



resident's
handbook

lime house

contents

| | |
|-------------------------|----|
| Care Quality Commission | 2 |
| Ethos | 3 |
| What happens now? | 4 |
| Daily routine | 5 |
| Useful information | 6 |
| Sample menu | 11 |
| Local amenities | 12 |
| How to complain | 15 |
| Services we can offer | 16 |
| History of Lime House | 17 |
| Floor plan | 18 |

Inspected and rated

Good



Lime House is regulated by Care Quality Commission (CQC) and is currently rated **GOOD**. If you have any issues with the home/service you can contact them directly using the following details:

Care Quality Commission North West,
Citygate, Gallowgate, Newcastle, NE1 4PA

Tel: 03000 616161

ethos

Our philosophy at Lime House is to provide a person-centred approach to care for those people who choose to live here with an excellent standard of care in pleasant surroundings.

We are concerned for the whole person and their physical, emotional and spiritual needs. We take great care to respect everyone's right to privacy and dignity, providing every possible opportunity for them to be as independent as possible.

Many of the staff have been with us for a number of years with little turnover providing consistency and familiarity for our residents.

The relationship between our residents and staff is strong due to:

- Continued staff development, including dementia care
- Long experience of the Registered Manager and staff providing care for older people and those with dementia
- Pleasant, spacious environment allowing our residents to spend time in group or on their own
- A variety of activities available, which are tailored to residents' needs
- A robust, person-centred safeguarding procedure



what happens now?

We appreciate that entering a new home can be uncertain, even overwhelming to some. To leave your own home where everything is familiar is not easy. To help you make transition easier, we are all here to support you. Please do not hesitate to ask for assistance.

Keyworker

A member of staff will be designated to become your personal contact. He/she will be there to assist you with settling in. He/she will be able to explain fully their role and what it means to you and your family.



daily routine

Getting up and going to bed

This means quite simply that you choose, it is up to you.

Meal times

Breakfast: usually between 8.00am and 10.30am.

Lunch: between 12.15pm and 1.30pm.

Tea: between 5.15pm and 6.15pm.

Supper: from 8.00pm onward.

Drinks and snacks are available throughout the day.



useful information

Menus

Will be varied and favourite dishes and Special dietary requirements are available; please do not be afraid to ask. See page 11 for a sample menu.

Your Property and your room

Your room will contain a bed, a wardrobe, a chest of drawers, a vanity unit, a bedside cabinet and a table lamp, a chair and a table. You are welcome to individualise your room by bringing familiar and treasured mementos. Assistance in hanging pictures and checking electrical items will be carried out by our handyman. Please ask for advice.

Reviews

After an initial settling in period of four weeks a review will be held. This means you, your family/friends, your keyworker, a senior member of staff and your social worker sit down and discuss how things are going. If all is well you may then wish to remain at the home. Regular reviews will then take place by Nugent. The first is usually within six weeks, followed by one 12 months later. Then we hold them once a year. At anytime though, a review can be either requested by you, your family or us to discuss your care needs. You only need to speak to a supervisor to arrange one.

Residents Meetings

These are held regularly where items of interest are openly discussed. Examples are, Menu planning, Home developments, Fire procedures, Health and Safety, and Community Links.

Access to information

Any information that is kept at the home is available for you to view at anytime. If you wish, copies can also be provided. Nugent has a wide ranging set of policies and procedures which are kept in the managers office. These are available for you and your next of kin to view at any time.

Medication

If you are administering your own medication when you come into the home you may continue to do so. If for any reason this is not possible designated members of staff will support you if required. A lockable drawer is provided in your room for safe storage.

Your Doctor

Your doctor will be contacted when you come to live at the home. If he/she is willing to attend then you can keep your own doctor. If not, then the local doctor will be contacted and you will be transferred to his list. Otherwise, make us aware of your preference of doctor and we would be more than happy to contact them.

Residency Agreement

This is a document that explains our responsibilities and duties to care for the individual. It also equally explains these to a resident. Once you have read this, or it has been read to you, a signature from a senior member of staff and yourself will confirm the agreement.



Family and Escorts

It is our policy to actively encourage your family to take part in your life. One way of doing this is to ask them to escort you to hospital appointments, etc. If this is not possible staff will escort but this will incur a cost.

Activities and Transport

An activities organiser arranges various events within the home and organises trips out. At the home we have our own minibus that enables her to arrange regular trips to shows, shops, and once a week mystery tour. Occasionally your key worker will be able to accompany you.

