



MAESGLAS
CARE HOME

Lifestyle Choices

Maesglas Care Home **Residents Guide**

www.accurocare.co.uk

SAFE

EFFECTIVE

CARING

RESPONSIVE

WELL-LED



This welcome pack is also available in Welsh.
Please speak to the Care Home Administrator
should you wish to have a copy.

Mae'r pecyn croeso hwn hefyd ar gael yn
Gymraeg. Siaradwch â Gweinyddwr y Cartref
Gofal os dymunwch gael copi.

Please also refer to our Statement of Purpose
which is located at the main entrance. This will
provide you with further information on regulatory
information and our ownership/structure.

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Welcome & Introduction

You may be joining us for a short stay or making our service your permanent home, either way we hope that you will be happy here.

Our team promise to do their very best to help you in any way they can to make your time with us as comfortable as possible.

This welcome pack is designed to help you, your relatives, and friends to 'settle in' and to understand how our home operates along with other information which we hope will be of help to you.

We offer our residents a choice in all aspects of their care in a warm and caring environment, where everyone is treated as an individual and privacy, wishes and dignity are protected, where we take pride in delivering good quality care.

Staff working in our home are recruited for their skills, knowledge, and ability, but most importantly for their caring and compassionate nature as each of them (irrelevant of their role) plays a crucial part in safeguarding your welfare.

All our staff are encouraged to help us achieve a high-quality service by upholding our values and ethos. To ensure that this is maintained we support them through

regular meetings, supervision, appraisals, and training to ensure that we have a motivated team who continue to share our goals. We also recognise that we are all human and nothing is ever perfect, so it is important that we also listen to our staff and take on board any ideas or suggestions that they may have which may have a positive impact on your lifestyle.

Should you need to discuss with us any part of your life at our home then please speak with the senior member of staff on duty. As Care Home Manager I also operate an open-door policy so feel free to visit me for a chat.

On behalf of Accurocare, our management team, and all our staff and residents I would like to extend a warm welcome to you, your relatives, and friends. I hope that you will enjoy your time with us and reaffirm our commitment to ensure your happiness and welfare is protected.



Katie Williams
Care Home Manager

About Maesglas Care Home

Located in the charming village of Holt, our home began life as the vicarage serving the village church before being converted into a care home in the 1980's.

Formerly Manor Park Care Centre, the home was renamed when it joined the Accurocare family in February 2023.

Known locally for our family approach to care, we provide safety, care and support for people who are no longer able to live independently in their own home and for those who require respite or short-term care. Our aim is to make everyone feel part of our family by creating a caring environment for our residents where they can feel comfortable and secure, safe in the knowledge that their dignity and choice will be respected.

There are 26 bedrooms (accommodating 28 residents with 2 shared rooms when required) over 3 floors with the ground floor accommodating a spacious dining room, 3 lounges, kitchen, and service areas. A smaller seating area is also available on the first floor which can be used by people not wanting the business of community living that the ground floor offers.

Our lounges are comfy and cosy, and the dining room is spacious and has a large food serving area where residents can see what delights of the day that the kitchen has on offer. The large communal lounge is bright and airy and residents enjoy spending time together when not participating in activities. This area can be used by our residents whenever they wish.



Residential and Dementia Care Home.

The Home itself is a Residential and Dementia Care Home. The living/bedroom accommodation is provided over three floors as follows:

Floor	Name	Detail
Ground Floor	Park Mews	Kitchen, Service Areas, Management Office and Bedrooms 1-18. Assisted bathroom and shower room.
First Floor	Church View	Bedrooms 19-23, Quiet Seating Area, assisted shower room and Staff Room
Second Floor	Village Peaks	Bedrooms 24-26 and assisted shower room

Your Room

When your room is offered to you, you are encouraged to bring items (such as photographs and ornaments) that will make you feel at home (these must be compliant with current regulations).

Care staff will have to work in your room, so sufficient space for them to work safely and comfortably is essential and this will be subject to regular health & safety compliance checks, therefore the home will provide furniture (including armchairs) in order to ensure regulatory compliance is maintained.

Each room has a call bell alarm, television, lockable storage drawer and a room key (subject to risk assessment). There is also **WI-FI available** in your room, and throughout the Care Home.

We pride ourselves on the high level of cleanliness throughout our home. To continue to achieve this standard, we ask you to kindly vacate your room for approximately an hour, once a week, to allow the domestic team to thoroughly clean the room.

If you plan to keep money in your room, it will be your responsibility to ensure it is kept safe. We advise that you do not hold any large amount of money as cash so please see the Care Home Administrator who can arrange to hold your personal money securely for you. Our Administrator is in the Home from 9am to 3pm Monday to Friday. They will be pleased to explain the details of how this will work in practice.

