ambient

Passionate About People

Your Guide to:

Millbank Care Home

Address:

109 Millgate
Newark
Nottinghamshire
NG24 4UA

Inspected and rated
Good
Care Quality Commission

Private AMBIENT-0421

In Compliance with the Health & Social Care Act 2014

Contents

	Page
About Ambient Support	3
Our Care Services	4
Person-centred support	5
About the home	6—10
Moving into the home	10—13
Staying in touch with friends & family	13
Confidentiality and Equality & Diversity	14
Health & Safety and Insurance	15
Terms & Conditions of Residence	16
Home details	17—18
Organisational / Charity Structure	19
Useful contact addresses and numbers	20

About Ambient Support

Ambient Support is a registered UK charity with over 25 years' experience in the care sector. We provide high quality, individualised care and support for adults with learning disabilities, people living with mental ill-health and older people who require support because of the ageing process.

Our services range from support in the community in people's own homes, shared living and extra-care schemes to residential care homes with support available 24/7.

Our 5i Values underpin all the work that we do:
impact, inspirational, integrity, innovation and inclusive

We believe: that everyone is unique and should be able to lead valued lives in their communities, treated with dignity and respect no matter their age, health condition or disability.

Our staff team

Ambient Support are passionate about their staff and the people that we support. We are committed to an ongoing programme of staff training and development for all levels of staff that goes beyond our legal and contractual obligations.

All our care staff teams are appropriately qualified, vetted and trained to carry out their roles.

Staff in homes that support people living with Dementia are provided with training to accredited QCF standards in Dementia Care & Awareness. Our teams are also available to offer training and support to friends and families of residents living with dementia on how best to support and interact with those living with this condition.

We also have homes that are able to provide specialised support for end of life care including some that offer professional nursing care.

Welcome to Millbank

On behalf of Ambient Support, welcome to Millbank.

This guide has been produced to help settle residents into their new home and is intended to give you information about the home and what to expect when living here.

If you require any more information or have any questions, please talk to the Home Manager or a member of the staff team who will be happy to help.

Millbank is registered with the Care Quality Commission (CQC) under the provisions of the Health and Social Care Act 2014 to provide accommodation for person's requiring personal care.

It is a 36 bed home located in Newark in Nottinghamshire.

The home has professionally maintained, wheelchair accessible gardens for you and your family and visitors to enjoy, and the nearby community provides all the usual amenities including retail shops, hairdressers, restaurants and GP surgery.

Our Care Services

Millbank provides a 24-hour care service for older people with a wide range of needs including those living with dementia.* We provide residential care and support to people funded either privately or by the Local Authority.

Dementia care

We provide care and support for people who are living with dementia that builds upon their existing strengths and abilities. Our staff team are specially trained to consider the person living with dementia as a unique individual with a rich history, abilities, preferences, desires and personality, just like everyone else.

Residential care

Millbank offers an extensive range of personal care and support on the residential suite. We take a holistic approach concentrating on people's overall well-being, whilst protecting dignity and privacy.

Respite or short stay care

Millbank recognises that providing Respite & Short Stays for people, when families and carers need a break themselves or unexpected events occur is key for everyone's peace of mind. Carers and families can take that well deserved break knowing their loved ones are being taken care of in a safe and supportive environment.

Our staff teams welcome temporary guests into the home and respite residents are soon participating and enjoying all the facilities, activities and events that we provide, with many choosing to return to us year on year.

Please note that any nursing care requirements on the residential or dementia suites are provided by visiting District Nurses. The District Nurse may visit, for example to dress a wound or give a person a regular injection.

Person centred support

We provide care and support tailored around a person's individual needs in an environment which respects not only their physical well-being but also the social, emotional and intellectual desires of each individual.

We aim to enable people to live as independently as is possible, with dignity, privacy and making their own choices.

In doing this, we strive to provide a responsive, safe and caring environment where everyone has the right to be treated as an individual with their own unique personality.

