



**MEDDYG CARE**  <sup>®</sup>  
YOUR CARE... YOUR CHOICE

## **BROCHURE & SERVICE USER GUIDE**



*“We believe everyone deserves the best quality of care  
and to be treated as an individual with respect and dignity”.*

 01766 800 900

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## About us

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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 within a 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.

## Our values

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The core value at Meddyg Care is recognising that all our residents are individuals.

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 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.

 **Integrity**

 **Learning**

 **Fun**

 **Honesty**

 **Team work**

 **Trust**

 **Passion**

 **Leadership**

 **Diversity**

 **Compassion**

 **Dignity**

 **Empathy**

### Health Care Assistants

All our highly trained Health Care Assistants (HCAs) 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 that the highest standard of care is given.

### Dementia Care Specialists

Our entire care team receive extensive dementia care training during their inductions and throughout their employment. We invest in our staff and in return, they are capable of providing a level of care that sets us apart from other care providers.

### Activities Co-ordinators

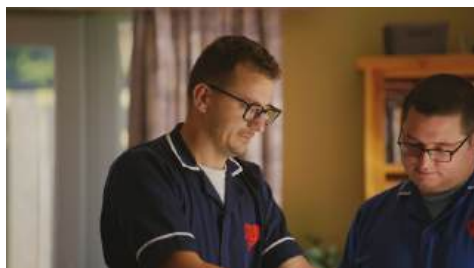
Our team of Activities Co-ordinators play an important role in ensuring that there are plenty of activities to entertain and promote the well-being of our residents, based on their personal interests and ability levels.

### Family Liaison Officer

Our Family Liaison officer provides a vital service, supporting our residents and their families as they adjust to changes in their lives. They are always on hand to offer support, reassurance and guidance whenever needed.

### Home Managers

Our Home Managers ensure that our exceptionally high standards are maintained whilst providing the kindest levels of care to all our residents. They achieve this through effective leadership, excellent communication, extensive training and home management skills.



It can often be difficult and overwhelming when it is time to consider an appropriate care home. At Meddyg Care, we believe that this is a journey that should involve residents and family members as location and suitability are incredibly important.

Moving home can be an anxious time 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.





## Did you know!

Around 70% of all care home residents in the UK are living with dementia or severe memory problems. This adds up to as many as 17,000 residents in Wales alone that require the specialist dementia care that we provide.

## Living space

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### Contemporary furniture

It's not uncommon for someone living with dementia to remember what they were doing 30 years ago but struggle to remember a conversation that they had three minutes ago. For this reason, it's best to stick to traditional design styles, to ensure that residents aren't confused or scared by modern fittings and features.

### Flooring

As conditions like alzheimer's progress, many sufferers begin to become unsteady on their feet. For this reason, it's important that dementia-friendly bedrooms have non-slip flooring fitted. This is crucial as it makes falls and associated injuries less likely to occur.

### Decor

People living with dementia can have problems seeing dimensions, so it's important that furniture is a contrasting colour to the floor and walls. This makes it easier for them to identify objects, and avoid collisions that could otherwise result in injury.

### Bathrooms

Approximately 90% of our rooms are en suite, with a toilet and wash basin. All bathrooms are adapted to ensure that they can be used safely and confidently by our residents. We have a limited number of rooms with showers or baths but all residents have easy access to showers and wet rooms.

### Personalised memory boxes

Memory boxes can be placed on the walls outside all of our rooms which not only help trigger memories and improve well-being, they also help residents living with dementia or memory problems locate their rooms more easily, giving them more independence.

### Dementia friendly furniture

Many residents with dementia have short-term memory problems, often forgetting where they place objects or belongings. This can cause them to become agitated and upset which is why opting to incorporate an open wardrobe and clear fronted drawers can work well.





**apetito**

**WILTSHIRE**

EST. **FARM** 1991

**FOODS**

*Making a real difference*

## **Nutrition**

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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 a dysphagia specific diet range.

Each meal is carefully prepared to provide the specific nutrients our residents require including portion size and textures that suit their needs.

Meal times are consistent throughout the day 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.

