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**Getting to know you**



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**Staying well, keeping healthy**



**Your life, your community**



**Your rights**



# An introduction from the manager

We want you to be happy living here and have produced this Welcome Pack to ensure the transition to your new home is as seamless as possible. We hope that the Welcome Pack will assist you to settle in by informing you of your rights and entitlements, helping you to understand how you will be supported and by explaining how you can stay connected to your community and the people that matter to you.

Learning what is important to and for each of us helps us to understand our uniqueness and how we can support each other well. One-page profiles are a great way of enabling us to do this as they capture each individual's unique qualities, abilities, interests, preferences and needs. By using one-page profiles we are also able to connect like-minded people together, thus creating friendships and improved support.

Within this pack you have been given four one-page profiles, those belonging to three members of your staff team, and mine. These staff members will be your contacts during this transition stage and will be on hand to support you in any way they can. This does not mean that other members of your staff team are not able to assist you - the entire team is happy to support you in any way possible. We have a complete open door policy so please approach any one of us at any time.



# An introduction from the manager

*Continued...*

We firmly believe that your emotional well-being is just as important as your physical health and needs, and we will work hard with you, your family and friends to ensure that all your needs are met. As well as key healthcare information, we have included in the Welcome Pack information on maintaining your links with the community. Importantly, this is your home, and family and friends are able to continue to support you as they have always done. Visitors, days out, activities and involvement in regular groups will always be supported and encouraged.

Our emphasis is on good quality, lifelong care, and we have undertaken the Six Steps to Success palliative care programme to ensure that the support we give to you and the people that matter to you is specific to your individual needs and preferences. It is important that we continually develop and reflect on the support that we give and any recommendations that you may have will always be welcomed and appreciated.

Thank you,

The Manager.

# Your choice, your control

We want you to have as much choice and control in your life and over your support as possible. We will start by learning exactly how you want to be supported, from when you get up in the morning, how often you want to shower or whether you want a bath, to what you do during the day and your night-time routine.

We want your staff team to clearly understand what has to be done and in what way – your way. Your team is here for your personal well-being, not just to keep you healthy, safe and well.



# Person-centred practices

To ensure that we give you support in the way that you want it, we use person-centred practices and thinking tools to help us.

## One-page profiles

We use a one-page profile as a starting point to summarise what we know matters to you and how to support you well. Your one-page profile will capture the essence of who you are, what makes life good for you and what good support looks like from your perspective, as well as what others appreciate about you. The expert on the content of the one-page profile is you and the people who love, care and know most about you.

We also have one-page profiles for your staff team members so that we know how to support them too. We will have a mini one-page profile on display for all team members so that you and your family and friends can learn more about the individuals supporting you. We hope that you will discover that you have shared interests and personality traits with members of your staff team.

## Personal Support Plans

Personal support plans will provide detailed information about how best to support you from your viewpoint and will capture key information around risk and what your staff team needs to know to keep you and those around you safe and well.



# Person-centred practices

## Continued...

### Family communication charts

Our focus is on keeping you connected with the people who love, care and know you best. From family members and friends to neighbours and members of your faith community, it's important that we know who to involve in your care and support, and how and when is best to contact them.

### Learning logs

We will use learning logs on an ongoing basis to help us understand what works and what doesn't work for you, and what we learn will be used to develop and update your personal support plans and one-page profile. Learning logs can be particularly useful if you are trying something new, or if you need particular support in a specific area.

### Person-centred reviews

In a person-centred review we will explore what is happening in your life from both your perspective and the perspectives of those who know you best. Using the information that we capture from person-centred thinking tools, such as learning logs, we will review your personal support plans and develop outcomes and actions for change.

## More information

Helen Sanderson Associates  
[www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)

# Healthcare support

As an individual living in a residential home you are entitled to the same healthcare support as someone who is living in their own home.

Here are some useful contacts and information:-

## Chiropody services

You are entitled to see a chiropodist in the home when you need to. A charge will be incurred for this service. Please speak to the Home Manager or a member of your staff team who will arrange this for you.

