



Alexandra Court Residential Home  
333 Spen Lane  
Leeds  
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Residents Handbook

## **Welcome**

Welcome to the Alexandra Court family. Since opening in November 1992, we have created a unique and friendly environment to enable comfortable living and high standards of care.

Taking the first step into a new home is never easy. It can be an emotional time for residents and family alike. The staff at Alexandra Court are trained and sympathetic to the mixed emotions people feel about such a change in their lives. Our role is to help you understand and overcome any fears or anxieties, and turn the process into a positive one.

We are very much a family run home where Wray, the owner and his three children all take part in the day to day running of the home, which adds to the relaxed, caring and warm atmosphere of Alexandra Court.

Our care manager Jacinta Jackson is responsible for the overall management of Alexandra Court and has been at Alexandra Court since 2000. She is a registered nurse and has completed her Level 4 RMA management certificate. Jacintas team consists of 17 care assistants, the majority of which hold Level 2 NVQ'S in Health and Social care.

Alexandra Court has an excellent reputation and we look forward to making your stay here with us as happy and fulfilled as possible.

## **History of Alexandra Court**

Mary and Wray Nelson opened Alexandra Court many years ago and it was called after their daughter's middle name.

Mary was a former nurse and social worker for the elderly and was disappointed in the calibre of the care homes she visited on behalf of her clients. It was a dream of hers to open a residential care home for the elderly where standards were high and resident's welfare and well being were the top priority. She wanted Alexandra Court to be a home that welcomed elderly people from all classes and backgrounds.

With a lot of financial and manual help from Mary's family and with Wray by her side to deal with the hard task of converting a normal house into a residential home, Alexandra Court was finally opened in 1992 after much heartache and almost financial ruin.

Sadly in 1998, Mary died of cancer at the age of 50 leaving Wray to continue to live out her dream and ensure Mary's high standards were upheld. With the help of Mary's sister Margaret who took over the financial side of the business, the employment of our superb care manager Jacinta and with the constant input from Wray, Alexandra Court has gone from strength to strength.

Margaret retired in 2008 followed by Wray in 2011 and they have handed over the reins to Mary's daughter Marilouise who will ensure that Mary's spirit, high standards and values continue to live on in Alexandra Court.

Marilouise continues to be supported by Wray along with her brothers, Dominic and Andrew, who are all directors of Alexandra Court.

## **Location**

Alexandra Court is situated in West Park, a suburb of North West Leeds, north of Headingley in West Yorkshire.

## **Accommodation**

Alexandra Court is a two-storey building and consists of 24 rooms, 13 of which are en-suite. All bedrooms are furnished to a high standard although residents are very welcome to bring their own items of furniture, keepsakes and mementoes.

All bedrooms have television points and a call bell system. Telephone points can be installed if required.

Alexandra Court has a fully functioning hydraulic lift for those residents on the second floor, removing the inconvenience of steps and stairways.

Our comfortable lounge area has a 42-inch flat screen television with DVD player and a music system where residents can listen to their favourite songs or watch their favourite programmes.

Alexandra Court has a wonderful paved patio and flagged walking areas where residents can enjoy the summer sun surrounded by a large array of plants and flowers.

Alexandra Court is fully central heated and complies with all regulations including fire and those required by the Care Quality Commission.

## **Philosophy of Care**

We aim to provide a total range of care in collaboration with all appropriate agencies, to meet the overall personal and health care needs of our residents. Doctors, district nurses, opticians and chiropodists make visits to the home.

Each residents care plan provides the basis on which Alexandra Court's care service is delivered. Each residents care plan includes a description of their preferred daily routine, likes and dislikes any specific dietary requirements, details of risk management plans and details of health care needs. Resident's weights are observed and recorded on a monthly basis.

Being a smaller home enables Jacinta to take personal responsibility for monitoring, reviewing and coordinating the care plans for all residents.

An important part of our approach to care is to obtain the views of residents, relatives and friends. We do this regularly via resident meetings which family and friends are invited to attend and by requesting resident's families and visiting professionals to complete a twice-yearly questionnaire.