Please do not bring in things of value as the Home cannot be responsible for loss or damage of personal effects.

We have an assisted shower room (wet room) and assisted bathroom (hoist control bath) along with several communal toilets throughout the home. Do please familiarise yourself with those that are near to your room. If you require a commode in your room for night-time use, please speak to the Care Team Leader/Head of Care/Deputy Manager on duty.

Meal Times

The Home has a catering team on-site and we always aim to provide very nourishing food, *'home cooked'* whenever possible. There is a four-week rotating menu which is changed during the year. Details of each week's menus are displayed on the dining room notice board and the daily menu is displayed each day.

Special diets, favourite dishes, religious and cultural diets are catered for. If you have any special dietary needs, do please let the Senior Carer on duty know but, you will be visited by the chef in person to discuss your preferences. If there is something, you do not like or cannot eat the kitchen will be happy to produce an alternative for you.

Meal times are a social activity enjoyed in the main dining room but, should you prefer it, your meals can be served in your room.

Hot and cold drinks are also available throughout the day and night - just ask a member of the staff team. Your visitors are also welcome to ask for hot or cold drinks.

Fortified smoothies can be made for residents that need help to maintain a healthy weight or to put on weight and likewise the chef can prepare any low-fat meals.

Meal times are as follows:

- » Breakfast can be taken from as early as 7:30am
- » Morning Tea/Coffee and biscuits is at 11am
- » Lunch is from 12.30pm
- » Afternoon tea & cake (with fruit basket) is at 3pm
- » Evening meal is from 4.30pm

Visitors & Visiting Times

We actively encourage family and friends to visit and therefore there are no restrictions, although we do encourage protected meal times so that our residents can enjoy their meals without interruption. We also ask for consideration for visits later in the evening.

You are welcome to **invite friends and family** to lunch or evening meals - there is a nominal charge, which you will be advised of at the time of booking. If you are inviting guests, the Chef would appreciate **24 hours notice** to allow for extra food to be prepared.

For reasons of fire safety, we do ask all visitors to sign in when they arrive and sign out when they leave. The signing-in book is located by the main entrance to the Home.

For your security, there are code pads fitted at the main entrances and exits and some internal doors. For safety reasons, we do not give out codes and visitors are requested to ring the doorbell for entry. When exiting the building please ensure that doors are closed firmly shut behind you.



Facilities

Each lounge is equipped with a large flat smart screen television with a selection of books and games.

Our lounges are located on the ground floor and can be used for social gatherings and entertainment. The main lounge offers views across the village where St. Chad's church can be seen. Our activities program which is put together by our lifestyle coordinators are well attended and enjoyed by everyone.

Our Gardens

You are free to enter the garden and enjoy the peaceful surroundings. Our gardens are secure and accessible.

Trial Visits

All residents come into the Care Home for anything up to four weeks before taking permanent residency. This gives you time to get to know the staff and adjust to new people and surroundings and allows us to assess whether we can provide the level of care you require. At the end of the assessment period, we will meet with you (and your family/next of kin if appropriate) to discuss permanent residency. Every stay will require you or your representative to complete our residency contract (irrelevant of your funding type).

Care Plans

On arrival a member of the care team will sit down with you (and your family or next of kin) and create a care plan, which is a comprehensive, detailed plan of your needs, covering your background, physical needs, social needs, psychological and emotional needs, and spiritual needs.

We use an electronic care plan system which means that your care and needs are assessed 'live' which enables our team to offer effective care.

Your care plan will be evaluated at regular intervals (usually monthly) and updated to reflect any changing needs. This includes risk assessments of all areas of your care.

Resident and Family reviews are undertaken quarterly (or more frequently if required) by appointment with the Care Team Leader/Head of Care/Deputy Manager. This is an opportunity to discuss your progress, level of support and care being provided.

Changes in the care plan are only implemented with the full consent of yourself or your representative.



Senior Management Team



Matthew Nutt

Managing Director

Matthew is our group Managing Director and visits the home regularly. Matthew will always have a walk around the home and likes to chat to residents and staff.



Samuel Davies

Director of Clinical Services and Responsible Individual (CIW)

Samuel began his care journey in 2011, progressing to Director of Clinical Services in 2025. He oversees governance, compliance, and supports Home Managers to ensure the highest standards of care.



Louise Parkes

Director of Non-Clinical Services and Nominated Individual (CQC)

As Director of Non-Clinical Services, Louise oversees facilities, estates, contractors, and utilities, supporting Home Managers to ensure safe, well-managed environments and the highest standards of care.