The Community

Our home is part of the local community. Contacts are maintained and encouraged within the community. You are welcome to maintain your social contacts outside our home and to invite people to the home.

Telephones

A private telephone line can be installed in your room should you wish. However, there are two pay phones situated in both buildings. Please ask staff members if you require assistance to access these.

Laundry

All personal laundry is washed here at Lime House. Every endeavour is made to ensure that your laundry is washed, dried and returned to the correct person. Name labels on all items assist us with this aim. Your key



worker can obtain order forms from the office if you require any.

Visitors

Visitors are welcome at any time. You may receive them in your room privately. You may choose whom you wish to see or not, at any time. There are no rules with regard to visiting times. You are welcome to invite your family and friends to lunch or tea.

Drinks and snacks

Visitors and residents are very welcome to make drinks, cups of tea, coffee etc, in the lodge kitchen. A refrigerator is provided in this kitchen for you if you would like to store any drinks. Please ensure that you or a member of staff clearly labels it with your name and the date.

Smoking

Service Users and visitors will only be allowed to smoke in designated areas, subject to appropriate documented Risk Assessment. Service Users and visitors are not permitted to smoke in any other part of the Home, and particularly their rooms that are equipped with smoke alarms.

Finance

This can be an area of great concern for someone just entering residential care. A brief explanation follows. If you need more information, please speak to the (Finance Administrator).

A) If you are funding yourself (paying your own fees). An account will be

sent on a monthly basis for your fees, plus any personal expenses incurred, i.e. hairdressing, papers.

B) If you are funded by a local authority.

After paying your contribution for your fees to the local authority, you should have a remaining Personal Allowance from your income this figure is governed by the Local Authority and changes annually.

Bringing in your own food

Our aim is to provide good, wholesome food for all the residents we care for. Whilst some home-made and store bought foods are safe other foods can present a risk and require care and attention.

With this in mind we cannot accept fresh or chilled food for cooking/heating on our premises and any food should only be brought in following consultation with the Home Manager. I appreciate your support in this matter.



sample menu

Breakfast

Choice of assorted cereals or fresh fruit followed by either toast or bread and butter with a choice of preserves. Alternatively, if you prefer a more substantial breakfast you can order a cooked breakfast of your choice. There are fruit juices, tea and coffee to accompany your breakfast.

Lunch

A light lunch is served this includes homemade soup and assorted sandwiches, salad or alternatively there is always a hot snack to choose from. Your lunch is always completed by a dessert, yoghurt or fresh fruit. The cook will always facilitate a healthy balanced diet.

Tea

The main meal of the day is served at tea time except on Sunday when the traditional Sunday lunch with all the trimmings is served at lunch. There is always a varying choice of meals to meet all dietary and cultural requirements, comforting and wholesome stews are a firm favourite and for the residents who prefer more spicy foods curries are on offer.



local amenities

Pubs and restaurants

| | |
|--------------------------|--------------|
| Traveller's Rest | 01925 293222 |
| Red Lion | 01942 671429 |
| Miller and Carter | 01942 671421 |
| The Swan | 01925 226200 |

Theatres

| | |
|--------------------------------|---------------|
| Bolton Octagon | 01204 520661 |
| Wigan Little Theatre | 01942 242561 |
| St Helens Theatre Royal | 01744 756 000 |

Cinemas

| | |
|------------------------------------|----------------------------|
| Warrington Westbrook Centre | Box office: 0871 22 44 007 |
| Wigan Robin Park | Box office: 0871 14 714 |
| Cineworld Leigh | Box office: 0871 200 2000 |

Places to visit

We are in a lovely rural setting, but not far from the main cities of Manchester and Liverpool, where there are many attractions. Locally, Pennington Park is worth a visit with its large natural lake and bird life.

Sankey Valley Park in Warrington for leisurely walks either through the park or along the canal. You can meander through the maze or enjoy a meal in the pub located in the centre of the park.

There are two garden centres located in the area. **Trebaron** is in Lowton. There is a café where you can get a drink and a snack.

Bents is in Glazebury. They have breath taking displays at Christmas and is well worth a visit. You can also get a lovely meal and the cakes and pastries are well worth a try.