## Community District Nurses

As a residential home we cannot undertake any nursing procedures. Because of this, we have a very good relationship with the community district nurse team. A district nurse will visit you in the privacy of your room should your general practitioner deem this necessary.

## Optician services

You are entitled to see an optician to visit you in the home should you need this. A charge may be incurred for this service. Please speak to the Home Manager or a member of your staff team for further information.



# Healthcare support

Continued...

## Dental services

The North Wales Community Dental Service 'Gwên am Byth (Everlasting Smiles)' supports older people living in residential care homes. An annual check up with a dentist is provided for you in the home and any subsequent treatment required as a result is organised either in a community clinic or in the home.

Personalised oral care plans are produced and your staff team receive training from a dental health educator who will also visit you to monitor your oral hygiene and help support your staff team in delivering the best oral care.

## Six Steps to Success Palliative and End of Life Care Programme

We have been supported by Flintshire County Council and Betsi Cadwaladr University Health Board to improve our skills and understanding in supporting people who are palliative or who have been placed on an end of life care pathway.

The Six Steps to Success programme in Flintshire has been very successful and has resulted in a big reduction in the number of unplanned admissions of older people from care homes to hospital, a large increase in advanced care planning and improvements in staff knowledge and confidence. Please speak to the home manager for more information.

## More information

### Social Services

Flintshire County Council, Adult Social Services, Preswylfa,  
Hendy Road, Mold, Flintshire CH7 1PZ  
01352 803444 | [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk)

For social services out of hours please contact the **Emergency Duty Team**  
08450 533116



# Communication

This is your home, and in order to participate fully in life here we need to support you to communicate well. Here are some useful contacts.

## Vision Support

A regional charity operating in North Wales and Cheshire that provides local support and services to vision impaired people.

## Stroke Association

The UK's leading stroke charity that provides a range of Life After Stroke Services.

## North Wales Deaf Association

A regional organisation that supports all Deaf, deafened, hard of hearing and Deafblind people across North Wales as well as their families, friends and people who support them.

## The Alzheimer's Society

The UK's leading support and research charity for anyone affected by dementia.

## More information

Vision Support and the Vision Support Mobile Information Unit  
01244 381515 | [www.visionsupport.org.uk](http://www.visionsupport.org.uk)

Stroke Association  
0303 3033 100 | [www.stroke.org.uk](http://www.stroke.org.uk)

North Wales Deaf Association  
01492 530013 | [www.deafassociation.btck.co.uk](http://www.deafassociation.btck.co.uk)

The Alzheimer's Society  
0300 222 1122 (National Dementia Helpline) | [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

For local information  
01352 700741 | [flintshire@alzheimers.org.uk](mailto:flintshire@alzheimers.org.uk)



# Information and key contacts

We know that staying connected to what is important to you, to the people who matter and to your community, can be very important for your health and well-being. Here are some contacts and information that you may find useful.

## Flintshire Social Services

Please speak to the Social Services First Contact Team for information, advice, referrals and signposting for adult services.

## Dewis Cymru

The Dewis website aims to support the well-being of adults by providing quality information from a comprehensive database of resources built from a network of social care, health, third and independent sector organisations. Dewis aims to assist people to find the right information, at the right time, presented in the right way.

## North East Wales Carers Information Service (NEWCIS)

NEWCIS provides a wide range of information, advice and support for carers, including training, drop-in sessions and support with volunteering, employment and educational opportunities. NEWCIS provides a voice for informal carers and represents their views in the planning and development of services.

## Activities

We have a programme of activities that take place within and without the home. Please speak to the Home Manager or any member of your staff team for full details.

## Information and key contacts

*Continued...*

### Memory Cafés

Flintshire County Council, in partnership with local organizations and groups, has opened Memory Cafés in locations throughout the county. These are accessible to care home residents and their families and provide a variety of enjoyable activities for people living with dementia and their carers in an inviting and stimulating environment. Please speak to the Manager or a member of the staff team for information on your local Memory Café.