## Did you know!

That here are around 410,000 care home residents in the UK. Meddyg Care are just one of approximately 5,500 different providers in the UK operating 11,300 care homes for the elderly.



For those living with dysphagia, the visual appeal of food cannot be over-estimated. It is essential to ‘dining with dignity’, and key to driving appetite.

‘Eating with our eyes’ is very important. The science is that sight of food provides our brains with sensory information that triggers our bodies physiological responses - for example, saliva production in the mouth, gut motility (which prepares our bodies to eat and drives appetite).

Texture modified foods are designed to replace meals that were previously blended into an unrecognisable meal. Provision of the correct and most appropriate textured meal can provide residents with a safe meal when they are clinically vulnerable, can promote resident-centred care, deliver vital nutrition and return dignity to dining.



## Dining experience

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### **Breakfast:**

8:00am - 9.30am

### **Dinner:**

17:00pm - 18.30pm

### **Lunch:**

12:00pm - 13.30pm

### **Supper snack:**

20.00pm - 21.00pm

Our aim is to ensure that all our residents continue enjoying life by caring and investing in every aspect of their well-being, including health, diet, exercise, hobbies and social activities.

All of our homes provide safe access to indoor and outdoor areas, where our residents can exercise, interact socially, take part in group activities or have a bit of “me” time away from everything, especially at the hair salon for a bit of pampering.

We also have communal lounges showing movies and TV shows, or for those that prefer a bit of quiet time, we have reminiscing areas, gardens and chill out areas.

We believe communication is an extremely important aspect of our well-being and to ensure family and friends are able to stay in touch, we have invested in the latest technology for you to arrange video calls with your loved ones.

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



## Additional Services

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Meddyg Care provide a number of additional services, including:

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

Family members are more than welcome to organise and provide these services for their loved ones, but if you would like us to arrange them for you, please ask our Family Liaison officer for a price list and an additional services consent form.

As soon as the forms are returned to us, we can then put these services into action.

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 which are purposefully designed to encourage all individuals to take part and get involved regardless of their ability levels. This allows the team and residents to be creative and independent without the feeling of limitation.

Christmas is a time of year that all our residents look forward to here at Meddyg Care. We bring performers into the home, and encourage the residents to celebrate the festive season with family and friends.

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





## Did you know:

The UK care home workforce totals over 750,000 people across the UK, with 30,000 based in Wales.



## Communication

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### Social media

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

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

### Booking a visit

You do not have to book in advance if your visit is conducted between 10 am and 6 pm, Monday to Sunday.

Visits should take place wherever is best for the resident. This might be their room, a designated visiting area or lounge.

Our residents can also visit others outside the home, so you can take a resident out for a day trip or to your home, as long as the resident is happy and that it's safe to do so. Please speak with the Home Manager to discuss this in more detail.

### Admission process

When a new resident is being admitted to Meddyg Care, our Family Liaison Officer will contact a designated family member to guide them through the admission process, including completion of supporting documentation and consent forms that allow us to arrange their personalised care in their new home.

### 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.

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 2 week induction, and will continue their training 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 and specialist training focusing on palliative and end of life care.

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



**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 an 'all about me' document which gives everybody the chance to get to know residents individually.

**Q - Are there managers 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 safety of our residents is very important and ensuring that the home is always fully staffed is critical. 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?**

In addition to external training, all staff have mandatory regular training with a 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.

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 dignity and individuality in a comfortable and homely environment.

Stimulating and maintaining physical and mental activity and social well-being.

Respecting and accepting cultural, religious, social, emotional, intellectual and ethnic needs.

Enabling 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.














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

Ensuring 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.



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

-  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.
-  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.

At Meddyg Care we work hard to create a comfortable and visually stimulating home for your loved ones that will assist with developing familiarity in a new space.

Providing a multi sensory environment for all our residents, but especially those living with dementia, is a great way to encourage engagement.

All our homes are equipped with a wide variety of sensory items and environments designed to create a relaxing and comforting setting. We also have a tuck shop serving soft drinks and snacks, an extensive DVD library, interactive pets, touch screen tablets, as well as a number of outdoor areas with a fish pond, a Xylophone and cars for residents to sit in.