What person centred support means:

- Individuals will have a comprehensive care and support plan that focuses on their strengths and identifies what is important to them and how their needs and wishes will be met.
- Each care and support plan is regularly reviewed and will reflect any risks that have been identified and plan accordingly.
- Individuals are offered a choice of nutritionally balanced, appetising meals, taking into account their religious, cultural or medical requirements.
- Staff work in partnership with the people that we support and their families/friends to focus on building and maintaining relationships that are important to the person.
- Senior team members are recruited with the involvement of people who use the service, ensuring that we appoint people who share our charities values.
- Staff receive ongoing training appropriate to their role to ensure they have the right skills and knowledge to provide the highest quality of care.
- We actively seek feedback and comments from the people we support, their families, carers, health and social care professionals and our own staff. This helps us to learn and improve our services. All feedback will be listened to and responded to promptly.

About the Home

Your room

At Millbank, residents are provided with a light, modern single room, designed to make life comfortable and relaxing. Each room has en-suite facilities, which includes a hand basin, shower and toilet.

We can provide rooms for single or double occupancy. We are happy to provide all bed linen and towels, unless you prefer to bring your own.

Each room has a television socket and telephone line. Arrangements to install your own telephone and internet can be made (charges will apply).

Furnishings

You are encouraged to bring in your own furniture, mementoes and keepsakes to personalise your room and make it homely. However, we ask that you speak to the Home Manager in advance as health & safety requires that all items of furniture brought into the home are fire retardant.

We do provide the following furnishings should they be required:

- A clean and comfortable bed, at a suitable and safe height for you.
- Curtains or blinds.
- Overhead and bedside lighting.
- Comfortable seating.
- Chest of drawers and a double wardrobe.
- Six accessible electric sockets.
- Bedside table with lockable drawer space for personal items or medication.
- Call bell.
- TV and telephone point (should you wish to have your own telephone installed).
- Thermostatically controlled radiators.

You will have your own set of keys for your room (unless you decide otherwise), and staff will have a set just in the case of emergencies.

Shared areas and gardens

At Millbank, we have large, bright communal lounges where everyone can get together to enjoy a chat, watch television, or join in the activities we provide.

Our light and airy dining rooms have their own kitchen facilities, which may be available for you and your family and friends to use. The kitchens are equipped so that light refreshments can be enjoyed by yourself and your visitors.

The home is fully accessible with stairs and lifts to all floors which means access to our garden and outside space is available to all our residents and their visitors.

We have professional gardeners who keep the lawns mowed and the flowerbeds blooming, however if you are green-fingered and enjoy pottering in the garden we can give you a plot to tend to, just speak to our Home Manager.

Additional bathing facilities
We have a specialist bathroom in each suite that has a fully adjustable easy access bath and hoist so residents have a choice of whether to bath or shower and can be assisted to do so.

Cleaning
Rooms and communal areas are cleaned daily by our house-keeping team. Residents are welcome to do their own housework if they so wish. This can be arranged with the house keeping team.

Laundry
Housekeeping provide a laundry service for residents if required. They recommend that all clothes are labelled with either embroidered name tapes or 'Tag-it' labels to ensure their safe return.

The housekeeping team deal with large amounts of washing in industrial size machines and sometimes it is difficult to guarantee the safety of items that require special attention e.g. 'hand wash only' or 'dry clean only'. Whilst every care is taken with personal laundry, accidents can happen and we cannot take responsibility for ruined clothing.

We recommend that items that require special attention are given to family or friends to launder. If this is not possible staff can arrange for items to be dry cleaned at a local service provider, the cost of which will be payable by the resident.

Mealtimes and catering
Meal times can be the highlight of the day for many people and we wish to ensure the food we provide is delicious, nutritionally balanced and provides you with variety and choice.

We can cater for those that need special diets and those that have religious or culturally specific requirements. Our team will be happy to discuss your preferences with you.

Whilst we provide three meals per day additional hot and cold drinks, fresh fruit and snacks, are available throughout the day and night as requested/required.

We do not usually provide alcoholic drinks, but you are welcome to buy your own should you so wish.

We are always keen to get your thoughts about the quality of the meals and welcome feedback from both residents and their families.

Food Hygiene Rating

This home has been awarded a Level 5 Food Hygiene rating by the local council.

