



# **BROCHURE** ***(STATEMENT OF PURPOSE)***



## **The Madog Care Home**

*[www.madogcarehome.co.uk](http://www.madogcarehome.co.uk)*  
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# MADOG CARE HOME

## CONTACT LIST

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#### Fiona Gough – Manager



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#### Carie Roberts – Administration



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#### Nurses Station



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#### Andy Paynter – Director / Responsible Individual



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#### Manish Kumar – Company Accountant



Tel 01766 523904 / 07894 293385 Email [manish.kumar@madogcaregroup.co.uk](mailto:manish.kumar@madogcaregroup.co.uk)

#### Kitchen



Tel 01766 523908



## **Introduction**

Established in 2002 the Madog Care Home is set in a beautiful location on a peaceful hillside overlooking Porthmadog Harbour and Snowdonia. The home was originally the site of the old cottage hospital and the purpose-built home retains its charming character. We look forward to welcoming you to our home. Our sister home is the Pines Care Home, Criccieth, [www.pinescarehome.co.uk](http://www.pinescarehome.co.uk)

We are currently registered for 44 Individuals. We provide Residential care, Nursing care and Dementia care.

## **Philosophy of Care**

Our aim is to provide a happy home in a safe and comfortable environment. We provide high quality care around the resident's individual needs.

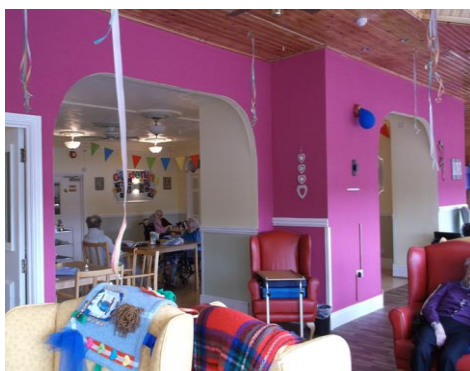
We understand everyone is unique and through person-centred care we will ensure everyone living with us are happy and feel a sense of self-worth. We will bring quality and satisfaction to their daily life.

The right to choice, privacy, dignity, individuality and confidentiality is respected at all times. We will be responsive towards the ever changing needs of our residents.

This will be delivered through strong leadership and professional, qualified, well trained, caring staff who embrace our philosophy

## **Visiting**

Visitors are welcome at the home at all times. Fiona, Gwen, Andy or the Nurse in Charge is available to discuss any concerns or queries you may have. We actively support visiting as contact with friends and family plays an important part in our resident's well-being.



## **The Management**

The home is registered with the Care and Social Services Inspectorate Wales (CSSIW).

The Area Manager for the home is Gwen Maurice. Gwen is also the Registered Manager of our sister home, The Pines Care Home. Prior to joining the company Gwen was a Chef owner of a Hotel and has extensive knowledge of various dietary needs. Gwen has successfully fulfilled several other management roles within the company over the last 6 years. Gwen holds level 2 in dementia awareness and NVQ level 5 in Management & Leadership.

The Manager is Fiona Gough. Fiona grew up on Ynys Mon and moved to Kent to undertake her nurse training, returning to Wales 22 years ago.

Fiona is passionate about developing and maintaining person-centred care as well as having a good relationship with family members.

Fiona enjoys learning and this is an ethos that she transfers to her colleagues.

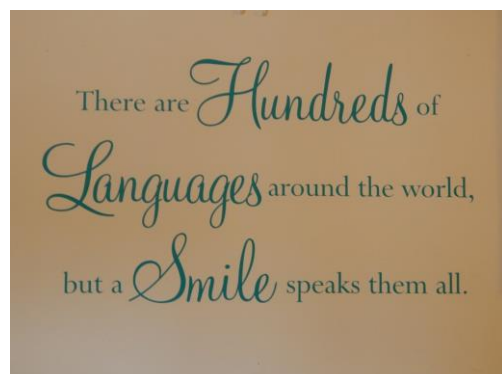
Since qualifying in 1988 Fiona has undertaken training which is relevant to her role as Nurse & Manager such as Emergency First Aid, Venepuncture and LLM (Masters of Medical Law).

