

SERVICE USER GUIDE



MONTANA CARE HOME

**EAST BARTON ROAD
GREAT BARTON
BURY ST.EDMUNDS,
SUFFOLK
IP31 2RF
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MISSION STATEMENT

Putting your safety and wellbeing at the centre of our care

❖ **At Montana we provide care based upon**

❖ **Respect for human dignity**

Our team signature behaviours at Montana Care Home

**We will make a positive difference to every life that we touch
We will do this by:**

**Asking what matters to you, listening to what matters to you
and doing what matters to you**

**We will value and respect the uniqueness of everyone we
support, recognising that you are the experts of your lives.
We will do this by:**

**Working together as partners in your care, responding
positively to your needs and aspirations so that your life is
fulfilling and meaningful for you.**

**Celebrating our diversity and the richness it brings to our
community**

INTRODUCTION BY SR. THAYA MOSES

Montana is one of several residential and nursing homes administered and run by the Benedictine Sisters of Our Lady of Grace and Compassion. We have strong values and integrity that guide us in our daily lives

Montana Care Home provides the highest standard of person centred care for every person living here, their family and carers. We put the safety and well-being of our residents at the centre of our care.

At the core of our belief system, is the recognition that people have the right to be involved in the planning and delivery of their own care, treatment and support. We encourage and enable residents who use our services to be involved in decisions of how the service is run. Our last unannounced Care Quality Commission Inspection was carried out in July 2015 and we were rated an “OUTSTANDING” in CARING, RESPONSIVE and WELL LED and GOOD in other two Key Lines of Enquiry.

Montana is set in a traditional, single storey house, now extended to provide spacious accommodation in the very heart of rural Suffolk. We provide residential care of the very highest quality to people aged 65 and over, (male and female) who need care, through frailty, disability or choice.

We have 16 rooms (13 single and 3 double rooms), 15 of which are en-suite. Room 15 has a washbasin and the bathroom is located directly across the corridor. The rooms are modern, pleasantly decorated and individually furnished. Of course, you have the choice of personalising your room and to make choices about the environment – including room temperature, furnishing and décor.

The way of life is enhanced by the staff – most of whom are members of the Benedictine Sisters of Our Lady of Grace and Compassion and their lay community. The sisters live at the home so are available 24 hours a day. We have developed a strong relationship with the local community; various groups and services (both professional and voluntary), that has helped build a unique spirit and atmosphere at Montana.

Montana is set amidst the beautiful countryside of Great Barton, just a short journey from the culturally historic town of Bury St Edmunds.

Montana has its own peaceful chapel, which is well attended by the local community, as well as residents. We welcome people of all religious persuasions and actively encourage ministers of other religions to visit as required.

Friends and family visit at their convenience and are able to spend as much time with their relative as they wish, creating a pleasant, family atmosphere in Montana.

The dining room, kitchen, and lounge areas have recently been refurbished to a high standard and a new conservatory and private enclosed patio area offers a safe, sheltered place in which to sit, entertain relatives and friends or just laze away those long summer days.

Montana is run by the Registered Manager, Sister Thaya Moses, who lives on the premises and offers constant managerial support. Our Sisters also live at Montana and are available on a 24hrCare staff are on duty 24 hours a day, on a rota system, and the nuns also live on the premises. All our staff are here to make sure that your needs are met, providing you with the best of care, in comfortable surroundings.

The staff work as a close-knit and happy team, to ensure that all your needs are met, the Home is kept clean and well maintained; that laundry, meals and personal care are provided to the highest standard. The staff will ensure you have a clear, agreed assessment and a personal care plan which is reviewed regularly and centres around your individual needs, Our staff aim to develop a good rapport with you; to work together with you, your family, friends and other professionals in order to meet your needs and make sure the care you receive is always appropriate for you.

Montana offers long-term care; we can also accommodate short-term respite care (including convalescence) and emergency care when we have availability. We focus on helping people, both male and female, with physical frailty and those needing companionship and care. Admissions are only made based on a full assessment, undertaken by senior staff.

At Montana we respect your privacy and dignity. Our care staff can assist residents with all aspects of personal care and support needs whilst promoting independence.

All bedrooms and toilets are provided with suitable locks and the bathrooms are designed to provide privacy.

