



Whiteley Village

*A century of caring for the elderly*

## **The Whiteley Village Care Centre**

Whiteley House, Whiteley Village, Walton on Thames, Surrey. KT12 4EJ  
Tel 01932-857821 Fax 01932-825843

### **Statement of Purpose**

The Whiteley Homes Trust is a Charity, which was established in 1907.

The Whiteley Village Care Centre looks after people over 60 years of age.

Incorporated within the village the Care Centre consisting of Whiteley House and Ingram House provides nursing and residential care.

We are registered with the Care Quality Commission.

Type of Service: Care Home with Nursing

Regulated Activities:

- Accommodation for persons who require nursing or personal care
- Diagnostic screening procedures
- Treatment of disease disorder or injury

We are registered to care for 114 people.

The Care Centre has been accredited with the Investors in People Award, which was reassessed in February 2014 and The Gold Standards Framework for End of Life Care that was reassessed in 2016.



## **Philosophy of Care**

All residents of the Whiteley Village Care Centre have the right to live to their fullest potential in a homely and enjoyable environment, supported by research and knowledge based care practices.

Our philosophy recognises the core principles of person-centred care: Privacy, Dignity, Rights, Choices, Independence, Respect, Fulfilment, Security, Spirituality and Equality.

These are reflected in every aspect: physical environment, staff selection, training and development, management records, catering, activities and community links and are referenced in our policies and procedures.

The village will adopt a comprehensive approach which not only meets individuals' physical needs, but also their social, mental, emotional and spiritual requirements.

We pride ourselves on offering our community a homely environment, providing security and motivation so residents can continue their skills and life experience, and indeed learn new skills.

We are committed to searching for a more complete understanding of the ageing process, particularly recognising the contribution our residents make to this.

Our help is available to all in the village, whether in cottages, extra care facilities or the care home, regardless of their gender, race, financial circumstances or beliefs.

We will endeavour to ensure that we look after the very frail, both physically and mentally, whenever possible, until the end of their lives. We will involve Social Services, Health Authorities and all other agencies to ensure that our residents are fully supported.

We will respond to the changing expectations of older people, seeking new ideas for caring, working in partnership with others and constantly seeking to improve the standards of practical care.

## **Registered Provider**

The registered provider is The Whiteley Homes Trust and the responsible Person for the Care Quality commission Regulated Activities is:

Martin Garbett  
Director of Community Services  
The Whiteley Homes Trust  
Octagon Road  
Whiteley Village  
Walton on Thames  
Surrey KT12 4EH

Email: [Martin.Garbett@whiteleyvillage.org.uk](mailto:Martin.Garbett@whiteleyvillage.org.uk)  
Tel No. 01932 825821

The Whiteley Homes Trust is a registered Charity No 1103056 constituted as a company limited by guarantee No 04957706

ID Number 1-101652274

The Chief Executive Officer for the Whiteley Homes Trust is Chandra McGowan who can be contacted by e-mail at [Chandra.McGowan@whiteleyvillage.org.uk](mailto:Chandra.McGowan@whiteleyvillage.org.uk) or by telephone on 01932 825820

## **The Registered Manager**

The permanent Registered Manager left the home in March 2016 and the duties are currently undertaken by Ethna Mertens (Interim Matron) who has overall responsibility for the Care Centre reporting to the Registered Provider. The Trust is currently recruiting to the substantive position to permanent replace the Manager/Matron.

The Interim Matron is an experienced nurse and manager, and has over thirty years' experience of managing care centres:

Ethna Mertens  
Interim Matron/Manager  
The Whiteley Village Care Centre  
North Avenue  
Whiteley Village  
Walton on Thames  
Surrey KT12 4EJ

Email: [Deputymatron@whiteleyvillage.org.uk](mailto:Deputymatron@whiteleyvillage.org.uk)  
Tel No 01932 857821

CQC ID Number 1-104849974

CQC Service Provider ID number 1-101652274

## Staffing and Organisational Structure

All staff are appropriately qualified and experienced to deliver the highest standards of care.