Andy Paynter (ACMA CGMA) is the Responsible Individual and has the overall responsibility for the company and the home. Andy is a qualified Management Accountant and has over 12 years' experience in the care industry. Andy has completed dementia awareness training.

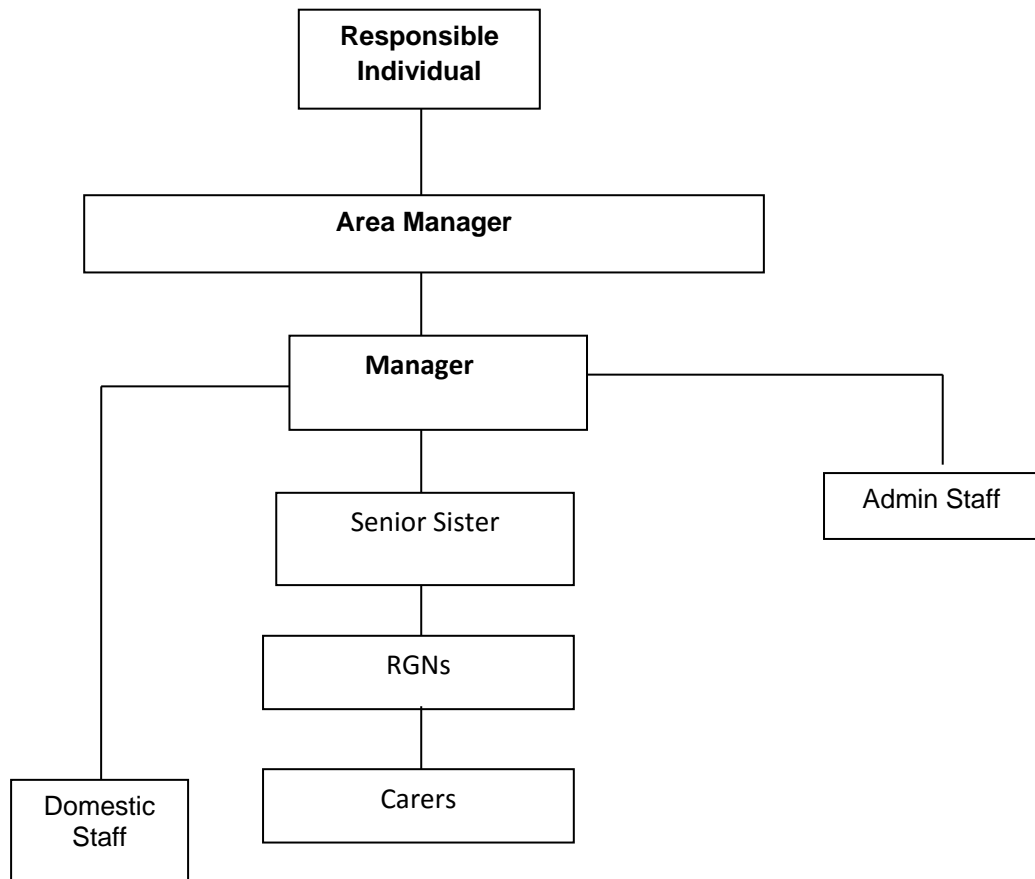
## **Staff Numbers & Qualifications**

The home presently employs :-

- 1 Manager
- 1 Senior Sister
- 5 RGNs
- 24 Health Care Assistants
- 2 Cooks
- 3 Kitchen Assistants
- 2 Handymen
- 3 Cleaners
- 2 Laundry Workers
- 3 Managerial/Admin staff



## Organisational Structure



## Staff Training

- All staff must complete a Training Induction Programme when they join the home. This will include an element of initial shadowing.
- Protection of vulnerable adults (POVA) training, dementia awareness & fire awareness is mandatory.
- Staff concerned with the handling and moving of residents are fully trained.
- A First Aider is always available in the Home.
- The Home is committed to give training to staff - pertinent and consistent to care of the elderly and their clinical and nursing needs.

