



Lime Tree House Care
— LLP —
a fresh approach to care

Resident Handbook



119 Handley Rd New Whittington, Chesterfield,
Derbyshire S43 2EF

01246 834 571

info@limetreehousecare.co.uk

www.limetreehousecare.co.uk

Mission Statement

To provide a genuinely person centred home, in which our care and our facilities are driven by our residents, their interests, needs and wishes.

A fresh approach to care.



Introduction

Lime tree house is a 10 bedded, nurse led, care home providing person centred care for people with Learning Disability, Mental illness and Brain injury.

We offer Nursing and residential care. All rooms are en-suite and there are spacious dining and lounge areas; as well as a range of rooms offering activities, entertainment, vocational opportunities and a sensory environment.

All staff are provided ongoing training to promote high standards of person centred care, and to develop independence for all residents. A "can do" attitude is a core value of Lime tree house and is expected of all staff regardless of role.

The staff team offer a wide range of activities designed to stimulate mind and body and to promote community integration.

Family and friends are welcome to visit at any time; you can book ahead and enjoy sharing in our freshly cooked dinner and lunches. We also have limited facilities for family to spend nights in an a joining room, to support the settling in period for new residents or as part of a support plan when caring for residents with declining physical health.

We actively involve family and friends in our care planning; this ensures person centred care remains a key focus of our service. We are keen to promote individuality; all rooms come with minimal furniture to allow for personal items and decoration is kept neutral to help residents stamp their own personalities on their environments.



The American Lounge is a games room and television lounge.

Accommodation

- 2 lounges
- 2 supported bathrooms
- Activity program
- Activity room
- Games room
- Dining room
- Close links with the GP and District nursing
- Garden area with raised beds
- Hairdressing facilities
- Laundry service
- Open visiting
- Relaxed and open building design
- Sensory room
- Themed corridors to aid orientation
- Therapy and visitors kitchen
- Wifi and computer suite



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The facilities and activities will develop over time to suit the expressed needs and wants of our residents. Regular resident meetings will direct Lime Tree House, as will 1:1 discussions and reviews with our residents as individuals. Let us know what you're interested in, whether its educational, art and craft based, vocational or just for pleasure. We are not tied to local attractions for trips out, museums, shows and days out to the seaside can all be catered for. Our menu has regular do it yourself meals and leaves scope for visiting local take-aways.



The Snack kitchen is open from 07:00 to 20:00 for all residents and visitors to freely enjoy and use.

In the evenings this is supported by staff at Lime Tree House.

The Team

Lime Tree House is nurse led, this means we always have a registered nurse in the building, 24 hours a day, 7 days a week.

The nurse is supported by Cooks, Domestic and Carers.

In addition we have a management team comprising of Sue, the Registered Manager and Glen, the Clinical Lead.

We also have business support from Claire and Lyndsey.



Sue Robson, Registered Manager



My entire working life has been spent in the care industry, giving me 20 years of experience.

I have worked with a range of client groups, to include learning disability, older adults, physical disabilities, children and mental illness. My work in day care included supporting people with brain injury.

In addition to my paid roles, I have carried out voluntary work promoting and enabling independent living for people experiencing both physical and learning disabilities.

I have worked for DCC since September 1998, during this time I have gained experience and knowledge through working in different roles and attaining formal qualifications. My time with Derbyshire county council saw me progress from care assistant to relief manager in a range of council homes in North Derbyshire. I have been registered manager at three homes, two homes I was registered manager for at the same time. I have spent time as a Domiciliary Service Organiser, coordinating care provision in the community.

I believe in the importance of encouraging dignity and respect in a caring and friendly environment. I am driven in creating a service that promotes inclusion; whether in social activities, the local community or in day to day living.