A staff training programme is in place to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as laid down in appropriate legislation, regulations and the CQC guidelines. A Qualification Competency Framework (QCF) is encouraged for all staff.

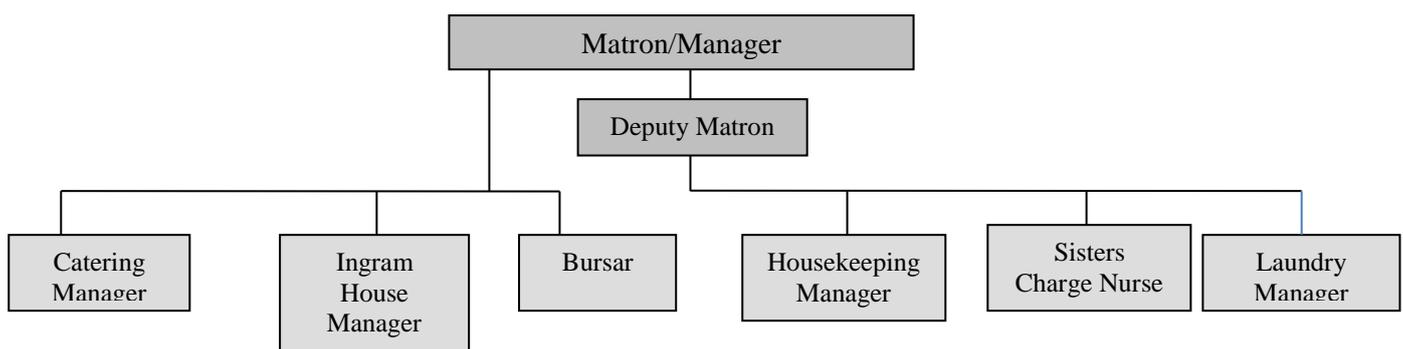
The nursing team and carers have participated in the Gold Standard Framework for end of Life Care and update their practice through further education at the local hospices.

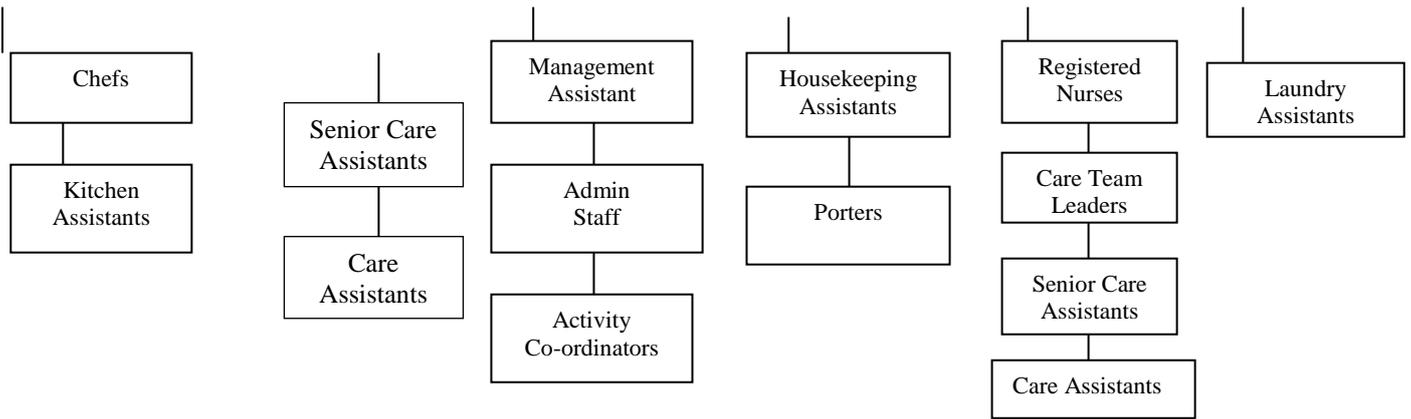
Staffing levels are worked out on the dependency levels of the people who use our service, to ensure we have adequate staff on duty.

The Bursar and her administration team, the housekeeping team and catering department, support the care team. We have two social activity organisers.

The Trust employs a full time Chaplain, who looks after the pastoral care of those who use our services.

