

Ings Grove House Welcome Booklet



**We hope that you enjoy your stay with us and
find the information in this booklet useful**

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Intermediate Care

What is intermediate care?

Bedded intermediate care units offer short-term specialist care to adults who have been in hospital, or become unwell, and are not yet able to return home. They also provide an opportunity to consider what longer term support needs are required.

Intermediate care may help you:

- recover after a fall, an acute illness or an operation
- avoid going into hospital unnecessarily
- return home more quickly after a hospital stay.



Who provides intermediate care?

During your stay, nurses, doctors, and therapists carry out assessments and regular reviews. They will agree and plan with you what needs to be achieved and the best ways to move forward with your recovery. They will also help you to manage your symptoms and illness.

Depending upon your needs, help will be provided by support workers, occupational therapists, physiotherapists, specialist nurses, pharmacists, and social care assessors.

Ings Grove House

About us

Ings Grove House is a 40 bedded intermediate care unit managed by Kirklees Council. We provide rehabilitative support in conjunction with colleagues from [Locala Health and Wellbeing](#).

We are located in Mirfield, close to shops and parklands. We are also well connected to road, rail, and bus links.



To find out about our CQC inspection, please visit <https://rb.gy/m7cmfc>.

Contact us

Address: Doctor Lane, Mirfield, West Yorkshire, WF14 8DP.

Telephone: 01924 489324 (09:00 to 17:00, Mon to Fri)

Email: ingsgrove.house@kirklees.gov.uk

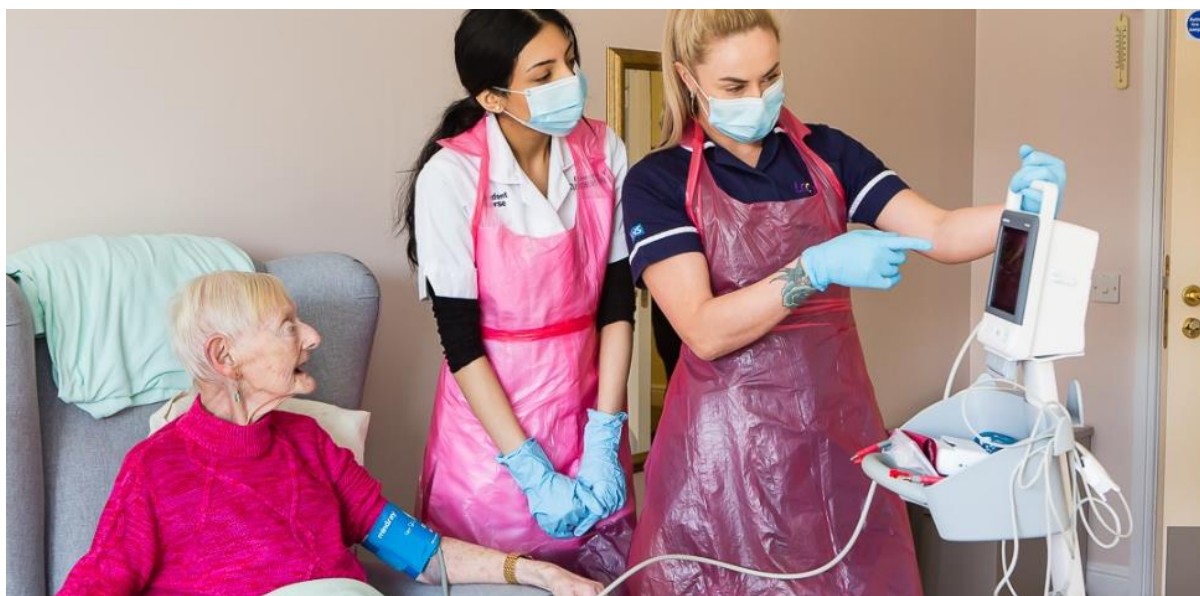
Website: <http://www.kirklees.gov.uk/carehomes>

Expectations

What to expect from us?