Places for your relatives to stay

The Innkeepers Lodge

Newton Road, Lowton 01942 671421

Greyhound Hotel

Warrington Road, Leigh 01942 671256

The Thistle Haydock Hotel

Penny Lane Haydock 01942 272000

Other local amenities

Newsagent 01942 723517

Florist 01942 717665

Places of worship

Church of England

Lowton St. Lukes, Church Lane, Lowton

Lowton St. Marys, Newton Road, Lowton

Golborne Pentecostal, High Street, Golborne

Roman Catholic

All Saints, Golborne

Methodist Church, Heath Street, Golborne

Hospitals

Warrington General 01925 635911

Royal Albert Wigan 01942 244000

Leigh Infirmary 01942 672333

Public Transport

Public Transport 0161 228 7811

Railway Station, Newton Le Willows, 0845 605 0600

Local Buses: 34, 601, 600.

Taxis

Ring And Ride 01942 873 143

Avacab 01942 262 777

Davron 01942 723 300

JR's 01942 681 168

how to complain

In order to maintain our standard of care delivery, we actively encourage any suggestions/complaints about the service we provide.

Any complaints are dealt with in the strictest confidence and in a friendly and personable manner. You will find a leaflet explaining the complaints procedure in the entrance hall, near where you sign in.

A Complaints Co-ordinator Is available at Lime House.

To make a verbal complaint

1. Ask to speak to any senior member of staff.
2. This will be carried forward and procedure followed.
3. At any stage a relative or advocate can become involved.

To make a written complaint

1. Put your complaint in writing to
Quality Assurance, Nugent, 99 Edge Lane, Liverpool L7 2PE.
Telephone: 0151 261 2000.
Email: complaints@nugentcare.org
2. This will then be received at Central Office.
3. The complaint will be investigated by the Quality Assurance team.
4. All parties will be informed of the outcome.
5. If unsatisfied with outcome, further investigation may take place by an independent body.

services we can offer

Hairdressing and beauty salon - where you can be pampered.

Chiropodist - to ease those aching feet.

Mobile shop - for all those little extras.

Lending library - where you can borrow books, CDs, videos and tapes to while away the hours.

Activities organiser - for in-house activities and outings.

Professional services - doctor, district nurse team, optician, dentist, local pharmacy and audiologist.

Pastoral services - all denominations catered for.

Advocacy service, personal key worker - to offer help and support.

Mini Bus - for day trips, holidays and appointments.



history of lime house

Lime House is a large Edwardian Building set in extensive grounds. The property was built in 1903 by William Eckersley a cotton manufacturer.

Lime House was built on the site of a former large property.

Lime House was made famous by Eckersley's son Peter Thorp, PT, as he was known. He became the captain of Lancashire CCC where he played from 1923-1935.