### Management Structure Whiteley Village Care Centre





## **Treatment and Services provided to meet the needs of people living in our home**

People who use our service are over 60 years of age with a wide range of needs.

Everyone who comes into the Care Centre is carefully assessed. This forms the basis of the Person Centred Care Plan and will identify any specialised equipment that is required. We have a full range of equipment from pressure relieving mattresses and cushions, hoists, specialized baths and profiling beds. All equipment is maintained and serviced regularly and is issued based on an assessment of need.

The choice of general practitioner is an individual decision and people who use our service can choose their own GP. We have close links with a local GP Practice at Pleasant Place Surgery in Hershams. They provide medical care on a permanent or temporary basis. A GP visits the Care Centre on a daily basis. Thames Doc provides out of hours medical cover.

The care staff can arrange dental, chiropody and ophthalmic services, which may be charged for if they are not provided under the NHS.

Clinical Nurse Specialists such as the Tissue Viability Nurse and Macmillan Nurses support the Nursing Team.

The village facilities are available and accessible to all those who use our service. The village has two churches, shop, post office, club-house (Café and licensed bar) and a village hall. The Village provides transport for those who use our service to access the village community.

We encourage interaction between the Villagers and those in the Care Centre and we have resident representation from the Care Centre on the

Whiteley Village Representative Committee who work with the Trusts management on village issues and matters of interest.

There are numerous activities and events held in the village and our activity person organises a full programme within the care centre.

### **Arrangements for consultation with our residents about the operation of our Care Centre**

The people who use our service and their families are consulted in the formulation of the person centred care plans.

These will reflect the uniqueness of the individual, this will ensure the diverse and individual views and choices are met.

These are reviewed regularly, or when there is a significant change in a person's needs.

We have a robust Quality Assurance System, evidenced in our reports and staff records.

We have the Investors in People accreditation and were reviewed last in February 2014. Resident, relative and staff surveys are completed annually; we actively seek the views and experiences of the quality of life in the Care Centre. This information is shared with the relevant parties at meetings. Action plans are formulated to improve and develop our services.

We also hold regular residents meetings, which are minuted.

We are able to translate information into several languages with the support of our multi cultural team. We have our brochure available in Cantonese and Polish. If required we can contact an independent, trained interpreter.

The Matron/Manager promotes the views of people using the service at the Trustees Meetings, ensuring representation and incorporation of their view at the highest level within the Trust.

## **Arrangements for contact between residents, families and representatives**

We have an open visiting policy for friends and relatives. They are very welcome to visit at any time. Children and visiting dogs are also always welcome.

Residents are able to maintain privacy with visitors by seeing them in their room or in the smaller meeting areas within the centre.

Visitors can book in to have a meal with their relative.

Friends and family are welcome to organise small parties in our lounge to celebrate birthdays and other special occasions.

We have internet access and support for those who use our service to keep in contact with family who may live abroad.

We communicate by telephone, letter or email with families to keep them up to date with issues about the centre.

The Matron/Manager has an open door policy to discuss any issues that cause concern. Similarly we are always pleased to hear good feedback about our home.

We use the Simply Unite computer program for residents to use to email/Skype their families and for their use of the internet.

## **The arrangements for dealing with complaints**

We aim to provide the highest standard of care to all our residents and we are sorry if you have not been totally satisfied with the service we have provided.

Our staff do everything they can to make sure you are attended to properly and promptly, but if you are concerned about something, please let us know.

We welcome your views on the care we provide as this can help us make improvements.

If you have specific comments or suggestions about the service you have received please complete the comments/suggestions section of the

“Comments, Compliments and Complaints” leaflet that is available in the Care Centre reception and at the General Office or Village Stores.

If you have a problem or concern you should tell someone in the home – for example, the Nurse, Sister, Deputy Matron or Matron.

If after speaking with staff, you are still unhappy about the service you have received and wish to make a formal complaint, it is important to do so as soon as possible following the event. Anyone has the right to complain if the service falls short of what they expect.

If you are unable to complain yourself, someone else (usually a relative or close friend) can do so for you, with your permission.

