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**ARE WE GOOD ENOUGH FOR YOUR FRIENDS & FAMILY?**



**WELCOME TO INGS GROVE HOUSE  
Kirklees Council & Locala Working  
Together**



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

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## **Ings Grove House Welcome Book – Contents Page**

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## **Intermediate care for adults**

Kirklees Council provides two intermediate care homes, one in South and one in North Kirklees. Both homes provide short term rehabilitation support in conjunction with Locala colleges. Intermediate care is a service provided for up to 4 weeks where you will be able to access physio therapy, occupational therapy, a pharmacy and GP support.

You may be referred to one of the homes following a professional assessment by a health or social worker who will visit you at home or in hospital.

On admission into intermediate care, your discharge planning will commence and any ongoing needs will be identified and plans to introduce any services or equipment you may require for your discharge.

During your stay with us, your need will be assessed by the staff team, to ensure we meet your individual needs and support you to achieve your desired outcomes.

### **Moorlands Grange Care home**

Moorlands Grange is situated close to Netherton Village, where there are local shops, a community center and local amenities. There are good transport links and accessible to local bus services.

### **Ings Grove House Care Home**

Ings Grove House is located in Mirfield, close to local shops and facilities. Adjacent to attractive parklands we are well located for road, rail and bus links.

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## **Facilities for both establishments**

All bedrooms are en-suite and have a personal telephone and Wi-Fi connectivity. Each home has communal areas and dining areas.

We provide home cooked food and can cater for any special dietary needs.

## **Activities**

You will be encouraged to partake in activities to aid your rehab, this could include physiotherapy and mobility practice.

Each home offers a variety of recreational activities and we have volunteers who support with activities and befriending.

## **Moorlands Grange**



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

01484 660010

[Email us moorlands.grange@kirklees.gov.uk](mailto:moorlands.grange@kirklees.gov.uk)

*Website* [Care quality commission inspection ratings](#)

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## Ings Grove House



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

01924 489324

[Email us ingsgrove.house@kirklees.gov.uk](mailto:ingsgrove.house@kirklees.gov.uk)

*Website* [Care quality commission inspection ratings](#)



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## **Rehabilitation and Intermediate Care**

Locala Community Partnerships is an independent community interest company providing NHS community services to people who live in Kirklees, Calderdale & Bradford. To find out more, visit our website: [www.locala.org.uk](http://www.locala.org.uk) our intermediate care team will work with you and your family during your stay.

“Intermediate Care” is a way of describing a short spell of support and rehabilitation. Intermediate Care helps people, such as yourself, recover and regain as much independence as possible, following a bout of ill health, a fall or an operation. Planning what will happen when you leave us, starts with you and your family during our first conversation. This means that you and those who care about you are fully involved in setting your rehabilitation goals and planning your discharge from the get go.

Our team works together with the support staff here to make sure that you have rehabilitation opportunities throughout the day, so for example if you need help to move out of your chair or get washed and dressed, you will be encouraged to do as much as you possibly can on a daily basis. Following the advice and techniques taught by the therapists, this means that rehabilitation doesn't only happen when our team is with you.

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## **Introducing you to Locala's Intermediate Care Team**

**Nurses:** we do all the things a District Nurse would 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 and if you already have a community matron they will be involved in planning your discharge home. If you usually use items such as continence pads we will ask you to bring in your own supply from home.

**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 teach you how to use different techniques or new equipment to enable you to be more independent as possible.

**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.

**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.

**Pharmacist & Pharmacy Technicians:** we work with the visiting GP's 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 any help.

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**Visiting GP's:** we do what you're normal GP would do, we provide advice and guide you with decisions about your health. You may not need us to visit during your stay as others in our team such as our nurses and pharmacy colleagues are able to resolve many health matters. Some of these experienced colleagues are able to resolve many health matters, some of these colleagues are trained to an advanced level and are therefore qualified to do some skilled tasks that GP's do.

**Volunteers:** we do all sorts of things to support you and the team, such as helping with organised activities and getting feedback from you about your experience here, or if you just need some company and would like to chat we would be happy to spend some time with you.

**Administrative Assistant:** we assist Locala's clinical colleagues and help make sure our administration processes run smoothly.





