

Plas Bridell Manor Nursing Home



**BRIDELL
CARDIGAN
SA43 3DD**

TEL: 01239 612706

PLAS BRIDELL

SERVICE USER GUIDE

PLAS BRIDELL IS A PART OF ASHBERRY HEALTHCARE LTD

Ashberry Healthcare Ltd is owned by Mr Paul Sednaoui, Paul can be contacted at:

Heathercroft Care Home
Longbarn Lane
Woolston
Warrington
WA1 4QB

Paul has been involved in the nursing home business since 1989. He is the owner of Ashberry Healthcare Limited and owns two nursing homes in Warrington, two in Hereford, three in Wales and one in Surrey.

The Responsible Individual/Director of Care:-

Diane Parrish - BSc (Hons), CPP, FAETC, RN (Group Care Manager)

Diane Parrish has a background in nursing, teaching and research.

A registered nurse specialising in neurology, Diane has worked in hospitals in England and Wales over a twenty five year period in both the public and private sector.

In 1998 Diane received a research fellowship and joined the Department of Health practice advisory group.

Since 2001 she has taught a wide range of clinical topics in hospitals, colleges and universities and has presented at conferences.

During the last seven years Diane has worked as a regional manager in domiciliary care with people with complex needs and as a registered manager in residential /nursing care homes.

Ashberry Healthcare Limited (Wales)

**Allt Y Mynydd
Nursing Home**
Llanybydder
SA40 9RF

Blaenos Nursing Home
Llandovery
SA20 0EP

**Plas Bridell Manor
Nursing Home**
Cardigan
SA43 3DD

Nursing

EMI Nursing

EMI Nursing

Ashberry Healthcare Limited (England)

**Broomy Hill
Nursing Home**
43 Breinton Road
Hereford
HR4 0JY

**Holmer Court
Residential Home**
Attwood Lane
Hereford
HR1 1LJ

**Heathercroft Care
Home**
Longbarn Lane
Woolston
Warrington
WA1 4QB

**Meadowview Care
Home**
Finlay Avenue
Penketh
Warrington
WA5 2PN

EMI Nursing

EMI Residential

Nursing/Residential

Nursing/Residential

Plas Bridell is situated in the heart of rural West Wales, just outside the market town of Cardigan.

Approximately two thirds of our service users are from the West Wales area where Welsh is the first language. Many of our staff have Welsh as their first language.

The following information is designed to give you a guide to living at Plas Bridell.

If you have any further queries or wish to arrange a visit, please contact our Manager – Shara Baxter on 01239 612706.

ACCOMMODATION

We are registered for 37 EMI Nursing beds.

We have a variety of assisted bathrooms and toilets, including a shower room.

We have a fully equipped hairdressing salon.

HEALTH NEEDS

Each Service User must have a General Practitioner. If you prefer to remain with your present GP every effort will be made to facilitate this providing the GP is willing to visit the Home.

Dental services are accessed as needed. A number of the service users visit their regular dentist.

Opticians regularly visit Plas Bridell.

A podiatrist visits Plas Bridell bi-monthly.

SERVICE USER INVOLVEMENT

Where possible, service users are involved in the planning of their care. If the service user is unable to participate in this process then the next of kin will be approached. The care is co-ordinated by the service user's primary nurse.

QUALIFIED NURSES

Plas Bridell is staffed by both registered psychiatric nurses (RMN) and registered general nurses (RGN).

PERSONAL CARE PREFERENCES

Plas Bridell employs both male and female care staff. We will meet any service user's request for same gender care staff.

TRAINING

All staff receive a thorough mandatory induction programme which includes, Manual Handling, POVA, Dementia Awareness, Challenging Behaviour, Food Hygiene, Health & Safety including Fire Safety, Safe Holding.

As well as the mandatory training, many of the staff have received training which includes, First Aid, Oral Care, Nail Care, Pressure Care, Diabetes Care, Advocacy, Venapuncture, Conflict Management, Catheter Care, Wound Management, End Of Life Care.

MENU

Our cooks offer a varied menu, with alternative dishes available. If a specialised diet is required for any reason our cooks will be pleased to accommodate any individual requirements.

Mealtimes are:

- Breakfast 07:00 – 10:00
- Lunch 12:15 – 13:00
- Tea 17:00 – 18:00
- Supper 20:00 – 21:00

Food and drink are always available.

Family and friends are welcome to share a meal with service users in the Home – just let the cook know before 10:00am please.

