



# Oakham Grange

an Ardale home



## Resident's Handbook



## Welcome to Oakham Grange

**We want you to feel at home at Oakham Grange as soon as possible.**

Wherever you have come from or the circumstances that have led us to meet, all of us at Oakham Grange are here to support you. We understand going anywhere new can create a mixture of feelings from excitement to worry, this is completely natural.

**Today you can allow yourself to come first.**

You now have the time and space to put your energy behind doing what you want, when you want and to live your life to its full potential;

- No more hoovering or changing bedding.
- All the pleasures of home cooked fresh food, without the washing up.
- No hassle of sorting the electric bill or paying the window cleaner.
- The time to smell the flowers and listen to bird song.

We have created this Resident's Handbook as a useful guide to help you settle into your new home. If there is anything you want to know or be reassured about, don't hesitate to ask us.

**Oakham Grange is your home and we are here to support you.**

# About us

Oakham Grange is an Ardale home. We are a family run business which has owned and managed care homes for more than 25 years. We have created Oakham Grange to be the home suitable for our own family members to live in. We are not an anonymous 'grey' corporate care company and you will soon get to know us all. Our experienced leadership team is responsible for a small number of bespoke homes, so we can give each one our full support to deliver the highest quality care.

**We are very proud that each of our homes is unique. We aim to be the care home of choice, in the communities we serve.**



## Our Mission Statement

Ardale will deliver care and support that is meaningful to each individual; with warmth and personality, by a well-trained care team, as only a family owned home can.



## Our Care Ethos

Ardale will provide nursing care and support underpinned by an ethos of; 'Promoting independence while maintaining friendships and interests'

## Our Values



**Competence, Choice and Compassion**

# Names and Addresses of Registered Provider and Manager



## Catherine Ferguson - General Manager

*'Hello, I'm Catherine and I am very proud to be the General Manager of Oakham Grange. I offer a wealth of healthcare management experience and I am a Nurse by training. My team and I are here to support you so that Oakham Grange feels truly your home. As we all grow older our wants and needs naturally change, so in turn, our support for you will mirror this. However, we will never forget, it's your life, to be lived your way, with our support. I won't be a stranger, so whenever you see me say hello and if you or your family ever want a private word, my office door is always open to you.'*

*Catherine*

<b>Name</b>	<b>Registered Manager</b> Catherine Ferguson	<b>Registered Provider</b> Ardale Care
<b>Address</b>	Oakham Grange Wheatfield Way Barleythorpe Oakham LE15 7UD	14 Parkway Welwyn Garden City Hertfordshire AL8 6HG
<b>Phone</b>	01572 33 22 11	
<b>Email</b>	CatherineFerguson@Ardale.co.uk	

# Infection Control and Virus Management

The COVID-19 outbreak was an unprecedented situation for us all. This said, infection/viral control for us has always been important in protecting our residents and staff; good infection control practice existed long before COVID 19.

## As a brand new service we have a number of major advantages:

- Ardale is well resourced and spending on items related to keeping people safe in Oakham Grange, is not restricted.
- We regularly review risk assessments, policies and procedures, which encapsulate the Dept. Of Health best practise guidance in infection control.
- All staff receive infection control training before they commence their role within the home.
- We always have a significant stock of personal protection equipment (PPE) for 'just in case situations'.
- Our qualified nurses (including our General Manager) are fully trained in infection control processes and are on duty every day.
- We have stringent delivery and visitor check in protocols.
- We have hand washing and sanitising stations throughout.
- We have areas of the home that are completely self-contained and can be used for isolation purposes if need be.
- We have a larger than average cleaning team using the best available anti-bacterial/viral protection products.
- Many bedrooms have their own doors to the outside, so that safe visiting can still take place in the event of any future 'outbreaks' (subject to regulatory guidance and advice).
- We embrace technologically advanced communication options so that ongoing GP consultations and virtual meetings can continue uninterrupted if we are required to close the home to visitors.



