

**BROCHURE
& SERVICE
USER GUIDE**
2021



MEDDYG CARE 



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Welcome



Meddyg Care is situated in the most beautiful part of North Wales with outstanding views of the sea, mountains and local historic sites. Our homes are within close proximity to shops and places of worship.

Meddyg Care is a person focused care provider who specialise in meeting the needs of every individual.

We have an experienced management team who are there to ensure the smooth running of our homes. We encourage choice and promote independence with the safe environment created by our caring and supportive staff members.

We provide personal support to loved ones while retaining the privacy and dignity of space.

MEDDYG CARE 



Our Values



The core value at Meddyg Care is recognising that all our residents are individuals. For that we instil:

- Integrity
- Honesty
- Passion
- Compassion
- Learning
- Team work
- Leadership
- Dignity
- Fun
- Trust
- Diversity
- Empathy

A personalised care plan is created for all new residents and considers their specific needs, history, preferences, wishes and beliefs. We believe that it is vitally important to involve all residents in any decision making and choices that affect every aspect of their care and life at Meddyg Care.

We are constantly working to improve our services and by offering extra training to staff and researching the latest innovations. We listen to the comments of residents and adapt our approach to better suit our residents needs.

Making a House a Home

Living Space



The most difficult first step is having to consider an appropriate home. We believe at Meddyg Care that this is a journey for not only your loved one but for families involved.

Moving home can be nerve racking but it can also be very exciting. Our bedrooms can be decorated according to individual preferences and bringing belongings from home will help with settling in and creating a homely and familiar environment.

We encourage new residents and their families to put up mementos and photographs which are special to them - photographs of family, friends and important times in their life which they look back upon fondly, alongside the new memories that will be made in our care.

Being surrounded by familiar items is important, for those experiencing the onset, or more developed symptoms of dementia. Photographs, familiar objects and decorations can help people experiencing dementia recognise their new home if they find themselves feeling lost or confused.

All rooms are fitted with modern dementia specialist furniture and families are more than welcome to have televisions fitted.


 The logo for 'apetito' is written in a bold, red, lowercase sans-serif font. A small green heart is positioned above the letter 'i'. A green swoosh underline is located beneath the letters 'o' and 't'.

Expertly crafted award-winning dishes

"From nurseries and schools, to homes and hospitals, we're the leading producer of delicious and nutritious food".

Dining Experience



Breakfast:

Breakfast:

8:00am - 9.30am

Lunch:

12:00pm - 13.30pm

Dinner:

17:00pm - 18.30pm

Supper Snack:

20.00pm - 21.00pm

We are delighted that we have partnered with Apetito who work with outstanding chefs and nutritionists who have an established track record of producing award winning and delicious food.

All of their ingredients are hand-picked by Apetito, with an outstanding procurement process which allows Apetito to trace every ingredient up and down the food chain.

Apetito have hundreds of items to choose from, and ensure there is something for everybody no matter their requirements including texture modified food and dysphagia diet range.

Each meal is carefully prepared to provide the nutrients they need in portion size and textures that suit their needs.

Meal times are kept the same daily and all our teams encourage our residents to come together to enjoy their meals in our beautiful dining rooms with full hands on support and service with a smile.





Activities



Did you know:

There is a clearly defined link between physical activity levels and cognitive performance, suggesting that exercise might be an effective way to reduce cognitive decline in later life.

Popular activities available to residents:

- Knitting
- Painting
- Colouring
- Make up
- Sensory
- Puzzles
- Board games
- Karaoke
- Live performers
- Exercise sessions

With a highly experienced activities manager and a team of activities co-ordinators, the creative ideas keep flowing. This ensures that no two days are the same for our residents and there are plenty of options for everybody to enjoy themselves daily.

We pride ourselves on the range of activities provided in the home to suit the needs of all. This allows the team and residents to be creative without the feeling of limitation.

Christmas is a time of year all our residents look forward to here at Meddyg Care. Bringing performers into the home, with warm invites for all residents to celebrate the festive season with family and friends.

Birthdays are just as big a celebration, the activities co-ordinator will organise a gift, card and cake to ensure they celebrate their special day in style.



Wellbeing



The wellbeing of our residents is an important aspect of the care we provide - exercising and relaxing outdoors is an essential part of their day. We provide a number of different areas for the residents to explore the outdoors safely.