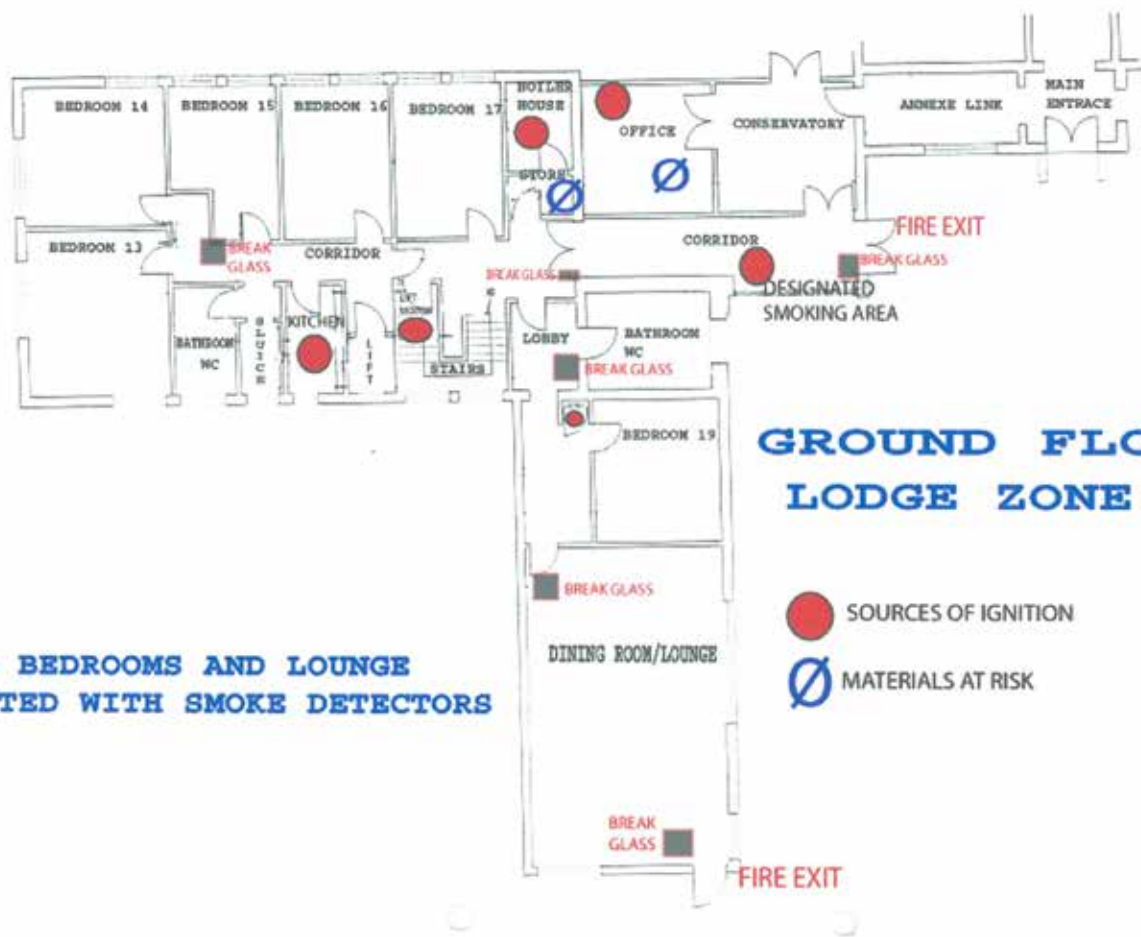
Lime house was donated to Golborne Urban District Council in 1933 - 1985 to be used as council offices.

In 1985 Nugent carried out the conversion of the existing building and grounds to convert the building into a residential home for the elderly.



The work and registration was completed in 1985. The grand doors of Lime House residential home were opened May 1986 to welcome its first residents.