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## **Admission Information**

Following your admission to Ings Grove House a team member from the Intermediate care team and Kirklees Council will visit you to assess your care needs. These assessments will include

- How you mobilise
- Any support you need with personal care
- Any nursing or medical needs you have, including any support you need with your medication
- Any special dietary requirements you may have

These assessments will help us to ensure that the support you receive meets your individual needs

## **Dignity Packs**

We would advise you to bring any toiletries you may need for your stay, however, should you be admitted to Ings Grove House following a visit from hospital and family members are unable to assist with providing you with toiletries then we will be happy to provide you with a 'Dignity' pack that will contain essential items.

## **Security**

Ings Grove House has an onsite safe and this can be used to keep safe any valuable items or money you may have with you on your 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.

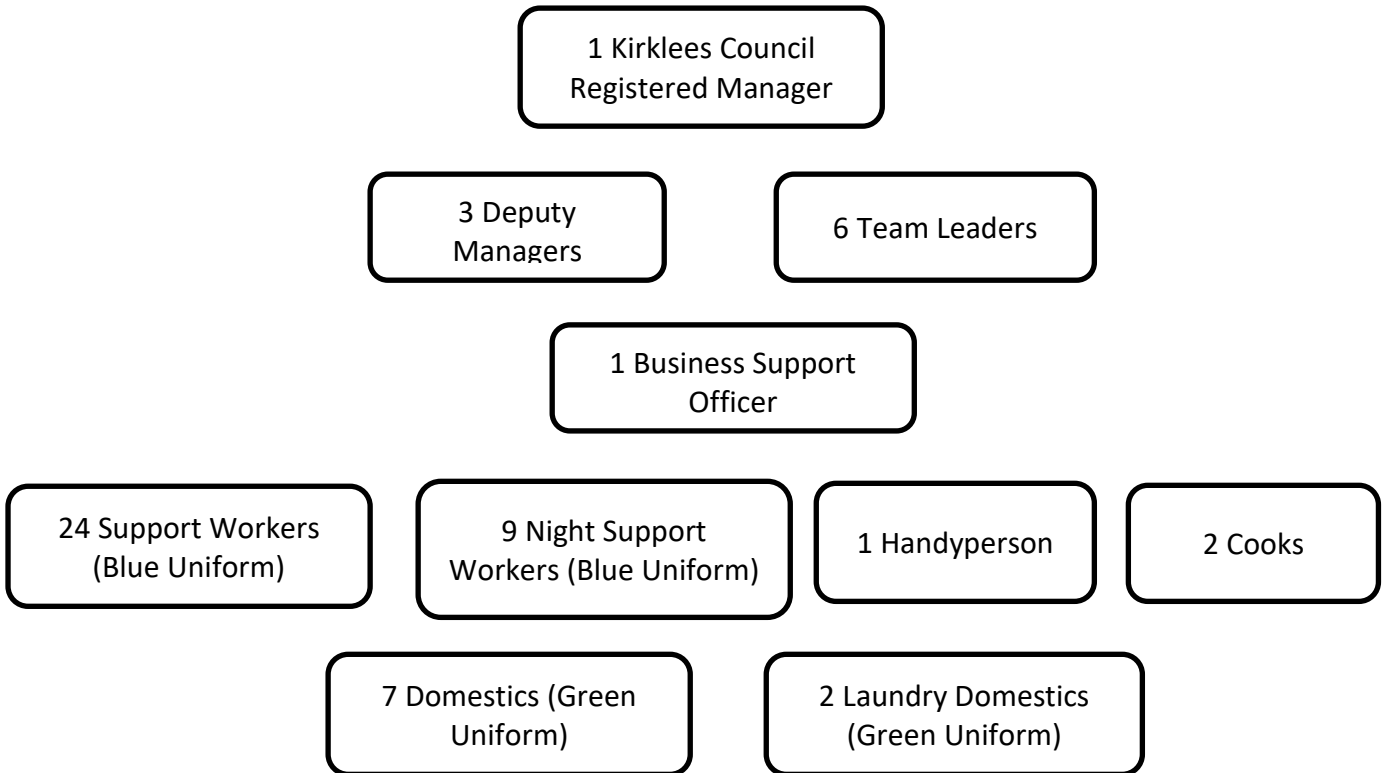
## **Fire Safety**

Ings Grove House has an automated fire sprinkler system which will activate in the event of a fire, this will activate the closure of every door in the home for your safety. A member of staff will ensure your safety in this event and a Personal Evacuation Plan will be formed with you on your admission.