A hairdressing salon within the home gives all our residents a bit of "me" time, plus there are lots of places for the residents to sit back and relax and have a bit of alone time away from their room including:

- TV areas
- External seating areas
- Reminiscing areas
- Pub serving non alcoholic beverages

Communication is extremely important and to ensure family and friends are able to stay in touch we have invested in the latest technology to arrange video calls.

Call appointments can be made by contacting the Home Manager who will happily schedule the video call appointment for you.



Meet the team



Health Care Assistants

All our highly trained Health Care Assistants have our residents at the heart and soul of everything they do. They guide and support while promoting independence in a safe and happy environment.

Meddyg Care Nursing Team

Meddyg Care provide 24 - hour nursing care throughout our homes to ensure our residents do not go into hospital unnecessarily. Our nurses work closely with the HCA team, guiding each other to ensure the highest standard of care is given.

Dementia Care Specialists

Meddyg Care employ Dementia Care Specialists who have an intense understanding of Dementia. They play a vital role in assisting the managers and being a lead person for the team while performing their day to day duties.

Activities Co-ordinators

Our team of activities co-ordinators play an important role in ensuring that there are plenty of activities to entertain all our residents; keeping everybody's minds occupied no matter their abilities.

Family Liaison Officer

Playing a vital role in supporting both residents and families as they adjust to the changes in their lives. Offering a full emotional support system, our Family Liaison Officer is at the other end of the phone for reassurance and guidance where needed.

Home Managers

Our Home Managers are the masters ensuring we maintain the highest possible levels in quality and kindest care to our residents. They achieve this through effective leadership, Excellent communication, experience and home management skills.

Communication



Social Media

Meddyg Care uses a variety of media platforms and a monthly newsletter to keep all of our residents and their loved ones up to date with events and daily activities.

We also respect our residents rights to privacy and have a strict social media policy in place to protect our residents.

Booking a Visit

Booking a visit with your loved one has never been easier and can be arranged via our web based appointment system at <https://meddygcare.co.uk/booking/>.

A full step by step guide to help you make a booking can be found on our website, www.meddygcare.co.uk

Admission Process

Once a new resident has been admitted to Meddyg Care, our Family Liaison Officer will contact the designated family member and guide them through the admission process, arrange the supporting documentation and consent forms that allow us to arrange an individualised level of care in their new home.

More details can be found on our website.

Feedback

When we don't meet your expectations, we have a formal complaints procedure in place. This enables us to put right those issues and to ensure such things don't happen again. We aim to investigate and resolve problems as quickly as possible, so if you have a complaint about any of our services, please contact us as soon as you can.

"A moment can last all but a second, but the memory it creates lives on forever"

Memory Boxes



Lasting memories

We understand that leaving a home can be difficult, particularly if it is a family home that has been shared with a loved one holding many happy memories. However we hope to provide an atmosphere to create many more happy memories in a safe environment that best suits a change in needs.

To help with this, all our homes are fitted with memory boxes. These are secure display cabinets for the safekeeping of treasured and sentimental items.

Why a Memory Box

For individuals living with dementia a 'Memory Box' that includes items that bring back memories of important moments in the person's life but also enables our staff to understand the people they care for better and make it easier to strike up a conversation with them.

A memory box is a simple tool that can help to bring back happy memories and events from their past. It's a discussion point - a connection, a point in time, a reference.



STAFF TRAINING¹⁰

Training



At Meddyg Care we have a Qualified Training Manager who co-ordinates and structures a training program designed to meet the needs of our residents. This ensures that all staff deliver the best care **possible**.

New recruits will start with an in depth training programme, beginning with a comprehensive 4 week induction and will continue throughout their employment with Meddyg Care. Training is updated regularly with most courses held annually to ensure the most up to date knowledge and skills are used within the home.

Meddyg Care have a comprehensive training schedule that covers, but is not limited to Dementia, Moving and Handling Tissue Viability, Sepsis Awareness, De-escalation Breakaway and Avoidance, Falls Prevention, Fire Safety, Phlebotomy, Infection Prevention and Control and Safeguarding.

In addition to the programme we conduct additional training to meet the needs of the individuals in our care as well as specific clinical specialist training such as the six steps - Palliative care end of life plan.

To ensure we deliver training of the highest quality we work closely with external training providers and Betsi Cadwaladr University Health Board.



FAQ

Q - Do the staff get to know their residents'

It is of up most importance that our entire team get to know the residents. Families are asked to complete a 'all about me' document which gives everybody the chance to get to know residents individually.

