



# TALBOT COURT

CARE • PATIENCE • UNDERSTANDING



## *Prospectus*

A STATEMENT OF PURPOSE

Talbot Court Care Home  
Talbot Road,  
Port Talbot SA13 1DR

Tel: 01639 887975

email: [info@talbotcourtcare.co.uk](mailto:info@talbotcourtcare.co.uk)

web [www.talbotcourtcare.co.uk](http://www.talbotcourtcare.co.uk)

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*Proudly British*

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## ***1. The Provider***

The registered provider is Carehart Limited. Dr Merajuddin Hasan is the Responsible Individual.

Mrs Francina Ritchie is registered with Social Care Wales (SCW) and is the appointed Manager of Talbot Court Care Home.

The business address for both is

Talbot Court Care Home  
24 Talbot Road  
Port Talbot  
SA13 1DR

Telephone: 01639 887975

Email: [info@talbotcourtcare.co.uk](mailto:info@talbotcourtcare.co.uk)

The prospectus outlines our statement of purpose in accordance with the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016.

*NB: The following words are used synonymously: service user, resident and individual.*

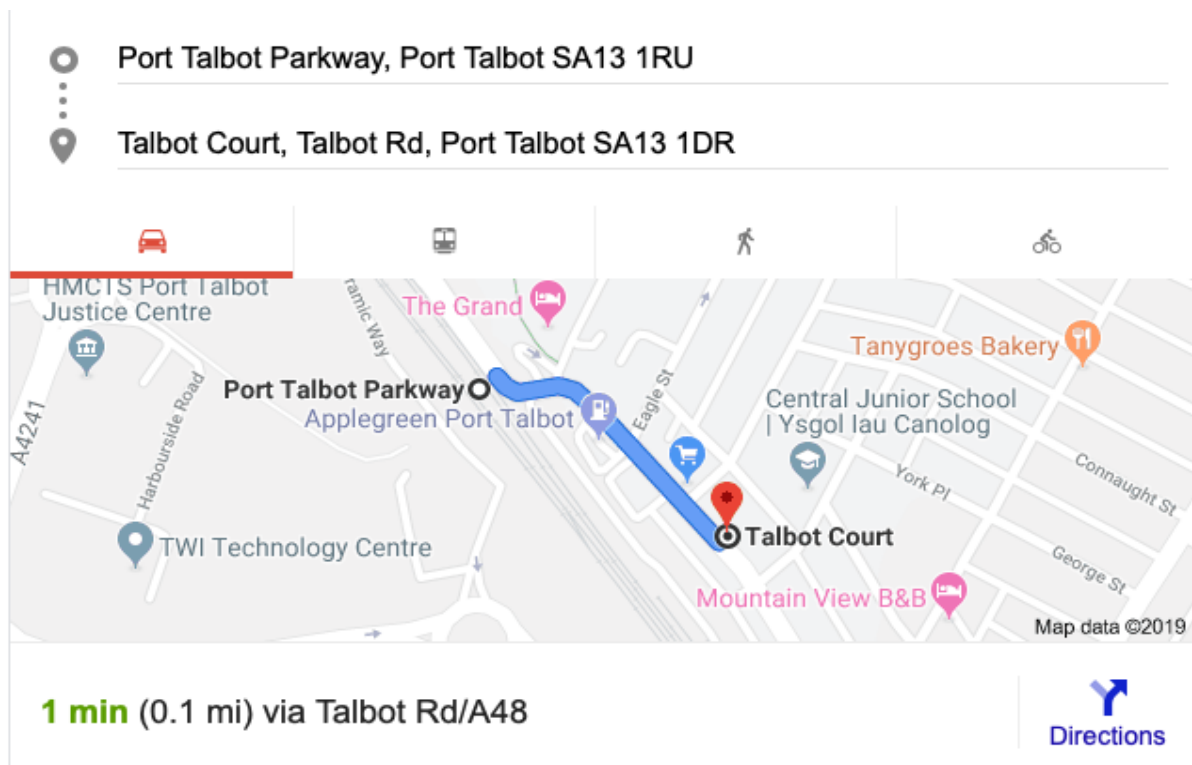
## 2. Location of Service

Talbot Court Care Home is a popular small independent care home in the heart of Port Talbot.