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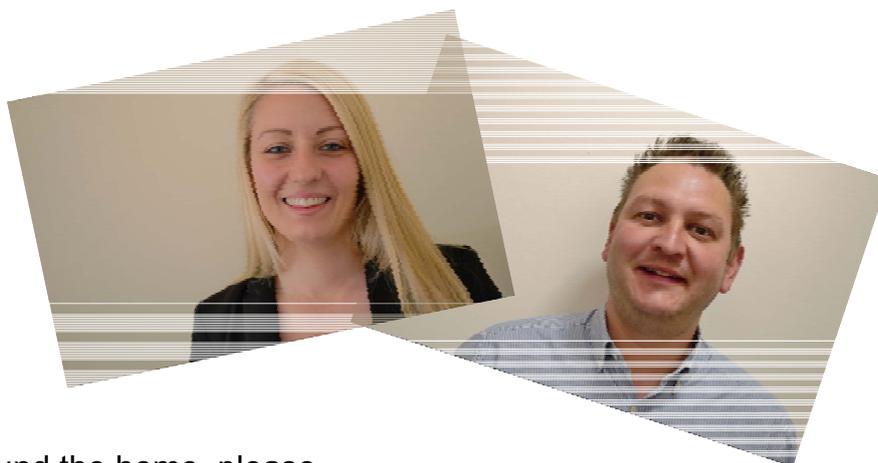
Glen Robson – Clinical Lead/Nominated Individual

I have a broad range of skills and experiences including both care and hospitality industries. My time as a registered mental health nurse has seen me working with various client groups in a range of settings, including learning disability, forensics, older adults (with both organic and functional diagnoses) and personality disorders. The time I spent as a charge nurse, working for the NHS, included training learning disability and older adult's workforce to prevent and manage violence and aggression. In addition my nursing and management qualifications have enabled me to take on a role of registered manager for an older adults for an older adult's residential home in Derbyshire.



I am a trained chef and have experience of training and managing hospital domestic and portering staff.

I am an advocate for person-centred care and impress on others the need for flexibility in the service we provide.



The Proprietors

Rob Lee and Claire Lee are the Proprietors of Lime Tree House.

You may see them in and around the home, please feel free to say hello.



**All bedrooms at
Lime Tree House
have a large
en-suite wet-room.**

Aims and Objectives

We will ensure all care planning is carried out in full liaison with residents and family members; to recognise and act on situations regarding capacity in a timely fashion. To keep the principles of the Mental Capacity Act within all care planning.

We will challenge evidence of abuse and have robust safeguarding practices; promoting an environment that is open and honest.

Staff training is to be ongoing, appropriate to roles and resident needs; and ensures staff are competent to undertake their roles.

We will recognise we have never reached our destination. To constantly strive to improve, recognising that new technologies, studies, industry changes and national standards are dynamic and require us to review our practices constantly.

We will have robust staff communication; to develop an understanding that 'the little things' matter to our residents. Ensure there are procedures in place to make communication a part of the culture of Lime Tree House.

We will manage information within legal constructs and to ensure confidentiality is protected to further promote the dignity of our residents. To abide by the principles set out under the Caldecott report and to adhere to the Data Protection Act.

We will foster good interagency relationships and ensure referrals are timely and appropriate with insight into the resources and constraints of external agencies.

We will ensure all residents and day care visitors feel part of a community providing care based on need and not status.

We will provide care, free from prejudice on any grounds and to create an environment where residents and staff are given the support they need to thrive.

We will develop an ethos of: "Treat others how they want to be treated" and not be limited to treating others as you would wish to be treated yourself.

We will recognise the importance of spirituality into care planning.

We will support residents to develop the skills associated with activities of daily living and promote progression to independent living at every opportunity.



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We will provide high quality, personalised nursing and personal care for persons with moderate to severe learning disability, mental health illness or brain injury.

We will create an environment that is homely whilst enabling nursing care that is person centred, timely and, through appropriate staff mix, is holistic in nature.

We will provide a mix of residents that promotes good peer support and reduces the risks to the vulnerable.

We will be resident and family led in planning our facilities, care provision and treatment. Ensuring continued consultation with all stakeholders to develop a forward thinking, dynamic and proactive home that is bespoke in all care provision from waking, through the day and through the night.

