



ALLINGTON HEALTHCARE LTD
Beckfield House, Station Road,
Heighington, Lincoln LN4 1QJ
Tel. 01522 790314

19th August 2013

Thank you for requesting information on Beckfield House and the care we offer.

It is our intention to ensure we provide the best possible standards of care so that anyone who lives here enjoys doing so and lives life to the full.

We recognise that living here will never be exactly the same as living in your own home which is why we do our best to make sure that living here provides the levels of privacy that you require and that you can enjoy as much independence as possible.

The following guide is designed to help you make an informed decision about living here based upon what we are able to do to support you and how.

If you have any questions please do not hesitate to contact us?

Yours faithfully

Beverley Cowan

Beverley Cowan
Home Manager

St Mary's House – Bacton – Stowmarket - IP144LN
Tel. 01522 790314 Fax. 01522 790316
Website: www.beckfieldhouse.com
E-mail: care@beckfieldhouse.com

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INVESTOR IN PEOPLE



Facilities

Beckfield House is a beautiful, late Victorian Arts and Crafts style former Gentleman's Residence with an attractive modern annexe. It is set in pleasant gardens in the quiet village of Heighington, just 4 miles from the Cathedral city of Lincoln.

The House has modern, full gas-fired central heating. Accommodation is in single, shared and en-suite rooms, the majority of which are on the ground floor. In addition, there is a spacious dining room, 3 large comfortable sitting rooms, one leading directly onto the patio area. An extension, completed Jan 2008, has improved the facilities further by adding 8 single en-suite bedrooms, a hairdressing salon and the additional lounge and dining area.

The Home is well equipped with moving and handling equipment and all of the main bathrooms have integrated hoist in the baths.

Full laundry facilities are included in the cost of your accommodation as are such personal items as towels, flannels and soap.

There is a varied menu and special dietary needs, both medical and cultural, can be catered for when prior notice is given. Drinks are freely available throughout the day.

Hairdressing and Chiropody services are available for a small extra charge.

We have a varied entertainment programme and have resident Internet access for e-mails.

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For your medical treatment, there are 2 local GP practices that visit the Home, and they hold their own clinics for diabetes and minor operations, etc. There is also excellent support from the Community/District Nurses.

Registration Category

Beckfield House is registered with the Care Quality Commission as CRH – Care Home.

Service Category PC – Providing Personal Care

Service User Category OP – Old Age, not falling within any other category
DE – Dementia Care

The Home offers accommodation, both long and short term, to elderly persons' of both sexes with older persons needs whose general physical and mental health does not warrant their admission to a nursing home.

Owner Type IND – Private

Beckfield House is registered for a maximum number of 27 Service Users.

No. of Rooms

Beckfield House has 24 bedrooms which comprise the following;

13 single en-suite rooms
8 single rooms
1 double en-suite room
2 double rooms

All rooms comply with size regulations as stated in The National Minimum Standards, Standard 23.



Room Sizes

Ground Floor

All rooms on the ground floor have lockable doors but in the interest of safety, Staff are able to gain access to the rooms even when the lock is engaged. Privacy and dignity for the Service User is respected at all times, and Staff will knock on the door and await response prior to entering the bedroom.

Room 19	Single	2.69 x 3.99 = 10.73 sq mts
Room 18	Single en-suite	4.01 x 4.01 = 16.08 sq mts
Room 14	Single en-suite	2.99 x 3.99 = 11.93 sq mts
Room 13	Single en-suite	4.02 x 3.98 = 15.99 sq mts
Room 12	Single	3.99 x 2.98 = 11.89 sq mts
Room 11	Single	2.68 x 3.99 = 10.69 sq mts
Room 7	Double	4.54 x 3.88 + 2.44 x 1.60 = 21.51 sq mts
Room 22	Single en-suite	14.70 sq mts
Room 23	Single en-suite	14.88 sq mts
Room 24	Single en-suite	14.20 sq mts
Room 25	Single en-suite	12.58 sq mts
Room 26	Single en-suite	13.87 sq mts
Room 27	Single en-suite	13.87 sq mts
Room 28	Single en-suite	14.07 sq mts
Room 29	Single en-suite	14.77 sq mts

First Floor

With the exception of rooms 1, 2a, 9a and 9b, the rooms on the first floor form part of the fire escape plan. This means that all doors are fire doors and cannot be locked. Service Users are advised that rooms 2b, 3, 4, 5 and 6 do not have lockable doors. To ensure privacy and dignity at all times, Staff will knock on the door and await response prior to entering the bedroom.