The home is located within walking distance from the town centre as well as nearby amenities including the high street, modern shopping centre, theatre, cinema, and the lovely Aberavon beach.

Talbot road is one of the main roads with bus stops located just outside of the home. The newly revamped and modern Port Talbot Parkway train station linking the city to the county and beyond is just a stone throw away from the home.

We are minutes away from local surgeries, closer to Neath Port Talbot Hospital and within short driving distances from Princess of Wales and Morriston hospitals.



### **3. Provision of Service**

#### *3.1 Type of Service*

The home provides a mixture of residential and nursing care services on both permanent and respite basis. We strive to offer a highly professional service for 30 elderly persons, some of whom live with dementia. If needed, accommodation for people over the age of 40 may be considered. Our story is simple- **we care**.

#### *3.2. Overall Philosophy of Care*

Talbot Court aims to provide a friendly, secure, relaxed, and homely environment in which individual care, wellbeing and comfort are of utmost importance: Our residents always come first and are treated as valued members of the community. We are a client-centred-home, where our residents have a right to:

- ❖ Dignity
- ❖ Privacy
- ❖ Confidentiality
- ❖ Freedom of Activity (subject to safety)
- ❖ Receive visitors
- ❖ Receive a high standard of care appropriate to their assessed needs
- ❖ Be consulted on all matters that may affect them

Our care team members strive to preserve and maintain the holistic care and pay attention to the individuality of our residents. The care is catered within a warm atmosphere with great sensitivity to each individual's changing needs. Such needs may be medical, therapeutic, cultural, psychological, spiritual, emotional, and social. Individuals are encouraged to participate in the development of the individualized care plans in which the involvement of family and friends may be appropriate and greatly valued.

Risk assessment is carried out to ensure that individuals can carry out their desired activities within the home and to assess their safety limits.

Talbot Court has internal safe space for individuals to mobilise independently. All spaces are monitored to ensure that any hazards are identified, risk of harm recognised and measures put in place to reduce the risk. All staff within the home are appropriately trained to deliver the highest standard of care .

### *3.3. Aims and Objectives*

We believe our residents are unique and should be treated as individuals. As stated above, we provide service delivery where individuality is key; we place a great emphasis on privacy, dignity, independence, choice, rights, and fulfilment:

#### *i) Privacy and Dignity*

We consult with our residents and those closest to them on how we support the individual in making choices and retain control over their lives. Among others, we support individuals to remain healthy through diet, ensuring that dignity is maintained during personal hygiene and that they are supported to maintain independence as far as their capacity will allow.

Consultation with those in our care by professionals or others is always done in the strictest of privacy.

We employ both male and female care staff and to the extent possible assure choice of gender for personal care.

Practical privacy includes staff always knocking on individual room doors, bathroom, and toilet doors before entering or being invited to enter.

Individuals can lock their own private areas (albeit we are able to access them in an emergency). Individuals have privacy in reading and /or writing mail, and private use of the telephone.

We do not tolerate any practices that may impair an individual's dignity. Any acts that detrimentally affect the dignity of any individual are considered as acts of gross misconduct and may lead to staff member(s)'s dismissal.

#### *ii) Independence*

We support individuals to take calculated risks, make decisions, think, and act for themselves. We ensure that a reasonable balance is kept between independence and risk taking with full acknowledgement of our residents' mental capacity. The care needs are reviewed regularly to identify/reflect the risks and put measures in place to safeguard the individuals.

Our residents expect to enjoy the same standards of independence we all generally expect to enjoy. The freedom to be alone, free from intrusion or disturbance (without impairing the quality of care) is essential and reflected in our care practices and attitudes.

#### *iii) Choice*

We ensure, where possible, individuals can make informed choices and that their individuality is respected by all. We recognise the importance of maintaining the uniqueness and character of everyone in our care and avoid situations that lead to impairment of self-esteem and sense of self-worth.