Medical care arrangements

After you move in if your own GP is too far away to keep you as a patient, we can arrange to transfer you to the local GP Practice who will oversee your general medical care. Should you feel unwell, staff will make an appointment for you or organise a visit from your GP.

If you are coming to Millbank for a short stay visit and your GP is willing to visit you whilst you are staying with us, he or she will be most welcome. If this is not possible, we will complete the temporary form with our local GP who will care for you during your stay.

Hairdressing

We have a freelance hairdresser that regularly visits the home.

The hairdresser is not employed by Ambient Support and will charge directly for the services they provide. The prices charged are competitive but if you prefer to use your own hairdresser or visit a local salon staff can assist you with this*.

To book an appointment, or to meet the hairdresser to discuss your requirements speak to a member of our team.

Other services

If you require other specialist services, i.e. dentist, optician, chiropody, occupational therapy or physiotherapy, these services can be utilised as and when you require them. Our team will be happy to make appointments for you.

In addition, other therapies can be arranged to meet individual requirements and choice, i.e. Reflexology, Aromatherapy, manicurist. Our team will be happy to make appointments for you but **please note** these services are not covered within our regular home fees and additional charges will be payable.

Support & Escorted Service*

We are able to provide a 1-1 support and escort service for you should you need or wish to attend appointments (including GP and hospital visits) outside the home.

Providing this service is subject to the availability of staff members. You will be charged at an hourly rate to cover the cost of providing this 1-1 support for each appointment. The fee does not include any extra costs associated with the appointment such as transportation, food and refreshments whilst out.

The fees for this service will be billed on a monthly basis and will be shown as an additional service charge on your invoice.

Current rates for this service per hour are:

Daytime hours	Monday - Friday	£16.75
Daytime hours	Saturday - Sunday	£19.75
Night time hours	Monday - Friday	£19.25
Night time hours	Saturday - Sunday	£21.70
Bank Holiday hours	Daytime	£27.60
Bank Holiday hours	Night time	£29.70

To book the service speak to the Home Manager or member of the Administration team. You will need to give us as much notice as possible as we will usually require a minimum of 3 days' notice to book and allocate a support worker to assist on a visit or appointment.** If you need to cancel or change the booking we would need a minimum of 24 hours' notice or you would be liable for cancellation charges.

*** We always try to accommodate requests for support at short notice however it may not always be possible to escort people to hospital in the event of an emergency when this might leave a service short of staff and other residents at risk. This is a particular issue if an emergency event occurs during night time hours.*

Personal finances

You will need money to cover purchases such as toiletries, hairdressing, daily papers etc. that are not included in our fees.

We want you to exercise maximum control over your own finances and how you spend your money. There is a lockable drawer in your room for you to keep your money safe.

If for any reason you are unable to look after your own money, you will need to have an advocate or appointee who will be nominated to act on your behalf. This is usually a relative. If relatives are not closely involved in your life a friend could take on this role. We will work with you and other social care professionals involved in your care to agree who will take responsibility for your finances.

Personal Allowance arrangements (pocket money)

Residents, their family members, or nominated advocates, can set up a direct debit to deposit a personal allowance or "pocket money", to be held at Ambient Support's head office for safekeeping. If it is agreed that Ambient Support will be responsible for handling this pocket money allowance, we will never purchase anything on your behalf without consulting you. The care home has a float which residents can draw down from. We will keep a record of any monies in or out of your account, and receipts for purchases or cash out. This is reconciled on a monthly basis.

Newspapers and magazines

If you require a daily newspaper or periodical magazines, please speak to a member of the Admin team. Where possible, we can arrange for local delivery from a Newsagent. This additional cost will be payable directly by the resident to the supplier of this service.

Pets

Well-behaved, domestic pets may live at the home, at the discretion of the Manager.

As it is a shared home, consideration must always be given to the other people who live there and the impact this might have on them.

Moving in to the home

Assessment prior to moving in

Prior to moving into your new home, an assessment must be carried out to by a senior member of staff to identify your individual requirements and specific needs, to ensure that we can meet them fully. We encourage people to visit the home for their assessment. If this is not possible, we can arrange an assessment outside of the home.

