

# JENKINS HEALTH CARE

## *Sketty House Care Home*



Sketty House Care Home is a 35 bed care home situated on Gower Road in Sketty. The Home stands in tree lined grounds, with gardens to the front and back. Sketty House Care Home is registered to provide personal and nursing care for older persons of either sex up to 35 persons, also continuing care. The Home has been operated by Margaret Jenkins and Cherish Care Homes Wales since 2009.

### *About Us*

This is a guide to the services we provide at Sketty House Care Home, should you have any further questions please do not hesitate to contact either the Manager or the Deputy Manager.

Sketty House Care Home caters for long term or short term stays and at times we accept holiday or respite stays, we do also accept day care. However long you stay with us we will do our best to make you feel at home.

Sketty House Care Home is registered to provide personal care for older persons of either sex for up to 30 persons. At times individual younger service users can be accepted subject to approval by the appropriate authorities. The usual range of needs we care for are older persons with physical disabilities or the normal confusion associated with ageing.

Carers, catering and housekeeping staff. All our staff receive extensive training to enable them to carry out their duties to a high standard. Sketty House Care Home encourages all care staff to train towards a minimum standard of NVQ Level 2 in care. Care staff that achieve this are able to become member of the Academy of Care Practitioners.

**Sketty House Care Home**  
**244 Gower Road, Sketty**

**Swansea**  
**SA2 9JL**

**Phone: 01792 290565**

**Email: [skettyhousecarehome@hotmail.co.uk](mailto:skettyhousecarehome@hotmail.co.uk)**

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## *Sketty House Care Home*

### *Admission*

Admission is arranged following a suitable assessment and a letter sent to confirm the placement, when we are sure we can meet the person's needs.

A month's trial is always given, following this the placement becomes permanent subject to one month's notice by either side. Emergency admissions sometimes happen and in these cases the Home will undertake an assessment within 48 hours of admission.

All individuals are issued with a contract of residence.

Regular meetings are held with service users and relatives, and quality assurance surveys undertaken annually. Managers operate an 'open door' policy. Letters are sent to keep people informed of any significant changes. Notice boards are situated in public areas. Be involved, tell us, we want you to be happy.

### *Risk Assessment*

We undertake risk assessments to avoid as far as possible the dangers common to older people such as the risk of falls. We aim to strike a balance between maintaining independence and yet protecting from danger. We do not restrain our service users either physically or chemically.

Care plans are in place and are reviewed monthly or more often if required.

Friends and family are encouraged to be involved in this process.

Bed Rails are only used following risk assessment, and only as a safety measure.

Doors are alarmed or opened by means of keypads. Numbers for keypads are provided nearby for those able to use them. All service users are assessed to ensure they are not deprived of their liberty.

All medication is managed by the staff unless a service user wishes to administer their own medication and has been assessed as safe to do so.

# JENKINS HEALTH CARE

## *Sketty House Care Home*

### *Our Commitments*

Cefn Lodge Care Home is a member of Care Forum Wales and adheres to the dignity in care charter. Our care values are to respect individual privacy, dignity, rights, independence, choice and fulfilment. When an older person lives in a communal setting they must still have the freedom to choose their own habits and lifestyle. Important choices such as times to sleep, to get up and to eat, how and when they attend to hygiene needs and decide what to wear, how to be addressed and how to spend their time.

- We always strive to provide a clean, comfortable, homely environment in which care, well-being and comfort are of primary importance.
- We endeavour to provide a clean, comfortable, homely environment with a good standard of personal care.
- We make every effort to provide good nutritional food and a varied menu.
- We aspire to provide stimulation and interesting things to do in the day with activities and entertainment suitable for the individual. The activities aim to encourage mental alertness, self-esteem and social interaction.
- We seek to provide suitable equipment to meet the assessed needs and to train our staff to provide high standards of care. Our objective is for everyone involved to be satisfied with the standard of care provided and maintain the good reputation of the home.