#### *iv) Rights*

We respect the rights of the individual to be left alone and undisturbed whenever they wish, and we ensure the environment is safe to do so. They have the right to meet family, friends, and visitors without being overlooked or overheard. Staff always show regard for privacy of individuals in the delivery of personal care.

Our policies and procedures promote human rights for all individuals in our care. We ensure that our staff uphold human rights on the basis of age, gender, race, language and religion. Most importantly, we facilitate ways in which our residents and their families have power and opportunity to speak up and to challenge any form of poor treatment

#### v) *Fulfilment*

We aim to enable our individuals to realise their own aims and help them to achieve these goals in all aspects of daily living. We seek to gain an understanding of our individuals' spiritual and emotional needs and strive to create a lifestyle that is both flexible and adaptable to their needs and wishes as they change over time.

### **4. *Admissions Process***

#### *4.1. Routine Admission*

When an individual/family decides that they, or their significant other, wishes to live with us, our manager/deputy or a designated member of staff will visit the individual (at home or hospital) to assess whether we can meet their care needs. We liaise with the individual's family, social worker, GP and if applicable district nurse to assist us in compiling an assessment of that persons' needs. Our holistic Pre-admission assessment form guides us to collect all necessary data. We then analyse the data in connection with the available resources to decide whether to admit an individual or not.

#### *4.2. Emergency Admissions*

In emergency situations, a telephone assessment can be carried out to ascertain whether Talbot Court can meet the needs of the individual. If the home can fulfil his/her needs, an initial temporary admission is granted post which all the procedures for a planned admission are followed. An emergency admission may happen when it is considered that someone needs to be supported and cannot wait due to their vulnerability.

#### *4.3. Trial Periods*

Talbot Court welcomes potential residents to visit and spend some time at the home before making their own decision. This could range from a few hours to spending a full day at the home. A formal trial period of some four weeks follows admission; enabling all parties to ensure that the home can meet all care needs.

### **5. *Supporting Individuals with Dementia***

We acknowledge that Dementia is a progressive and largely irreversible clinical syndrome that is characterised by a widespread impairment of mental functions. We are aware that many individuals with dementia, as their condition progresses, can experience one or all the following - memory loss, language impairment, disorientation, changes in personality, difficulties with activities of daily living, self-neglect, psychiatric symptoms such as depression or psychosis and out-of-character behaviour such as aggression or sleep disturbance.

We recognise, therefore, that individuals with dementia are not being deliberately difficult; often their behaviour is an attempt to communicate. Our staff make effort to establish the root cause of individual resident's behaviour problems as they occur so that concerns can be resolved.

We often ask our staff to put themselves in residents' place and understand the latter- how they might be feeling. We stress on the need for our staff to have knowledge of the individuals' life history as this can largely help in understanding residents' needs.

We are confident the more support one can give someone, the better life with dementia can be: especially in the early years.

Our focus is be placed on the person's abilities not just their disabilities. We encourage our residents to continue with hobbies and interests whenever possible. We train and support our staff to provide our residents with:



- ❖ Reassurance that they are still valued and that their feelings matter.
- ❖ Freedom from as much external stress as possible.
- ❖ Appropriate activities and stimulation to help them remain alert and motivated for as long as possible.

We are assured that our good understanding of dementia enables us to communicate and support our ladies and gentlemen better.

There is evidence that individuals with dementia respond best to stable environment, such as having care staff who know the person well. Having dementia doesn't change who the person is; rather each person with dementia is a unique individual with their own emotional, physical, and social needs. So, we carry out an individually tailored care plan which enables the person to experience the best possible quality of life. Thus, all persons with dementia will have an assessment and on-going personalised care plan, agreed across health and social care review that identifies and addresses their individual needs.

Our nurses and senior carer staff understand that care and support options are tailored in accordance with individual resident's needs: the care plans are self-centred and self-directed not 'one-size-fit-all' kind of plans because, some options can work well for one individual but prove to be stressful and unsuitable for another person.

