

Moorlands Grange 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.

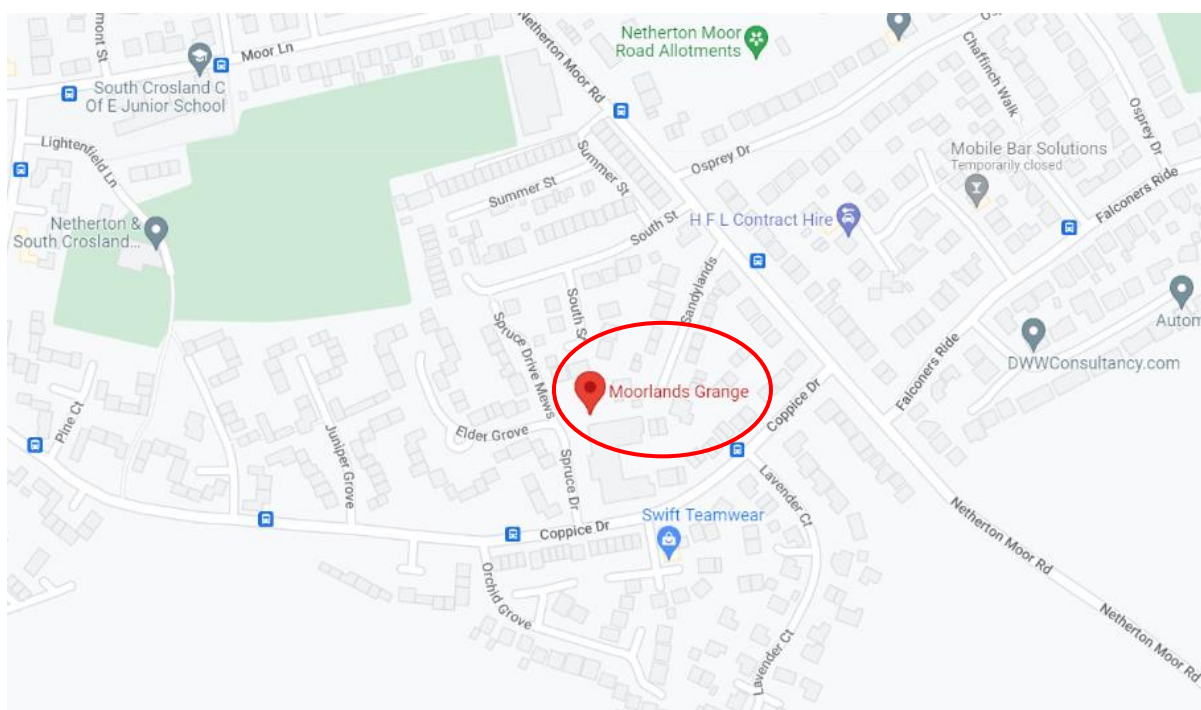
Depending upon your needs, help will be provided by support workers, occupational therapists, physiotherapists, specialist nurses, pharmacists, and social care assessors.

Moorlands Grange

About us

Moorlands Grange is a 10-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 Netherton, close to shops and greenspace. The main road through the village has a good bus service to Huddersfield (No. 323) and Meltham (No. 321) town centres.



Contact us

Address: Spruce Drive, Netherton, Huddersfield, West Yorkshire, HD4 7WA

Telephone: 01484 660010

Email: moorlands.grange@kirklees.gov.uk

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

Expectations

What to expect from us?

When you arrive at Moorlands Grange, you will be welcomed by members of our team and shown to your room. We will provide you with a meal if you haven't already eaten. We will also make a list of your belongings so that they can be accounted for when you leave us. 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 (EDD) 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 your stay at Moorlands Grange. The keyworker is a therapy professional who takes a key role in co-ordinating your care and promoting continuity, ensuring that you and your relatives know who to access for information and advice throughout the duration of your stay. 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 to date, your goals and share 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 during your stay.