When you arrive at Ings Grove House, you will be welcomed by members of our team and shown to your room. You will be asked to stay in your room for the first 48 hours - this is to ensure we maintain infection control guidelines. Shortly after your admission, you will be visited by nurses, therapists, and adult social care staff who will carry out some assessments. Specifically, they will ask you questions about how you were managing before going into hospital or becoming unwell, your home and any medical conditions or concerns. You will also be reviewed by a doctor, and a therapist will assess your current level of mobility. Your family may be contacted to help with some details. An estimated date of discharge will then be given, this will be reviewed regularly, and you will be kept informed.

You will be allocated a keyworker and a named nurse for the duration of your stay at Ings Grove House. The keyworker is a therapy professional who plays an important role in co-ordinating your care and promoting continuity, ensuring that you and your family members know who to contact for information and advice. The named nurse will support communication around your health and nursing needs. They will arrange a welcome meeting with you and your next of kin to discuss: your journey so far, your goals and your estimated date of discharge. You will also have a dedicated team of health and social care professionals working in collaboration to promote your independence throughout your time with us.



What we expect from you

For the rehabilitation programme, we may need to carry out additional assessments with you. These could include:

- Walking/physical
- Personal care
- Kitchen
- Home or access visits
- Medication
- Night-time
- Continence
- Mental health
- Memory
- Discharge planning

You need to be actively involved in your rehabilitation. You will set goals and plan your return home from the get-go. You will be encouraged to take part in activities to aid your recovery, such as physiotherapy and mobility practice.

You might not see a therapist every day during your stay, but you will be guided on what you need to do in order to regain as much independence as possible. For example, you might be given an exercise plan that you will be expected to complete. A member of staff or relative can help you.



Therapy

What does therapy involve?

Your therapy at Ings Grove House will involve a holistic assessment completed by Physiotherapy and Occupational Therapy to discuss your previous and current level of function, as well as goals you would like to achieve during your stay in rehabilitation. A welcome meeting will then be completed with yourself and your next of kin to discuss initial progress and begin to set plans in relation to discharge. You will receive therapy regularly throughout your stay, including washing and dressing assessment, assessment of mobility and transfers, and exercises tailored to your individual needs. Your therapy may also include stairs assessments, as well as meal and drink practice as appropriate. Your therapists may also complete a visit to your home address, this could be completed as a home visit (where you attend) or an environmental visit (where the therapist will meet your next of kin) dependant on your level of function and current needs. Your therapists will provide any equipment or support you will need on discharge and escort your discharge to your home if required.



Facilities and Amenities

Bedrooms

We want your stay at Ings Grove House to be as comfortable as possible. We have 40 private bedrooms; all are clean and well decorated, with:

- bed
- wardrobe and drawer space
- dressing table and chair
- television
- mini fridge
- ensuite bathroom



Around the Home

Ings Grove House has a dining room where meals are served communally during the day, as well as a kitchenette which service users and visitors can use to make refreshments.

There is also a communal lounge which service users can use at their leisure. This is where some of our daytime activities take place.

Call System

There is a call system available in all bedrooms, bathrooms, and communal areas in the care home. This alerts staff should you require any assistance. You will be issued with a call pendant or wristband to use during your stay. We ask that this is returned to the main office on your discharge.



Continence Products

We understand that continence problems can have a negative impact on a person's quality of life, as well as their rehabilitation. Rest assured that our staff are experienced in supporting service users with continence problems, and that simple lifestyle changes can improve, and in some cases cure, bladder and bowel dysfunction. We therefore urge you to tell us if you are experiencing such problems.

We will then conduct a holistic assessment and provide you with a diagnosis and treatment programme aimed at improving your symptoms. Please be aware that you will be required to provide your own continence products via a private purchase agreement until we have completed the assessment. Then, depending on your diagnosis and treatment programme, you may or may not be given an NHS prescription of continence products.

If you already have a diagnosed bladder or bowel condition and receive an NHS prescription of continence products, we expect that you will bring a supply with you on admission to Ings Grove House.