**Whatever infection control risks present in the future, we are ready to keep you safe and protected.**



# Care Services at Oakham Grange

## Residential

Residential care enables each person to maintain an active and fulfilling lifestyle with the reassurance of knowing that you have a well-trained care team on hand 24/7, with care and support when needed. Every resident has their own key worker, someone you can really get to know and trust, who in turn will understand your likes and dislikes.

## Nursing

Our skilled nurses are here to deliver an extra level of care and clinical advice for those that may need it. The nurse team pride themselves in delivering the highest standards of care, helping you to maintain good health.

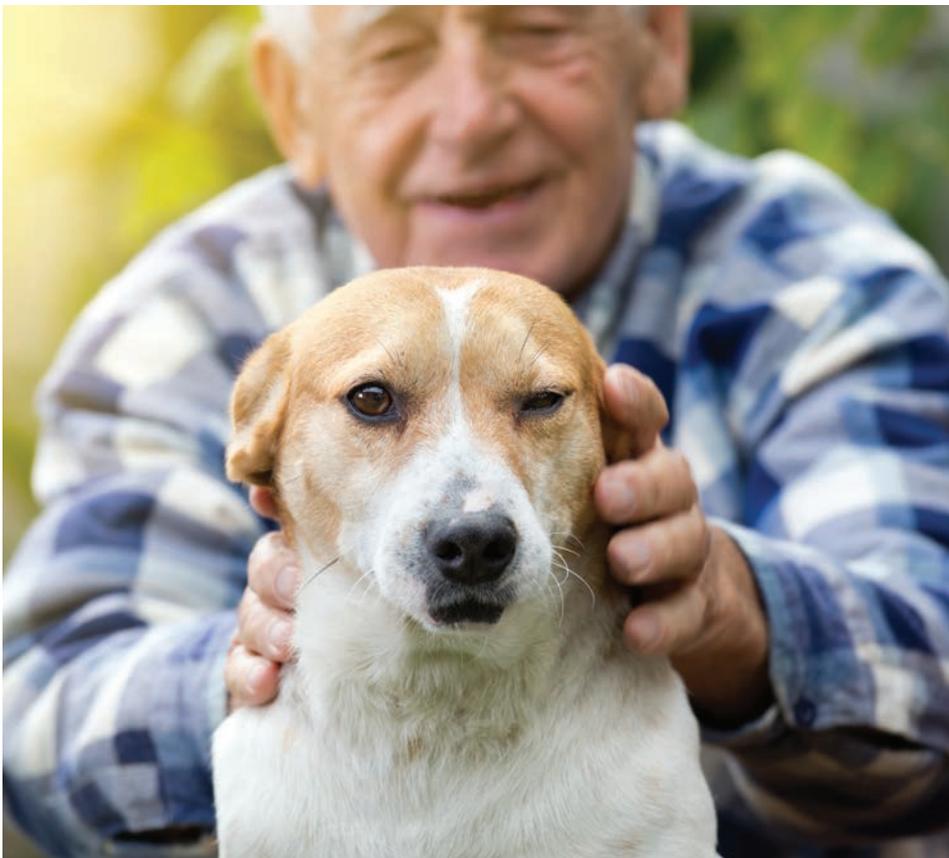
*“Oakham Grange offers the best of both worlds, Residential Care with Nursing. It’s like having your own community nursing team in house, so you can call on their skills to keep you physically and mentally well and prevent any unnecessary visits to hospital”*

## Dementia

Living with dementia does not mean you cannot enjoy meaningful activity and a good quality of life. Oakham Grange’s specialist dementia service is a dedicated household, designed to enable those living with dementia to be as independent and stress free as possible. Its dedicated staff team are trained in the very best dementia care practice, enabling us to deliver individual care and support, personal to each resident.



Look carefully and you will see the detailed design our dedicated dementia service benefits from; correct lighting levels and clear signage makes getting around much easier, personalised memory boxes mean you can find your bedroom independently, a bedroom where the ensuite is easy to see from the bed, helping to trigger the impulse to use it. Most importantly, staff that know that sometimes the right words are hard to find, but recognise the importance of the feelings you are trying to share.