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
- A kitchen assessment
- 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 in the bed bases will involve a holistic assessment completed by Physiotherapy and Occupational Therapy to discuss your previous and current level of function and 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 and 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 Moorlands Grange to be as comfortable as possible. We have several private bedrooms; all are clean and well decorated, with:

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



Around the Home

Moorlands Grange 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.



We have a communal lounge with a TV, which service users can use at their leisure. This is where some of our daytime activities take place.

The garden is situated at the rear of the building. It is a great place for service users to sit and relax in the sunshine.



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.

Safe

Moorlands Grange has an onsite safe you can use to store money and valuable items. We follow Kirklees Council's financial procedure to ensure things are kept secure.

Laundry

If possible, we ask that you arrange for friends or family members to collect any items of clothing that need washing when they visit. You will find a black bin bag in your ensuite to put them in. In exceptional circumstances where friends or family members cannot assist with washing your clothes, we will provide a laundry service. Please speak to a member of staff if this applies to you.

Chiropodist

We can arrange for a private chiropodist to visit you at Moorlands Grange. This service is payable by yourself at the time of treatment.

Dignity Packs

We would advise you to bring any toiletries that you may need for your stay. However, should you be admitted to Moorlands Grange 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.

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 Moorlands Grange.

Newspapers

The Daily Chat, a newspaper for people in care homes, will be sent to your room. We can also arrange for a newspaper or magazine to be delivered to you from the local newsagents, just tell a member of staff what you would like. You will get a bill on your discharge. Delivery charges do apply.

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.

Activities

Activities can be arranged on an individual basis and we welcome any ideas you may have about what you would like to do. We also have a selection of games, jigsaw puzzles, reading books and magazines for your recreational use, available on request.



Smoking

Kirklees Council & Locala operate a strict **no smoking** policy for service users, visitors, staff members and contractors. Therefore, smoking is not permitted within the premises. There is a garden area where service users can smoke. However, you will have to make your own way there, or have help from a friend or family member. Visitors must smoke off the premises.

Medication

Please ensure that all medications are given to a senior member of staff when you arrive at Moorlands Grange 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.

Meals

Mealtimes

Breakfast	08:00 to 10:00 am
Morning drinks & snacks	Mid-morning
Lunch	12:30 to 13:30 pm
Afternoon drinks & snacks	Mid-afternoon
Tea	16:30 to 17:30 pm

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.

Dietary Requirements

Upon your arrival at Moorlands Grange, 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.

Local Takeaways

Below is a list of local takeaways should you wish to order any food:

- **Indian:** call Netherton Spice on 01484 661 662
- **Chinese:** call Nam Shan on 01484 654777
- **Italian:** call Milnsbridge Pizzeria on 01484 460477

Sample Menu

Breakfast

- Choice of cereals
- Porridge
- Toast with choice of preserves
- Fresh fruit

Lunch

Monday	Lamb hotpot served with broccoli
Tuesday	Hunters chicken served with baked potato
Wednesday	Lasagne served with garlic bread
Thursday	Baked potato with beans, cheese and coleslaw
Friday	Salmon en crouete served with broccoli and spinach
Saturday	Sausage casserole served with Yorkshire pudding
Sunday	Roast pork served with stuffing, mashed potato, carrot and suede mash, sprouts and gravy.

Followed by a choice of fruit, yoghurt, jelly or ice cream.

