

Welcome to Two Acres Care Home

At Two Acres we see each resident as an important individual. We have high standards that are set around placing our residents first and foremost. All our service users benefit from an individualised care plan that is devised with them and families as far as is possible. This details important personal preferences that ensure that care is personalised.

We aim to provide skilled and person centred care twenty four hours a day in a homely environment. We constantly seek to improve and upgrade the facilities to meet the needs of the individual service user and our ideals of caring for older people.

At Two Acres we specialise in providing quality care for older people over the age of 60 years. Old Age is a time of variety and change from active retirement to periods of frailty, requiring specialised, skilled care. We respond positively to this range of needs with a variety of accommodation and care services. We aim to provide proactive care, striving to maintain the quality of life for our clients

Two Acres is a large complex, with a total of 115 beds providing all levels of care for older people. It is divided into four separate units, each with its own unique focus of care speciality. Within the care complex, the majority of care needs can be met, and it is usually unnecessary to move to another home, should care needs change. Two Acres has developed a speciality in caring for older people with dementia, especially those with more challenging behaviour, and complex care needs [continuing care clients].

Our Service Users are admitted from Norfolk and Norwich Hospital, their own homes, Julian Hospital and at times from other Care Homes.

We accept Self-Funding and Social Service funded Clients and also Continuing Health Care Clients.

PRIVACY AND DIGNITY

We strive to promote the rights of our service users, and aim to promote their dignity and privacy at all times. To do this we treat each of our service users as an individual, encourage service users to maintain their independence for as long as possible and ensure that staff are trained to high standards.

The four Units at Two Acres site are Iris, Rose, Fern and Lily Unit. Iris and Rose Units provide full time Nursing care and Fern and Lily Unit care for Residential Service Users.

IRIS UNIT

The Iris Unit (formally Heather Unit) has been specifically designed, refurbished and reopened in August 2013, to provide Specialist complex care needs for up to 19 older people with Nursing needs. There are 17 single and one double room. All rooms have en suite shower and toilet. The care team will be lead by Trained Nurses who are experienced in offering such care. The unit is equipped with Nurse Call System and the latest technology offering support to service users as needed, whilst every effort will be made to promote and maintain clients' independence.

ROSE UNIT

The Rose Unit provides care for up to 42 older people with nursing needs. There are 5 single rooms with en suite shower and toilet, 16 with en suite toilet and sink and 10 double rooms with sink. The unit is fully equipped with Nurse Call System and all the aids necessary for the comfort and safety of the clients. The care team is led by experienced and qualified nurses. The unit aims to give maximum quality of life to the frail service users, whilst encouraging independence. The unit strives to provide a stimulating environment for the service users.

FERN UNIT

The Fern Unit has been specially designed and equipped to provide special care to 32 older people with various stages of dementia. There are 26 single and 3 double rooms all with en suite toilet and sink. The care team is led by Unit Manager with great experience in dealing with older people with dementia. The unit is equipped with Nurse Call System and the latest technology offering support to service users as needed, whilst every effort will be made to promote and maintain service users' independence.

LILY UNIT

The Lily Unit has been specially designed and opened in June 2010, to provide care for 22 older people with various stage of dementia. All rooms are single rooms with en suite shower and toilet. The care team is led by skilled Unit Manager who with other staff deals with such care needs. The Unit is equipped with Nurse Call System and modern and sophisticated dementia assisted technology offering support to all the service users as needed, but also promoting and maintaining independence.

We use the Scottish Dependency Tool to determine the Staffing levels on all the Units and review our staffing levels on a regular basis.

All rooms have TV points and access to the Home's Wi Fi.

All Units have their own Lounge areas and Dining areas and Kitchenettes. All Units have access to landscaped garden areas that are well cared for.

COMPANY PROFILE

Two Acres Nursing Home was bought over by Devaglade Ltd from Green Park Health Care Plc in March 1993. At this time Two Acres comprised of the Rose Unit (42 beds) and the Heather Unit (28 beds).