## Short Breaks

Visiting us for just a couple of weeks or so enables you to enjoy all the features and benefits of Oakham Grange for a short period of time, maybe following a care crisis such as a fall or a period in hospital. Short breaks are also a really gentle way for you and your family to trial Oakham Grange, without the stress or fear of committing to a full-time move.



## Living at Oakham Grange

Oakham Grange is an amazing, life affirming place. Purpose built and designed by the family that owns it, it's been created to be a home, not a hotel. You will find it's a bright and airy place to live, with lots of sunlight giving a sense of natural warmth, as it shines through the many double aspect picture windows. French doors encourage you to enjoy the well laid out gardens for a gentle stroll around the raised beds or just feel the season's breeze on your face.





## Households

Oakham Grange is made up of three households that are known as; Sandpiper, Osprey and Avocet. The creation of these areas makes getting to know Oakham Grange easier and helps to build a family like camaraderie between residents and staff, as well as making your private bedroom, never too far away to pop back to.

Each household benefits from a dining area, a kitchen, a beautiful appointed lounge and a quiet lounge. Each lounge and dining room benefits from air conditioning, so eating and relaxing is always comfortable, even on the hottest of summer days. Your lounge has easy access to the garden or a balcony overlooking the terrace, with views of the water feature, our classic car and putting green.



## What would you like to do?

Encouraging a high quality of life is at the heart of Oakham Grange's culture and ethos. Our Activities Coordinators are dedicated to provide fun and engaging social calendars. Whatever our age, variety is the spice of life, so we ensure you have the opportunity to explore a wide range of hobbies and activities. So whether that's;

- Strolling in the garden or maintaining your passion for growing flowers and vegetables.
- Being creative in one of our arts and crafts sessions or cooking and baking.
- Watching a movie in the cinema with new friends.

**Looking good, feeling good.** Oakham Grange has its own spa treatment room and hairdressing salon. Time for you to relax with a facial; be daring with new nails or maintain the hairstyle which makes you feel most confident.

Our fun and engaging activities calendar is not only for you, friends and families are very welcome to join in too. There's something for everyone at Oakham Grange.

# Social Life and Leisure Time

It is important to us that Oakham Grange is an active part of our community. There will be many opportunities for you to take part in a wide range of social activities within and outside of the home. We want you to keep your connections and interests, enabling you to maintain memberships of local clubs and interest groups, or visits to local cafés, restaurants or shopping trips. Having the opportunity to do something you enjoy is very important to us and a key feature of our home. We have links with a number of different faith groups and will help you to attend whichever you wish or invite representatives to visit you here. We welcome a wide variety of guests to share their enthusiasm, knowledge and experiences in talks and demonstrations. These can range from local historians to visits from our local primary school and even music performances.



# Dining and Nutrition

Quality food is one of life's pleasures and one of our highest priorities. We believe that good nutrition is paramount to our health and wellbeing. Oakham Grange's skilled chefs create appetising, nutritionally balanced and visually pleasing dishes, with varied, seasonally inspired menus. We cater for every taste and diet, our food is freshly prepared and whenever possible locally sourced. It will not take long for us to learn what food you like and how you like it cooked. For those that wish, the house wine or a beer makes dining an even more social occasion.



## Alfresco?

Choose to eat in the air conditioned dining room or step outside to one of the dining tables in the garden; a great place to entertain family and friends.

## Private Dining

Celebrating a birthday, anniversary or just wanting to spend quality time with a group of good friends or family, then our private dining room is for you. Lunch or dinner, our home cooked food complimented with a glass of wine or beer. Is there a nicer way to spend a couple of hours with the people that are dear to you?

Want to keep your cooking skills up to scratch? Then make the most of our activity kitchens to take the opportunity to cook anything from a light snack to a full meal. Baking fans will also be able to use these kitchens, enabling you to share your skill with family and friends.