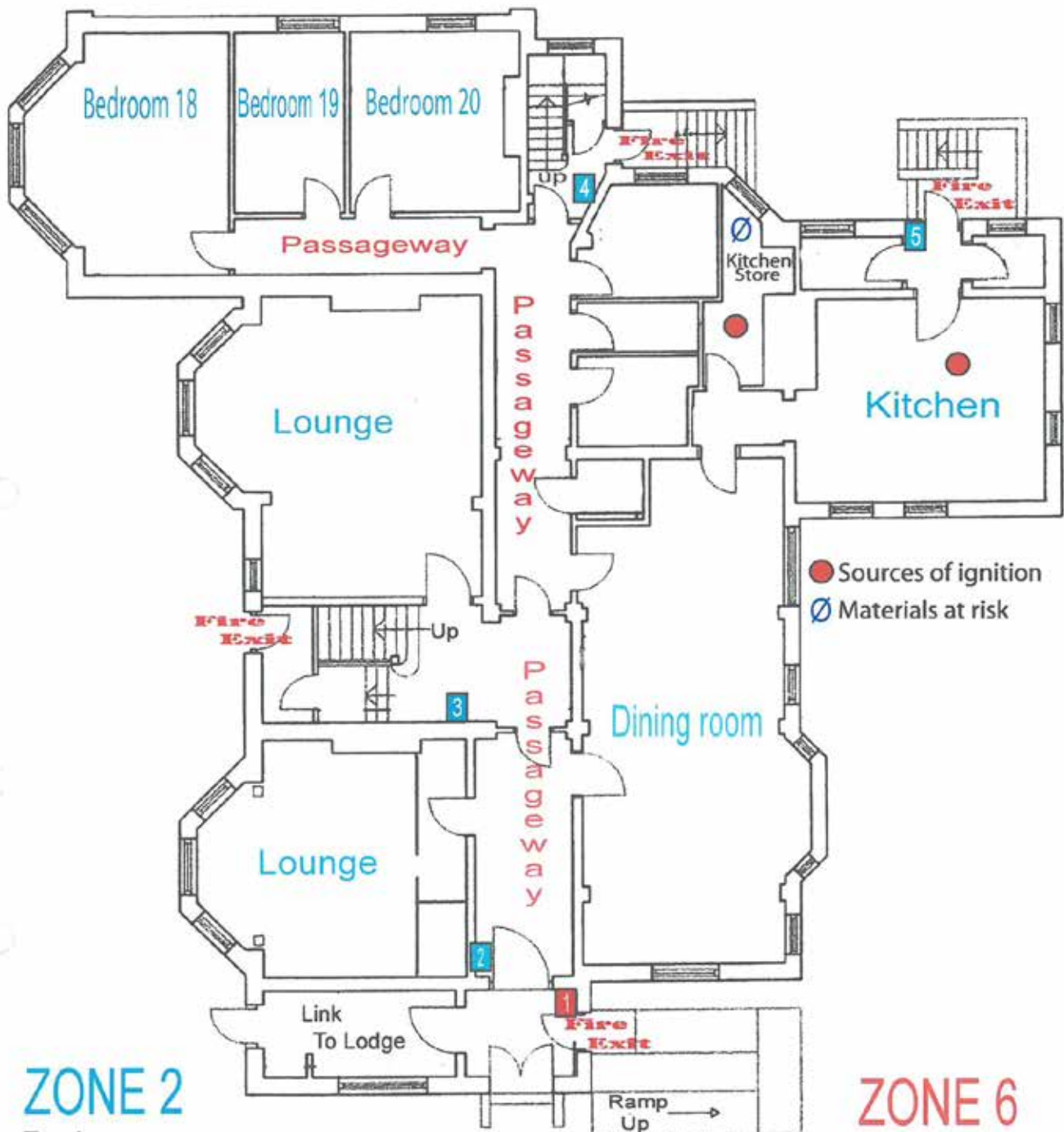
ground floor plan



GROUND FLOOR LODGE ZONE 1

-  SOURCES OF IGNITION
-  MATERIALS AT RISK

**ALL BEDROOMS AND LOUNGE
FITTED WITH SMOKE DETECTORS**



ZONE 2

Bedrooms
18,19,20.
Lounges.
Dining room, Kitchen.

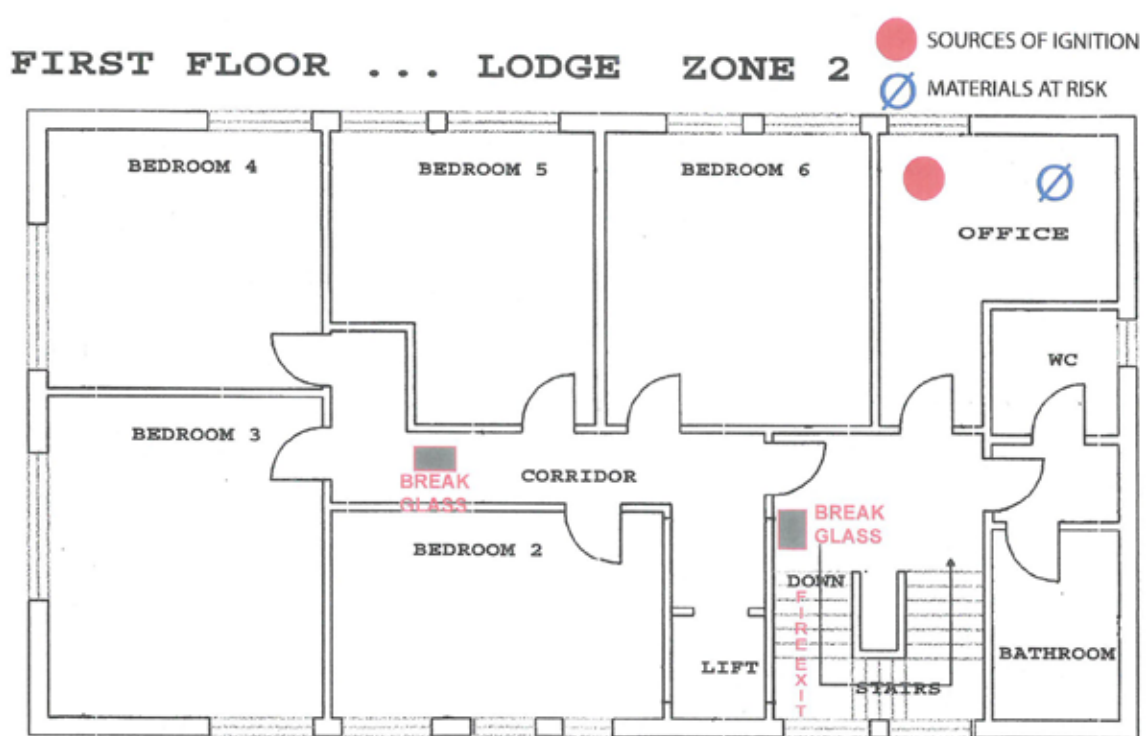
Break Glass Units
2,3,4,5.