In December 1996 the Fern Unit was opened, providing 32 beds for older people with advanced dementia and challenging behaviour. It was the first such purpose built unit in the county. However Fern Unit is now Residential Unit

In May 2009 Lily Unit was opened providing 22 beds for individuals with complex care needs, displaying challenging behaviour. It incorporates the latest technology designed to support individuals with dementia. However, Lily Unit is now Residential Unit

In August 2013 Heather Unit was refurbished as a secure nursing unit, with the reduced capacity of 19 beds has been renamed Iris Unit. Further improvements were made on the other Units at well. Iris Unit now provides Nursing care.

Two Acres Care Home now has a total of 115 beds, providing specialist nursing care for older people with dementia, and challenging behaviour and high quality Person Centred nursing care for older people.

Future Development

We are committed to continual development of the home, responding to the ever-changing needs of older people. We recognise and encourage the need for developing qualifications in care, as this will improve the quality of care offered.

Management Team

Two Acres has a small management team, which provides clear, strategic, operational and financial leadership to the home. It combines expertise in nursing, medical, administrative and financial management.

The Management Team consists of

Managing Director
Dr H.H. Kalaria

Manager
Piotr Czarnecki

Financial Director
Mrs A.H Kalaria

Administrator
Maxine Till

Deputy Manager
Elena Rosu

Home Management

The Manager is responsible for all the care services and staff within the Home and is directly accountable to the Managing Director. The Manager, Piotr (Peter) Czarnecki (appointed in June 2020), has been at Two acres for almost ten years. He commenced working at Two Acres as Care Staff and has diligently worked his way up after qualifying as a Nurse in December 2018. He has proven to be a very capable, kind approachable Nurse and Clinical Lead. He has also worked in the N& N Hospital and is familiar and well experienced in the process of discharges from Hospitals and admissions in to Care Homes. Peter is currently undertaking Level 5 course in Management. He is responsible for promoting a caring environment with high standards of professional care, catering for the physical, emotional, social, intellectual and spiritual needs of all clients.

Peter is ably assisted by Deputy Manager Elena Rosu. Elena has also been at Two Acres for over ten years. Like Peter she started as Care Staff, then Nurse, Unit Manager, an efficient Clinical Lead and now Deputy Manager. Elena has a level 5 in Management.

The day to day running of the Units is facilitated by the Charge Nurses on the Nursing Units and Unit Managers on Residential Units. The Nurses and Care Staff actively assist and encourage Clients to achieve their full potential. The importance of providing person centred care is constantly emphasised. The Units are encouraged to work together sharing their expertise with each other, to ensure that optimal, Person Centred / Holistic care is provided across the Home.

The management team meets regularly to review the Home's performance, seeking input from staff and discuss policies and future development. We also gain valuable information from our staff as well as service users, through regular Quality Surveys.

Operational Policies and Procedures

Two Acres has signed up to and implements QCS Policies and Procedures. These are available to all Staff online as well as in Paper Form where required. All Staff are encouraged to read all essential Policies and the Policies updates.

Care Services

All service users have a detailed assessment prior to admission. Whenever possible, The Manager and Deputy /or the senior nurse will visit the service user prior to admission to ensure that the home and the proposed Unit can meet the individual's care needs. The Home actively encourages pre-admission visits, recognising the importance of personal choice. Only in the case of an emergency admission is this not possible. This type of admission is not actively encouraged, but in such a case the Home will gather as much information as possible from all available sources e.g. social workers, GPs, district nurses etc prior to admission to ensure that the Home can meet the care needs. A full and detailed assessment will be made in the first 24 hours

and in any cases where the Home is unable to meet the Care needs, it will report to the admitting body, so that an alternative placement can be found.

Two Acres aims to provide person centred, individualised care packages for all service users. The care plan allows for personal preferences such as preferred daily routine, food likes and dislikes preferred form of address etc to be recorded and responded to. The care plan also incorporates risk assessments and leisure interests that the service user may have. Risk is an integral part of normal daily life and we strive to maintain our service user's ability to make informed choices about their lives. We also encourage full involvement of the client or their representative in drawing up an appropriate Care Plan, so that all their care needs are met sufficiently. Two Acres is using online Care Docs System to draw up and follow detailed Care planning and care.