Dignity Packs

We would advise you to bring any toiletries that you may need for your stay. However, should you be admitted to Ings Grove House after a hospital stay and your family members be unable to provide you with toiletries, then we will be happy to give you a 'dignity pack' containing essential items

Wi-Fi

Free Wi-Fi is installed throughout the building, please see the instructions below on how to connect to this:

1. open settings, click on Wi-Fi and select Kirklees Public Wi-Fi
2. open your web browser, the page will ask you to sign-in to your account
3. click on the create account button
4. enter the details needed (name, telephone and email address)
5. the new page that loads will provide you with a username and password, but these are not needed as your device will automatically connect to the Wi-Fi upon entering the building
6. click the connect button

Your device should now be connected to the Kirklees Public Wi-Fi. Should you need assistance with the above instructions then please do not hesitate to ask a member of staff.

Laundry

We are unable to provide a laundry service and ask that arrangements are made for someone to collect any items of your personal laundry. A laundry bin is provided in each bedroom for your use. Items placed in this bin can then be taken home by family members / carers as and when they visit. If you have any questions about laundry, please do not hesitate to ask a member of staff.

Newspapers

Unfortunately, we are unable to order newspapers for individuals. Family members and friends can arrange on your behalf for your own newspapers or magazines to be delivered if you so wish.

Safe

Ings Grove House has an onsite safe and this can be used to store valuable items or money you may have with you on admission. Any items you give us for safe keeping will be logged and you will be given a receipt. Please see a Deputy Manager or Team Leader should you require this service.

Activities

A calendar of planned activities is displayed outside the main office on the ground floor. If there is another activity which you would normally do in your day-to-day life, please let us know and we will do our best to accommodate this. We also have a selection of games, jigsaw puzzles, reading books and magazines for your recreational use, available on request.



Medication

Please ensure that all medications are given to a senior member of staff when you arrive at Ings Grove House so that they can be booked in. Any additional medication that you require during your stay will be requested by staff and delivered via our Pharmacist.

If you self-medicate at home and wish to carry on doing this whilst staying with us, please let a senior member of staff know and we can facilitate this for you. You will need to be assessed by a pharmacist before you are able to self-medicate. They will support you with this on an individual basis. You will have a lockable unit to keep your medication safe.

Smoking

Kirklees Council & Locala operate a strict no smoking policy. Therefore, smoking is not permitted within the building or the surrounding grounds. This policy is in affect to all service users, visitors, contractors, and staff members. We do have a designated, covered smoking area for our service users only. This is located outside the ground floor lounge on the patio area.

Meals

Mealtimes

All meals are served in the dining room, as this will aid your rehabilitation and social interaction. If you are able, please make your way to the dining room at the appropriate times. If you can't, please use the call system and a member of staff will assist you. If you would prefer to eat in your bedroom, please let us know. In the evening, a member of staff will show you a menu for the following day and ask you what you would like for your breakfast, lunch and tea.

Breakfast	08:00 to 10:00 am
Drinks, biscuits, and fruit	Mid-morning
Lunch	13:00 to 14.00 pm
Drinks, biscuits, and fruit	Mid-afternoon
Tea	17:00 to 18:00 pm
Drinks, biscuits, and fruit	Suppertime

Dietary Requirements

Upon your arrival at Ings Grove House, please let us know of any special dietary requirements or allergies you may have so that we are able to provide you with meals that meet your needs.



NB. Two main choices will be available for lunch and tea. If you require something else, our cooks will make you an alternative.

