

CAMELOT NURSING AND RESIDENTIAL CARE HOME

Service User Information

This information is available in other formats on request.

Contact information and staffing

Camelot Nursing and Residential Care Home is registered to provide nursing and care to up to thirty-six residents. Address and telephone number are as follows:

Camelot Nursing Home
6-8 Tennyson Road
Worthing
West Sussex
BN11 4BY

Telephone: 01903 203660

Email: manager@camelotnursinghome.co.uk

Website: www.camelotnursinghome.co.uk

The registered provider is:

Ms S. Munro, c/o Camelot Nursing and Residential Home.

Ms Munro is an individual proprietor and has owned Camelot for over 41 years.

The Home Manager is:

Gwyn Williams

In addition to the manager, Camelot has 5 Registered Nurses, 27 care assistants and 15 central staff.

Camelot meets the staffing levels and skill mix for each shift, as required by legislation and according to the needs of our residents.

Catering at Camelot is provided by our experienced Head Chef (five days per week) and one assistant chef who cooks at the weekend. Each chef is accompanied by a kitchen assistant. Suppers are cooked each day by our supper chef. There is a five-week menu and plenty of choice if what is on the menu for any given day does not appeal to a client.

Domestic and maintenance services are provided by three housekeepers and two part time maintenance men. Our garden contractor visits regularly to attend to the garden areas.

Camelot also has a part time financial administrator who visits the home each Monday and Wednesday morning. We also have two part time administrators.

A copy of the latest inspection report, which includes service users' views of the Home, will be made available on request.

OUR SERVICE

Camelot is registered to provide nursing care for up to thirty-five residents. We accept male and female residents.

We are able to care for older clients whose overriding nursing and care needs can be safely met within the home's environment. We are able to care for those clients with severely impaired mobility that require assistance with personal care and nutrition, who have continence care needs, who require assistance with medication and who have an assessed need for care from qualified nursing staff. We are also able to take blood samples and make certain other diagnostic tests in accordance with the G. Ps instructions, within the comfort of the home.

We are unable to care for clients with challenging behaviour.

We aim to provide a homely and inclusive atmosphere, where residents and their loved ones can be involved in their plan of care and make choices as to how they wish to live and to the treatment they receive.

ADMISSION TO CAMELOT

Prior to consideration for admission to Camelot, prospective clients are assessed to ascertain nursing and care requirements and whether these can safely be met within the home environment. All admissions are considered to be on a trial basis for the first six weeks following admission, after that, if a client wishes to leave, this must be given in writing in accordance with the Residential Service Agreement.

Camelot will consider all prospective clients, regardless of funding source.

Camelot is able to accept emergency admissions.

WEEKLY FEES

From April 2022 weekly fees will start at the Government funded level, plus any assessed NHS contribution.

The fee for privately funded nursing residents is £1100 to the client, if the client requires nursing care, we will claim the nursing component of their care on top of the above fee. For individual fees, please discuss with the manager.

All clients or their representatives will be asked to sign a Residential Service Agreement.

SOCIAL ACTIVITIES AND SERVICES;

The following shows some of the social activities and services available at Camelot:

CHIROPODY

We have a chiropodist who visits every six to eight weeks, the cost of this will be met by the client.

HAIRDRESSER

The hairdresser visits every Tuesday, she provides shampoo and set, perm, colour, cut and blow dry. Of course, if any client would like their own hairdresser to visit this can also be arranged. All hairdressing costs will be met by the client.

NEWSPAPERS

Newspapers can be ordered at any time via the senior member of staff on duty and delivered daily. The cost of this will be met by the client.

MUSICAL ENTERTAINMENT

Professional musicians and entertainers visit the Home regularly. This is great fun, with friends and families welcome.

ARTS AND CRAFTS

We have an Activities Coordinator who asks each client what they would like to do and ensures she incorporates interests and hobbies are in her timetable. We currently have an arts and crafts group, make greetings cards for all occasions. We also hold quizzes and reminiscence sessions, old movies and ice cream. We have an iPad for silver surfers who get involved in brain training sessions and for those who wish to Skype relatives who are unable to visit. An all-time favourite...Bingo is played regularly, we also offer classic board games and a lot of music

We also provide hand massages and manicures.

BIRTHDAY AND SPECIAL OCCASION BUFFETS

We enjoy putting on buffets for client's birthdays. Friends and families are always welcome, and we will endeavour to meet any special arrangements requested by you.

We also enjoy 'Special Occasion' parties and encourage all clients, friends and families to join in.

PERSONAL SHOPPING

We are often available in the afternoon to go shopping with the clients or on their behalf.