Mealtimes are very flexible and Service Users can choose to eat in their own rooms or in the dining room. Choices are offered at every meal and our cooks take pride in their work, make every effort to meet all the different dietary needs.

We are fortunate to have both Drayton and Taverham Surgeries providing medical cover to our Service Users. Clients are supported to make full use of the community health services available. Two Acres strives to maintain close and strong links with the local community. Our Activity Coordinators offer a varied choice of activities and entertainment within the Home. This includes reminiscence activities as well as crafts and games. There are monthly church services held in the Rose Unit main lounge, to which all service users and relatives are welcome. The Activity Team also runs a mobile shop, a mobile library, and a Community Garden Project.

The Home has hairdresser who visits weekly. Chiropodist, optician and dental services are arranged as and when needed. These services are not included in the weekly fees and have to be paid from Personal Allowance.

Two Acres has an open visiting policy, where friends and relatives are welcome at any time, although we do ask that early mornings, late evenings and meal times are avoided in the interests of the service users. We do not have facility for overnight accommodation for families, but they are welcome to be in the room when their relative becomes poorly. We do not have facility for pets to stay.

Service Users are actively encouraged to participate in decision making where appropriate. We also speak to family members to gain valuable information regarding choice and preference within the home environment.

Two Acres Care Home thrives to ensure a safe environment for Service Users. We have appropriate and adequate equipment in place and carry out full risk assessments. Fire Alarm System as well as other equipment is serviced regularly as per Statutory Regulations. All our staff are trained in the evacuation procedure and the Course of Action to be initiated in the event of a fire. These documents can be found on public display in each Unit.

Financial Information

Although Two Acres Care Home is a private Care Home, we welcome Private, Social Service and NHS funded service users. It is a strict company policy that financial circumstances have no bearing on the standards of care and that all financial information will be kept in confidence. Two Acres Care Home works closely with Social Services and Norfolk's Continuing Health Care Services in ensuring high standards of care.

The fees cover all accommodation and care costs including food and drink (non-alcoholic), utilities and laundry services (except Dry Cleaning). Service Users may purchase sundry items such as newspapers and toiletries with their Personal Allowance. Other services such as hairdressing and chiropody may also be paid from the Personal Allowance.

The Home operates a Service User's Personal Allowance bank. Service Users may hold a very small amount of money in their rooms and lockable drawers can be provided for this. However, the Home cannot be held responsible for the loss of personal money not deposited with the administrator, or any expensive items including any jewellery.

Service Users are welcome to bring in their own televisions, and private telephone lines can be installed at their expense. Please note the Home has applied for an ARC licence for TV sets in individual rooms. For more information, please contact the Main Office in Rose Unit. All electrical equipment bought into the Home must first be checked by the Home's maintenance manager. This is to comply with regulations and as such we ask that all electrical items be bought to the main office clearly labelled with the Service User's name.

All Service Users usually have a 4 weeks' trial period, to ensure that this is the right Home for them. We recognise the enormity of the decision to move to a Home, and respect our Service Users' right to change their mind. This enables the care staff to get to know the Service User, and for the Service User and their Next of Kin to see if the Home meets the care needs. At the end of the 4 weeks, a review meeting will be held to ensure that everyone is happy with the placement before it becomes permanent. Following this review meeting the Service User's care is reviewed at least monthly or as required if care needs change. We actively encourage relative involvement in this process and the participation of external professionals i.e. consultants, community nurse, if available and appropriate.

Any changes to the care needs after this review will be discussed in detail with all parties prior to any decision being reached.

FEES: - Currently our fees range from £ 950 to £ 1000 per week for Residential care and from £ 1200 to £1300 per week for Nursing care. The level of care each Service User requires will be determined through a thorough assessment of their individual care needs.

