

# **BLAENOS HOUSE**

## **LLANDOVERY**

**A local EMI Nursing Home in the heart of the Towy**

Blaenos House is registered for adults over 65 years of age who have mental health needs, including dementia.

Staff are highly trained to meet the needs of this very specialised and vulnerable group of residents.

Many of our staff are Welsh speaking.

The home has recently been refurbished to a high standard, which ensures that we are able to offer our residents excellence in living conditions.

The home, although close to all local amenities, is set in superb grounds with stunning views of the surrounding countryside, which provides a quiet and calm ambience.



Gwenda Thomas, Deputy Minister of Health for Wales, visited Blaenos House in June 2008, in recognition of the high quality person centred care we provide.

We would like to invite you, to see for yourself, our newly refurbished home and meet our dedicated team.

We look forward to offering you a warm welcome at Blaenos House.



### **PLEASE CONTACT:**

Manager:  
Ms Judy Fawke RGN & RMN  
[jfawke@ashberry.net](mailto:jfawke@ashberry.net)  
Tel: 01550 720403

Administrator:  
Ms. Tracey Hamer  
[thamer@ashberry.net](mailto:thamer@ashberry.net)

# **BLAENOS HOUSE**

## **SERVICE USER GUIDE**

**2014**

### **BLAENOS HOUSE 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.

**BLAENOS HOUSE** is situated in the heart of rural West Wales, just outside the market town of Llandovery in Carmarthenshire.

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 Home is within easy reach of many local facilities – shops, pubs, a library, a park/bowling green, and bus and train routes. Access is easy to both Brecon and Carmarthen and the surrounding areas.

The following information is designed to give you a guide to living at Blaenos House.

If you have any further queries or wish to arrange a visit, please contact Judy Fawke, Manager on 01550 720403.

## ACCOMMODATION

We are registered for 38 EMI Nursing and Residential beds.

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

We have a fully equipped hairdressing salon.

We have a patio and garden where meals and drinks can be served.

We have a new conservatory with stunning views overlooking the Brecon Beacons.



## **HEALTH NEEDS**

Each Service User must have a General Practitioner; our Service Users are usually registered with Llandovery GP Practice. However, 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 Blaenos House.

A podiatrist visits Blaenos House fortnightly.

## **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**

Blaenos House is staffed by both registered psychiatric nurses (RMN) and registered general nurses (RGN).

## **PERSONAL CARE PREFERENCES**

Blaenos House 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, Moving & 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 08:30 – 10:30
- Lunch 13:00 – 14:00
- 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, Marcin, Max, Gill and Catherine work with the service users to help provide structure and leisure. Some of the activities that take place are day trips, fishing, visual sensory therapy, dancing, arts and crafts, nail care, hand massage, interaction, quizzes, reminiscence, watching films, music, pet therapy and gardening.



## **RELIGIOUS NEEDS**

We will try to facilitate any service user's wish to attend a place of worship. Our activity co-ordinators can assist with this. We also hold regular informal religious services in house with Reverend Ian Aveson and his wife Judith.



## **HAIRDRESSING**

We have a fully equipped hairdressing salon and a qualified hair stylist visits the home on a fortnightly 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 Blaenos House will be made on an individual basis.

Family and friends are welcome to bring pets into Blaenos House whilst visiting.

Blaenos House has two resident dogs, Zak and Max, they are used for pet therapy on a regular basis.

## **SMOKING POLICY**

In accordance with legislation there is a no smoking policy at Blaenos House 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.

## **Blaenos House 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 Blaenos House, 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.

# **BLAENOS HOUSE STAFF STRUCTURE**

**Judy Fawke RMN & RGN, Manager**

**Samantha Jones RNLD, Deputy Manager**

**Tracey Hamer, Group Payroll Administrator**

## **Qualified Nursing Staff**

Jane Price, RGN  
Kim Roach, RGN  
Christine Jones, RGN  
Farayi Gandidzanwi, RGN  
Clare Johnson, RGN

### **Head Cook**

Louise Davies

### **Head Housekeeper**

Sheila Guise

## **Team Leaders**

Renata Bolek NVQ 5  
Helen Price NVQ 3  
Ryan Bailey NVQ 3

**Care  
Assistants**

**Ancillary Staff**

**Maintenance  
Staff**

# BLAENOS HOUSE NURSING HOME COMPLAINTS PROCEDURE

Tel: 01550 720403  
Fax: 01550 721082

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, Mrs Judith Fawke (address below).

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

If the Manager is unable to resolve the matter to your satisfaction, you may then address your complaint to the Group Care Manager, Diane Parrish (address below).

Every written complaint is acknowledged within 2 working days, and investigations into written complaints are held within 28 days. All complaints are responded to in writing by Ashberry Healthcare Ltd.

If you have been through the process of contacting the previously mentioned persons and are still not happy, Carmarthenshire Social Services can be contacted (address below).

Should these steps fail to resolve the matter to your satisfaction the Public Services Ombudsman for Wales can be contacted (address below).

## **CONTACTS**

Mrs Judith Fawke, The Manager, Blaenos House Nursing Home, Llandovery, SA20 0EP

Diane Parrish, Group Care Manager, c/o Blaenos House Nursing Home, Llandovery, SA20 0EP

Carmarthenshire Social Services  
5 Spilman Street, Carmarthen, Carmarthenshire, SA31 1LE

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ  
01656 641150