During your assessment, we will also find out about your preferred daily routine, your likes and dislikes and any dietary requirements you may have. We will also ask you about your social, domestic, religious and cultural requirements and establish how you would like to have personal care delivered.

After you move in

We will develop and prepare a Care and Support Plan with you and other people involved in your care if appropriate, to enable the staff to support you in a consistent manner.

Your personalised Care and Support Plan details how we will support you with your health and social care needs and manage any risks in relation to these. It will be reviewed with you on a regular basis to make sure that you are receiving the correct level of care and support and that your well-being is maintained.

The plan gives details about everything from how you like your tea, how you would like your bedroom arranged and even what newspaper you'd like delivered. In short, everything that will help us to make sure that you are treated the way you would like to be and feel at home.

Trial period

We offer a 4-6 week trial period when a person moves in so that you and your family can be sure that it is the right move to make. It also gives our team an opportunity to get to know you and ensure that we can provide the right support and care for you.

Participation and risk

We carry out risk assessments to protect and support you to participate fully in activities of your choice. We will not infringe on your rights in matters of choice but will work with you to try to overcome or eliminate any risks so that you can lead a happy and fulfilling life in the home.

This means actively supporting 'positive risk taking' wherever possible. For example, we supported and worked with a 99 year old resident in one of our older people services, to enable them to fulfil a life-long ambition to ride a horse!

Medication

We ask you to bring all your medication in with you when you move in. This should be kept in the original containers, accompanied by an original prescription from the GP, if possible. All medications must have a pharmacy label and also your name and a date on the box.

If you normally manage your own medication and wish to continue to do so, we will ensure that you have safe, lockable storage in which to keep it. Staff will carry out a risk assessment to make sure the procedure is safe for everyone.

It is important that you do not take any medication, including homeopathic or herbal medications, without first consulting the Manager.

Trained staff are available to administer medicines as prescribed by medical professionals.

Any medication prescribed to you will be recorded on a medication chart by the Pharmacist and staff will administer your medication following the directions given. If you are taking a medication that you think is making you feel unwell or is not helping, please let the staff know.

Life in our home supporting your wellbeing

We believe that your life should continue to be enriching, so we encourage you to pursue your interests and develop new ones.

As part of our assessment process we will ask you about your life history, interests and religious needs when you move in so that we know how we can make sure that you can continue to practice them as you would like to.

Our Activities Co-ordinator organises a wide range of social, artistic and well-being activities in-house. These activities are always well publicised, so you know what is going on and how you can join in.

Residents are encouraged to let the Activities Co-ordinators know what they would like to see on the weekly programme, whether it is board games, knitting, gardening, painting or something very different!

We regularly have visits from other organisations from the local community, these might include, nursery children and playgroups, choirs and entertainers and even animal sanctuaries to name but a few.

We may also arrange for visits to the theatre, day trips to the seaside and garden centres. Sometimes these may incur an additional charge for people to take part. We always try to keep these costs to a minimum so everyone can have the chance to be involved.

If on occasion you have a special interest or passion that we cannot support because of location, equipment or specialist training, we will do our best to support you to find out about how you can continue your hobby locally.

Having your say

We want to know what's important to you and what you think so that we can get it right. Residents meetings are held regularly to discuss and consult about all matters relating to the home and the well being and quality of life of the people that we support.

Of course, you don't need to wait for these meetings – you can always speak to the Home Manager or a member of the team at any time.

We also think that it is important to get your opinions on the staff that will be supporting and caring for you and we often ask residents to be part of the interview panel when we are recruiting new staff.

It is important to us that we provide a good service and an annual survey is used to ask all people living at the home and their family members what they think of the service we provide and how we might improve it.

The results of the survey are used to help us make positive changes to our service to you.

Comments and Complaints

Ambient Support aims to provide the highest standards of service and recognises that there may be occasions when people wish to comment, complain or make suggestions on the service they receive.

We strive to provide an honest and open service and any comments or suggestions will be welcomed, and any complaints will be investigated promptly.