Staff will always knock and wait before entering your room,

You will be entitled to privacy when you have visitors or a consultation with your GP, care manager, health professional, advocate, or financial adviser.

You are free to choose how you wish to spend your time.

Meals are varied with a choice of menus, and you can choose the table you wish to sit at. We provide a choice of cuisine for people, and can cater for any special dietary requirements, ensuring that the food and drink we offer is nutritionally balanced to support the health of our residents.

Montana received a 5 star excellence rating from an unannounced visit by Food Hygiene Inspection Team on 11th February 2020.

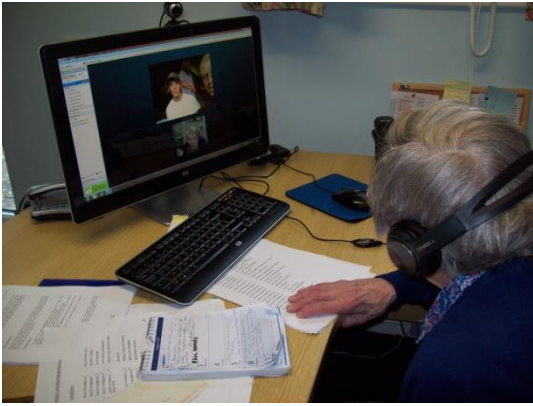
Meal times are: (times all flexible)

Morning drinks	07:00 am
Breakfast	08:30 am - 10:00 am
Dinner	12:15 pm - 1:00 pm
Hot drink/biscuits	10:30 am - 3:00 pm
Supper	5:15 pm - 6:30 pm
Evening drinks	7:30 pm onwards
Room Service Menu for light snacks	available 24 hours

Hot/cold drinks are available outside these times, and meals can be taken in your room, or in the dining room or conservatory. There is a water dispenser in the lounge.

SNACKS

If you require a snack in between meals, just inform a member of staff who will arrange with the cook to prepare anything you require. You can also request late night snacks. Fruit is always available.



INTERNET/SKYPE

A computer is situated in the lounge area for use by the residents. This has a SKYPE webcam facility.

TELEVISION AND RADIO

Televisions and radios are available in the Home for your enjoyment. Each bedroom is fitted with an aerial socket and you are welcome to bring your own television set. These appliances will need to be appropriately P.A.T. tested and the test certificate given to the Care Manager. We do ask that you respect other people's privacy when watching television in your room and adjust the volume accordingly.

Radios are available for use in your room upon request.

SMOKING

The Home operates a **NO SMOKING POLICY** including vaping this is in compliance with Health and Safety guidelines. Smoking is only permitted in specially designated smoking zones and visitors are requested **not** to smoke on the premises.

ACTIVITIES

You will be invited to participate in the following: (optional):

- ❑ Meals at local venues
- ❑ A barbecue in the summer and a curry night
- ❑ Fund raising events
- ❑ Trips to local places of interest
- ❑ The cinema
- ❑ Weekly games and leisure activities





And to join us for:

- ❑ Piano concerts
- ❑ Cultural dancing
- ❑ And a lot more!

LAUNDRY

The Home has its own laundry service – providing free washing and ironing facilities. However, if preferred, you can make your own laundry arrangements.

HAIRDRESSING

We have our own onsite hairdresser Sr Julia who is available on request for your hairdressing needs.

Price list as follows:-

Shampoo and Set	£12.00
Wash & Blow Dry	£10.00
Gent's Trim	£8.00
Hair Cut	£ 8.50
Washed cut blow dry	£18.00



CHIROPODY

We have a visiting chiropodist (every 4-6 weeks) who charges £25 per visit . Alternatively, staff will accompany you to the local health centre for free chiropody if required.

SPIRITUAL CARE

The Home has its own peaceful chapel and a resident Chaplain celebrates Mass daily for those who wish to attend. Services can be viewed on the T.V in your room or the library. There is an Anglican service that takes place each month on a Wednesday

However, residents of all (or no) religious persuasion are welcome at the Home and we pay particular attention to ensuring that, whatever faith you follow, we will do our best to ensure you can continue to practice. We will respect your wishes and can arrange for you to visit your place of worship at special times or on a regular basis.