Sample Menu

Breakfast

- Fruit juice
- Selection of cereals
- Toast with jams & spreads
- Porridge oats
- Fresh fruit
- English breakfast (weekends)

Lunch

- Braised steak, creamed potatoes & seasonal vegetables
- Mushroom omelette, chips & salad
- Meat & potato pie, beetroot & mushy peas
- Vegetable burger, new potatoes & salad
- Pouched salmon, mash potatoes, garden peas & parsley sauce

Tea

- Jacket potato, with various fillings & salad
- Macaroni cheese & tomato
- Homemade soup & roll
- A range of cold sandwiches, salad & crisps
- Fish fingers & beans

Desert

- Apple crumble & custard
- Cherry cheesecake
- Rice pudding & jam
- Lemon meringue pie
- Mixed fruit jelly & ice cream



Visitors Information

We understand that having a family member or friend within a care setting can lead to a lot of questions, such as how to contact them or when you can visit. Please see below telephone numbers that you may need during their stay:

- General enquiries: 01924 489324
- Care-related enquiries: 03330 436245

Reception is open from 9am to 5pm, Monday to Friday. We have limited staff available to answer the phone out of hours. If you are unable to reach us, please be patient and leave a message. We will try our best to get back to you as soon as possible.

We are very flexible about visiting. However, a maximum of two visitors will be allowed at any one time due to health and safety and fire regulations. We also ask that you visit during the following times:

- 09:00 to 12.30 pm
- 13:00 to 14:00 pm - please avoid visiting during lunchtime
- 14:00 to 17:00 pm
- 17:00 to 18:00 pm - please avoid visiting during teatime
- 18:00 to 19:00 pm

If you need to visit outside of these times, please let us know and we will happily make arrangements that accommodate you.

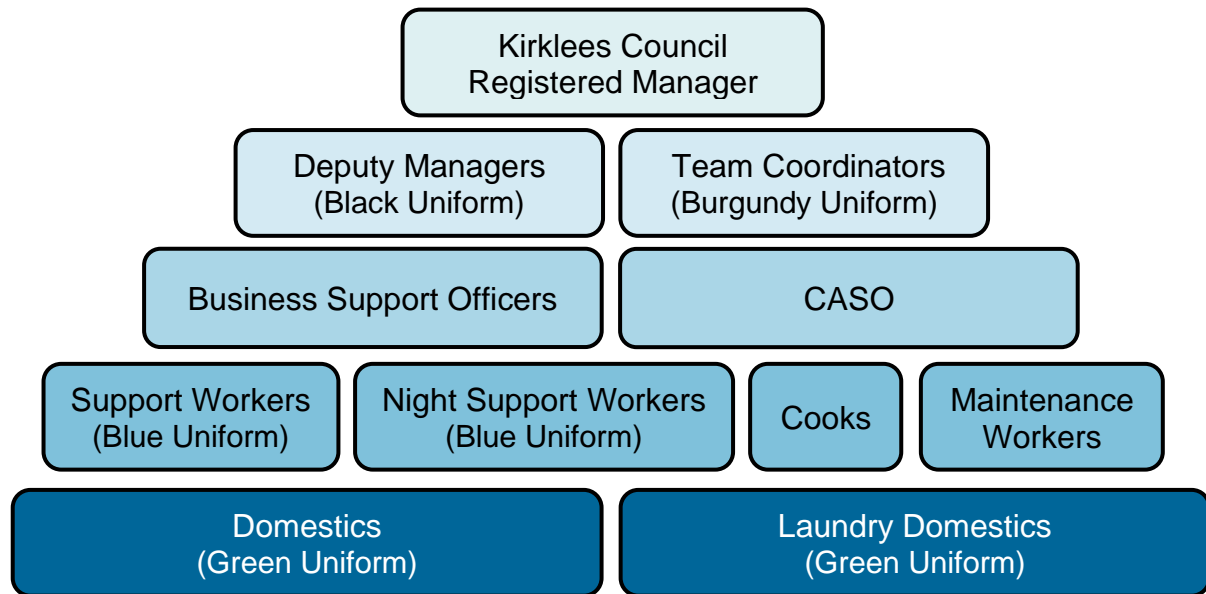
To stay safe and help prevent the spread of COVID-19, we adhere to the latest government guidance around visiting care homes. This is important because people in care homes are typically more vulnerable to serious illness as a result of COVID-19. To find out more, please visit [GOV.UK](https://www.gov.uk). Please note that visiting may be restricted in the event of an outbreak of infection in the home.