All service users are entitled to a G.P. of their choice (within the area) and to have a private consultation according to their wishes.

Dentists and opticians visit Cefn Lodge regularly and individual arrangements can be made if required.

Cefn Lodge Care Home is conducted with due regard to the sex, sexual orientation, religious persuasion, racial origin, culture and linguistic background and disability of the service user.

# JENKINS HEALTH CARE

## *Sketty House Care Home*

### *Visitors*

Visitors will be made welcome and refreshments will be provided at any reasonable time throughout the day, visiting during the night staff hours is by arrangement with the manager. For security and fire safety reasons visitors are asked to sign the visitor's book on entering and leaving the building.

An Individual has the right to refuse to see any visitor and this right will be respected and up-held by the person in charge who will if necessary, inform the visitor of the individuals wishes. Mail will be given un-opened, however assistance will always be given if required.

Individuals may install a private telephone line in their room if they wish at their own expense.

A key worker will be assigned to each individual and have specific responsibility for addressing their needs. Relatives are encouraged to participate and the key worker will make contact with friends and family establishing relationships and being fully involved in the individuals care.

### *Therapeutic Techniques*

Physiotherapy, occupational therapy, speech therapy and aromatherapy are available as required by private arrangement between any individual or their representative and visiting professionals. Some therapeutic techniques may be available on the NHS and enquiries should be made from the relevant doctors.

### *Social Activities*

Social activities, hobbies and leisure interests are all catered for. Cefn Lodge Care Home employs an activities co-ordinator. Who organises regular in house entertainment and group activities with the home, she also visits service users who choose to remain in their rooms.

Cefn Lodge Care Home is a member of C.H.E.E.R.S (Care homes for the Elderly Entertainments and Recreation Society) who help to organise special events and outings involving other care homes in the local area.

Menus are varied and service users are asked about their favourite dishes and all dietary requirements are catered for. Service users may eat in the dining areas or their own room if this is their choice, assistance will be given when required at meal times.

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## *Sketty House Care Home*

### *Financial Arrangements*

Fees are paid by standing order or by cheque until this arrangement can be made. Fees are due monthly in advance.

Fees – What is included:

- Fully trained staff in 24 hour attendance
- Good home cooking with provision for any dietary requirements.
- Laundry service
- G.P visits
- Call system
- Full central heating
- In house activity/entertainment programme

What is not included:

- Dry Cleaning
- Hairdressing
- Private Chiropody
- Private telephone installation and charges
- Personal toiletries
- Ticket cost for shows
- Holiday or outing costs
- Third party agreements
- Escort duty charges

### *Leaving or Temporarily Vacating*

4 Weeks written notice must be given of intention to leave. (except during the 4 week trial period.) Temporary absence such as hospital admission is subject to the full fee for the first 6 weeks and thereafter 80% of the normal fee.

### *Escort Duty*

It is the responsibility of the relatives to provide an escort to hospital or other venues as required. If the home is required to provide the escort then a charge of £10 per hour will be made for the carers time , provided a member of staff is available if agency staff are required there may be an increased charge. Ambulance transport is available and the home cannot provide transport for individual appointments.

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## *Sketty House Care Home*

### *Inspection*

The home is inspected regularly by the Care Inspectorate Wales. The inspection report is available at the home on request or can be viewed online at <http://careinspectorate.wales> Social services also monitor the home to ensure compliance with their contracts.

### *Complaints*

Please discuss any queries or concerns you have with the Manager, customer service is important to us and we take all complaints very seriously. Should you have cause for complaint a procedure is available at the home. Please ask a member of staff to provide you with more information about this procedure. We would ask that all complaints are first discussed with the manager, a full investigation will be carried out and you will receive a reply within 14 days, however if you are still dissatisfied you may contact:

Care Inspectorate Wales  
Tel: 01267245160

If you have any further queries on this guide or any of our services please do not hesitate to speak to the manager.

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