We, at Talbot Court, make sure that staff know the person through life-story books, sharing likes and dislikes and personal preferences. Upon admission, each individual is assigned a keyworker who completes a life history with the individual, involving the family where necessary. We encourage families to provide belongings that bring comfort and meaning for their relative living with Dementia, even at a later stage of the condition.

Championing dementia care are best practice in the home. All staff receive training in Dementia care to ensure that they understand how best to support and care for people with various forms of dementia and how it can affect everyone. With an increasing number of people now living with dementia, we are continuing to invest more and more in this area such as having regular training of staff on Dementia and specialised furniture and equipment such as sensory mats, memory corner, etc.

In addition, we facilitate for our residents to have plenty of natural light. We have signage around the home to make it easier for the residents to find one's way around for minimising disorientation.

### *Behaviour Management*

We often care for residents with behaviour problems. We recognise that these individuals require specialised care and support. Therefore, we arrange for our staff to have additional training on caring for people with challenging behaviour. In addition to this, we liaise with external agencies especial our local mental health team (CHIRT) for support and to determine if the placement is still appropriate for the individual.

We ensure that our residents have regular mental capacity assessment and DOLS in place if required.

## 6. Communication and Stimulation

### 6.1. Social activities, hobbies, and leisure interests



*Singing in the afternoon*



*Mike, Alice, and Sheila fully engaged*

Here at Talbot Court, we pride ourselves with social care delivery. Our focus is placed on building on our residents' strengths and abilities. We encourage our residents to participate as much as possible in the assessment and planning of their care plans. If they are unable to participate, family members can assist, or an advocate may be required.

We have a dedicated activities co-ordinator Huw, who endeavours to encourage and stimulate individuals through a range of social activities. The activities co-ordinator actively and regularly engages with the individuals and their families as to the type of social activities they prefer and these are acted upon wherever possible. Our activities include, but are not limited to:

- ❖ Quizzes
- ❖ Crosswords
- ❖ Card and board games
- ❖ Outdoor gardening
- ❖ Mobile library
- ❖ Sing-a-longs
- ❖ Karaoke
- ❖ In-house concerts
- ❖ Arts and crafts
- ❖ Painting
- ❖ Reminisces
- ❖ Competitions
- ❖ Tombola/bingo



*Jean loves baking*



*Day out*



*Reading our very own daily newsletter- The Dazzlers*

ACTIVITIES WEEKLY TIMETABLE					
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
10.30-12.30	GROUP DISCUSSION with residents on activities for the week  MORNING EXERCISE CLASS	HAIR AND PAMPER DAY In the conservatory Refreshments provided	INDIVIDUAL VISITS One to one with residents, to include, games, music cognitive Therapy	MORNING EXERCISE CLASS  MOVIE MORNING	SPECIAL REQUESTS, to include, walks, games, Physical activities
12.30-13.30	Lunchtime	Lunchtime	Lunchtime	Lunchtime	Lunchtime
13.30-16.00	OUTSIDE THERAPY Garden, park, Shopping, Trips  RAINY DAY COOKING  SING SONG	INDIVIDUAL HAIR CUTS IN THE ROOMS (by request)  SING SONG	INDIVIDUAL VISITS ONE TO ONE, to include, Physical activities, reading, audio listening	BINGO IN THE LOUNGE.  QUIZ SING-A-LONG	ENTERTAINER in the lounge Singing and dancing for all the residents

*An example of our weekly activities plan:*

We arrange regular day trips to local well-known places and have a selection of professional entertainers who visit the home on a regular weekly basis. We also have choir and school visits, town centre, beach, and coffee outings. Visits have taken place to a pub for a pint, Christmas meals and celebration of the Queen's birthday. During these visits, individuals are encouraged to interact with others if they so wish. We regularly hold fete and have parties – Christmas, Olympics, national day, etc. There are opportunities in all these activities for friends and families to participate.

We also hold regular clothes parties within the home enabling fewer mobile individuals to purchase garments.