Room 6	Double en-suite	5.40 x 3.99 = 21.54 sq mts
Room 5	Single	4.26 x 3.27 = 13.86 sq mts
Room 4	Double	4.24 x 7.68 = 32.56 sq mts
Room 3	Single	6.31 x 2.52 = 15.90 sq mts
Room 2b	Single	3.06 x 4.43 = 13.55 sq mts
Room 2a	Single en-suite	3.08 x 3.63 + 1.38 x 1.50 = 13.25 sq mts
Room 1	Single en-suite c/w shower	5.11 x 2.77 + 2.78 x 1.80 = 19.51 sq mts
Room 9a	Single	4.09 x 2.81 = 11.49 sq mts



Room 9b Single

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4.39 x 2.97 = 13.03 sq mts

Communal Areas

There are 5 separate toilets on the ground floor and 3 toilets on the first floor. A bathroom, with hoist facility, is available on both floors.

Front Lounge	$5.90 \times 5.74 = 33.86$ sq mts
Rear Lounge	$7.18 \times 4.22 + 4.54 \times 3.22 = 44.90$ sq mts
Lounge New Wing	32.77 sq mts
Dining Room	$7.78 \times 6.16 = 47.92$ sq mts



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Pricing Structure for 2013

	<u>Per Day</u>	<u>Per Week</u>	<u>Per Month</u>
Single Room with En-suite	£ 69.71	£ 488.00	£ 2,120.48
Single Room	£ 67.71	£ 474.00	£ 2,059.64
Shared Room	£ 60.00	£ 420.00	£ 1,825.00
Day Care	£ 24.00		

DSS and LCC assisted and higher rate Service Users are welcome.

Fees are inclusive of all meals and refreshments. Basic toiletries such as soap, toothpaste, talc and tissues are inclusive but if you require special brands there will be an additional charge. Laundry facilities, with the exception of dry cleaning/specialist cleaning, are also included.

Hairdressing and Chiropody are available within the Home for a small additional charge.

Most of the Home's entertainments are free of charge but a charge will be made to the Service User to cover such things as entrance fees, transportation etc. for outings.

The above prices are valid from 1st April 2013 and will be due for review April 2014.



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Allington Healthcare Ltd is a small company set up in 2000 by the 4 owners of Beckfield House. Its intention is to provide both Residential and Nursing care to people who value high quality care and value for money.

Beckfield House is our first Residential Home, purchased in March 2001.

The Directors/Owners of Beckfield House

Tony Mclean

Originally a general nurse, psychiatric nurse and health visitor by profession, Tony has worked in the National Health Service for the last 24 years, the last 15 being spent in management. He has held the post of Chief Executive of an NHS Trust in the South of England and is now the Director of a group of independent hospitals. He has developed many services both in hospital and community and is now keen to develop high quality services in the private sector. He is married to Barbara and they have 3 daughters. He is also a keen mountain biker and skier.

Barbara Mclean

Originally a psychiatric nurse by profession, Barbara has worked in the NHS for the last 30 years. She has spent the last 25 years in management within NHS Trusts and Health Authorities. She currently works for the Strategic Health Authority providing specialist advice. In her spare time she spends a great deal of energy looking after her children.

Jeff Deane

Originally an accountant by profession, Jeff has worked in the public sector for the last 37 years. He is currently a Finance Director of an NHS organisation in London. He is a lifelong supporter of Chelsea Football Club and a keen squash player, and has also been known to walk across England to raise money for charity. He has 3 daughters and 2 sons.

Kathy Walsh

Also an accountant by profession, Kathy has spent most of her career working for the NHS. Following the birth of her second daughter she has set up her own consultancy company as a management consultant and is currently working for an NHS Trust in Essex. She lives with Jeff and their 3 children who take up most of her free time.



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Beverley Cowan

Beverley has 2 children. She qualified in 1982 as a State Enrolled Nurse in the Queen Alexander Royal Army Nursing Corps. Since qualification she has worked mainly with the elderly in both hospital and care home environments.

Beverley has had 3 years experience of working in NVQ training, working in both assessment and verification of the care award. She is very keen to continue with the training theme in her current post, and encourages the Home staff to share her enthusiasm. Since joining the company in September 2000 we are pleased to have achieved the Investors in People Award in 2002, 2006, 2009 and 2012, and have members of staff working towards their NVQ and Care Diploma Awards at various levels.