ZONE 6

Passageway

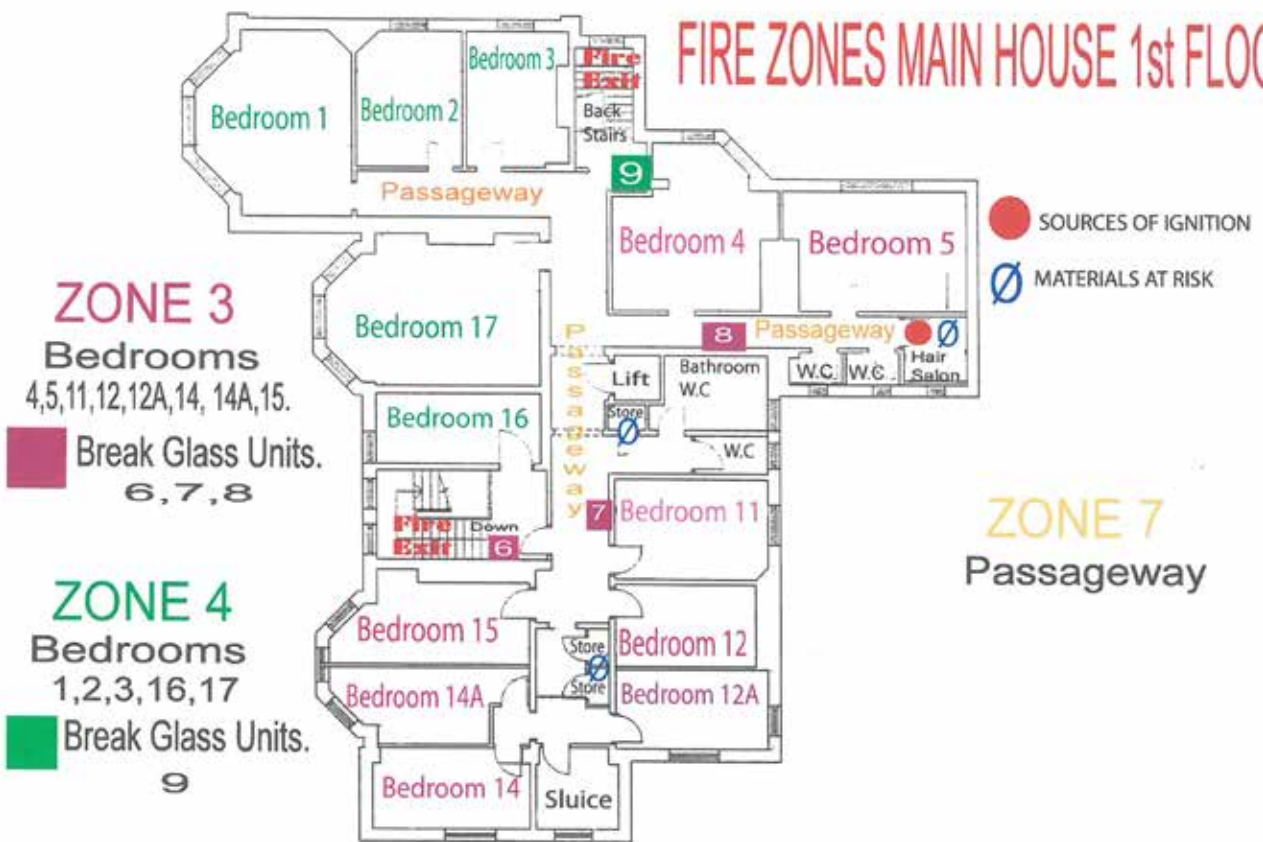
Break Glass Unit
1.