We welcome well-mannered pets to visit residents for entertainment purposes. The residents, in their regular meetings, decide as to where pets are allowed to roam. A risk assessment is undertaken as to the suitability and kind of a pet.

### **Fluffy the Rabbit**



Our little girl fluffy lives here full-time and the residents adore her. She is highly sociable; makes everyone happy.

## *6.2. Communicating with Individuals and Contact with Relatives, Friends, and Representatives*

Staff are equipped with the knowledge to communicate with residents. Residents' communication needs are identified during admission to Talbot Court so that their language and communication needs can be met on an individual basis. We cater for residents with hearing, visual and speech impairment for which we may offer white board, audio books or picture cards.

We have staff who engage residents using basic conversational Welsh and can often be found singing the Welsh anthem with residents. For fluent Welsh speakers we invite external Welsh speakers from the local churches to interact with residence once permission is given by family. We offer visual aids in the form of bilingual signage to ensure that the choice of the Welsh language is always available.

We continuously encourage contact between individuals and their relatives, friends, and representatives. Our visitation policy is open, with visitors always welcome. In addition to physical visits, relatives, friends, and representatives can also maintain contact through telephone, email or in writing. Such contacts can be maintained in private if desired.

## *6.3. Religious Services*

It's an individual's right to follow any religion (or no religion). At Talbot Court, Ministers of Religion visit the home regularly as per individual resident's needs and as planned and agreed with them or their families. If a service user wishes to attend a place of worship, arrangements can be made. We avoid any practices that may be interpreted as 'forcing religion' on our residents.

## *6.4. Equality for All*

Subject to our admissions procedures and the need for our staff to be able to do the job that is required of them, everyone is welcome at Talbot Court, irrespective of gender, sexual orientation, religion (or none), racial origin, cultural and linguistic background, and disability. All involved in our home are committed to providing a high standard of care for people who live here.

## **7. Leadership & Management**

Leadership and management at Talbot Court seeks to maintain and review the high standard of care provided, therefore, anonymous quality assurance surveys are given to family and friends of residents and staff and professionals and early summaries are compiled. Any improvement or suggestion is discussed and acted upon

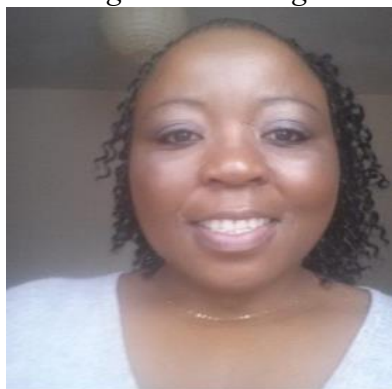
### *7.1. The Registered Provider*

Carehart Limited has got four directors, consisting of business people and senior medical professionals who are experienced in operating care homes.

### *7.2. The Responsible Individual*

Dr. Merajuddin Hasan is one of the Directors of Carehart Limited and is the Responsible Individual. He is a retired Consultant Psychiatrist, who has experience of running a large clinical service and residential units. Dr Hasan visits Talbot Court on a regular weekly basis to provide support to the manager and to monitor service quality and operational efficiency.

### 7.3. *The Registered Manager*



Mrs Francina Ritchie is the designated registered manager. The Administration staff: Debbie Price and Paula Stanaway, support the home manager in the day-to-day smooth running of the home.

Mrs Ritchie is a Level 1 registered nurse who has over twenty years of experience in the nursing profession. She has held several management positions, most of which were in care home setting. She has achieved a Gower College Level 5 Diploma in Health and Social Care. She obtained Honour's Degree in Business Management and, a Master's degree in Healthcare Management; both with Swansea University. In addition, Mrs Ritchie possesses a Diploma in Risk Management.

### 7.4. *Clinical Nurse Lead*



*Dan taking dancing lessons*

Mr Daniel (Dan) Ioan Parau is our Clinical lead. Dan oversees the daily running of the Care and Clinical sectors of the home: delivering & leading high-quality care processes. When the manager is off-duty, Mr Parau is the person-in-charge for the period of absence. He has years of experience in care home management and leadership. He is a level 1 registered nurse with a level 5 NVQ in Leadership in Health & Social Care. Dan is available at least four days a week on rota'd schedule and takes scheduled weekend calls.