A copy of the Comments & Complaints procedure is included with this pack.

If you would like a member of staff to support you to write a comment or complaint, please let a member of our team know.

Staying in touch with friends and family

Visits

We encourage your family and friends to visit and can arrange for them to join you for a meal. We don't have strict visiting times however we do have protected mealtimes so if possible, visitors are asked to respect this.

We ask all visitors to sign the Visitors Book when arriving and leaving for safety reasons. Likewise, you can go out whenever you like but please let staff know so that they don't worry about you.

Telephone

All rooms are equipped with a telephone socket.
You will need to speak to the Manager of the Home if you wish to have a direct dial telephone line or internet access activated in your room. The costs associated with this are borne by the resident.

Post

All post addressed to Millbank is delivered to the main office. Any letters that are addressed to you will be given to you by a member of the staff team. If you need help with opening your mail, staff will assist with your permission, or alternatively, if you prefer, we can hold it and give it to a person nominated by you.

If you would like assistance writing letters, please do not hesitate to let a member of our team know, and we would be happy to help you.

Wi-Fi

Guest Wi-Fi is available in some communal areas of the home. Please speak to a member of the Admin team to find out more.

Confidentiality and Equality & Diversity

Access to personal information about you is limited to staff who are working directly with you and those with statutory and contracted responsibility for your welfare, such as GP's. Staff will never divulge any information they receive about you to anyone who is not entitled to have that information.

Personal records are kept securely in line with General Data Protection Regulations (GDPR). We have policies and procedures in place about how to keep your personal information safe and how you can request to view this data in line with GDPR.

A copy of the policies can be requested from the Home Manager.

Equality & Diversity

We are a warm and welcoming charity committed to preventing discrimination and actively promote equality and diversity issues in both employment, the management of staff and the delivery of our services.

We work to ensure that the people we employ, and the people that use our services are treated fairly, equitably and are never discriminated against either directly or indirectly on any grounds.

Health & Safety and Insurance

Fire Safety Arrangements

Everyone's safety is important to us. Ambient Support takes fire safety very seriously. Each of our sites has a Fire Risk Assessment. These are completed annually by an external fire safety expert. To comply with the law, we also have a structured Fire Emergency Plan. This is a summary of the specific fire safety arrangements in place and what action to take in the event of a fire.

All of our staff complete statutory fire safety training. In registered care homes, a proportion of staff receive more in-depth training as a Fire Marshall. This gives them specific responsibilities in the event of a fire.

Staff undertake weekly and monthly fire safety checks. These include testing the fire alarm (weekly), testing emergency lighting and checking all fire doors release and close correctly when the alarm sounds.

All of our sites have an automatic fire alarm system, fire extinguishers and emergency lighting, as a minimum. Larger sites may have additional fire safety provision, such as dry risers or smoke vents. These items of equipment are all subject to servicing and testing by external contractors. Fire Action Notices are placed next to each fire alarm call point and in communal areas. These inform people what to do in the event of a fire and location of the assembly point.

Regular fire drills are carried out to ensure that all staff are familiar with the fire emergency plan. All fire safety arrangements are subject to an internal audit process. Additionally, the local fire and rescue service and other external bodies visit the home on a regular basis to ensure systems and record keeping are in place.

Ambient Support takes a proactive approach to fire safety and has entered into a Primary Authority arrangement with Lincolnshire Fire and Rescue Service (LFRS). This is a legally recognised
partnership and means that LFRS work with us to offer fire safety advice across all of our services, no matter the location.

The home maintains a business continuity plan which can be activated in the event of a loss of utilities or other significant emergency which might affect its ability to continue to deliver care and support in a safe manner to one or more of the people who live there.

We request that all visitors sign in the Visitors book on entering and on leaving so that we know who is in the building in the event of an emergency.

Insurance

Please remember to insure anything of value when you move in, just as you would in your own home. Ambient Support cannot hold or accept responsibility for any valuables that you bring with you such as jewellery, glasses and hearing aids. This also applies to personal bank cards, cheque books and savings books.