## **Meals**

Food is a very important subject to our residents and our regular residents meeting constantly revolve around the subject.

We endeavour to find out each individuals preference in relation to food and we always ensure any specific dietary needs are met.

The menu for each day is displayed in the dining room.

Residents have the choice of eating meals in their bedrooms or in the dining room, however we do encourage residents to attend at least one meal a day in the dining room, but the choice is entirely up to the resident. Meal times can vary depending on the individual resident. We have discussed meal times at length during resident meetings and most residents feel happier if their day is structured. For those residents that do not like routine, we can prepare and provide meals for them at any times of the day.

Our food suppliers consist of RP Setchfield, RK Harris and Sons and Tesco.

### **Meal times**

<b>Meals</b>	<b>Approx times</b>
Breakfast	8.00 – 9.30 am
Drink and biscuits	10.30 am
Lunch	12.30pm
Drink and biscuits	3.00pm
Tea	5.00pm
Evening drink	7.30 onwards

## **Amenities**

At Alexandra Court, we want to help our residents to live an active and fulfilling life and therefore we discuss with our residents, at our frequent meetings, what activities and entertainment they would like to be involved in.

We have a fully functional hairdresser's salon and our hairdresser visits every Monday. Newspapers are available for delivery should a resident wish and we ensure that residents have access to television, music and films. An iPad is provided for resident's use with SKYPE and FACETIME registered on it so residents can contact friends and family. We also have regular visits from our PAT registered therapeutic dog and visitors are more than welcome to bring in animals to the home.

Our entertainer visits on a monthly basis and a specially trained fitness instructor visits on a fortnightly basis to ensure residents keep their joints moving. The local COE vicar and catholic priest visit on alternate weeks to conduct mass.

Other activities provided:

- Trips to shopping centres
- Attendance at the local day centre
- Trips to local cafes
- Bingo
- Dominoes
- Sing-a-longs
- DVD afternoons
- Quizzes

Alexandra Court has a high standard of cleanliness to prevent infection. All toilets, hand basins, mirrors, bedroom carpets and toilet floors are cleaned on a daily basis. Bed linen and towels are provided and are changed on a weekly basis. Alexandra Court operates a full laundry system.

## **General Information and terms of residence**

### Access to personal information

All residents have the right to access any information that relates to them. Special permission is required from their GP to see medical records.

### Advocacy

Residents have the right to consult their own solicitor however if they would like advice on legal/financial matters the Administrator will try to oblige. Age Concern runs an advocacy scheme aimed at helping those clients who are having difficulty managing their own affairs and at those who have no relatives or friends to act on their behalf. For further information please contact Age UK in Leeds on 0113 389 3000. Management or staff cannot act as a witness for residents making a will. It is advisable for a will to be made before entering Alexandra Court.

### Alcohol

Residents have a right to choose whether they consume alcohol in the privacy of their own room. However, excessive use of alcohol where it affects the health and safety of residents and staff will warrant the manager to ask the resident to leave.

### Animals

Visitors are welcome to bring animals into the home. However, if they have any 'accidents' we request that it is cleared up immediately.

## Behaviour

If a resident's behaviour gives cause for concern or their condition deteriorates to such an extent that it proves upsetting to the running and atmosphere of Alexandra Court, then unfortunately residents will be asked to find alternative accommodation. All new residents are given a six week settling in period. If the resident is unhappy at Alexandra Court then they can leave at any time – they do not have to give notice. Their happiness is paramount to us. However if the management of Alexandra Court feel that the residents needs would be better met at another care home then we reserve the right to ask the resident to leave. If the six week settling in period is successful for both parties, the resident will be provided with a contract.

## Children

Children are very welcome however we do request that they are supervised at all times and respect the privacy and tranquillity of other residents.

## Chiropodist

Nicola, our Chiropodist visits every 4 weeks. Her services are offered at a competitive reduced rate however we do not want you to feel obliged to use her. Residents are welcome to invite their own Chiropodists to the home.

