

Appendix: Further Information about:-

WATLING CARE CENTRE, MOOR PARK HOUSE, PRESTON

FOCUS OF FACILITY

- The Watling Care Centre offers high standards of care and support for adults with traumatic or acquired brain injury and life limiting illness.
- The emphasis is on a homely setting enabling residents to achieve as much as their individual disability will allow.

ETHOS

To maintain, improve and uplift patients' wellbeing and condition, their mood, and spirits through:

- A holistic approach, recognising medical, nursing, social, nutritional and spiritual needs.
- Respecting residents' wishes.
- Supporting positive risk taking, guided by risk assessment
- Supporting inclusion within the Community. Offering peace, calm, and privacy but also the choice of lively social interaction.

The more limiting the acquired brain injury the more important any small gains and the greater the impact on quality of life.

COSTS

The unit operates a pricing template which is applied and adjusted according to individualised need as assessed.

CLIENTELE

Adults who have complex nursing needs through traumatic or acquired brain injury, life limiting illness and further speciality of spinal injury care.

LOCATION / ACCESS

- Watling Care Centre occupies the first floor of a detached purpose built care home (Moor Park House) situated on the A6 into Preston.
- The unit is served by stretcher accessible lifts, linking it to the other floors of the Moor Park Care Home
- External to the building the unit has access to gardens shared with Moor Park House overall, and other space all of which is wheelchair accessible
- The unit has easy access to the M6 and M55 motorways and rail network and provides a car park with over 30 spaces.
- Preston town centre is a short walk from the Home which is on all major bus routes.

FAMILY ACCOMMODATION

- One bedroom with en suite facilities is normally available for visitors for overnight accommodation provided at zero cost. During the pandemic this is reserved for exceptional circumstances only.
- If no bedroom is available, the nearest B & B facility is located within 400 metres.

FAMILY DINING FACILITIES

- Family members are very welcome to join their relatives for a meal at a reasonable cost – subject to prior arrangement during the Covid-19 pandemic.
- The unit can arrange for private dining in a communal lounge.

- For a larger family celebration, the Garden Room Lounge on the ground floor (within Moor Park House) can be utilised by prior agreement. This is subject to guidance during the Covid-19 pandemic.

RANGE OF CARE PROVIDED

The unit is equipped to care for service users with complex needs, including gastrostomy, jejunostomy and tracheostomy care.

- The unit employs a proficient nursing team to take care of peg and tracheostomy changes on site, so reducing hospital visits and the potential risks involved in this.
- Stretcher lifts link the first floor Watling Unit to all other floors, whilst wide corridors within the unit offer plenty of space for equipment associated with care required.

A qualified physiotherapist works within the unit who can plan and implement person specific treatment in a well equipped environment e.g.

- Counteracting immobility and contractures.
- Maintaining skin integrity.

- The hydrotherapy pool with Jacuzzi on the ground floor of Moor Park House is used on a regular basis (following individual risk assessment).
- The unit has a sensory room, again managed within the physio remit.

Close liaison and multi disciplinary working with external health care professionals is an integral part of the service e.g.

- Dietician to support with enteral feeding; Community Neuro-team (when referred); specialist dental service; local neuro rehabilitation consultant; psychological support (sourced as required).

- There is a Hairdressing Salon on site

Residents can access the chiropodist and aromatherapist, both of whom visit the Care Home regularly.

REHABILITATION SCHEDULES, SOCIAL ACTIVITIES AND ACTIVITIES OF DAILY LIVING

- Goal Attainment Scaling is in place.
- Support is given to residents to fulfil their own wishes – providing carer escort to places of interest and activities.
- A programme of events takes place throughout the year with special dates (e.g., birthdays) marked by celebration within the Home.
- Activities of daily living are addressed within person centred care planning.
- The unit can access a range of local facilities within a short drive e.g.:
 - Multi-screen cinemas; bowling alley; museums; retail parks; Preston North End Football Stadium
- Across the road from the unit lies Moor Park itself, a large open space having a tree lined avenue.

CLOTHING AND LAUNDRY

- A full laundry service is provided which is included in the weekly fee.
- Laundry chutes on the Watling Unit floor facilitate infection control.

MEALTIMES

- Breakfast is flexible and dependent upon individual preference, cereals or cooked breakfast provided.
- Lunch is served at mid-day but there is room for flexibility – especially around appointments.
- Evening meal is served at 5p.m. and choices are available.
- Snacks can also be arranged and takeaways if so desired.
- Assistance with feeding is given as required to ensure that residents remain nutritionally stable.
- Meals are carefully planned and nutritionally balanced using locally sourced produce.
- Specific diets are catered for as are specified meal types for those with swallowing problems associated with brain injury.

- For those requiring enteral feeding support the unit follows guidelines provided by a dietician.

BEDROOMS

All rooms are single occupancy with:

- en-suite bathrooms or wet rooms; ample wardrobe space; kitchenette
- large enough to provide a comfortable seating area.
- Nurse call system.
- Specialist equipment provided as needs assessment highlights requirements.

GP/MEDICAL COVER

- The local GP will consider favourably applications to join his practice and has great experience of complex needs.
 - The GP makes weekly visits to Moor Park House as a matter of routine (currently mainly via Video Call) so any concerns regarding residents of Watling Care Centre can be made readily by this route.
 - The GP will make house calls outside of the designated visit time if the trained nurses feel it is necessary.
- A Consultant neurologist visits the unit to monitor patients under his ongoing care.

STAFF TRAINING

- All new staff working into Watling Care Unit undergo a 2 day nurse led induction programme.
- A training matrix for staff tracks attendance at mandatory training i.e., moving and handling, fire safety in the workplace, infection control etc.
- Most carers hold Level 2 or Level 3 NVQ, and team leadership qualifications have been achieved by a number of staff.
- Training around brain injury and function has been undertaken on a rolling programme.
- The unit also has training specific to areas of practice e.g., MUST training, peg and enteral feeding.

FIRE SAFETY AND EVACUATION PLANNING

- The unit meets fire safety certification and has a comprehensive alarm system.
- A fire evacuation plan is documented, and training put into place.
- The Fire Service is aware of certain residents' specific needs and an emergency planning file is in place with detailed directions for rescue crews.

MANAGEMENT TEAM

- A Board of Directors have overall control of the Moor Park Care Home, of which the Watling Care Centre is a part.
- The Registered Manager has day to day responsibility across the full Care Home for all nursing and personal care and for compliance with all legal responsibilities, relevant regulations, and Care Quality Commission requirements.
- A Clinical Nurse Manager provides full support to the Registered Manager and adopts responsibility when the Registered Manager is not on duty or in times of absence, taking leadership of the Nursing quality.
- The Front of House is responsible for the day to day running of the Home, front of house service delivery and all administration services.
- Nursing Staff including two Nursing Sisters, and a Senior Nurse provide nursing expertise within the Watling Care Centre.
- The Physiotherapist has professional governance over areas including physio, gym, sensory room, hydrotherapy, and supervision of therapy assistants.

TRANSPORT

- As part of Moor Park Care Home, the Watling Care Centre has access to the Home's minibus to transport wheelchair bound residents to medical appointments, on leisure outings and to activities.
- The company car, which is a seven-seater is used to transport those residents with a higher level of mobility and is also used for general home errands.
- The unit also has a contract with a local taxi firm that uses wheelchair friendly vehicles.