### Physical interaction

Physical interaction can play a large role in sensory stimulation activities.

Depending on what they're comfortable with, a gentle massage or just five minutes spent holding their hand might add to your loved one's day. We often have visits from local school children to our homes, as well as service dogs.



The award winning 'Jolly Trolley' is a fantastic FUN way to create festivity in the care home environment encouraging residents to engage in social activities and reminiscence.



We are especially proud of our railway experience setting which allows our residents to purchase a railway ticket from a ticket booth and then sit in first class with video footage of the local area and railways playing in the background.

## **Sensory stimulation**

Sensory stimulation activities focus on using a range of materials that can help awaken your loved one's senses in a fun and natural way. This technique has benefits for all, however, it can be especially beneficial for people who have a memory-related condition, such as dementia, or people regaining their abilities after a stroke. We use sensory stimulation to introduce more variety to your loved one's day and help them make use of all their faculties. In many cases, this can also help transport them back to cherished past memories.

Utilising nostalgia in this way can be especially potent when paired with a simple activity. With conditions such as dementia, it can often be easier for your loved one to recall actions and sensations that have been a part of their life for many years, rather than memories which may have been lost due to the progression of their condition. We encourage your loved ones to think about activities that they have enjoyed in the past and help them to engage in these activities as they are able.



*Highly rated & award winning care*



*Specialist elderly and dementia care*

Regulated by the Care Inspectorate Wales - our services are regularly inspected by the CIW. We are the leading care homes in the LLyn and Eifonydd area serving the entire North Wales region.

We are an award winning service, winning regional and national Gold awards for “Promoting Fulfilled Lives” and “Dignity in Care”.

We are specialists at supporting elderly people with complex medical needs. Whether that be in our care homes or helping those who wish to remain at home and retain their independence with support that promotes their health and well-being.

Through extensive training and in collaboration with specialist charities our staff are able to offer genuine expertise and specialist dementia care with respect, dignity and empathy.



We pride ourselves on the feedback we receive from our clients and the loved ones of our residents. Their constructive feedback is what drives us to continually review and improve the service we offer.

“

*I am so happy with my Dad's care. The home is lovely and welcoming, the staff are kind and brilliant at bringing out the best in dad and I feel he is treated with dignity and respect.*

”

“

*This is the best care home we have seen. My sister and husband have improved considerably since they have been here. All the staff are exceptionally friendly too and respectful of the residents.*

”

“

*My husband has been a resident at Meddyg Care Criccieth for the past 4 years. He enjoys the wide range of activities provided and I'm able to view these activities on the website and on Instagram.*

”

“

*The staff are all friendly and very helpful. Nothing is too much trouble. The home is clean and very bright and has a very homely feel to it. Would highly recommend.*

”

Choosing a care home can be an overwhelming experience. It's a very personal choice and rarely ever a case of "one size fits all" but ultimately it's "Your care... Your choice".

We really hope you will consider us for your forever home, and have included a checklist section for you to make some notes on your visit.

## LOCATION

YES NO

COMMENTS

## COMMUNAL AREAS

YES NO

COMMENTS

## FIRST IMPRESSIONS

YES NO

COMMENTS

## BEDROOMS

YES NO

COMMENTS

## QUALITY OF CARE

YES NO

COMMENTS

## MEALS

YES NO

COMMENTS

## ACTIVITIES

COMMENTS

YES

NO

## STAFF

COMMENTS

YES

NO

## FUNDING

COMMENTS

YES

NO

## VISITING TIMES

COMMENTS

YES

NO

## OVERALL IMPRESSION

COMMENTS

If you would like to visit one of our homes, we would recommend that you contact us on **01766 800 900** or email **admissions@meddygcare.co.uk** or directly contact the care home you are most interested in viewing.

We have a co-ordinated approach from enquiry through to admissions that is quality checked and this is so we can continue to improve our enquiry process. Therefore what may seem like a small question or query could actually be the most important information you need to know.



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