Tea

Monday	Carrot & coriander soup served with bread roll, followed by scones
Tuesday	Stuffed peppers, followed by butterfly cakes or yoghurt
Wednesday	Corned beef and potato pasty served with gravy, followed by custard tart or yoghurt
Thursday	Chicken bhuna served with natural yoghurt and naan bread, followed by yoghurt, fruit or ice-cream
Friday	Kippers served with bread and butter, followed by chocolate brownies or yoghurt
Saturday	Burger with bread bun, cheese and salad, followed by Victoria sponge or yoghurt
Sunday	Assorted sandwiches and wraps, followed by almond slice or yoghurt

Visitors Information

We understand that having a family member or friend within a care setting can lead to a lot of questions, such as not knowing how to contact them or when you can visit. You can speak to us by calling 01484 660010. Reception is open from 9am to 5pm. 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 to ensure the wellbeing of service users. We ask that you visit during the following hours:

- 08:00 to 09:30 am – please avoid visiting during breakfast time
- 09:30 to 12:30 pm
- 12:30 to 13:30 pm - please avoid visiting during lunchtime
- 13:30 to 16:30 pm
- 16:30 to 17:30 pm - please avoid visiting during teatime
- 17:30 to 20:30 pm

We also ask visitors to be respectful to all staff and service users and keep noise to a minimum.

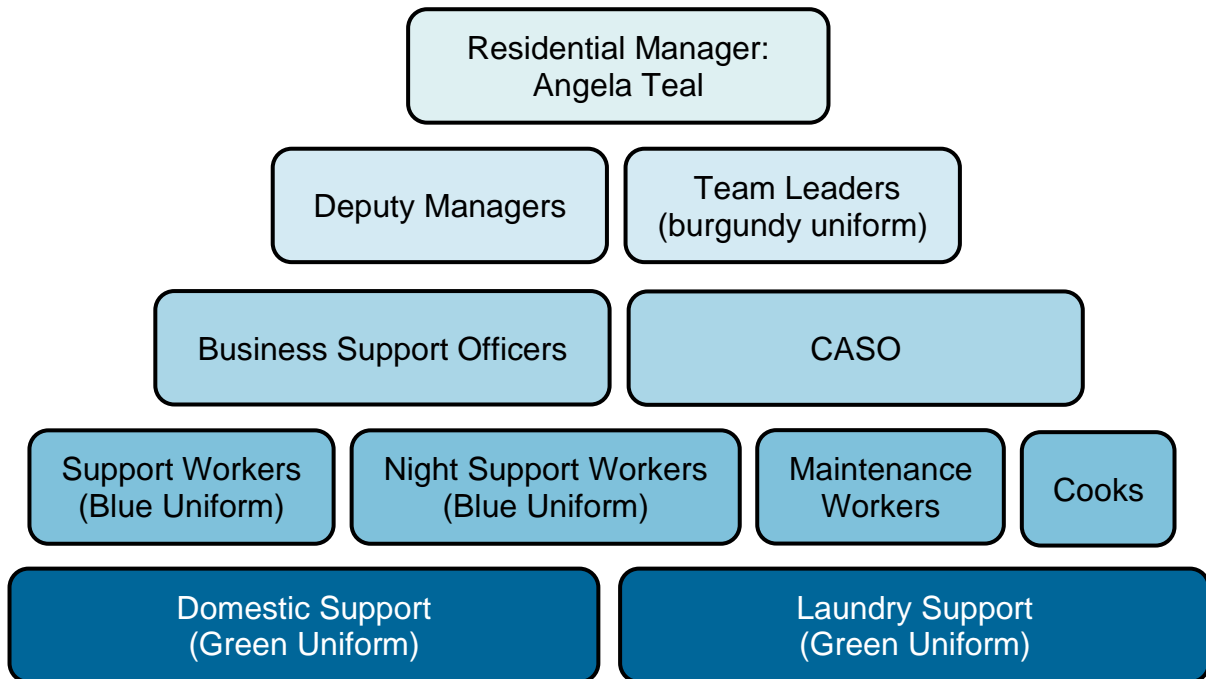
To stay safe and help prevent the spread of COVID-19, we adhere to the latest government guidance around visiting care homes. This is important because people in care homes are typically more vulnerable to serious illness as a result of COVID-19. To find out more, please visit [GOV.UK](https://www.gov.uk).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