Q - Is there a manager in post and a senior member of staff on duty at all times?

The safety of our residents and staff is paramount. Meddyg Care ensure the home is always staffed in line with our statement of purpose.

Q - Is there a suitable ratio of staff to residents at all times?

The residents of Meddyg Care along with their safety is of the up most importance. In the eyes of Meddyg Care it is critical to ensure that the home is always fully staffed. We adjust and review staffing numbers on a regular basis to meet the needs of the residents.

Q - Can residents choose if they have a male or female carer?

Our staff recruitment is based on skill, experience and the quality of care they provide. This may mean that the male to female ratio may differ and it is not always possible to request a specific carer.

Q - How are staff trained, how often and by whom?

All staff have mandatory regular training with the Meddyg Care in house trainer. While providing mandatory training we are always assessing individual needs, and updating training sessions to ensure all residents needs are met.

Q - Are all staff trained in caring for residents with dementia?

All of the staff at Meddyg Care are trained in caring for residents with dementia, while also employing Dementia Care Specialists.

Q - Do the staff have care qualifications?

A high number of the team have earned their care qualifications. However, we also give the staff members without qualifications the tools they need in order to succeed in the care industry.

Q - Is there a high staff turnover?

Meddyg Care have a unique approach in the way managers and staff conduct their relationships. This reduces the number of staff turnover, and provides continuity of care.



Additional Services



Meddyg Care provide additional services for:

- Hairdressing
- Podiatry
- Toiletries
- Escort service for medical appointments

Services can be organised, provided and paid for by family. Our Family Liaison Officer will provide you with an extra services form for you to complete, as soon as this has been returned we are able to put services into action.

If you would like to organise extra services prior to your arrival, please contact our head office where a member of the team will be able to assist you with a price list and send out your extra services form in advance.





Philosophy of Care



Ensuring quality and thoughtful care is our priority in all our actions.

Providing a safe, supportive environment where residents have the opportunity to an enhanced quality of life.

Maintaining the dignity and individuality in a comfortable and homely environment

Stimulate and maintain physical and mental activity and social well-being

Respect and accept cultural, religious, social, emotional, intellectual and ethnic needs.

Enable residents to make informed choices about their future health and social care and personal plans, including choosing their own General Practitioner, whenever possible, who they can consult at their request.

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Ensure that residents have access to a relative, friend or advisor, who as an advocate has a facility to pursue matters on their behalf.

Ensure residents are free from all forms of abuse. (Safeguarding policy available on request).

We strive to be honest, transparent, fair and ethical in everything we do.

Charter of Rights



- To be treated as an individual.
- To personal independence, choice and responsibility for actions.
- To privacy and space.
- To have cultural, religious, social, emotional, intellectual and ethical requirements accepted and respected.
- To have the same access to services in the community as any other citizen.
- To maintain and develop social contacts and interests.
- To have access to an advocate who can act on their behalf to pursue matters in an independent manner.

Everyone deserves the right to be treated with respect and dignity and this is our commitment to our residents.

- To have, and participate in, regular reviews of your individual circumstances and have your advocate present
- To receive care planned by a qualified nurse and / or an experienced carer, in collaboration with yourself.
- To be involved in decisions about your care / treatment in association with your named nurse / key worker.
- To have access to your personal file in line with national guidelines.
- To have access to a formal complaints procedure.
- To be informed about the services within the home, to be consulted about routines within the home and any proposed changes.



Health and Safety



The Health and Safety of our residents and staff is paramount and overseen by a dedicated Safety Manager who is responsible for the following:

Training programme for all staff with fire safety

Fire alarm safety systems run throughout the homes

Weekly Fire alarm tests

Monthly Fire extinguisher tests

Weekly fire door tests

Daily fire escape route checks

Weekly emergency lighting tests

Dedicated maintenance team working day to day for servicing of equipment

6 monthly LOLER tests on the Lifts, Hoists and lifting equipment

A range of Legionella water checks are done weekly, monthly and yearly

Monthly heating inspections

Annual gas safety

Five year electrical safety

Annually serviced extractor fans

Monthly bedroom maintenance inspection

All equipment that loved ones would like to bring in to the home must be PAT tested by a member of our maintenance team before use in the home.

Checklist for choosing a care home:

Location:

Meals:

First Impressions:

Activities:

Care:

Staff:

Communal Areas:

Funding:

Bedrooms:

Visiting Arrangements:

Notes:

We Are



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