## 8. *Staff*



*Our staff are pure cold/royals #Jubilee@talbotcourt*

### *8.1. Staffing Levels*

Our staffing is dependent on the needs of the residents. We determine this using The Dependency Assessment Tool which calculates the ratio of staff to residents. When we are at full capacity, i.e. thirty residents, we have six care staff in the morning and five in the afternoon on week days; five carers on weekends and two on night shifts.

### *8.2. Nursing Staff*

Twenty-four-hours nursing care is provided by a team of six qualified RGN/RMN. Our nurses are highly trained and have a passion for care of older people: They have many years' experiences gained both in hospitals and private sector.

There is always a qualified Registered General Nurse or Registered Mental Health Nurse on shift to run the day shift; and one nurse at night. The inspections we have had over years have deemed our nurses capable, highly motivated, and sufficiently autonomous.



*June Edwards, one of our nurses,  
has worked for the home for over 20 years*

### *8.3. Our Senior Carers & Care Staff*

Our two Senior Carers; Gareth and Brooke oversee the clinical and care of our eight residential residents. Our nurses gain a lot of support from these two.

Most of our care staff are experienced in providing care and many have been with us for several years. Our care staff are the backbone of our service delivery: Without them, there is no Talbot Court Care Home.

The care staff are registered or in the process of being registered with Social Care Wales

(SCW).

All care staff are encouraged and expected to achieve a minimum of QCF level 2 in care. Over 90% of our care staff are qualified to QCF levels 2, 40% to level 3 and 10% to levels 4 & 5. Management strives to ensure all mandatory training is up to date. All employees are further supported through supervision and an annual appraisal to ensure that standards are maintained, and their developmental needs achieved.

#### *8.4. Care Awards*

The Wales Care Awards in association with Care Forum Wales are held annually to promote best practices across the care sector. We are very proud that for 2015, staff at Talbot Court won the following awards:

- ❖ Joint Silver - Leadership and Management in Residential Care Services
- ❖ Silver - Nurse of the Year
- ❖ Bronze – Commitment to Quality in Housekeeping and Hospitality

We continue to strive towards upholding and respecting the hard work of our staff. During 2017, six nominations were submitted for Care Awards of which one was shortlisted in recognition of our service delivery.

#### *8.5. Catering Staff*

Rebecca Divetta (Becky) is our very experienced head cook who leads our catering team to being the best. Becky, the two part-time cooks and two catering assistants make sure our residents and staff are well fed and 'watered'.

Due to Rebecca and her hardworking staff's efforts, the home has a 5 stars food rating.



#### *8.6. Housekeeping*





*One of our long serving staff- Chris*

The housekeeping staff comprises of six people who attend to the essential aspects of support services including laundry, cleaning as well as tidiness throughout the week. This department is well led by Sandra Edwards and Chris Phillips. The department has recently received lots of positive feedback.

### *8.7. Maintenance*

Our handyman Steve Cocking is one of the kinds: His input on the day-to-day operation of the home is invaluable. He ran the Home's Covid testing activity throughout the pandemic-arranging attendance, processing data, and following up on the results. In addition, Steve has done many, successful projects through the home.

### *8.8. Learning/Training*



Dawn Morgan is our new training facilitator. Dawn is also one of our dedicated care staff who is always willing to go an extra mile. she has a wide range of knowledge and skills particularly in person-centered-care.

Our continuous staff-training programme ensures that high standards are monitored in line with latest developments in care practices, appropriate legislations, regulations, and care standards inspectorate. All care staff within the home are appropriately trained to deliver the highest standard of care. All new staff undergo extensive induction programme with our training facilitator, followed by thorough and on-going training covering all areas relating to both physical and pastoral care.

Our online training with <https://careskillsacademy.co.uk/> is constantly updated for our staff training to be up-to-date and our staff able to provide high quality care for those with physical needs as well as people living with dementia.