Katie Williams

Care Home Manager

Katie operates an open-door policy, remaining available to discuss any concerns, while ensuring staff, residents, and families feel supported, listened to, and valued within the care community.



Elin Smith

Care Team Leader

Elin supervises the care staff and is dedicated to supporting her team to deliver the highest standard of care to all our residents.



Penelope Williams

Deputy Manager (Non-Clinical)

Penelope (Penni) is normally in the Home Monday to Friday from 9am until 3pm. Penni supports the Care Home Manager and is based in the Manager's Office. Penni is always happy to assist with any queries or concerns from family members.

Home Information

Clinical Room

The Home has a Clinical Room/Care Base on the ground floor along from the dining room. This is where you will usually find the Senior Carer of the shift or the Care Team Leader.

Medication

Senior care staff undertake the ordering, receiving and safe handling and administering of your medication.

If you would like to self-medicate this can be arranged, however, the Home does have the responsibility of ensuring the resident is taking their medication correctly and safely, so we would have to ensure that we are completely happy with this arrangement and we will undertake regular risk assessments. The Home must be aware of all medications currently prescribed and that we have a record on your file.

If you choose to self-medicate we will undertake a risk assessment and you will be required to lock away your medication in your bedroom at all times so that other residents are not put at risk.

Hospital Appointments

We do like to offer one of the care staff to escort you if you so wish but, this can only be undertaken when the Home's staffing numbers allow for this to happen. If you can tell the senior person on duty as soon as you receive your appointment, it would be very helpful. If we cannot accommodate you with a member of staff, you may need to ask a family member or friend to escort you alternatively an escort may be provided for a fee.

General Practitioners

If your doctor is local to the Home and is happy for you to remain with him or her; we would encourage this to continue. If, however, you need to change, the home uses the services of a local GP practice where you can be registered. For further information about GP services please do come and see the Care Team Leader/Head of Care/Deputy Manager for advice.

Community District Nurses

If you are staying or living with us on a residential care basis, we cannot undertake any nursing procedures. Because of this, the Home has a good working relationship with the community district nurse team, and they are happy to come and visit you in your room, should your General Practitioner deem it necessary.

Chiropodist

A qualified chiropodist visits the Home regularly and residents can be seen in the comfort of their own room. There is a charge for this treatment. Please inform the Senior Carer on duty if you would like to be seen.

Hairdresser

A local hairdresser visits the Home weekly and charges are displayed throughout the home.

Newspapers

If you wish to have a daily newspaper, please let the Administrator know and this can be ordered for you. Charges for newspapers are payable by the resident.

Laundry

The Home has its own laundry located on the ground floor. We ask that every item of clothing is marked clearly with your own name. The laundry has a tremendous amount of clothes and linen passing through on a daily basis, and because of this we do advise you not to bring in clothing that may shrink or may need delicate handling. Although the laundry staff will do their best to care for your belongings, we cannot be responsible for damage to clothing that is unsuitable for the service they provide, or for unmarked clothing.

Social Activities

We have a lifestyle co-ordinator and activities are planned and delivered 5 days a week.

Activities are tailored to the needs of our residents along with group activities and events. Themed days, outings, arts, crafts, baking, quiz nights and bingo are a firm favourite at our home and visiting entertainers (singers) often visit. A good old sing song with songs from Elvis, Tom Jones and Neil Diamond are amongst the most requested hits.

In the main hallway you will find our information notice boards. These are helpful as they are used to keep you updated regarding activities, entertainment, and other useful information. They are updated often so please keep an eye on these to ensure you do not miss out on anything.

We are always very willing to try out new activities in response to suggestions from our residents as this can often offer entirely new interests for others. Please let us know if you have any ideas.

Local Community Facilities

The Home is situated in the village of Holt where there is a variety of shops and community facilities. The Home is happy to provide details of this on request.

Accommodation for Visitors

We are unable to accommodate visitors over night, but when residents are in the end-of-life care phase we will make arrangements to accommodate a family member if they wish to stay with their loved one.

Absence from the Home

If you are going to be away from the home overnight or longer, arrangements must be made before this happens so that an assessment of risk can be undertaken. You will be required to leave with the senior person on duty a contact address and telephone number so that you can be contacted in case of emergencies.

Contract & Terms of Residency

Your contract (irrelevant of funding category) will set out information regarding fees and payments.

Personal Money Accounts

Our Administrator will handle, on request, a personal money account for you - to cover payments to hairdresser, chiropodist, newspapers, and other sundries. Arrangements can also be made for the safekeeping of any money that you wish to keep in the Home.