Terms & Conditions of Residence

The Terms & Conditions of Residence are set out in full in the **Contract of Occupancy** which is enclosed in this pack.

Anyone moving into Millbank is required to sign the contract.

If you are unable to do this for any reason, then your appointee or next of kin will be asked to sign it on your behalf.

It includes information on:

- Your rights and what you can expect.
- Charges made by the home.
- Moving in, settling in and termination (moving out).
- The services offered.

We wish to draw your attention to the following elements of the contract.

Clause 4 Fees | Annual Fee Increase

Clause 5 Termination of Contract | After Death Costs

Clause 6 Absences | Hospital Stays

Clause 11 Personal Monies/Belongings | Financial Risk Assessment

Home details	
Operator	Ambient Support
Scheme	Millbank
Phone number	01636 703625
Email Address	millbank@ambient.org.uk

Charges when moving in	
Fees in advance	The contract requires a 6 week advance when moving in and 4 weeks thereafter.

Costs included in monthly fees

> Accommodation & utilities
> Personalised Care & Support package
> On call and overnight support 24/7/365
> 3 X meals per day, snacks, hot & cold drinks
> Daily activities and events in the home
> Laundry & Cleaning

Items not included in monthly fees

> Insurance of personal possessions & valuables
> Participation in some activities & events outside the home
> Toiletries
> Dry cleaning and specialist clothing care
> Newspapers & magazines
> Accompanying support at appointments and visits
> Personal telephones & Wi-Fi in bedrooms
> Specialist therapies
> Non-standard items of furniture

Charges when moving out

Contract of Occupancy - See Clause 5 Termination of Contract
(May include Room Fees & costs for disposal of personal property.)

Ambient Support

Registered Provider Details:

Ambient Support
Unit 9, Bourne Court,
Unity Trading Estate,
Southend Road,
Woodford Green, Essex.
IG8 8HD

Tel: 020 8502 3933
Fax: 020 8502 3543
Web: www.ambient.org.uk

Ambient Support is a registered charity no:1135353 and a company limited by guarantee no: 07211819 (England & Wales).

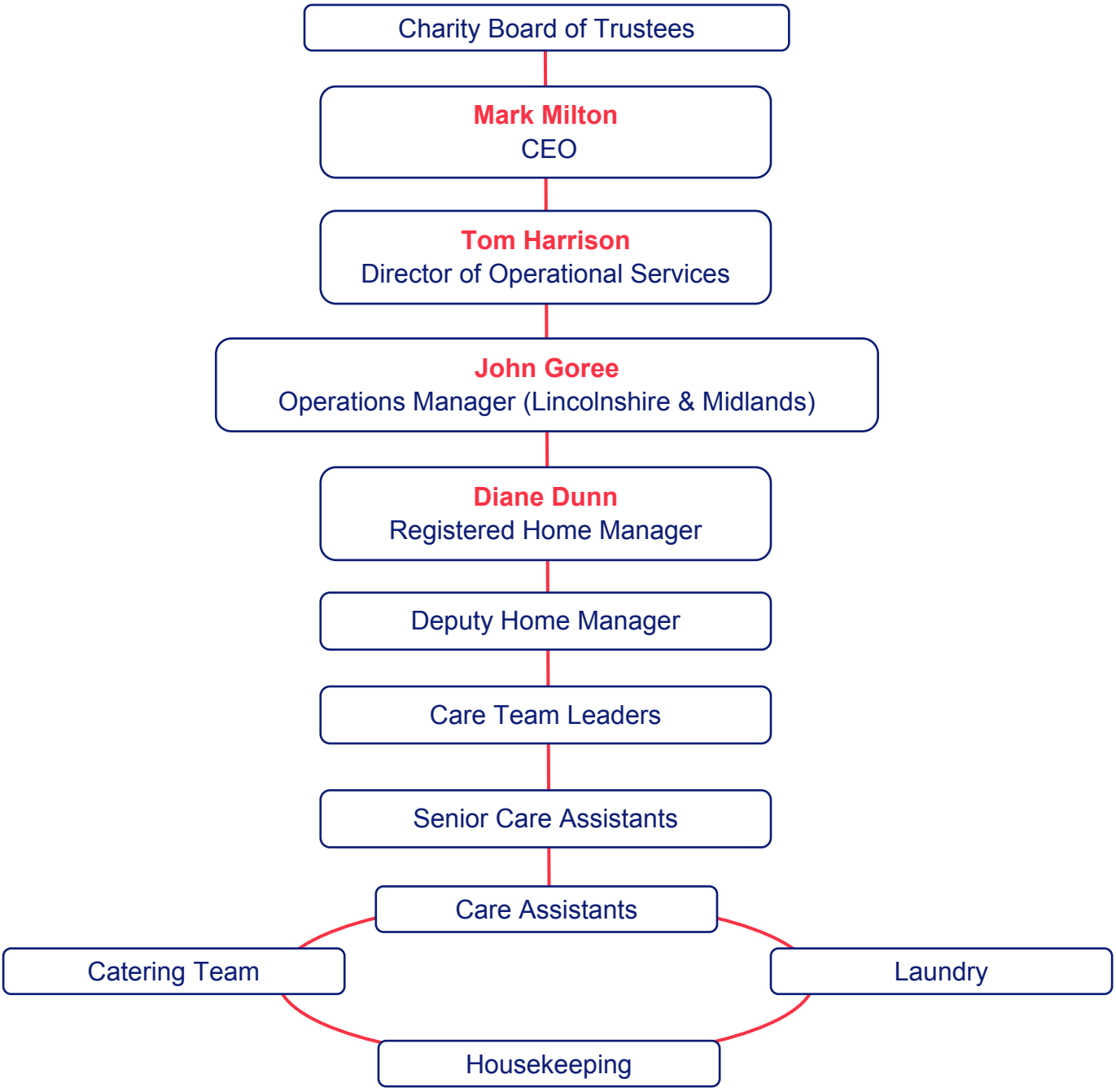
Ambient Support Limited is registered, and therefore licensed to provide services, by the Care Quality Commission (Provider ID: 1-102643235)