We will promote social inclusion; to make the home part of the community and to break down barriers that prevent residents reaching their full potential.

We will provide a location for support groups, whether external or internal in origin.

We will create a home that promotes dignity in life and in death.

We will provide facilities that will ease the transition from family life or hospital; to give family members opportunities to support residents during this transition and to support the family members during these times.

We will develop independence with activities of daily living.

We will develop a staff ethos of unconditional positive regard for all residents and family members. To break down demarcation within the home ensuring every person employed has person centred care at the core of all they do.

We will provide a wide range of activities that recognise the range of needs and experiences of our residents; including access to local colleges and voluntary work and paid work opportunities where appropriate. To develop both life and vocational skills.



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Routines

Lime Tree House's core belief is that care is to be person centred and that all staff within the team are geared to put the residents at the centre of all they do.



This has an impact on routines. We do not set rigid routines, firstly this is a home, as such we will not set times for people to rise or retire.; as far as is practically possible meal times will be flexible. Lime Tree House has a rolling breakfast time, and lunch and evening meals will be influenced in resident meetings and in relation to personal choice.

Baths and showers are not set by a rota and each resident can have as many as they choose.

The only main routine residents are likely to experience is the medication rounds as we are responsible for administering medicines in line with the specific prescriptions.

Lime Tree House is your home, we are here to help you live your life how you choose, not by our own routines.

This is our,

"fresh approach to care."

Menus are on a four week pattern with separate summer and winter plans



Complaints

Initially approach any member of staff employed by Lime Tree House and raise your concern; if the matter can be dealt with immediately then the process may stop here. Where the member of staff is unable to deal with this personally request to speak to the nurse in charge or the available manager on duty. Where the matter can be resolved at this point the management team will follow up the complaint and look at working practices to prevent future reoccurrences.

If a matter cannot be dealt with immediately the management team will arrange a meeting to discuss the concern and to devise a plan to improve practices.

Where you feel unable to raise your concern at the time please forward in writing the details of the complaint to:

Sue Robson

Registered Manager

Lime Tree House

119 Handley Road

New Whittington

Chesterfield

Derbyshire



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There is a Concerns and Complaints Policy which is available to all residents, staff and visitors . This explains , in detail, processes for expressing concerns and complaints either internally or to external authorities. If you wish to see the policy ask either the nurse in charge or a member of the management team.



New Whittington

The following list is a list of local services close to Lime Tree House:

<u>Leisure and Places of Interest</u>	<u>Revolution House (1 Mile)</u>
<u>Brearley Park</u> New Whittington	High Street, Old Whittington, Chesterfield, Derbyshire, S41 9JZ 01246 345727
<u>The Swim School (0.2 miles)</u> The Swim School, 2 Red House Close, New Whittington, Chesterfield, S43 2HA 01246 260 998 or 01246 268 328	<u>Chesterfield Museum and Art Gallery (4.4 miles)</u> Saint Mary's Gate, Chesterfield, Derbyshire S41 7TD 01246 345727
<u>Old Whittington Library (1 mile)</u> Swanwick Memorial Hall, High Street, Old Whittington, Chesterfield, S41 9JZ 01246 454412	

<u>Places of Worship</u>	
<u>St Patricks RC Church (Catholic) (0.2 miles)</u> High Street, New Whittington, S43 2AZ 01246 472310	<u>Jamia Masjid (Mosque) (10.3 miles)</u> 22 Leyburn Road, Sheffield, South Yorkshire S8 0XA 0114 258 2070
<u>St Barnabas Church (Church of England) (0.4 miles)</u> Albert Road, New Whittington, Chesterfield S43 2BH 01246 450651	<u>Sheffield Jewish Centre (Synagogue) (11 miles)</u> 3 Brincliffe Crescent, Sheffield, S11 9AW 0114 255 2296