Staffing Structures

At Ings Grove House, we have a range of staff from Kirklees Council and Locala who help with the day-to-day running of the service to ensure that you have a comfortable and enjoyable stay with us.

Kirklees Council's Intermediate Care Team



Deputy Managers

We will oversee your care support and ensure that your stay with us is comfortable and answer any question or queries you may have

Team Co-ordinators

We will support you with your medication if required and make sure that your care plans and any risk assessments are formulated to ensure your care and support is tailored to meet your individual needs

Business Support Officers

We will support the service to ensure that process including communications with your loved ones and other services and professionals

Support Workers

We will support you with your daily living tasks in accordance to your care plan- including any support you may need with your personal care

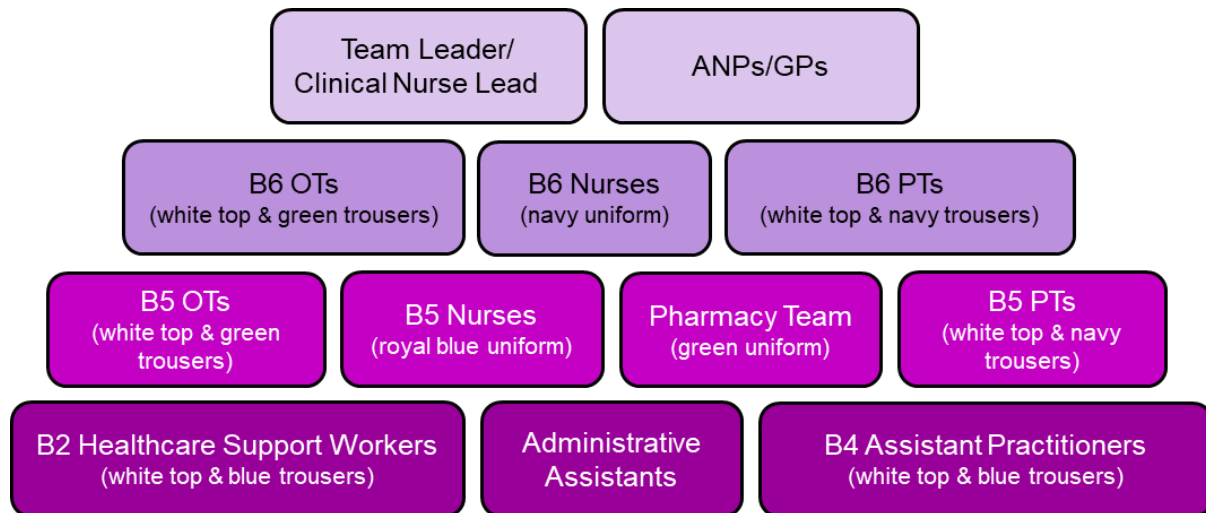
Domestic and Maintenance Staff

We will ensure you have a clean hygienic and safe environment to enjoy your stay with us

Cooks

We will ensure that home cooked nutritious meals are provided, considering your dietary and cultural needs and preferences

Locala's Intermediate Care Team



Nurses:

We do all the things District Nurses do. We check things such as blood pressure, heart rate and skin condition, depending on what care you need. We treat wounds and help with any catheter problems. If you need advice or treatment from a specialist nurse, we will arrange this for you. If you already have a community matron, they will be involved in planning your discharge home.

Occupational Therapists (OTs):

We are here to help you get better at everyday tasks. This could be teaching you ways to wash, get dressed or feed yourself. We also show you how to use different techniques or new equipment to enable you to be as independent as possible. We will discuss whether an access or a home visit will be best for you but will assess your home environment to ensure that it is safe, and that you have access to any equipment you need.

Physiotherapists (PTs):

Our role is to find ways to get people moving better, this may be improving how you can reach up, stand, walk or perhaps how you move from a chair to a bed. We teach exercises for flexibility, balance and strength.