## Cleaning

Alexandra Court has a high standard of cleanliness. All toilets are cleaned every day along with hand basins, mirrors, furniture etc. Beds are changed on a weekly basis and we have a six weekly schedule for bottoming bedrooms. We will discuss with you a convenient day for your room to be cleaned to prevent any disturbance to your daily routine. For safety

reasons and to ensure your room gets a thorough clean it is helpful if residents can vacate their room during this period. However, staff will respect residents who choose to decline this offer.

### Complaints

Although we strive for high standards, we do realise that there may be an occasion when you have cause for complaint. Should any resident or visitor be disappointed with any of Alexandra Courts services, the manager and staff are available at any time to discuss grievances and to try and resolve them. Residents may also lodge a complaint with the local authority. Our complaints procedure can be found on the residents notice board in the dining room.

### Doctor

The home registers residents with Burton Croft Surgery in Headingley who have provided us with excellent service since opening. However, you do not have to register with them. You have the right and choice to remain with your present doctor. You will need to obtain an agreement from your doctor and provide us with your doctors name, address and telephone number

### Expenses

Alexandra Court operates a software package called Care Management systems. Each resident is inputted on to the computer and this is where daily care is recorded, care plans are made and evaluated and next of kin details are logged etc. It also records each resident's expenses. For e.g. when the hairdresser visits, she gives us her bill, we pay her, and then we add each resident who has had his or her hair done onto the database individually. This makes it easier for the resident who will not have to worry about carrying money around with

them. A bill is presented to the resident/next of kin at the end of every month with a list of all expenses i.e. chiropodist, hairdresser, newspapers, taxi fares and is paid accordingly. Alexandra Court has a taxi account with Streamline and should a resident need transport to an appointment we can arrange this. If a resident requests an escort we can provide a member of staff to accompany them however this can be costly to the resident. As of 2012 the cost of an escort is £6.90 per hour. Should we increase staff wages then this rate will rise. The resident or next of kin will be informed should this happen.

### Fees

Fees must be paid in advance and can be paid four weekly or monthly. We prefer them to be paid by standing order or cheque. The financial administrator will invoice you approx two weeks before they are due along with any expenses and would appreciate the fees being paid on time. If fees are not paid on a regular basis, the owner reserves the right to ask the resident/next of kin to find alternative accommodation. A late payment charge will also be incurred. Any queries involving payments should be directed to Marilouise. Fees are reviewed on an annual basis. If the manager or Marilouise suspects relatives to be abusing the resident financially, they have the right to inform social services who will investigate the matter.

£493	Single room per week
£505	Single room with ensuite per week

### Fire safety

All visitors are asked to sign the visitor's book in the hall at any time they enter or leave the building to ensure we know

who is in the building at all times. For safety reasons, bedrooms doors must be kept shut at all times – they should not be blocked open with wedges. Corridors and emergency exits must be kept obstruction free at all times.

In case of an emergency fire evacuation, it is important that you make note of the nearest fire exit to your room.

The staff will be aware of each resident's abilities and will assist those nearest the fire to evacuate.

On hearing the fire bell, if able, make your way to the nearest fire exit and keep a safe distance from the house. Alternatively, remain in your room and ensure your door is closed shut. Wait for assistance.

Never use the lift

Never enter the building until advised by staff

Never panic

Never try to put the fire out yourself

### Furniture and personal belongings

Residents are welcome to bring in any furniture, keepsakes or mementoes when they move into Alexandra Court. However, it would be helpful if residents could provide an inventory of items. When you move into your room, it becomes just that – yours. So, please feel free to hang your pictures on the walls and bring your photos and ornaments. Any belongings brought into Alexandra Court will remain the property of the resident even when the resident leaves. Therefore, the executors of the resident's estate/next of kin should arrange for the removal of such property in the event of a resident's death or relocation to another home. Fees will continue to be chargeable until the resident's property is removed from the bedroom.

## General Assistance

There is a call bell in all bedrooms, communal toilets and communal areas such as the dining room, hall or lounge. Please call if you need assistance anytime, day or night. Please remember that there will be a couple of minutes waiting period until staff can reach you.