<u>Hair and Beauty</u>	<u>Snips (1.1 miles)</u>
<u>Hairazors (0.3 miles)</u> 122 High Street, New Whittington, Chesterfield S43 2AL 01246 455710	1 Church Street North, Old Whittington, Chesterfield, S41 9QN 01246 450642
<u>Infinite Hair Design (1.1 miles)</u> 8 High Street, Old Whittington, Chesterfield, Derbyshire S41 9JT 01246 455603	<u>Diva Beauty & Tanning (1.1 miles)</u> 34 High Street, Old Whittington, Chesterfield, S41 9JT 01246 455844

<u>Pharmacy</u>	<u>Dentist</u>
<u>Peak Pharmacy (0.3 miles)</u> 148 High Street, New Whittington, Chesterfield, S43 2AN 01246 260598	<u>New Whittington Dental Practice (0.2 miles)</u> 2 Crown Close, New Whittington, Chesterfield, S43 2AH 01246 451595
<u>Peak Pharmacy (1.1 miles)</u> 30 High Street, Old Whittington, Chesterfield, S41 9JT 01246 454651	

Cafes and Takeaway

Janet's Cafe and Takeaway (0.3 miles)
144 - 146 High Street, New Whittington, Chesterfield,
S43 2AN
01246 453 988

China Dragon Chinese Restaurant (0.2 miles)
High St, Chesterfield, Chesterfield, S43 2AJ
01246 452626

Rejijies chippy (0.3 miles)
4 South St North, New Whitting-
ton, Chesterfield, Derbyshire, S43 2AB
01246 455142

A Bite to Eat (Sandwich Shop) (0.2 miles)
104 High Street, Chesterfield, Derbyshire S43 2AL
01246 260803

Sakura House (Chinese Takeaway) (0.2 miles)
74 High Street, New Whittington, Chesterfield, S43 2AJ
01246 261328

Golden Grill (Pizza and Burger Takeaway) (0.2 miles)
106 High Street, Chesterfield, Derbyshire S43 2AL
01246 269369

Shops

Londis (0.2 miles)
128-134 High St, New Whittington, Chesterfield S43 2AL
01246 450304

Barginz (0.2 miles)
144-146 High Street, New Whittington, Chesterfield, S43
2AL
01246 453988

Flower Revolution (1.1 miles)
12 High Street, Old Whittington, Chesterfield, S41 9JT
01246 456693

Bextons Butchers (0.2 miles)
76 High Street, Chesterfield, Derbyshire S43 2AJ
01246 450649

Tesco Express (1 mile)
High Street, Whittington, Chesterfield S41 9LQ

New Whittington Post Office (0.2 miles)
98 High Street, New Whittington, Chesterfield S43 2AZ
01246 450535

Pubs

The Wellington (0.2 miles)
162 High Street, New Whittington, New Whittington, S43
2AN
01246 4508799

The Cock and Magpie Inn (1.1 miles)
2 Church Street North, Chesterfield, S41 9QW
01246 454453

Public Transport

The following Buses stop in new Whittington,:

99—Chesterfield to Eckington
(every 60 Minutes)

50A—Eckington to Holymoorside
(every 60 Minutes)

25—Holymoorside to New Whittington
(Every 30 Minutes)

**All corridors are
themed to help
orientation**



**Residents are free to
design the decoration
of their own rooms**

Carer Support Group

Family members and friends of our residents are invited to join our support group. This will develop over time and dependent on identified needs a programme of topics and speakers will be arranged accordingly.



Respite Care and Day Care

Two of the beds at Lime Tree House are provided for respite care, all the facilities and support available to our long term residents are extended to our respite and day care visitors.



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CQC

Lime Tree House is registered with the CQC, our unique identifying number is:

1-1997903131

We can be found on their website at:

www.cqc.org.uk

Any inspection reports that have been completed will be available on this site.

Policies & Procedures

All policies and procedures are available for visitors and residents to look through. Please ask any of the team for access.

All care and support provided within Lime Tree House should reflect the contents of these documents. Do not hesitate to ask for details or propose alternative approaches either through talking with staff and management or through resident and carer meetings/support groups.



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