Financial Advice

May we bring to your attention that due to certain laws that govern us, regrettably there are limitations that we must work within regarding financial advice. The Home is more than happy to help you concerning Social Services entitlement, application for Attendance Allowances and general financial concerns regarding residential care, however, regarding personal financial advice, neither the Home nor members of staff can become directly involved.

If you are unable to manage your own financial affairs, or if you prefer not to do so, you are advised to arrange for your solicitor, bank manager, accountant or next of kin to manage them on your behalf.

Enduring Power of Attorney/ Power of Attorney

We strongly recommend that you give serious thought to this, maybe sooner rather than leaving it too late. If you have a close, caring relative or friend or solicitor whom you trust to act in your interest when you are not able to, or no longer wish to, and they are willing to oversee your financial affairs, you can sign a document to relieve you of this pressure. You should discuss this with a solicitor. This could be the time to act - leaving you to enjoy your stay at our Home.

Advocacy

We are not allowed to act in a legal capacity for you. If you need an advocate to help you express your views, you may find one from the list below or by contacting the Local Authority.

If you need to have an advocate to help you to access the service and to be with you when you need to have an assessment completed, you can find one from the list below (these are not based on recommendations or order of preference and are for reference only):

1. **Flintshire and Wrexham Advocacy Service**
01352 759332
2. **Wrexham Adult Services**
01978 292066
3. **Age Concern**
01978 311337

Living Wills/ Advanced Directives

If you have specific thoughts and wishes concerning your medical treatment, especially any action you would not wish to occur and which you may at the time be too unwell to speak out against, we would advise you to discuss the situation with your doctor(s) and when you have considered your position, we would recommend that you seek professional advice from a solicitor who will be able to help you draw up the necessary document. If you decide to sign an Advance Directive the Home will be willing to file a copy with your notes and so will be more able to respect your wishes at a future date.

Complaints

We aim to maintain the highest standards of care and we strive to get things right the first time, but we appreciate that from time to time there may be areas of concern, which need to be discussed. Complaints will be treated seriously and dealt with as soon as possible. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

Verbal complaints will be responded to immediately and all comments will be carefully considered and responded to on an individual basis. Verbal complaints should be discussed with the Senior Carer on duty, Deputy Manager, or the Care Home Manager, who will be happy to see you at any time.

If the matter is in your opinion a serious one, or if you remain dissatisfied, you are asked to put your complaint in writing to the Care Home Manager.

If after this investigation, you are still not satisfied or if you feel that the complaint is of a serious nature you can take your complaint to our Director of Clinical Services via the email info@accurocare.co.uk or by post:

Accurocare

Suite 4, Thame House
Thame Road, Haddenham
Buckinghamshire HP17 8HU

If you remain unsatisfied with the outcome of your complaint you may also contact the Local Authority or Health Board regarding your concerns.

Care Inspectorate Wales, who state that it will always welcome hearing about any concerns people may have, though it will not investigate any complaint directly:

Care Inspectorate Wales (CIW)

Telephone: 0300 7900 126
Email: CIW@gov.wales

All complaints will be treated seriously and dealt with as soon as possible.

Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.

Written complaints will be responded to by an acknowledgement letter within 5 working days. The Home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days, the complainant will be informed.

Safeguarding

WCBC's Adult Safeguarding Team can be contacted at:

Email: adultprotection@wrexham.gov.uk
Telephone: 01978 292066

Comments and Suggestions

We actively involve you and your relatives in how the Home is run. We have implemented many changes because of listening to residents' suggestions and we continue to change and adapt so that we offer the best possible service for you.

We regularly ask for comments on the Home, the staff and services we provide:

The Care Home Manager holds a formal resident, families and friends meeting 3 times per year. You can find the dates on the notice boards, or just ask a member of the team.

We regularly send out questionnaires to you to find out what you think about the home and how we can improve.

Spiritual Care

Our Care Home welcomes people of any faith or none.

You have the right to meet clergy of your chosen denomination at any time. If required, a private room will be made available for such meetings and our staff can help you to arrange this.

Please do let us know of your denomination or religion and if you have a chosen place of worship, or have someone from there visit you, we will do our utmost to help direct you or assist you in making contact.

End of Life Care & Bereavement

Many residents are understandably concerned about what will happen in the event of their death. If you already have arrangements in place, or would like to put a plan together, please let us know so we can update your care plan accordingly.

You may also choose to include specific instructions, such as a Do Not Resuscitate (DNR) order. Some of these formal decisions will be discussed with your nurse and GP to ensure they are clinically appropriate, and all key staff will be made aware of your wishes.