If you have a particular routine that you would like to follow please make staff aware of this and they will do their best to keep to it. Residents are free to get up and go to bed at whatever time they wish and you have the freedom of choice to live as you would like.

## Going out

If you are going out please notify the staff of an approx time of return so that appropriate arrangements can be made for medication and meals.

## Hairdresser

Alexandra Court has a fully functioning hair salon and our Hairdresser Angela visits every Monday. Although her prices are very competitive, please do not feel obliged to use her. Residents are very welcome to have their own hairdresser visit.

## Health and Safety

The overall responsibility for health and safety lies with the directors of Alexandra Court. However, Jacinta Jackson is responsible for implementing and monitoring the homes Health and Safety policy. All employees, residents and visitors have the responsibility to co-operate with the manager to achieve a healthy and safe home.

## Inspection Report

A copy of our most recent Care Quality Commission Inspection Report is available from the office. Alternatively you contact CQC for your own copy through their website at [www.cqc.org.uk](http://www.cqc.org.uk) under 'Inspection Reports'.

## Laundry

Laundry is washed as necessary and collected daily. It usually takes 24 hours for your laundry to be returned to you.

It is a requirement that all laundry (including underwear) is clearly labelled with a sewn on printed label before admission. We have found the iron on labels tend to come off and even laundry pens fade. We will not take responsibility for any item lost or damaged in the laundry although every effort is made to ensure clothes are kept in pristine condition.

We are unable to provide a dry cleaning or hand wash service and request that residents or relatives arrange for these items to be cleaned.

Bed linen and towels are provided.

## Maintenance

Should you require any maintenance work in your room please advise the manager who will ensure that repairs are carried out within three days.

## Medication

If a resident would like to use any homely medicines such as cough syrup or paracetamol, please ensure staff are notified immediately.

## Newspapers and magazines

Newspapers and magazines of your choice can be delivered daily. Please advise the manager of your preferences and she will organise their delivery.

## Palliative care/Gold Standards Framework

Palliative care is something we are passionate about at Alexandra Court and all our staff are fully trained in all aspects of end of life care. When you come to live with us, it is important that we know what your wishes are concerning end of life care in terms of who you would like around you in your final days, whether you have a living will, which funeral director you would like and whether you want a Do not attempt resuscitation (DNAR) form on record. Our care manager will discuss this with you within the first two weeks of your arrival. Please do not be offended – we just want to ensure we meet all your needs. We are currently on the accreditation process for the Gold Standards Framework on end of life care.

## Racial abuse and Bullying

All racist and bullying incidents will be dealt with by the manager. Continual racist behaviour/ bullying may result in a resident being given notice to leave Alexandra Court. In all cases, it will be discussed with the resident and next of kin.

## Religious needs

For the past few years, we have been lucky to have a fortnightly church service provided by Brian Lipscombe, our local Church of England vicar. The mass is conducted in the lounge and all residents are welcome to attend.

To ensure you can continue with your faith, we will endeavour to contact the local religious priest to make arrangements at your request.

### Residents meetings

Alexandra Court aims to provide an excellent service to all our residents and to help with this we hold regular meetings to ask residents opinions on food, activities, staff and any other issues. Notices are put up around the home well in advance to ensure residents and relatives can attend.

### Smoking

Alexandra Court has a no smoking policy however you are welcome to smoke outside away from the building.

### Staff Training

To ensure all our staff are competent in their duties Alexandra Court has a strict calendar of mandatory training each year. The training content includes Health and Safety, Manual Handling, Fire, First Aid, Food Hygiene, Dementia, Palliative care and NVQ.

### Television and Licensing

The communal lounge has a large television for all to use however, if you prefer to have your own television in your room, an aerial point has been installed.

If you do decide to have a television in your room, you do not need to apply for a television license as the home has a 'Concessionary License'. The home will automatically update your details with the necessary authority.

## Visitors

Visitors are welcome to visit any time although please bear in mind what time meals are served so as not to disturb residents whilst they are eating. All visitors are required to sign the visitor's book. Tea and coffee can be provided for visitors.





