, we let you know right away.

We're committed to helping prospective residents make the right choice for their needs, so you're welcome to visit the home at any time, speak to our staff, sample the food, and experience the various activities we have available. You're also welcome to view our rooms, so you can choose a room most suited to your preferences. It's important we listen to the needs of the people living with us and understand the care and nursing they require. We'll work with you, professionals who know you, and your close companions, to develop a detailed plan of care and support. We'll assess any risks to you and to your health, and our trained staff will make sure your care plan is reviewed and updated each month, or as your needs change. We'll also make sure any updates or changes to your care plan involve appropriate professionals and close companions. Once you've moved in we'll present you with a Service User Guide, giving you all the information you need for life in the Home.

Emergency Admissions

In exceptional circumstances it may be necessary to complete an emergency admission. In these cases, our team will attempt to complete a full assessment on the same day as the admission. When emergency admissions occur without a full assessment being completed, we will use referral information to develop a basic care plan that will help guide how our team to deliver care. We will then arrange for a full assessment of the individual's needs, working with professionals and companions to identify the best possible care for the individual.

Respite Care

Residents attending the home for Respite Care will be assessed with the same thorough assessment process as all other residents. We will use the results of the assessment to complete a basic care plan for the respite period. In the event more long-term care is required, we will then create a full care plan for the resident.

Trial Period

Choosing the right home can be difficult, especially when you're relying on the support of others to meet your needs. Our four-week trial period offers peace of mind for new residents, allowing time to settle in and make sure our home is right for you. The trial period also gives you, as a resident, the security of knowing a more suitable home can be found if we're not the right place for your needs.

Care Standards

The Nursing and Care requirements of each resident are set out in a bespoke care plan tailored to the needs and desires of every individual. The plan details what should be done by Nurses and Care Staff to ensure our residents needs are met.

All Care plans include risk assessments and risk management plans to prevent risks such as falls and malnutrition. These plans help to ensure risks are reduced and residents remain safe. Risks assessments are checked each month, or as a resident's circumstances change.

The home employs an Activities Co-ordinator and Activities Assistants to formulate an activities schedule on a 4-weekly basis. Where appropriate, residents are encouraged to participate in activities each day. We carry out activities such as: Aerobics for physical stimulation; musical entertainment which support mental stimulation and helps recall memory; arts and crafts and much more. We also supply recreational items for leisure pursuits such as games and jigsaw puzzles.

We support residents in their religious expression; holy communion is held on a regular basis. We hold Family and Resident meetings bimonthly, which helps ensure everyone has the freedom to voice their opinions and needs. Our home can supply documents in the Welsh Language and we also have several Welsh speaking members of staff.

We aim to provide appropriate levels of high quality nursing care in a homely, comfortable, and caring environment on a long-term or a respite care basis. We work to ensure residents are provided with physical comfort, appropriate levels of mental stimulation, dignity, and the freedom to exercise their normal rights as human beings.

It's important our residents can influence their lifestyle, make choices, decisions, even take risks, whilst having access to immediate assistance and nursing care 24-hours a day. Wherever possible we seek to involve relatives and close companions in the care we provide as it helps maintain strong relationships and stimulate close community.

Our Staff Team

The Home is committed to recruiting and developing employees who will put residents at the heart of the care we provide. Throughout our recruitment process we assess for relevant qualifications, appropriate experience, and suitable levels of competency. In the table below, you can see a list of roles we employ and the relevant experience / qualifications they hold.

Job Descriptions	No.	Relevant Qualifications / Experience
Registered Manager	1	NVQ Level 4 – Registered Managers Award and QCF Level 5 in Leadership and Management.
Clinical Lead	1	Registered Nurse Level 1; Management Experience / Competence
Estate Manager	1	BTEC Level 3 Apprenticeship in Facilities Management; CIEH Health & Safety in the workplace; IOSH Managing Safely.
Administrator	1	None Required
Registered Nurses	13	RN 1
Senior Carer	3	NVQ Level 3
Care Team Leader	2	NVQ Level 2 - 4 with Level 3 in progress
Care Assistants	25	2 with NVQ Level 2, 1 with NVQ Level 2 in progress
Activity Coordinator	2	1 with QCF Level 3 in progress
Housekeeper	1	QCF Level 3 in Facilities Management in progress
Head Cook	1	NVQ Level 3
Cooks	2	None Required

Kitchen Assistants	5	None Required
Domestics	9	None Required
Laundry Assistants	2	None Required
Handyman	1	None Required

Who's on shift?

Our Care Staff and Qualified Nurses are on shift 24 hours a day, shift times are indicated below:

- 06.45 – 13.00
- 13.00 – 19.00
- 18.45 – 07.00

We have up to 12 care staff on throughout the day and up to 5 working at night.

We have 2 nurses including our Clinical Lead throughout the day, and 1 Qualified Nurse at night.

How Our Staff Work

Crick Care Home spans over three floors, we deploy 2 members of staff on the top floor and 6 members of staff on the middle floor where many residents are independent and mobile. We have 16 rooms on our ground floor alone and deploy 4 members of staff. Deployment of staff is guided by the dependency of residents. If our residents are more dependant we aim to employ more staff. A dependency audit is carried out on a weekly basis.

Specialist Care

Our Home uses the support our external partners and agencies to support with the planning and delivery of specialist care needs. Local resources such as St David's Nurses, physiotherapists, GPs, District Nurses, and Occupational Therapists have regular involvement with the residents in our Home. We make sure professionals have a voice in the specialist and Nursing and Care decisions made for each resident.