### What's out there in your community?

Please speak to your staff team and refer to the additional information provided in this Welcome Pack for information on transport links, local pubs and restaurants, social and activity groups and places of interest to visit.

### Circles of Support

Not everyone has family members or friends who are able to support them to do the things that they want to do, therefore please speak to us about how we can develop 'circles of support' for you, from re-connecting with old friends or neighbour to making new friends using volunteers services within the local community.

## More information

Flintshire County Council, Adult Social Services, Preswylfa, Hendy Road, Mold, Flintshire CH7 1PZ  
01352 803444 | [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk)

For out of hours please contact the North East Wales Emergency Duty Team on 08450 533116

Dewis  
[www.dewis.wales](http://www.dewis.wales) | [www.ssiacymru.org.uk/7709](http://www.ssiacymru.org.uk/7709)

Newcis  
01352 752525 | [flintshire@newcis.org.uk](mailto:flintshire@newcis.org.uk) | [www.newcis.org.uk](http://www.newcis.org.uk)



Welcome Pack  
your guide to services & living well

# Care and support in Wales

## Your rights

### Welsh language

In April 2013 the Welsh Government launched a strategy intended to strengthen Welsh language services provided by Social Services across Wales. This strategy is called 'More Than Just Words' and means that if you are a Welsh Speaker then you have the right to have your care and support through the medium of Welsh. Please speak to us about what language you are most comfortable in communicating in before you arrive and we will actively strive to provide your care and support in Welsh when you move in.

### Declaration of rights for older people in Wales

Written following a public Welsh consultation, this document clarifies the rights of older people in Wales. It sets out what older people in Wales have said that they value and what rights they feel would support and protect them. Please refer to the copy enclosed.

## More information

For more information on '*Declaration of rights for older people in Wales*', please visit:  
<http://gov.wales/topics/health/publications/health/strategies/rights/?lang=en>

For more information on '*More Than Just Words*', please visit:  
<http://gov.wales/topics/health/publications/health/guidance/words/?lang=en>

For information on how to access local advice and support with the use of the Welsh language, please visit:  
<http://www.flvc.org.uk/en/members/menter-iaith-sir-y-fflint>

or contact Menter Iaith Sir Y Fflint on:  
01352 744040



# Making decisions

### **Mental Capacity Act**

The Mental Capacity Act (2005) provides a legal framework for decision-making on behalf of adults aged 16 years and over.

Having mental capacity means a person is able to make their own decisions. If you are unable to make your own decisions at some point in the future someone else will need to make decisions on your behalf, and these could be decisions about your finances or your health, care and support needs

Some people may have capacity to make decisions about some things but not others, or their capacity to make decisions may change from day to day. Taking time to understand or communicate may be mistaken for a lack of mental capacity, but having dementia, for example, does not mean that someone is unable to make decisions for themselves. When someone is having difficulty communicating a decision, an attempt should always be made to overcome those difficulties and help the person decide for themselves.

When using the Mental Capacity Act people must start off by thinking that everyone can make their own decisions and they must give the person all the support they need to make decisions. No one should be stopped from making a decision just because someone else thinks it is wrong or bad.

Before someone can make a decision on your behalf, they must have reasonable belief that you cannot make that decision for yourself, and must make sure that they are acting in your best interests. There may be times when someone needs to seek legal or medical advice on whether you have the mental capacity to make a decision, or whether to act under a lasting power of attorney permanently.



# Making decisions

## Continued...

### **Lasting Power of Attorney**

A lasting power of attorney (LPA) is a way of giving someone you trust the legal authority to make decisions on your behalf if you lack the mental capacity at some time in the future or no longer wish to make decisions for yourself.

LPA's were introduced in October 2007, replacing the old system of enduring power of attorney (EPA). An EPA created before October 2007 remains valid.

There are two types of LPA:

#### **LPA for financial decisions**

This can be used when someone still has mental capacity. An attorney (the person who makes decisions for you) can generally make decisions on things such as buying and selling property, paying the mortgage and bills, investing money and arranging repairs to property.