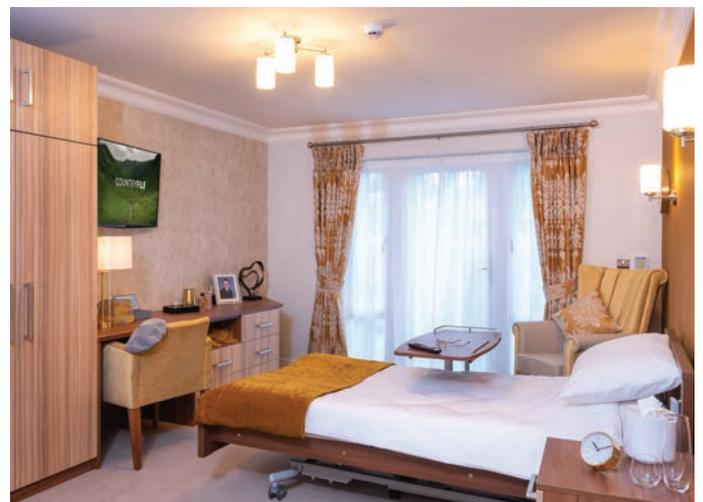
Snacks and drinks are freely available throughout the day, plus we have a well-stocked vending machine for the occasional 'naughty treat'.





## Bedrooms

Everyone's bedroom should be their sanctuary; the place where you always feel comfortable to be yourself. Oakham Grange benefits from a range of rooms including premier, deluxe and apartments, providing space for couples or companions. Whichever you choose, yours will be beautifully decorated, with custom designed fixtures and furniture from UK manufactures. These large ensuite bedrooms benefit from modern technology, including a large WiFi enabled Freeview TV, with the technology to keep you in touch with friends and family, as well as current affairs or your favourite soap. Importantly your bedroom will also be fit for purpose, featuring a large ensuite wetroom and a **Staff Call System**, which enables you to call for assistance at a click of a button. Our electrically adjustable beds and range of mattress options guarantee the best chance of a good nights sleep. Every room has its own character, with no two quite the same, but they are also a blank canvas for you to truly make your own. Pictures you love or photos which bring you happy memories will truly make your room yours.



## Laundry

Well laundered and freshly ironed clothes make us feel better, enabling us to feel more confident to go out, to meet new people and try new things. We have invested in the very best laundry equipment to cater for all your personal laundry needs. Before you arrive we will have ordered some specific name labels for your personal items, to prevent any chance of them being misplaced or lost. Well laundered bedding also aids a good night's sleep and so does the quality of our cotton sheets, which feel crisp and fresh, as well as providing the very best infection control standards of hygiene.

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## Money and Valuables

Day to day living means we all like to carry a little cash; be it buying our own newspaper, or treating visiting children to a tin of Coke from the vending machine. However with free cakes, coffees, teas and snacks, there will be limited need for cash most of the time. So when not being carried on you, we have provided lockable safe storage in your room.

For those that wish, we can help manage small amounts of cash on your behalf (to a maximum £50). We can take card payments at reception for additional services such as hairdressing or your own personal daily paper.



# Electrical Items

You will own a range of small electrical items. These may vary from hairdryers to electric razors, standard lamps to fans etc, however, to ensure everyone's safety, we will need to test them for you before you use them (free of charge) as it's necessary for us to comply with Health and Safety legislation.

If you let any of the team know you have something that needs testing, a member of the maintenance team will pop along in a few minutes and have them checked out for you.

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# Social Media

Social media is a big part of modern life; indeed Oakham Grange has its own Facebook and Twitter feeds, both @ArdaleOakham, so please follow us. However, we have a strict policy of not sharing resident's faces on either of these sites (or any others) and would ask you to honour this policy. If you do wish to share photos of yourself for family and friends, even sharing your updates to a closed Facebook Group, please ensure no other Resident / Staff images are in your picture (even hiding in the background) or any of their names are used in your post.