If you wish to make a formal complaint, please write to:

Ethna Mertens (Interim Matron)  
Whiteley Village Care Centre  
North Avenue  
Whiteley Village  
Walton on Thames  
Surrey KT12 4EJ

Direct Tel No: 01932-825829

Email: [Deputymatron@whiteleyvillage.org.uk](mailto:Deputymatron@whiteleyvillage.org.uk)

In terms of the legislation, Matron is the “Registered Manager”. If you make a formal complaint, we will investigate your concerns and you will receive a full written reply. We will try to do this within 10 working days of receiving the complaint. Where there is good reason why this cannot be achieved we will keep you informed of progress.

If the response fails to settle your complaint to your satisfaction within a reasonable time, then your complaint should be put to the Chief Executive of the Trust in writing at:

Chandra McGowan  
Chief Executive Officer  
The Whiteley Homes Trust  
Octagon Road  
Whiteley Village  
Walton on Thames  
Surrey KT12 4EH

Direct Tel No: 01932-825820

Email [Chandra.McGowan@whiteleyvillage.org.uk](mailto:Chandra.McGowan@whiteleyvillage.org.uk)

The Local Government Ombudsman (LGO) provides an independent and impartial complaints review service. Their role is to investigate and resolve justified complaints in a way that is fair to everyone involved. In most cases they will only consider a complaint once the care provider has been given a fair opportunity to deal with the situation.

Contact details for the LGO are as follows:

PO Box 4771	Tel No: 0300 061 0614
Coventry	Fax No: 024 7682 0001
CV4 0EH	Email: <a href="mailto:advice@lgo.org.uk">advice@lgo.org.uk</a>

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

You can also write to or contact the Care Quality Commission at:

CQC by telephoning 03000 61 61 61, or emailing [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk),

We have comprehensive training for all staff regarding Safeguarding and Protecting Vulnerable Adults and we do not hesitate to report any concerns in this area.

### **The arrangements for respecting the privacy and dignity of our residents**

We aim to retain as much privacy as possible and recognise the challenges of providing personal care to those who use our service.

Training for all staff on privacy and dignity is in place emphasising that ‘it is everyone’s business based on the Department of Health best practice guidance.

We aim to provide intimate assistance as discreetly as possible and recognise the request for own gender carers.

Person centred and advanced care plans ensure those who use our services choices and wishes are documented and respected.

Those who use our services live in their own ‘home’ and are able to personalise their room in their individual style. We do ask that residents and relatives consult with staff at the home before bringing in large furniture items and electrical goods so we can ensure the environment

remains safe and homely. Staff will always knock before entering a room and address the resident by their chosen name.

We ensure privacy when those who use our service are using the telephone, opening and reading post and communicating with friends, relatives, representatives or advisors.

We ensure confidentiality of personal details held by the centre and only pass these on with permission.

We encourage those who use our services to remain as independent as possible.

We refrain from any sort of restraint, except when it is essential for their own personal safety or the safety of others.

The environment in which those who use our services live is kept clean, hygienic and free from unpleasant odours. We provide a safe environment designed to meet the needs of those who we care for.

The staff and our Chaplain will ensure that we meet the religious needs of our residents whose religion is not Christian based.

We have a Church of England, Roman Catholic and a Free Church in our village, which residents can attend, and we hold regular services in the care centre, and welcome other religious leaders to visit.

We also have a multi cultural staff for advice and care of those who practice other religions, and will seek professional advice when it is required.

The Care Centre is spread over two floors and accommodates 114 residents who require residential or nursing care. The Care Centre admits residents who are self-funding. The ground floor is Chestnut Wing and the first floor Redwood Wing. There are two large dining rooms and two lounges. The rooms are light and airy, all have a sink, BT line and TV aerial socket. There are toilets and assisted bathrooms within easy access of all rooms. We have both single and double rooms, some with ensuite facilities.

Twenty seven self-funding residents who require residential care are accommodated in Ingram House. All rooms have ensuite facilities, BT Lines and TV Ariel points

Most rooms in both centres have lovely views over the grounds of the village.

Reviewed by MG in May 2016