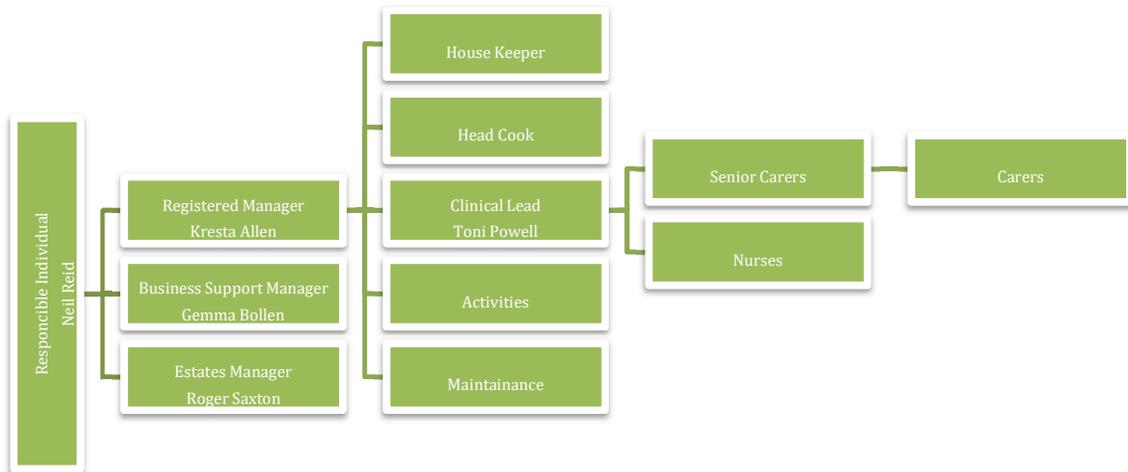
Supervisions and Team Meetings

Staff Supervisions are completed every 6 – 8 weeks, all supervisions are one to one and monitor performance, training, actions, wellbeing, health and safety, policies, holidays,

concerns, and manager feedback. In support of supervisions, we also complete monthly team meetings which cover operational changes / improvements, targets, teamwork, and collaboration.

Staff Accountability & Responsibility

The Home operates with a clear structure of accountabilities and responsibilities. The staffing structure below shows who is responsible for each member of staff within the home. The Registered Manager is responsible for the day to day management of the home.



Rooms & Facilities

Single Rooms & Shared Rooms	45 Single Rooms; 2 Double Rooms
Rooms with en suite Facilities	30 en suite Rooms
Dining Area	1 Dining Area
Communal Rooms	2 Communal Areas (Lounge and Garden)
Specialist Bathing Equipment	Tracking ceiling hoists and adjustable baths in all bathrooms
Specialist Equipment	Overhead hoist, full hoists, stand aid, steady, bariatric beds.
Security	We have security locks with access codes on the main entrance.

Outside Space & Facilities	Crick Care Home has beautiful gardens which our residents can access at all times with support from our care staff. The garden has flower beds which the residents where our residents can do some gardening, there is also a summer house where the residents can enjoy views of the garden.
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Role of the Responsible Individual

The Responsible Individual completes a minimum of one visit to the Home every month. Every three months a Regulation 73 inspection is completed, during the inspection residents, staff, and stakeholders are consulted regarding their experience in the home. The building is inspected, event logs and complaint records are reviewed, with any findings being documented and actioned for the Registered Manager to complete. The Responsible Individual holds a supervision with the Registered Manager every 4-6 weeks and hosts a monthly Managers Meetings where the Registered Manger reports on targets, operational improvements, quality of care, issues arising, and any recommendations for changes / improvements.

Review to Improve

The home manager is expected to report on a series of measures and indicators each month during a group-wide Managers Meeting. Indicators and measures include:

Care	Occupancy	Staff
Care Plans completed as %	No. of empty beds	No. of staff vacancies
No. incidents reported to CIW	No. of new residents	Staffing levels as %
No. of complaints received	Occupancy as % of capacity	No of sickness hours
No. of inspections	No. of residents left the home	No. of agency hours
No. of Safeguarding referrals	No. of Assessments completed	Staff training completed as %
	No. Of respite days	No. of suspended hours

Complaints

Our Home is committed to improving the quality of residents and stakeholders experience. Complaints and suggestions help us become aware of issues people encounter whilst accessing our service, so we're keen to listen and act promptly whenever complaints are raised. We'll investigate, address and resolve each complaint

within agreed timescales, ensuring lessons are learnt and the learning improves service quality and delivery.

We will provide a summary of complaints, responses and subsequent action to CIW within 28 days of being requested to do so. We'll also analyse information relating to complaints and concerns, identifying any areas for improvement.

Surveys

Survey are carried out every three months, and the summarized results reported at our monthly Management Meeting, and made available to the Care Inspectorate Wales, residents, prospective residents, and their families.

The survey will be available for staff to complete via our training system Altura, we also have the facility for our residents and families to complete a survey based on the care we provide via carehome.co.uk. These are available in our reception area and will be displayed on a website giving the results based on a scale of outcomes from very poor to excellent, in relation to the following areas:

- Overall standard
- Care/Support
- Treated with dignity
- Staff
- Management
- Rooms
- Facilities
- Cleanliness
- Food & drink
- Activities
- Safety/Security
- Value for money

The results from this are then verified by the Home manager and can be acted upon depending on the outcomes, whether this is to improve the services we provide or to congratulate the individuals/department on the results achieved.