Staffing Structures

At Moorlands Grange, 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

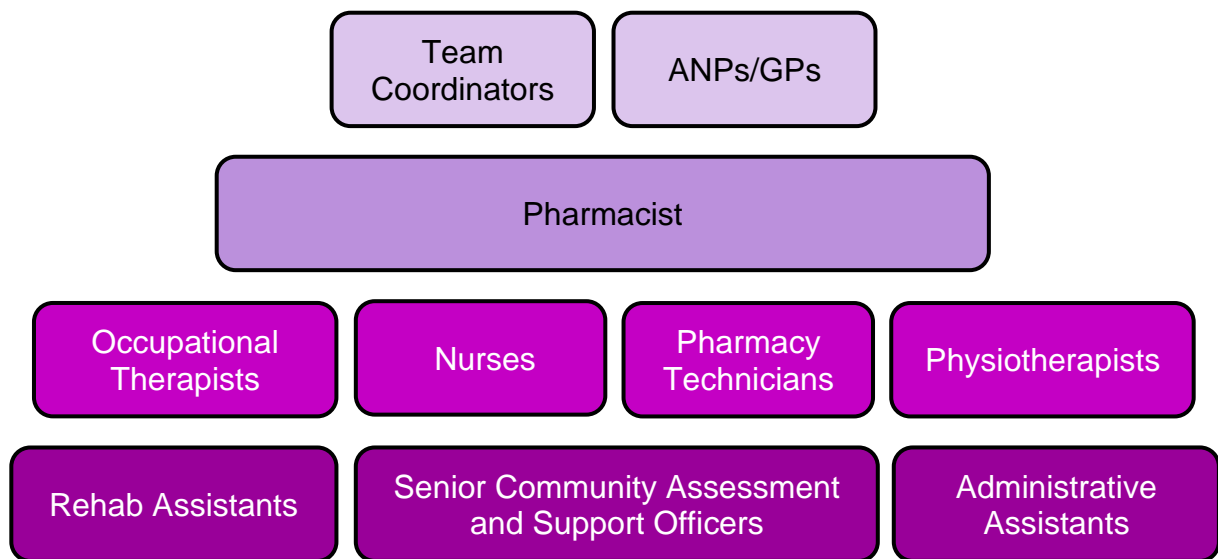
Domestic and Maintenance Staff

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.

Physiotherapists:

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.

Occupational Therapists:

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 show you how to use different techniques or new equipment to enable you to be as independent as possible. We will also assess your home environment to ensure that it is safe and identify any equipment and adaptations that could make your life easier.

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



Angela Teal
Kirklees Council Registered Manager

“I have over 24 years of experience in managing residential services for Kirklees Council, including Intermediate Care, Learning Disabilities, and Dementia. I also have an NVQ Level 5 in Management, as well as Health and Social Care. I take pride in maintaining high standards of care and safety at Moorlands Grange to ensure our service users have a positive experience and outcome in meeting individual needs.”

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 Coordinator



“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 Coordinator

“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 Wednesday morning. There are signs in the main reception area and around the home to inform you of this. A member of staff will make sure that everyone in the building is aware 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. Moorlands Grange 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 Moorlands Grange.

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 in the main entrance. 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.

Amenities Fund

Moorlands Grange 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.

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 items personally.



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 Moorlands Grange, 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:

Moorlands Grange



01484 660010



moorlands.grange@kirklees.gov.uk



Spruce Drive, Netherton,
Huddersfield, West Yorkshire,
HD4 7WA

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>

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 give feedback about your care on the NHS website at <https://www.nhs.uk/services/careprovider/moorlands-grange/X56256/leave-a-review>.

Because your feedback is important to us, we will also ask you to complete a **patient feedback survey** and **exit questionnaire** 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

On the day you go home, you will be asked to vacate your room by 9:30am. This allows us time to prepare the room for the next person. 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. You will also need to settle any outstanding bills. You will be able to wait in the communal lounge until you are discharged.

Your discharge details will be planned with you by a member of staff from Locala. You will be informed of the date and time of your 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 Moorlands Grange 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.