Rehabilitation Assistants:

We have multiple skills to help you follow the advice given by the nurses and therapists. We work with you to help you achieve your rehabilitation goals during your recovery.

Pharmacists & Pharmacy Technicians:

We work with the visiting GPs and the wider team here to ensure any medication you are prescribed is safe and effective for you. We want to help build your independence during your stay and will support you to self-administer your medications to prepare you for your discharge. The support staff will help you with medication on a daily basis if you require it.

Advanced Nurse Practitioners and GPs:

We provide advice and guide you with decisions about your health. You may not need us to visit during your stay because others in our team such as our nurses and pharmacists can resolve many health matters. They are trained to an advanced level and are qualified to do some of the skilled tasks that GPs do.

Administrative Assistants:

We assist Locala's clinical colleagues and help make sure our administration processes run smoothly.



Meet our Management



Vicki Greenwood
Kirklees Council Registered Manager

“I have worked within social care for over 30 years. This has included working in residential and community services. I have completed a Level 5 diploma in Management of Health and Social Care, and I am passionate about providing quality, person-centred care.”

Anna Laverick
Clinical Nurse Leader

“I am a trained adult nurse with over 10 years of experience. I started my career in orthopedics, which incorporated a lot of rehabilitation. I decided this was where I wanted to focus my career. I have been in intermediate care since 2019 and thoroughly enjoy working alongside the multidisciplinary team and our Kirklees colleagues. I strive to ensure that we provide excellent holistic care to those accessing the service, utilizing the best evidence base, individualized to patient’s needs.”



Kathryn Ewart
Team Leader



“I am a physiotherapist and have worked in my current role since 2015. Previously, I worked in secondary care as a Team Leader and clinician. I am also the Freedom to Speak Up Guardian for Locala Health and Wellbeing, as well as a trained Coach. I find all roles extremely rewarding and enjoyable.”

Megan McDermott
Team Leader

“Since graduating with a first-class honours degree in Occupational Therapy in 2012, I have had a passion for intermediate care services and improving a person’s functional independence through rehabilitation. I have worked within intermediate care and reablement services for the past 10 years as an OT and have now progressed, from my clinical role, to the team leader position. I enjoy working alongside patients and staff, to solve problems and achieve personalised goals.”



Rosalind Whittaker-Axon
Lead ANP



“My role in Intermediate Care is Lead Advanced Nurse Practitioner/Clinical Lead. I started with Locala in 2014 as Community Matron, my background has always been community. I qualified as an RGN in 2002, BSc (Hons) District Nursing in 2005, MSc Advanced Practice in 2010, Diplomas in Diabetes, Heart Failure, CVD, COPD, and Asthma, and more recently MSc Healthcare Leadership in 2021, I am also a trained Coach.”

Joy Hewitson
Medical Advisor

“I am a GP (qualified London 1999, MRCGP 2013) having worked in elderly care medicine for 6 years prior to doing GP training. I joined Locala in 2017 and now provide medical advice to Locala’s Board as well as clinical support within the Intermediate Care bed bases and in other areas of the organisation.”



Health and Safety

Fire

The fire alarm system is tested every Tuesday at 10 am. There are signs in the main reception area and around the home to inform you of this. The maintenance team will visit each room and communal area to ensure that everyone in the building is aware that the alarm is a test.

If you see a fire, please sound the alarm by breaking the nearest break glass point and inform staff of where the fire is. Ings Grove House also has an automated fire sprinkler system that will activate, triggering the closure of every door in the unit. A member of staff will ensure your safety in this event. A Personal Evacuation Plan will also be formed with you on your admission.

Infection Prevention and Control

Infection prevention and control is an integrated part of our daily lives. In the event of an infectious outbreak, we will follow Public Health guidelines to reduce the risks to our service users as much as possible. Our service is inspected by the Infection Prevention and Control team on a regular basis to ensure that we are working to a high standard.