Beckfield House is her first managerial role and she achieved her Registered Managers Award in 2005.

Current Qualifications

Registered Nurse Level 2
NVQ Assessors Awards D32/D33
National Vocational Internal Verifiers Award D34
Registered Managers Award
First Aid Instructor
PTTLS



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Statement of Aims & Objectives

The principal aim of the Home is to provide a high standard of care and comfort for all Service Users in a safe, manageable and comfortable environment, thereby offering them the opportunity to enhance the quality of their lives.

The Home will offer accommodation, long term, short term, respite and day care to persons of both sexes with older persons' needs whose general physical and mental health does not warrant their admission to a nursing home.

The practices, procedures and management of the Home will comply with all current legislation.

All decisions affecting Service Users will be discussed with individual Service Users and their views and comments given full consideration. All Service Users and where appropriate their relatives or representatives will have reasonable access to the Manager and Proprietors in order to express their view when they wish to do so.

Through training and good practice, the Home will meet Service Users' needs in relation to rights of privacy, respect for human dignity, opportunities to enjoy personal independence, entitlement to human rights, choice and the realisation of personal fulfilment.

It is the policy of the Home to regularly monitor the progress of each Service User and to work within the guidelines of a personal care plan.



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Core Skills

At Beckfield House, we have an ample number of staff, carefully chosen for their understanding and pleasant disposition that are on hand throughout your stay to cater for your needs, supervised by the Manager.

Staff are respectful of your rights to privacy, dignity, independence and choice. To enhance this along side training in basic care practices all of our care staff are expected to undertake mandatory training in the following areas:

Manual Handling
Food Hygiene
Fire Safety/Awareness
First Aid
Health & Safety
COSHH
Dementia Awareness

In addition to the above, we are planning the following courses for 2013 / 2014:

First Aid
Health & Safety
Moving & Handling
Care of Medicines
Confidentiality & Record Keeping
Infection Control
Safeguarding
Dementia Awareness
Food Safety
Person Centred Approach to Care
Managing Challenging Behaviour

Courses Achieved:

1 member of staff has achieved NVQ 4/Registered Managers Award
11 members of staff have achieved NVQ 2 in Care
5 members of staff have achieved NVQ 3 in Care
2 members of staff have achieved NVQ 1 in Cleaning
2 member of staff has achieved NVQ 2 in Catering and Hospitality



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In-House Activities & Outings

At Beckfield House, we aim to ensure that you are given the opportunity to attend the regular clubs and social activities that you enjoyed prior to your admission to the Home.

If you belong to a club or group, please inform a member of staff so that every effort can be made for you to continue to attend?

We also provide regular live entertainment in the Home. Professional performers that come to entertain are advertised on the notice board in the main hall.

We regularly hold:

Clothes and shoe parties
Book and gift sales
Professional entertainers
Theatre Trips
Organised bus trips to local attractions/seaside, etc

Library facilities - 40 new books every 3 months, and a good selection of books belonging to
The Home

Organised activity sessions including art and craft

Monday and Wednesday afternoon between 2pm – 4pm

Tuesday and Thursday morning between 11am – 12 noon

Monday morning (6 weekly) Music for Health sessions - interactive fun with music

Sunday afternoons - pampering sessions

We also have a good selection of games and puzzles that are available at any time

Internet access is available



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GP Surgeries

Dr. Goldstein, Wood, Wood & Grant

The Surgery
School Lane
Washingborough

Tel. 08444 994355

Or

Linden Avenue
Branston

Tel. 08444 994355

Dr. Burns & Parkin

Station Road
Branston

Or

7a High Street
Heighington

Tel. 01522 793081

Chemist

The Co-op
The Precinct
Washingborough

Tel. 01522 794040

You are able to keep your own GP or Dentist when you come into Beckfield House, or if you have moved areas, you may wish to choose one of our local practitioners. We are able to arrange this for you. Both services provide domiciliary visits if you are unable to get out and about, and both are supported by an excellent community and district nurse team.



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Specialist Skills

At Beckfield House we are able to provide you with access to:

Hairdressing: Mrs Donna Maskill

Prices vary but rates are very reasonable

Donna visits on Tuesday all day and occasional Thursday mornings from 9am – 12.30pm. An appointment is not always necessary but advisable if you wish to have a perm.