Self-Funding Service Users:

At the moment anyone holding more than £23,250.00 in savings and investments, will have to pay full cost of Care. Social Services will not step in. We will ask you to sign The Conditions of Admission and Terms of Business = Contract with us directly. If somebody else is responsible for the payment of fees then we will also ask them to sign an Indemnity Guarantee at the time of admission. We raise invoices per Calendar Month and monthly fees are payable in advance at the beginning of the month. You may set up a Standing Order OR pay each month.

You can also claim Attendance Allowance when you are paying the full cost of care.

FNCC: If you are receiving Nursing Care, you may be entitled to Free Nursing Care Contribution from NHS. This year the Contribution is £ 235.88 per week. Therefore your total weekly fee will be your contribution PLUS FNCC element.

CHC: You may become eligible for Continuing Health Care due to increasing frailty during your stay at Two Acres. In such a case all your fees will be paid by NHS. The eligibility assessment is done by an independent Assessor together with input from our Staff nurses and Managers.

Social Services will step in to assist with payment of fees, once your savings fall below £23,250.00. However you should start contacting at least 8 weeks before you need help with your fees.

Social Service Funding:

If your savings or investments are between £14,250 and £23,250, then Social Service will step in and contribute partly to the cost of care. Social Service will carry out a financial assessment and calculate your contribution. They will ensure you are getting all the benefits you are entitled to.

Our fees for both Self-Funding and Social Service funded Service Users are in most cases the same. Social Services only pay a certain fee amount by using National Regulations which are updated every year. We charge a 'top up' for Service Users funded by Social Services. In certain cases you can pay the 'top up' but only for a limited period of 12 weeks when your Property is not counted in financial assessment and you enter into a Deferred Payment Agreement with Social Services.

This 'top up' is a weekly contribution towards the total weekly fees and has to be paid by a 'Third Party'. 'Third Party' can be relative, friend or Charity and Social Services will invoice 'Third Party' separately. Your Contract will be with Social Services who will pay us on your behalf. Social Services charge for four weeks of care at time – and you can pay them either by Direct Debit OR when you get an invoice.

In some cases the value of property you lived in before you moved into Residential or Nursing Care will be considered when your charges are worked out. Social Service will do an assessment and may ask you to sell your house to pay for the fees.

In all cases, whether you are Self-Funding or Social Service funded you are entitled to a weekly Personal Allowance within you State Benefits. This year this amount is £25.65, and it must not be used to pay for the fees. This Allowance is to pay for such items as Toiletries, Hairdressing, Chiropody, newspapers which are not covered in the fees. We maintain detailed accounts of spend for each Service user for their Personal Allowance and is always available to access in the Main Office.

For a more in depth guidance about Fees, we kindly request you to look at :

“Your Guide to Residential and Nursing Home Care Charges” on Norfolk County Council Website.

Fee increases:

We review our fees at the end on every financial year and endeavour to keep the increments in line with CPI and CPIH costs as well as increments in National Minimum Wage.

We notify all Self-Funding Services Users at least one month in advance of increment.

Fees will also increase if a Service User has to move from our Residential to Nursing Unit OR there is a substantial change in their needs. e.g requiring 1 to 1 staffing.

Termination of Contract and Fees Refund:

When a service User passes away, we charge for two additional days after the date of death. This allows time for the room to be cleared. Any money paid in advance beyond this date, by a Self-Funding Service User will be refunded to their Next of Kin.

Any remaining Personal Allowance will also be refunded unless the Family wish to donate it to our Amenities Fund which is used to provide activity and entertainment.

In any circumstances where we cannot meet the care needs of a Service User, we will give notice of up to 4 weeks. If the Service user and/ their Family are not happy with the care, then they will be requested to give notice of up to 4 weeks.

A Copy of our Contract for Self-Funding Service Users is available from our Main office in Rose Unit and can also be found on our Website.