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# Mobile Phones and Computers

We encourage you to use mobile phones, computers and tablets to keep you in contact with your family and friends. We have free WiFi throughout the building and the password is always kept at reception if you ever need it for a new device or for visitors. Any problems connecting just let us know as the home has its own 'IT guru', who so far has yet to fail in fixing any issues.

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# Coffee Lounge

There is complimentary coffee and tea in the Reception. Please help yourself and ask your visitors to do the same. There are often cakes and biscuits available too. If you need a non-standard drinking cup or a children's highchair for visiting children, just say, as everyone is welcome to Oakham Grange. You can also help yourself or ask staff to make you a hot or cold drink within the kitchen areas in the main lounges, so never be too shy to ask.



# Smoking

Smoking is not a healthy habit, so for those that wish to quit, our nursing team is here to help. However, more importantly, it's your life to be lived your way. Therefore in line with current legislation we have a designated smoking area outside the building, this applies to e-cigarettes as well as cigarettes, pipes and cigars and should be used by all residents and any visitors that wish to smoke.

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# Resident's Meetings

It is not our home, it's yours. It is important that you have the opportunity to meet regularly and you are encouraged to raise concerns, make suggestions and give feedback at any time. We are keen to hear your thoughts. We will hold regular meetings, so you can share them directly with the Management Team. There will also be regular informal gatherings, enabling everyone to hear each other's ideas. Never wait for these meetings if you have a problem, however small you feel it may be, speak to your Key Worker or any member of staff immediately.

Our residents have a lifetime of skills and experiences which we would not want to miss out on, so if you have a particular interest or experience, we would love to find out and if you are happy to, perhaps you could be part of things like Oakham Grange's recruitment or staff training.

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# GP

A good relationship with our GP is important to all of us. Therefore, if you lived locally, you may remain with your usual GP to maintain all that joint knowledge and trust that has built up over the years. Alternatively you can be registered with Oakham Grange's own GP, who will hold weekly surgeries in our clinic room, as well as visiting residents in their rooms. Alternatively you can go to their surgery instead, our GP services are provided by Empingham Medical Centre.

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# Pets

Our pets are an extended part of our family and we love them dearly. Sadly it is not possible to let pets live at Oakham Grange but that doesn't stop them visiting. We are very 'dog friendly', with a fresh bowl of water and the odd treat waiting for any thirsty four legged friends. As well as our regular Therapy Dog visitor, there will be many organised visits in and out of Oakham Grange, to get close to a range of domestic animals and to keep connected with our county's wildlife and farm animals.



## Transport

Oakham Grange has the benefit of its own accessible vehicle, to enable you to get to things like hospital appointments or less formal meetings such as family gatherings and trips out. Importantly, it will only be driven by approved drivers, who have passed our own driving standards test, as well as having had a legal check of their Driving License status. Other transport services can be arranged if needed, such as Taxis for you or visitors.

### By Rail

Oakham has a small railway station just to the North of the town centre. It is less than a mile from Oakham Grange, making it a 4 min drive or 20 min walk. Oakham Station has hourly services operated by CrossCountry;

- Westbound to Birmingham, via Melton Mowbray and Leicester.
- Eastbound to Stamford and Peterborough, with their mainline London connections.

## Shopper Hopper

Oakham Grange runs its own weekly shuttle to enjoy the vibrant market days in Oakham and Uppingham. The timetable is in the coffee area, so it's as easy as just asking at reception to book you on it.

## Mail

If mail arrives for you, it will be recorded at reception and delivered to your room in a timely manner. If you have letters you have written in need of posting, either pop them round to our post box in reception, or give them to a member of staff so we can post them on your behalf.

## Visitor Information

Visiting hours are designed to be as flexible as possible, they are between 10am and 10pm, 7 days a week (and if need be, more flexible than that).

We also love to welcome pets and children (there is a children's play area just opposite Oakham Grange), but we ask that they be supervised at all times. You can spend time with visitors in your room or any of the lounge areas or garden.