Nominated Individual
The person registered with CQC as the Nominated Individual for Ambient Support is Mark Milton, the Chief Executive.

Responsible Person
The Responsible Person for Millbank is the Home Manager, Diane Dunn.

Diane was previously a Registered Nurse, with many years of experience across different areas of hospital work and the private sector. She has worked at Millbank Care Home for the last 6 years, providing care and support to residents and residents living with Dementia. During her time at Millbank, she has achieved a Good rating with CQC and a Band 5 with Nottinghamshire County Council.

Organisational / Charity Structure



Useful contact addresses and numbers

Scheme Address

Millbank
109 Millgate
Newark
Nottinghamshire
NG24 4UA

Telephone: 01636 703625
Manager: Diane Dunn
Email: millbank@ambient.org.uk

Ambient Support – Head Office

Unit 9, Bourne Court, Unity Trading Estate
Southend Road, Woodford Green, Essex.
IG8 8HD

Tel: 020 8502 3933
Fax: 020 8502 3543
Web: www.ambient.org.uk

Riverside ECHG Landlords Customer Service

Customer Service Centre
2 Estuary Boulevard
Estuary Commerce Park
Liverpool, L24 8RF

Tel: 0345 111 0000

Amber Housing

Tel: 0207 866 2328
info@amberhousing.co.uk

Nottingham Care Line

Tel: 0800 101 3333

Nottinghamshire County Council for Adult Social Care & Safeguarding

County Hall
West Bridgford
Nottingham
NG2 7QP

Tel: 0300 500 80 80
Web: www.nottinghamshire.gov.uk

Alzheimer's Society – Nottingham Branch

Tel: 0115 934 3800
Email: nottingham@alzheimers.org.uk

Age UK - Nottingham

Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ

Tel: 0115 844 0011
Email: info@ageuknotts.org.uk

Care Quality Commission (CQC)

Southeast Region
Citygate
Gallowgate
Newcastle Upon Tyne, NE1 4PA

Tel: 0300 061 6161
Fax: 0300 061 617

This document can be made available in other languages, Braille, audio, large print or any other formats to meet individual needs, on request.