All cooks and assistant kitchen staff have food handling and hygiene certification and have been trained in Food Hygiene Awareness.



## **Admission**

Admission to the Home will mainly be on a planned basis. The Manager or Senior Sister will visit potential residents (following referral) to carry out an assessment to determine their suitability for admission to the Home. The potential resident along with their relatives will be invited to visit the Home so they can discuss their expectations of the care offered. For self-funded residents who are self-referred, we will visit the individual at their home to undertake the assessment of care.

Emergency admissions will only be accepted if the Manager or Area Manager is made aware of all circumstances surrounding the request for admission and that the Home can meet their needs.

If the potential resident resides within the locality, they may remain with their current G.P. Anyone from out of the locality will be able to register with the local health centre.

## **Person-Centred Care**

A risk assessment will also be carried out to identify any potential risks to the individual, staff or other residents. It is our aim to meet the individual's physical, psychological and spiritual needs.

We aim to enhance the sense of well-being and fulfilment in an environment where individuals can enjoy support, comfort, safety and security. We will endeavour to gain as much information regarding the required care, from the individual, his or her relatives and from any other parties involved in the care, prior to admission to the Home.

We will produce a person-centred care plan. This will be focused on the individual's strengths i.e. the skills they are still able to perform, so as to maintain those skills for as long as possible. They will also consist of the individual's own preferences such as how they like to spend their day and dietary preferences. We will also highlight on areas where the person needs assistance. Care plans will be reviewed every month or earlier if circumstances dictate.

The Nursing Manager / Senior sister and care staff will administer (where the resident is unable to do so for him/herself) and monitor any side effects of prescribed medication. Any concerns will be addressed with the individual's G.P. A medication review will be carried out every 3 months or as required.

## **Consultation**

We constantly strive to provide a home that caters for the needs of all the service users. We will consult regularly with them, their relatives and significant others where possible by means regular meetings, questionnaires, and the monthly review meetings.

## **Activities / Entertainment**

We aim to make every day needs such as meal times and bathing an 'activity' where the resident has personal one-to-one contact with a health care assistant. Also the person-centred care plan is invaluable in providing activities specific to the individual service user's needs.

The Home also provides facilities for group leisure activities. These include;-

TV, movies, radio, music

Games, books and magazines

Relaxation & activities in the garden (weather permitting).

Outings, beach walks, shopping, café for tea and cake, garden centre

Fancy dress days

Outside entertainers also perform at the Home from time to time.

All participation in any activity will be by resident's choice.

## **Religious Services**

Religious preferences will be respected and catered for, and the home will welcome any representatives of any religious denomination, providing private space for consultation if required.

## **Privacy & Dignity**

We respect the right to privacy and dignity whilst residing in the Home and are constantly reviewing the environment we provide to ensure that both are maintained. The rights and wishes of the individual will be respected and any barriers to obtaining these will be overcome, through regular monitoring and evaluating the care we provide.

## **Equal Opportunities**

It is the aim of the management of the home to treat everyone equally in the delivery of treatment. This is regardless of their sex, sexual orientation, religion, race, age, disability and linguistic background.

## **Advocacy**

If a service user is or becomes unable to exercise their rights to their best interest, a person may be appointed to speak for them on their behalf. Such a person acting in this way is known as their "advocate". This person could be a relative, friend, professional person and so on. The Home's policy is never to act as advocate for a person in our care as there is a potential for conflict of interest.

## **Rights of Residents**

Emphasis is placed upon rights, as an integral part of the quality of care the Home provides. Residents are provided significant rights, moral, ethical, social, political and legal. The Home has a responsibility to ensure those rights are never infringed and that those in the Home's care, exercise their rights.

## **Independence**

We are aware that our residents have given up a good deal of their independence by entering the home. We therefore encourage independent interaction, for instance self-care skills, and we will tactfully provide assistance as and when required. We will encourage the continuances of hobbies & interests.

## **Other Services**

The Optician attends annually and access to other professionals such as a District Nurse, Dietician, Physiotherapy and Psychologist are arranged as necessary

We also have a hairdresser and chiropodists attending as required.