## **9. Facilities**

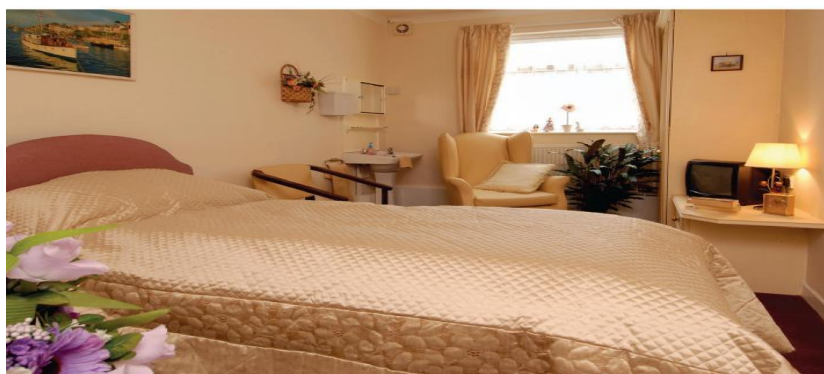
### *9.1. Layout and Communal Space*

The ground floor comprises of several bedrooms, communal lounge and dining room, conservatory, nurse station, manager and administration office, bath and shower rooms and toilets, as well as the commercial kitchen and laundry. The second floor has twenty single rooms, along with bath, shower, and toilet facilities.

The corridors are decorated with wall hangings and paintings giving a homely atmosphere. Bedroom doors, hand railings, bathroom/toilet doors as well as doors to communal spaces are colour coded to assist individuals' independent mobility. Bedroom doors are pictorially personalised for each resident. Similarly, communal areas and spaces such as bathrooms, showers and toilets also have pictorial signage.

Residents have access to the bright conservatory as well as the patio. There is also a greenhouse and raised planting area for residents to enjoy outdoor gardening.

### *9.2. Bedrooms*



Across two floors, there are 29 rooms of which one is a companion / double room. Room sizes range from 9.4 square meters to over 17 square metres with most being in excess of 10 square meters. Four of the single rooms have ensuite facilities.

We have designed both our shared facilities and ensuite facilities in accordance with current best practice for people with dementia and mobility difficulties. However, in our many years of experience of caring for elderly people, we find if a person has lost their ability to be independently mobile and prone to falls (like some of our individuals), are less likely to want or benefit from an ensuite facilities. On the other hand, we recognise that using shared facilities such as toilets and baths/showers, potentially means some loss of independence or a sense of privacy and dignity.

Therefore, we are open and honest to prospective residents/families about the type of available accommodation and encourage the latter to view our place before making decisions to move in. Access to the second floor is via a shaft lift (with security-coded-door) as well as staircase.

The call system is accessible in every room.

There is central heating in all rooms. The rooms are equipped with individual room thermometers to enable temperature monitoring. Wash basins are incorporated into each room setting. Individuals are encouraged to bring small items of furniture and photographs to personalise their rooms.

### 9.3. Bathing Facilities and Equipment

On each floor, there is facility to indulge in a luxury bathing experience promoting the well-being of everyone.

In addressing the needs of individuals, our staff utilise a range of equipment including but not limited to assisted baths, hoists, stand aids, wheel chairs and a range of other modern care equipment. The call system is also accessible in all baths, shower, and toilet facility.

Sluice facilities are also available on each floor.

### 9.4. Outdoor facilities

The patio is located to the side of the home with access from both the conservatory and the corridor at the front. All individuals, including wheelchair users, have access to the bright conservatory as well as the patio.

Outdoor equipment includes a pergola, benches, patio tables and chairs. The garden has variety of potted plants and raised planting slots for the enjoyment of residents. Our handyman Steve has done a wonderful work to transform the area.



## ***10. Security Arrangements***

Talbot Court Care Home has the following security arrangement in place for the safety of its residents.