If you prefer to meet your visitors in a nearby café, pub or park, we will try to ensure you have transport to do this.

All visitors will be asked to sign in at reception on arrival and out on leaving. This enables us to comply with Fire Regulations.

# Security

Your security and safety is of the utmost importance to us. We have systems that will be introduced to you as well as CCTV in all

the communal areas such as the lounges and hallways. Our CCTV is not viewed 'live', it is a 24/7 recording system which can be called upon only by a very senior member of staff, to aid investigation into any reported issue.

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# Fire Procedure

Oakham Grange is built to the very highest Fire Safety standards. It has a modern fire alarm system with sensors designed to detect smoke and heat, as well as an integral sprinkler system.

In addition, to prevent the risk of fire, all furniture, fixtures and fittings are made from fire retardant materials. Each floor of the home is a separate 'Safe Fire Space' and within each floor, every room is a self-contained 'Safe Fire Space' giving a minimum of 30 minutes safety between every fire door.

This means, in the rare chance of a fire starting within any part of Oakham Grange, the safest place to be is often your own room. If a fire is detected, the system tells us exactly where in the building it is located. If it is unable to be put out by our hand held extinguishers, the fire procedure is to evacuate residents to another

part of the home. This means in all but the most extreme of events, residents do not need to be evacuated outside.

The Fire Alarm system has two distinct sounds; the pre-alarm mode, activated by a smoke or heat detector will sound an intermittent alarm. This enables the Oakham Grange Team 3 minutes to investigate the fire activation and reset the alarm should this be a 'no fire' situation. Failure to reset the alarm in 3 minutes activates the evacuation alarm, which will sound throughout the entire home.

The fire alarm is a very loud continuous siren, quite different to the sound for nurse call or door bells. If the alarm sounds, staff will follow our fire evacuation procedure.

A fire alarm test is carried out weekly to ensure that the system is working properly. We also run an unannounced fire drill a few times a year.

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# Risk Management

Taking risks is part of life and we certainly do not want to stop you enjoying the things you like to do or stop you trying new things. We will assess risks with you whenever needed and try to find ways to manage these risks positively, to support you to do the things you want to do.

# Complaints

We want to resolve any problems as quickly and as informally as possible. In many cases discussing it with your Key Worker or named nurse is all that is needed to put things right. If you do not want to speak to a member of staff directly responsible for your care, you can take your complaint to the General Manager, **Catherine Ferguson**. Catherine can also be contacted directly via email [CatherineFerguson@Ardale.co.uk](mailto:CatherineFerguson@Ardale.co.uk). Her telephone number is also available at reception or alternatively just ask for her to come and see you.

If you would prefer independent help in addressing an issue, we can facilitate advocacy arrangements, this will be a person who does not work for Oakham Grange or Ardale.

If you are not happy that your complaint has been handled to your satisfaction by us, you are at liberty to contact the ombudsman. You can do this by writing to the following:

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

If your care placement is Council funded or if you

are paying for your care with your own money or by using a 'personalised budget', you can complain to:

## **The Local Government Ombudsman**

PO Box 4771

Coventry CV4 0EH

Tel: 0300 061 0614

E-mail: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

You can also speak to the Care Quality Commission about care services. Their contact details are:

## **CQC National Customer Service Centre**

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

E-mail: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)





## Your Rights

Oakham Grange respects your rights and wishes and will support you to achieve your goals in ways that suit you.

- Your best interests will always be taken into account.
- You will always be kept informed and receive clear and detailed information concerning your care.
- Your views, wishes and feelings will always be paramount.
- You will always be treated with dignity and respect.
- You will be informed of the type or nature of any required medical treatment that is being proposed, the reason for it and how it is likely to affect you.
- You have a right to withdraw your consent to medical treatment at any time and must be told if and when treatment can be given to you without your consent.
- Your progress and changes in your care plan will be reviewed at regular intervals.