LEISURE

The Activities Co-ordinators, Gill and Tina, work with the service users to help provide structure and leisure. Some of the activities that take place are day trips, arts and crafts, nail care, hand massage, interaction, quizzes, and reminiscence, watching films, music, cooking and gardening. We have transport to provide residents with an opportunity to take trips.

We hold regular resident meetings when residents are given the opportunity to give feedback on the care they receive.

RELIGIOUS NEEDS

The local vicar holds monthly services at Plas Bridell.

We will try to facilitate any service user's wish to attend a place of worship. Our activity co-ordinators can assist with this.

HAIRDRESSING

We have a fully equipped hairdressing salon and a qualified hair stylist visits the home on a weekly basis. It is also possible for us to provide support to attend a local hairdresser. Personal hairdressers are always welcome at the home.

VISITING

Family and friends are welcome to visit at any time.

If family wish to discuss care issues with nurses, or to speak to manager it is advisable to telephone before visiting to arrange an appointment.

PETS

A decision on the suitability of keeping pets at Plas Bridell will be made on an individual basis.

Family and friends are welcome to bring pets into Plas Bridell whilst visiting.

SMOKING POLICY

In accordance with legislation there is a no smoking policy at Plas Bridell for staff and visitors.

Service User's who do smoke will have their needs facilitated in accordance with current legislation. This will involve smoking in a designated area outside of the main building.

Plas Bridell Philosophy of Care

First and foremost, our aim is to provide an environment that all service users can regard as THEIR Home. We recognise that a Home must be run to meet the needs of service users, and that their wishes are paramount.

We aim to offer care that is of the highest standard, and is tailored to meet the needs of service users whom we recognise as individuals with specific wishes and choices.

Care will be planned with regard to current research and adhere to the principle of good practice. Wherever possible the resident and their family will be involved in the planning of care.

Central to our core beliefs is that we recognise and respect the dignity of everyone within the Home. Wherever necessary, access to independent advocacy services will be provided and encouraged.

We will provide care that is non discriminatory. Our service users will be treated with respect, regardless of age, gender, race or religious belief. We acknowledge the right of service users to worship in their own faith, and every assistance will be given to make this possible.

Staff will make themselves available to discuss any matter with the service user or their chosen representative. Due to the nature of many of our service user's cognitive decline, we place a heavy emphasis on relationships with the next of kin and other family and friends.

Confidential information will always be treated as such, and the right of the service user to personal privacy is acknowledged. The right of privacy will extend to bedrooms, bathrooms and all personal space.

Above all, at Plas Bridell, we will strive to create a Home, where, in comfort, safety and security, the resident can be the individual that he or she has always been.

PLAS BRIDELL STAFF STRUCTURE

Shara Baxter **Matron/Manager**

Sarah Pearson **Deputy Manager**

Qualified Nursing Staff

Shara Baxter
Sarah Pearson
Lorraine Beattie
Tamra Wychwood
Mairwen Bowen

Angela Evans
Jean Cartwright
Linda Butt
Clive Wychwood
Peter Greaves

Head Cook

Neil Reed

Heads of Care

Sharon White
Sarah Axtell

Emma White

Administrator

Elaine Evans

Cysylltwch â mi os hoffech dderbyn copi
o'r Canllaw Defnyddwyr Gwasanaeth yn
y Gymraeg.

Activities Organisers

Gill Tanner

Tina Drewett

**Care
Assistants**

Ancillary Staff

**Maintenance
Staff**

PLAS BRIDELL NURSING HOME COMPLAINTS PROCEDURE

Tel: 01239 612706

Fax: 01239 613002

Should you have any reason to complain about any aspect of service within the home, the complaint should be made in the first instance to the **Manager, Shara Baxter**.

Miss Baxter will then investigate your complaint, and inform you of her findings, in writing, within fourteen days of receipt of your complaint.

Should you be unsatisfied with her findings, you can address a complaint to the **Director of Care: - Diane Parrish, c/o Blaenos Nursing Home Llandovery SA20 0EP**.

If you remain dissatisfied with the response to your complaint from the Group care Manager, you can pursue the matter with the Local Authority.

The address for the Local Authority is:

Pembrokeshire County Council
Town Hall
Haverfordwest
Pembrokeshire
SA61 1TP

If you remain dissatisfied, you can pursue the matter with the ombudsman. The address of the Ombudsman is:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Last review date 05/09/14