VISITING CLERGY

Our local Church of England vicar and Catholic Church representatives visit the home on request to provide companionship and communion where wished. They are happy to visit clients privately. Clergy visits from other denominations can also be arranged.

RESIDENTS AND FAMILIES' MEETINGS

If any client, family member or representative wishes to meet with the manager and/or other professionals to discuss care or any other matter, this is arranged at the time convenient to both parties. We also hold Resident's meetings every 3 months so that clients are kept informed and can have their say.

CATERING

Camelot provides all its own catering with meals of choice prepared freshly each day. Breakfast is served from 8.00am, lunch from 12.00 midday, supper from 5.00pm and late-night snacks from 9pm, although drinks, light meals and snacks can be prepared at any time. We also serve mid-morning and mid-afternoon drinks with biscuits, home-made cakes and pastries.

LAUNDRY

Camelot has its own in-house laundry and will launder most items of clothing and linen. Unfortunately, we are not able to dry clean items on site but can arrange for this to be carried out at the normal dry cleaner's fee. We ask that all items of clothing, personal linen etc. are clearly and indelibly labelled.

TOILETRIES

Families are requested to provide all toiletries, if however, they are unable to do so we will ensure their relatives are provided with the appropriate toiletries and charges will be included in the monthly invoice.

FIRE SAFETY

All staff are trained in Fire Awareness and Prevention and are practised in what action to take in the event of a fire. The fire alarm and extinguishers are checked and maintained in accordance with legislation.

FAMILY FRIENDS AND VISITORS

Camelot has an open visiting policy. Clients are encouraged to receive visitors at any time, according to their wishes, either in the privacy of their room or in one of the lounges. Professional representatives of clients are also welcome at any time but we ask that if a meeting with the manager is required, that an appointment be made.

ADVOCACY

All clients have the right to be represented by someone who is able to act in their best interests if they are unable to make the necessary decisions for themselves. In many cases, close friends or family members are able to do this but where there is no one appropriate to act in the best interests of the client; Camelot will offer assistance in obtaining an independent advocate for any resident requiring this service.

COMPLAINTS

We hope that there will never be cause for concern or complaint about the care and services provided at Camelot. However, if there is cause for concern, we ask that in the first instance, this be brought to the attention of the manager (or the nurse in charge, in the manager's absence). We will endeavour to resolve the problem as quickly as possible. If, within 28 days, the situation has not been satisfactorily resolved, we ask that complaints are put in

writing to Ms S. Munro (proprietor) at Camelot Nursing Home, who will aim to resolve your concern within twenty-eight days.

CARING FOR YOUR LOVED ONE

Each client has a plan of care which is reviewed monthly and more often if necessary. Clients and family members/friends are encouraged to contribute to the decisions about what care is given and how and are asked to sign their agreement to the care as planned.

A record is kept of any changes to planned care and the reason for the changes.

CAMELOT, THE BUILDING

Client's rooms vary in size, some having en-suite facilities. There are two communal bathrooms, two shower rooms and six communal toilets as well as those provided in the en-suite areas. Camelot has a large dining room which is used by many of the clients, especially at lunch time. There is a large communal lounge, where clients can meet and socialise. There are two mezzanine floors giving access to eight rooms. A stair lift for the few steps is fitted to enable access these floors. All other areas of the Home have level access throughout, with a shaft lift to the first floor.

We also have our beautiful residents' lounge and paved garden. We have access to an iPad with skype and email facilities.

PRIVACY AND DIGNITY

Clients are accommodated in single rooms. Each client has a lockable drawer or cupboard where valuables may be stored.

Clients are encouraged to bring a small item of furniture subject to health and safety when moving to Camelot and to arrange their room individually. We discourage valuables from being brought into the home unless necessary. They may handle their own money and financial arrangements.

We recognise that life in a communal environment is likely to be unusual for many new clients and the need to accept help with personal care will impinge on their ability to remain independent but we aim to provide all care in privacy and in a dignified manner. Staff are instructed to knock and, where possible, wait for an answer before entering a room. Staff are also trained to recognise, and respect situations requiring confidentiality and recognise potential and actual risks to the resident. Clients are encouraged to exercise choice in all aspects of their day to day lives.

GIFTS AND GRATUITIES

It is Camelot's policy that no individual member of staff can receive gifts from a client or their friends or families. Nor can they be recipients under the terms of a client's will. No member of staff may use the property of any client for personal use neither borrow nor lend money to a client. No member of staff may sell or dispose of goods belonging to a client for their own gain.

If a client or visitor wishes to show their appreciation to the staff, a contribution to the general staff fund can be made or a communal gift, such as biscuits or chocolates is acceptable.

If a specific member of staff only is offered a gift, staff will politely decline and explain the policy.

Reviewed April2022