# Rights of Family and Friends

We recognise that your family and friends have a very important role in your life and in supporting your care. You may want them to contribute to the review of care plans, either by using feedback forms, attending the review meetings or discussing plans on the telephone with senior members of the team. However, you have the choice to refuse this and have the right to confidentiality.

If you would like someone outside your family to support you, we can introduce you to an independent advocacy service. An independent advocate is a person who is not employed by or linked to Oakham Grange and is there solely to help, advise and represent you. Please ask a member of staff if you require this service.

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## General Medical Care

### **Appointments with Dentists, Opticians and Chiropodists**

We are able to organise your appointments with these specialists for you. However, we will ask you to complete our consent form beforehand to enable us to invoice you if any costs are incurred for private medical services required.

### **Medicines (prescribed and non-prescribed)**

We work closely with our pharmacy partners and are regularly inspected by both the community pharmacist and the Care Quality Commission to ensure that the strict policies we have in place for the administration of medicines are adhered to and are safe. You have a lockable medication cabinet in your bedroom enabling you to continue to manage your own medication if you wish. The exception to this may be when you would prefer not or there are medical risks involved.

### **Accidents and Incidents**

In the unlikely event of an accident or incident during your stay with us, we have a policy in place. An incident form is completed by you or a member of staff who witnessed the accident/incident. The Management Team are informed of every accident or incident. In some instances action to minimise the chance of a similar incident / accident occurring in the future, can be taken.

### **Medical and Other Emergencies**

Should you become ill you will be seen by one of our nurses in the first instance, who will agree the best course of action with you. We will, naturally, inform your next of kin or representative with your agreement.

If you do need to go into hospital, we will look after your room and your belongings until you are fit to return or need to make other arrangements for your continued care.

# Confidentiality

All confidential information held by us will only be shared with our clinical team and other relevant personnel with your consent and is stored and disseminated in line with current legislation. It may be anonymised to support clinical audit and other work which monitors the quality of care we provide. We may ask to record information that you give for these purposes only. Please feel free to discuss this further with staff.



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# Safeguarding and Whistleblowing

During your time with us, your safety and the safety of your visitors is of the utmost importance. To ensure your safety we have policies and procedures in line with current UK legislation.

We will:

- Take every action to ensure our residents are safeguarded.
- Respond appropriately when it is suspected that a safeguarding issue has occurred.
- Ensure that government and local guidance about safeguarding people is accessible to all our staff and put into practice.
- If you have safeguarding concerns at Oakham Grange, you should contact either the General Manager or the appropriate regulatory body immediately.
- If you want to know more details about any of our policies related to your safeguarding, just ask any member of staff or alternatively look at the homes notice boards.

**Further advice can be found on our notice board, including leaflets about Complaints and Duty of Candour. Our Local Safeguarding Board's website is: [www.lrsb.org.uk](http://www.lrsb.org.uk)**

# Oakham Grange at a Glance



Nursing Care



24hr Care



Ensuite Wetrooms



Cafe



Dementia Care



Trial Period



Key Workers



Short Breaks



Hair Salon



Nurse Call System



Spa Bathroom



3 Activity Kitchens



Nail Bar



Cinema Room



Free Wi-Fi



Resident Computer



Secure Garden



Free Parking



Smart TV's



Therapy Dog



Skype Enabled



Classic Car



Home Cooking



Child Friendly



Pet Friendly



GP Surgery



Chiropody Clinic



Eye Check Ups



Dental Visits



Ceiling Hoists



Putting Green



Wheelchair Friendly Car



Activities Coordinator



Residents Committee



Palliative Care



Wine with Dinner



Snacks and Drinks



Private Dining



Flexible Visiting Times



CCTV Safe

f @ArdaleOakham | @ArdaleOakham

Enquiries: 01572 33 22 11 or info@Ardale.co.uk

Oakham Grange | Wheatfield Way, Oakham, Rutland, LE15 7UQ



# Oakham Grange

an Ardale home

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