In the unfortunate event of bereavement, your family can expect every possible support from our staff. We do everything possible to ensure previously expressed wishes of residents are fully respected after they have died. We will comply with any planned funeral arrangements specifically in respect to your chosen faith and religious beliefs.

If requested, we can usually make arrangements for funeral receptions when again your preferences are taken into careful consideration.

Helping You Stay Safe

Any older person can potentially become a victim of elder abuse, which is why we feel it is important to highlight this in your Welcome Pack.

People can be abused in many ways, the most common being: physical, psychological, financial, sexual abuse and neglect. Often these abuses are also crimes.

We do not identify racial abuse or institutional abuse as separate forms of abuse because they manifest in these five types. Racial abuse can be what motivates someone in their actions, and institutional abuse can be used to describe the environment and circumstances that give rise to abuse.

IF YOU SEE IT OR HEAR IT, PLEASE REPORT IT - Make sure you speak to the Senior Carer in charge of the shift or any member of the management team if you have a concern.

Do not feel afraid to report anything that is worrying you – even if you are not sure if it is abuse.

How?

Some people treat others badly by hurting them physically or emotionally, taking their money, their things or not giving them the support and care they need. Some adults cannot protect themselves from this abuse and neglect.

Who?

This can be anyone but most often it can be someone you know. A family member, friend, another resident, carer, nurse, managers of establishments or a visitor.

Where?

This can happen in your own home, hospitals, when out and about and even in this Care Home. If you feel this is happening or has happened to you or a fellow resident, then you can talk to us about it.

Other Useful Information

- » Residents are advised to carry some form of identification if they go out - please speak to the Administrator for an ID badge.
- » Visitors are encouraged to take residents out, although they must advise the Senior Carer in charge that they intend to do so.
- » We can accept no responsibility for the resident during such outings. However, we will complete a Risk Assessment with you so that any risks associated can be reduced.
- » Residents expecting to be out after 9 pm should tell the senior staff on duty, to avoid unnecessary search and worry, and should report to the night staff on their return.
- » Please bear in mind any electrical appliances unless brand new and in packaging will need to be PAT tested before use. The Home is required annually to carry out safety checks on all electrical equipment.
- » Visitors are welcome to bring in pets by prior appointment only. Any pet visiting the home must be kept under control and not left unattended.
- » Residents are not permitted to keep pets of any kind.
- » The use of alcohol is at the discretion of the individual resident. However, any untoward behaviour or aggression towards other residents or staff will not be tolerated. Help can be arranged if you feel that you have alcohol dependence.
- » Residents are encouraged to go shopping, and if unable to manage this alone, arrangements are made for them to be accompanied, whenever possible.

Insurance

The Home is insured and details of our policy can be located at the main entrance. Although it should be noted that the insurance does not cover residents' personal monies or possessions.

Gratuities and Gifts Policy

Gratuities are not to be paid to individual members of staff, and they are not allowed to accept gifts from residents or their relatives.

Smoking

To comply with legislation, and for the safety and comfort of all, residents and their visitors are only permitted to smoke in the designated external smoking areas.

Fire Safety

Residents and their visitors should familiarise themselves with the fire exits and the fire drill. The lift should never be used in the event of a fire. Fire staircases from each floor should be used, where possible. Information about fire safety is kept in your room and displayed throughout the home.

Weekly Fire Alarm Test

The fire alarm is tested every week and you will be informed when this is taking place.

If the fire alarm sounds at any other time, please stay calm and follow instructions given by staff.

Confidentiality

All personal records relating to the resident, which are kept by the Home, will be kept strictly private and confidential. Under the Freedom of Information Act 2000, the resident is entitled to see such records should they wish to do so.

No one else will be allowed to see residents' personal records unless either the resident gives their permission for this, or if the person requesting information is a relevant care professional who has a valid reason.

Staff Uniforms

So that you can identify who is who, we have provided images of the uniforms mostly worn by our staff who will have regular contact with you:

Deputy Care Home
Manager /Head of Care
Navy Tunic/White Polka Dots



Care Team
Leader
Navy Tunic



Senior Care
Assistant
Purple Tunic



Care
Assistant
Purple Tunic



Lifestyle
Co-ordinator
Teal Polo Shirt



Hotel Services
Supervisor
Dark Grey Tunic



Hotel Services
Assistants
Light Grey Tunic



Maintenance &
Estates 'Handyman'
Grey Polo Shirt



Maesglas Care Home **Residents Guide**

www.accurocare.co.uk

We are registered and regulated by Care Inspectorate Wales (CIW)

Maesglas Care Home

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