Cleaning

Our domestic team will clean your bedroom on a daily basis, as well as the communal areas. This is to ensure that we maintain an excellent standard of hygiene at Ings Grove House.

On Site Maintenance

Our maintenance team ensures that the building and its contents are in good working order. If you need anything repairing or notice anything that might require the attention of our maintenance team, please inform a member of staff and they will ensure the issue is resolved.

General Information

Suggestion Box

We also have a suggestion box, which is located by the main entrance to the downstairs lounge. If you have any suggestions about how we could improve our service, please let us know by taking a suggestion slip from underneath the box, filling it out and putting it in the box.

Lost Property

In the first instance, we will attempt to trace the owner of any items found on the premises. If the owner cannot be traced, the property will be recorded in the lost property book with the following details:

- Date recorded
- Description of item found
- Where the item was found

Lost property will be kept for a period of three months (valuable items can be locked in the main safe) before being forwarded to Client Financial Affairs in Huddersfield. There, the item(s) will be kept for a further 21 months before disposal.

Any claimant will be asked to sign that the item has been returned to them, if stored at Client Financial Affairs the claimant must arrange collection of item(s) personally.



Amenities Fund

Ings Grove House has an Amenities Fund that we use to improve the standards of your stay with us. This could be through providing fun activities or purchasing things. If you choose to support the Amenities Fund, please specify what you would like us to provide with your donation.

Service User Meetings

Under normal circumstances, service user meetings are held throughout the year. The dates of these meetings will be displayed on notice boards in the main reception area and around the home. You are welcome to attend these meetings and put forward any views or ideas that you might have to help us make Ings Grove House even better. Following the meeting, the minutes will be made available for all to read on the service user notice board.

Unfortunately, meetings have been temporarily paused due to the COVID-19 pandemic. However, we hope to resume them as soon as possible because your feedback is important to us.



Complaints, Compliments & Comments


We are always striving to do better and learn from the experiences of service users. If you have any complaints, compliments or comments about your stay at Ings Grove House, we want to hear about it.

Complaints will be handled following Kirklees Council and Locala procedures. Notices are displayed around the home and documentation can be found in the main reception area. You can contact us using the details below:

Ings Grove House

 01924 489324

 ingsgrove.house@kirklees.gov.uk

 Doctor Lane, Mirfield, West Yorkshire, WF14 8DP

Locala

 03330 436245

 www.locala.org.uk

Care Quality Commission

 03000 616161

 enquiries@cqc.org.uk

 <https://www.cqc.org.uk/give-feedback-on-care> or

Adult Social Care Complaints

 01484 225115

 sscu@kirklees.gov.uk

 Freepost RTHS-EUEY-ZYCB, Customer Services Unit, Civic Centre 1, Fourth Floor North, Kirklees Council, Huddersfield, HD1 2NF

 www.kirklees.gov.uk/adultscomments

Local Government and Social Care Ombudsman

 0300 061 0614

 www.lgo.org.uk/making-a-complaint

Kirklees Council

 01484 221000

 www.kirklees.gov.uk

You can also leave a review about your care on the NHS website at <https://www.nhs.uk/services/careprovider/ings-grovehouse/X71222/leave-a-review>.

Because your feedback is important to us, we will also ask you to complete an **exit questionnaire** and a **patient feedback survey** before your discharge. Any information that you provide will be kept strictly confidential and will only be used to help us improve our service.

Discharge

Your discharge details will be planned with you by a team member from Locala. You will be informed of the date and time of discharge along with all the arrangements that have been put in place to support you. This could mean moving to another care facility out of the Intermediate Care Unit and this may result in a financial assessment and contribution. It is important we do this to ensure the Intermediate Care beds can be used by other patients in need of assessment. We will also ensure that you are discharged with two weeks supply of medication, and we will update your patient notes which can be seen by your GP.

If needed, a member of staff will help you to pack your belongings. Please ensure that you don't leave anything behind, and that you return any equipment issued to you during your stay such as your pendant.