Chiropodist: Mrs Michelle Kitchener

Prices start at £12.00

Michelle visits on a 6-week basis.

Appointments are not necessary but please inform a member of staff if you wish to see her. Respite and Day Care will be charged at Michelle's current rate and not the discounted price.

Activities

Activity sessions take place on Monday & Friday afternoons between 2pm – 4pm, and Tuesday & Thursday mornings between 11am – 12.30pm.

Anyone can join in and have fun. Arts and crafts, card games, board games and outings are just a few of the activities undertaken.

Arts & Crafts with Julia Jennings

Julia holds fortnightly sessions at the Home. These include various craft activities including flower arranging, painting and making Birthday/Christmas cards.

Music for Health

Sessions are on a 4 weekly basis. Interactive music group for everyone to enjoy.

Pampering Afternoons



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Karen will be available for minor beauty treatments such as nails and hand massage on Sunday afternoons.

Other Local Information

Services within Heighington:

Post Office: Open Monday – Saturday

Spar Supermarket: Open daily with late opening Monday – Saturday

The Turks Head Pub
The Butcher & Beast
Both Pubs serve food at reasonable cost

Wheelchair Taxis

Marks Cabs 01522 793816
Transline 01522 503466



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Church Services

In-House Services

These are delivered on a 4-week basis. If you wish to attend any of the services please inform a member of staff. They will then ensure that you are made aware of the date and time of the service. If you belong to another religious group then alternative worship arrangements can be made for you.

Methodist - Rev. Robert Poston

Roman Catholic - Deacon Peter Brogan

Church of England - Rev. Steven Crabtree

Information for Church Services

Heighington Methodist Church - Meeting Point
Information is available on the main hall notice board.

C of E - The Parish News, which is a monthly circular, holds information on services and events for the Churches in Washingborough, Heighington and Canwick. Communion is held in the Home on a 4 weekly basis and dates are notified via the Parish News.

RC - Peter Brogan will visit at your request at a day/time to suit you.

Arrangements can be made for you to attend local church services.



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Local Clubs & Venues

Green Bowling, Tennis & Football Club

Village Green
Station Road
Heighington
During season

Jubilee Hall

Heighington
Friendship Club
Tuesday 1.45pm – 4.00pm

Village Hall

Bridge Club
Womens Institute
Gardening Club

Methodist Church

Station Road
Heighington

Meeting Point

Wednesday 7.30pm

The Parish News gives information on all of these clubs with meeting times, persons to contact and many other events arranged on a monthly basis.

Kesteven Blind Society

This group currently meets alternate Wednesdays in the Jubilee Hall, Heighington.



Abuse Policy

The Home has a zero tolerance of abuse. Abuse can take many forms, these can be financial, physical, sexual, verbal, mental, discriminatory, emotional, institutional and neglect. If you feel that you have been a victim of any of these types of abuse from outside or within the Home then you must inform a member of staff who will take discrete but immediate measures to stop the abuse and protect you. This could be by referral to the Safeguarding Team or via the Home's complaint procedure.

Complaints & Protection

The Home has a written complaints procedure which should be invoked whenever there is a complaint, however trivial it may appear initially.

This procedure details the steps to be taken if the complaint is not dealt with to the Service User's satisfaction by the Service.

The Service makes all possible efforts to protect Service Users from every sort of abuse, from various possible abusers and sources of abuse.

Complaints Procedure

If a Service User, relative or visitor feels that there is cause for complaint, they should first discuss the matter with the person in charge. If the matter is in their opinion a serious one, or if they remain dissatisfied, they can record the complaint in the Complaints Register which is available in the office of the person in charge. A full investigation will be made into the complaint and they will be advised of the results as soon as possible. The Manager will follow the Services Policy on any complaints made, this being a commitment to acknowledgement within 24 hours and a full response being made within 7 days.

If after this investigation they are still not satisfied, or if they feel that the complaint is of a serious nature and wish to speak to a registration officer first, then they should contact:

Care Quality Commission
CQC East Midlands
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



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Tel. 03000 616161
Fax. 03000 616171
e-mail:

enquiries.eastmidlands@cqc.org.uk

You may also wish to contact the Social Work Department of Safeguarding Team at Lincolnshire County Council.

Other contacts are:

The Local Government Ombudsman
10th Floor
Millbank Tower
Millbank
London
SW1P 4QP