first floor plan



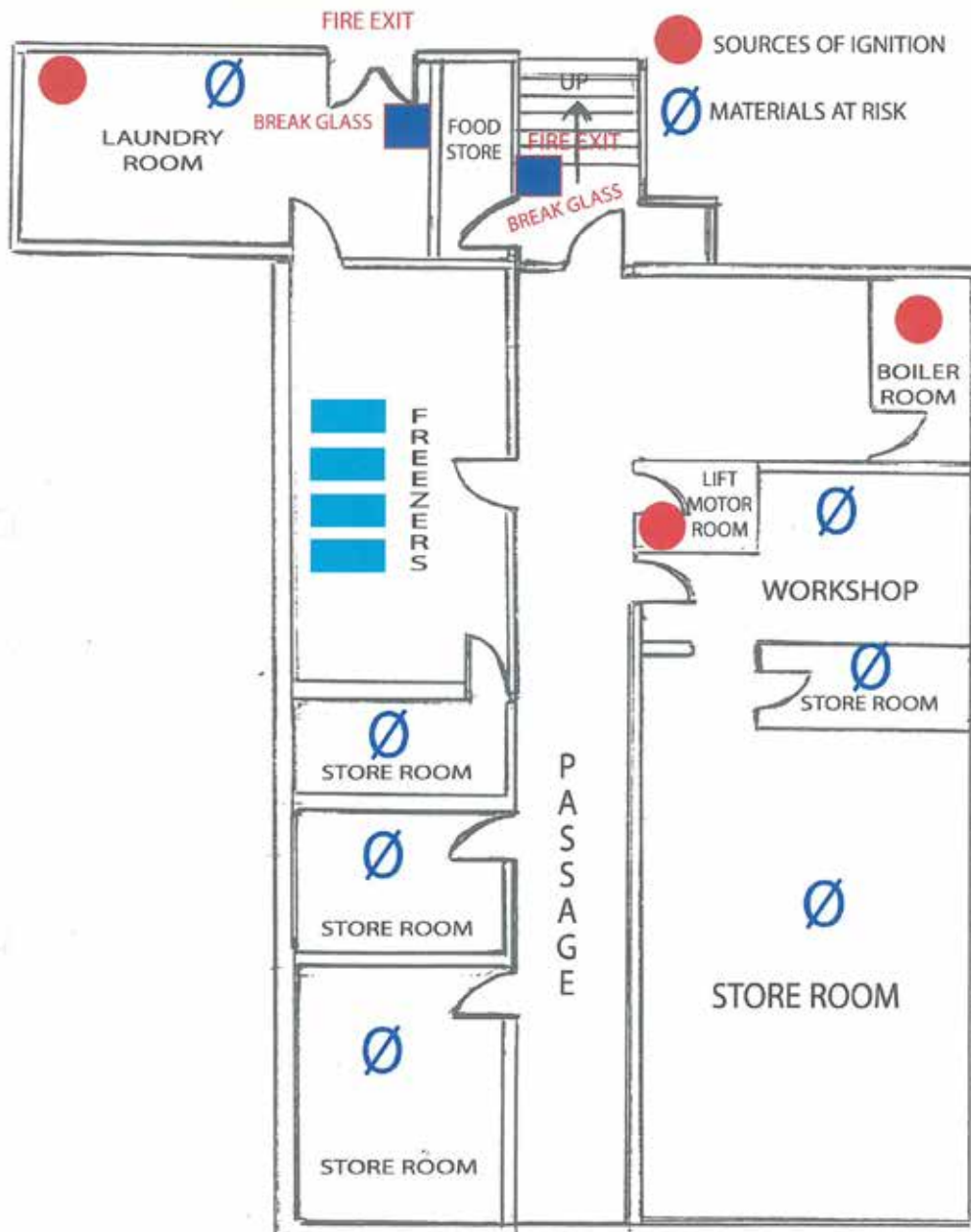
All Bedrooms fitted with smoke detectors

FIRE ZONES MAIN HOUSE 1st FLOOR



basement floor plan

BASEMENT ZONE 1



**ALL ROOMS AND PASSAGeways
FITTED WITH SMOKE DETECTORS
AND ELUMINATED FIRE EXIT SIGNS.**

integrity

ambition

courage

compassion

optimism

respect

dignity



01942 674 135



lime.house@nugentcare.org



wearenugent.org



**Newton Road,
Lowton, Warrington, WA3 1HF**



**Lime House Care Home
is part of Nugent**

Nugent

Address: 99 Edge Lane, Liverpool, L7 2PE

Tel: 0151 261 2000

Email: info@nugentcare.org

Web: wearenugent.org