## **Pets**

The Home does not allow residents to have pets. However, visitors are welcome to bring pets with them when they visit.

## **De-Escalation**

All staff are trained in de-escalation. This training is also enhanced with the knowledge acquired and passed down through the 'Dementia Awareness' course.

All residents will be assessed for risk of harm, with any form of restraint, only considered when alternatives have proven to be insufficient, to prevent harm to themselves, other residents or staff.

Some considered forms of restraint are bed rails on beds (but are only used where necessary for resident safety and with relative's consent)

## **Fire Precautions**

A fire risk assessment has been completed by a qualified practitioner and all the recommendations have been implemented. We maintain a 'Fire Records' to ensure we continually monitor all aspects of fire safety. Notices identifying actions to be taken in the event of a fire are displayed in prominent places within the home. The fire alarms and fire extinguishers are prominently marked and are checked regularly by an external company. Fire alarms are tested internally on a weekly basis, emergency lighting monthly and we carry out regular fire drills. All staff receives the appropriate fire training and all electrical equipment is tested annually.





## Madog Care Home

### Comments, Concerns and Complaints

At the Madog we do the utmost to ensure that the care, services, attention and courtesy provided to residents, and their families and friends, meet the highest standards at all times. We invite feedback on our care and services. Please let our staff know any comments you may wish to make.

We recognise that concerns do occasionally arise, and welcome them being brought to our attention at the earliest possible opportunity. Please discuss any concerns you may have with a member of staff as soon as possible. If the member of staff is unable to address your concerns immediately, he/she will bring the concerns to a more senior member of staff who can take the necessary action.

If you feel the concerns require addressing as a complaint, please ask to see the senior nurse on duty or contact the Manager or Area Manager who will be pleased to discuss your concerns and advise how they will be addressed. If you wish to make a formal complaint, please write directly to:



***Fiona Gough, Manager***

***The Madog Care Home, Garth Road, Porthmadog LL49 9BN  
Tel: 01766 510182 / 07730 622380 / [fiona.gough@madogcaregroup.co.uk](mailto:fiona.gough@madogcaregroup.co.uk)***



***Gwen Maurice, Area Manager***

***C/o The Pines Care Home, Mona Terrace, Criccieth, LL52 0DE  
Tel: 01766 523900 / 07568 128588 / [gwen.maurice@madogcaregroup.co.uk](mailto:gwen.maurice@madogcaregroup.co.uk)***

If you are not satisfied with the responses of the staff or management, or do not feel able to approach them for any reason, please write to:



***Andy Paynter, Responsible Individual***

***C/o The Pines Care Home, Mona Terrace, Criccieth, LL52 0DE  
Tel: 07931333182 / Email : [andy.paynter@madogcaregroup.co.uk](mailto:andy.paynter@madogcaregroup.co.uk)***

Please rest assured that all concerns and complaints brought to our attention will be treated with the highest degree of confidentiality and respect.

We will inform you in writing of the outcome of the investigation and any action taken to remedy the situation as soon as possible, and in all cases within 14 days, although this period may be extended for a further 14 days, with your agreement.

If a local resolution of your complaint is not possible, you can request formal consideration of your complaint. We will then resolve the problem as soon as is reasonably practical, and in any event within 35 working days. You will then receive in writing a summary of the nature and substance of the complaint, the conclusions and the action to be taken as a result. A copy of this letter will be sent to CSSIW and the local authority.

Should these lines of action not prove satisfactory to you, or you do not feel able to approach us directly, you have the right to make a formal complaint to the statutory regulatory body as follows:

***Care & Social Services Inspectorate for Wales (CSSIW)  
Sarn Mynach, Llandudno Junction, Conwy, LL31 9RZ  
Inspector : Mr Nigel Williams    Tel: 0300 062 5609***

You may also wish to bring your concerns to the attention of Social Services:

***Gwynedd Social Services (Dwyfor)  
Canolfan Frondeg, Pwllheli, Gwynedd, LL53 5RE***