#### **LPA for health and care decisions**

This covers decisions about healthcare and personal welfare and can only be used once a person had lost mental capacity. An attorney can make decisions on things such as where you live, your medical care, what you eat, who you have contact with and what kind of social activities you should take part in.

### **Court of Protection**

The new Court of Protection was set up under the Mental Capacity Act 2005. It can make decisions on whether people have capacity in relation to particular decisions, make decisions on their behalf, appoint or remove people who make decisions on people's behalf, and made decisions relating to LPA's and EPA's.



# Making decisions

## Continued...

### Deprivation of Liberty Safeguards

The Mental Capacity Act Deprivation of Liberty Safeguards were implemented in 2009. They provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs. Under the Safeguards, people can only be deprived of their liberty when there is no other way to safely care for them and an assessment has been made of what is in their best interests.

### More information

For more information on Lasting Power of Attorney, please visit:  
[http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG21\\_Powers\\_of\\_attorney\\_inf.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG21_Powers_of_attorney_inf.pdf?dtrk=true)

# Independent advocacy services

There may be occasions when you need additional support in making decisions and making your wishes known.

Independent advocacy is about speaking up for individuals/groups and assisting them to have a voice and to have as much choice and control as possible over their own lives.

An independent advocate will not make decisions on behalf of the person/group they are supporting but will help the person/group to get the information they need to make choices about their circumstances and support the person/group to put their choices across to others. An independent advocate may speak on behalf of people who are unable to do so for themselves.

## More information

For more information on local advocacy services, please contact:

**Advocacy Services North East Wales**

01352 759332 | [www.asnew.org.uk](http://www.asnew.org.uk) | [advocacy@asnew.org.uk](mailto:advocacy@asnew.org.uk)

**Age Connects North East Wales**

08450 549969 | [www.acnew.org.uk](http://www.acnew.org.uk) | [info@acnew.org.uk](mailto:info@acnew.org.uk)

**Alzheimer's Society Flintshire**

01352 700741 | [www.alzheimerssociety.org.uk](http://www.alzheimerssociety.org.uk) | [flintshire@alzheimers.org.uk](mailto:flintshire@alzheimers.org.uk)

**North Wales Advice and Advocacy Association**

01248 670852 | [www.nwaaa.co.uk](http://www.nwaaa.co.uk) | [enquiry@nwaaa.co.uk](mailto:enquiry@nwaaa.co.uk)





# How to make a complaint or raise a concern

From time to time you may have concerns or feel unhappy about something that has happened in the home.

## How to make a complaint

Whilst we strive to provide the highest possible standards of care there may be occasions when you feel unhappy and wish to register a concern or complaint. Please don't feel worried or anxious about raising a concern with us, if we don't know about it, we are unable to put it right. We have our own complaints procedure and will work towards quickly resolving your complaint if we can. If, however, you don't want to complain directly to us, or you believe that the matter is serious and needs to be raised elsewhere, Flintshire Social Services operates a statutory representations and complaints procedure.

## Safeguarding

People can be abused in lots of different ways. Abuse can be any, or several, of the following types; physical, sexual, psychological, financial or material, neglect, racially motivated abuse, stranger abuse. Abuse can be carried out by anyone, even a relative, friend or care worker.

## More information

For further details about complaints or to make a complaint directly, contact:  
**Ian MacLaren, Complaints Officer, Social Services Department, County Hall ,  
Mold CH7 6NN | [ian.maclaren@flintshire.gov.uk](mailto:ian.maclaren@flintshire.gov.uk)**

If you are concerned that an older person is being abused, please contact:  
**Flintshire Social Services | 01352 803444**  
**The Action on Elder Abuse Support Line | 0808 808 8141**  
**Age Connects North East Wales | 0845 054 9969**

If you have any general feedback to give, positive or negative, please contact:  
**Flintshire Social Services**  
**01352 702672 | [contract.commissioning@flintshire.gov.uk](mailto:contract.commissioning@flintshire.gov.uk)**

If you suspect a crime has been committed, contact **North Wales Police** on **101** or, in an emergency, **999**.