Complaints Procedure

The Home aims to maintain a high standard of care and service to all Service Users as well as fostering open relationships with both Service Users and relatives, but believes that Service Users should have the right to complain, without the fear of reprisal and repercussion. A formal complaints procedure exists and is displayed on each unit. It is a strict policy that all complaints are treated seriously and dealt with immediately by the Manager, and a full report is given to the Managing Director. A copy of the complaints procedure is available on request and incorporated into our contract.

In the event of dissatisfaction we ask you to talk to the Unit's Nurse in Charge or Unit Manager in the first place, who will inform the Manager.

Should your complaint remain unresolved you may wish to contact the assistant Practitioner involved in the placement.

Residents and Visitors might also wish to communicate any concerns or compliments to the Care Quality Commission. The contact details are as follows:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: - 03000 616161

Fax; - 03000 616171

We are regularly inspected by the above organisation and the reports are located in the main office as well as on all Units.

Our Current Rating after CQC inspection in April 2019:

Over all requires Improvement:

SAFE: Requires Improvement
CARING: Good
RESPONSIVE: Good
EFFECTIVE: Good
WELL LED: Requires Improvement

Food Hygiene Rating:

Last Inspection: Very Good = 5

Staff Development

The Home employs approximately 105 staff and is able to attract and retain a high standard of personnel. The staff turnover is low and we aim to maintain a Client / Staff ratio that meets the care needs of our Clients, on each Unit. We use Scottish Dependency Tool to determine our Staffing Ratios. Our staff are carefully selected and benefit from annual appraisals, quarterly supervisions and ongoing support and guidance via care coaching.

The Home employs registered nurses.- RN's They are supported by 80 care assistants, who have specialised training in the areas they work in. Our staff are skilled in caring for older people with dementia, palliative care, moving and handling, pressure area care, continence care etc.

Ancillary staff are also employed to facilitate domestic, kitchen, laundry, garden and maintenance services. All ancillary staff also have full statutory and all mandatory training, dementia training and safer food better business training.

The Company has a commitment not only to our Service Users, but also to our staff and recognises the importance of continuing professional development. The Company strives to develop and build on the strength of its staff members.

The Home also has an on site Training Centre and encourages staff to undertake Accredited training and qualifications up to and including level 5 and hence promote excellence in care. The Company has a rigorous induction programme, including Care Certificate for all new staff, where the Home's policies and procedures are introduced as well as the values and ethos of care.

The Home actively encourages staff to undertake Diploma in Health & Social Care. The Home also works with Steadfast Training and the 'Universal College Network' (UCN) who enable staff to gain the relevant qualifications in Working with Older People. All training emphasises the importance of valuing and respecting older people and promoting independence. The Home aims to have in excess of 50% of the care staff trained to Level 2 or above. (We currently run at 81%)

Qualified staff are also encouraged to undertake training to develop their skills and ensure they meet the registration requirements of the Nursing & Midwifery Council.

All staff must attend Moving and Handling courses annually, as well as fire lectures twice yearly, in order to be eligible to deliver care. The Home has a well-developed fire plan, which all staff are fully aware of. The Home's policy, in the event of a fire is the safety and welfare of our residents, relatives and staff. Fire drills are carried out quarterly to ensure that staff and residents become familiar with the evacuation procedure.

The Home offers a number of professional workshops from both internal and external resources.

QUALITY POLICY STATEMENT

The Management of the Home place a strong emphasis on the highest quality service possible for all of its service users. The Home believes that no matter how good its present services, there is always room for improvement

Two Acres is a comprehensively equipped Private Care Home and is registered under the terms of the *Care Standards Act 2001*, with the Care Quality Commission.

Accordingly, the Home has been established with a quality orientated approach to the business, and high degree of quality awareness is developed through appropriate training and leadership of management.

STATEMENT OF AIMS AND OBJECTIVES (MISSION STATEMENT)

1. To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life.
2. To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
3. To ensure that each service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the care service is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the Home.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user's care needs to be met.
6. To manage the care service efficiently and effectively to make the best use of resources and maximise value for money for the service user.
7. To ensure that all service users receive written information on the Home's procedure for handling complaints, comments and compliments, and how to use it.