We will regularly consult with you about how the Home is run, and you will be invited, through conversations, meetings, and questionnaires to be appropriately involved in making decisions about your care, treatment and support, and to express your views on any improvements we make.

AIDS AND ADAPTATIONS

Montana is well equipped and can provide wheelchairs, hoists, commodes, bed rails, and an appropriate range of continence, pressure care and mobility aids where required. Safety rails are fitted throughout.

SECURITY AND SAFETY

For safety and security, doors are locked at night. Emergency doors must remain unlocked but are secured with an internal locking device. Fire doors are fitted throughout the Home and are regularly inspected to ensure the highest fire safety regulations are met.

Anyone who visits the Home who is not known will be asked to produce evidence of identity.

Visitors are required to sign in and out.

STAFF TRAINING

All staff are recruited through a professional and robust recruitment and selection process with DBS checks and two references carried out and obtained before taking up post. All care staff have obtained at least NVQ Level II (QCF) with a high percentage already on HSC Diploma Level III. All staff undergo continuous training programmes. We also encourage residents to elect a representative who can sit in on interviews and thus play an active part in the recruitment process.





FEES

12.1 Montana charges the current rate of fees paid by the relevant placing social/health services. Fees are usually collected by four weekly standing orders. The fees are reviewed each year and usually change (subject to Government guidance) each April. If a resident who initially self-funded now finds their financial situation has changed and they can no longer meet the fees required to stay in the Home – Social Services will assess their needs which usually culminates in them paying a finite amount, the balance being met by the resident's family.

Our current fee levels are between

£1200 -1500 per weekly



Complaints

Montana has a simple, clear and accessible complaints procedure that ensures an “open” and accepting approach to complaints. Any complaints will be recorded and acted upon with the intention of bringing a speedy and satisfactory conclusion within 28 days.



WHAT TO DO IF YOU HAVE A COMPLAINT

All your complaints however small, will be taken seriously and dealt with, we want you to feel confident about expressing your views and assure you that they are important to us. If you do not wish to make the complaint yourself you can ask another person of your choice to make the complaint for you.

1. If you have a complaint or suggestion please tell a senior member of staff in the first instance or tell another member of staff of your choice who will refer the matter to Sr Thaya Moses for you. We also have two complaints/suggestion boxes located in the reception area and the residents lounge.
2. Sr. Thaya Moses will meet with you (or the person of your choice) to try to reach a solution which is to your satisfaction.
3. Please note that complaints will not be recorded on individual residents files
4. If a meeting with Sr Thaya Moses does not solve the issue to your satisfaction you must then make your complaint in writing to: Venessa Hall Director of Care Holy Cross Priory, Cross in Hand, Heathfield. East Sussex TN21 0TS. The matter will then be formally investigated according to our complaints and policy investigation procedures and the time scales. A COPY OF THIS IS AVAILABLE ON REQUEST

USEFUL NUMBERS

Care Quality Commission

City Gate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 0300 061 6161

Fax: 0300 061 6172

Web: cqc.org.uk

The Care Quality Commission employs Inspectors to monitor standards within all care homes. The Inspector will assist in complaint procedures when necessary or advise on matters of concern about the Home.

Advocacy Services/(East Suffolk advocacy Network)

Tel: 01284 756925

If you (or your relatives/carer) feel that you need or would like additional support in discussing any aspect of your care or future needs there are a number of outside agencies who can help. They will be able to offer you support, services and advocacy (to help you express your needs and wishes and represent your views):

Local Social Services Office : Tel: 01284 352212

Local GP Surgeries

Angel Hill	Tel: 01284 753008
Guildhall	Tel: 01284 701331
Mount Farm	Tel: 01284 769643
Victoria	Tel 01284 725550

Contact Customer First on 0808 800 4005.

Adult Protection Duty Team can be contacted on 01449 724593 or via Customer First on 08456 066 167.

General Adult Protection enquiries please Email

Adult.Safeguarding@acs.suffolk.gov.uk

Age Concern : Tel: 01284 769524

Available for your perusal:

***Inspection Report
Terms and Conditions of Residency***



**CONTACT : Sr.Thaya Moses, Montana Care Home, East Barton Road
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