- ❖ Visitors log at the main entrance
- ❖ Keypad magnetic door closure system on all external doors other than conservatory doors which open onto enclosed patio
- ❖ Keypad magnetic door closure system on top and bottom of stairs
- ❖ Window restrictors where required

### *Fire Precautions*

We review and update our fire risk assessment annually and make sure all staff are made aware of any changes. For safeguarding reasons, we ensure all visitors sign in when they arrive, and again when they leave.

All our staff undertake regular training both in fire protection and actions to be taken in the event of fire. Fire equipment is checked regularly. Fire escapes and exit routes are marked clearly in pictorial form for ease of service users. In the residents' monthly meetings, actions in the event of fire are mentioned. There are regular weekly fire alarm tests.

## ***11. Governance and Quality Monitoring Arrangements (see attached leadership board)***

- The management structure begins with the Responsible Individual (RI). The Responsible Individual maintains oversight through the open lines of communication between himself and the manager. RI undertakes weekly visits to the home. During the visits, the RI makes observational checks of the home and deals with any issues that may arise.
- Then we have the manager, the nurses who oversee the shifts, senior carers, carers, and ancillary staff. We use a 'keyworker' system to ensure that individual residents play a very large part in their own care.
- All aspects of our care are routinely evaluated. At least three monthly, a full and detailed written review is documented in the individuals' care plan. Such reviews involve the individual resident, and/or family as required.
- Three monthly supervisions of staff, annual appraisals and individual staff's performance management are carried out as per schedule.
- The activity coordinator holds monthly residents' meetings in which residence can address any issue they wish (see details below). Consultation also takes place through bi-annual relatives and friends' meetings which encourage family and friends of residents at Talbot Court to communicate in a discussion setting.
- The manager holds at least three monthly staff meetings to facilitate staff discussions on working procedures, staff meeting minutes are then documented. Monthly departmental staff meetings are encouraged.
- All internal and external complaints, which may include a formal disciplinary action, are handled as per the company policies and procedures.
- We hold monthly documented meetings with our residents. At these meetings, everyone is asked his or her views on our home. We always try our very best to act upon our individual's views as it is important to us to have a happy environment that can truly be called "home".
- We aim to share any news with everyone at these meetings. We also have bi-annual 'Friends and Family' meetings, where all are encouraged to attend. There are residents' questionnaires where the service user does not need to give his/her name.

## ***12. Complaints procedure***

We have endeavoured to make our Complaints Procedure easy to follow and is available to all who wish to use it. The Complaints Procedure is also displayed in our home and copies are readily available on request.

If you have any cause for concern or complaint regarding standards or any other matter at our home, you should make this known as soon as possible to the Manager or to the senior person on duty at the time.

A concerns / complaints form is available for completion in the office if you wish to use this. Your complaint will be dealt with in a prompt and effective manner and will be treated with the utmost confidence by the management of the home. We will acknowledge your complaint in writing within 48 hours and tell you the steps we will take to try resolve the complaint.

We aim to resolve any complaint within 14 days and will always advise you of the outcome. If we do need another 14 days to conclude our investigations, we will firstly seek your agreement, and give reasons why we need the extra time.

You can also raise any concerns about Talbot Court with Social Services or the Health Board (if applicable) or with Care Inspectorate Wales (CIW), if you feel that your complaint has not been dealt with fairly, or if you are not satisfied with the outcome.

The contact details are:

The Complaints Officer  
Social Services, Health and Housing,  
Civic Centre  
Port Talbot, SA13 1PJ

Phone: 01639 763445

Care Inspectorate Wales  
Regulation and Inspection of Social Care (Wales) Act 2016  
Rhydycar Business Park  
Merthyr Tydfil, CF48 1UZ

Phone: 0300 7900126

SBUHB  
1 Talbot Gateway  
Port Talbot, SA12 7BR

Phone: 01639 683344

You may also contact the Public Services Ombudsman for Wales if your complaint remains unresolved:

1 Old Field Road  
Pencoed, CF35 5LJ

Phone: 01656 641150

# Talbot Court Nursing Home Leadership board