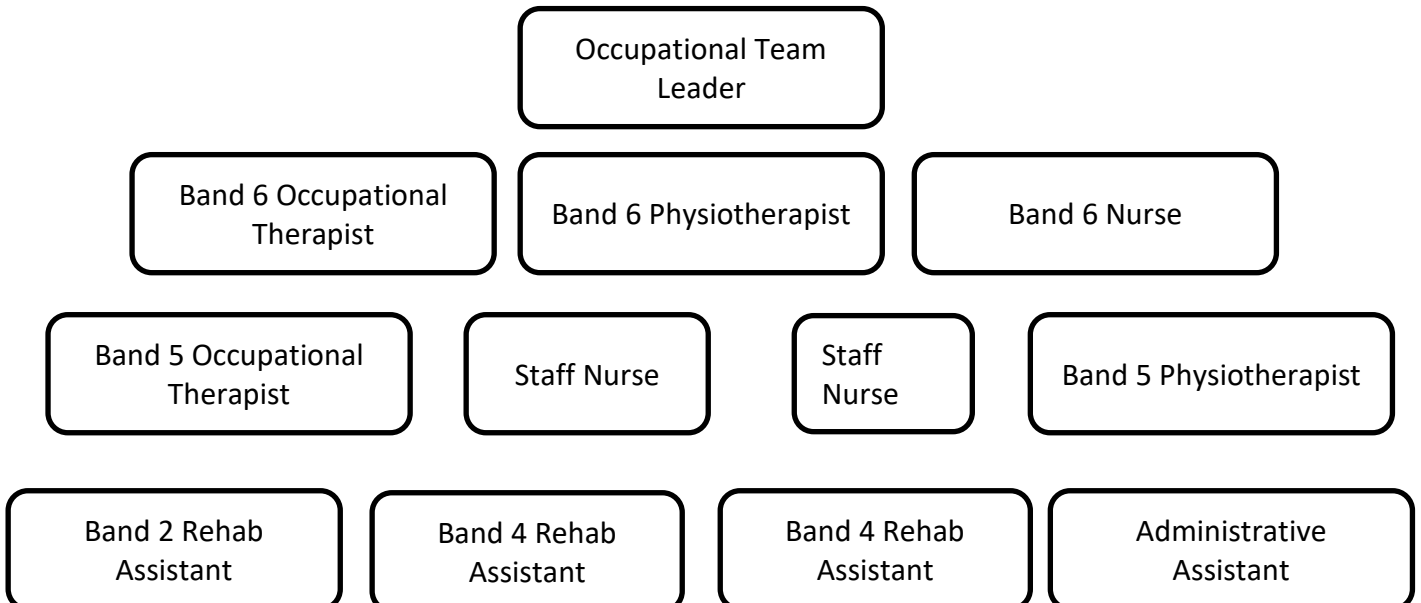
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## Ings Grove House – Kirklees Staffing Structure



## Ings Grove House – Locala Staffing Structure



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## **Meet the Management**

### **Vicki Greenwood - Kirklees Council Registered Manager**



Vicki has worked within social care for the past 32 years. This has included working in residential and community services.

She has completed Level 5 diploma in management of health and social care and is passionate about providing person centred care to each individual

### **Elizabeth Ruane – Occupational Team Leader**



Liz has a BSc honours degree Occupational Therapy. Most of this in in a community rehabilitation.

Liz has a passion for safe patient care within the rehabilitation setting. Liz supports the team in achieving individual person cantered goals, however big or small.

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## **Call System**

There is a call system available in each bedroom, toilet, bathrooms and communal areas throughout the home. This alerts staff should you require any assistance.

You will be issued with a call Pendants for your use during your stay and we ask that these are returned to the main office on your discharge.

## **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 then the property will be recorded in the lost property book with the following details (Date Recorded, Description of item found, and where the item has been 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 twenty one 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.

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## **Visitors Information**

We understand that having a relative or a 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.

Please see below contact details you may need during your relative/friends stay at Ings Grove House.

Main telephone number: 01924 489324

Rehabilitation / Nursing related enquiries telephone number:  
03330 436245

Please be aware that there are certain times during the day when answering the phone can be difficult for us, but please leave a message and we will be happy to get back to you.

**Can we please ask that due to health and safety and fire regulations that there is a maximum of 6 people visiting at any one time.**

We are very flexible about visiting however we ask you to visit during the following times:

- 9am-12.30pm
- 12.30pm-1.30pm (Lunchtime-please avoid visiting during this time)
- 1.30pm-5pm
- 5pm-6pm (Teatime-please avoid visiting during this time)
- 6pm-9pm

In the event you need to visit outside of the allocated visiting hours then we are happy for you to contact us to make visiting arrangements that accommodate you.

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## **Service User Meetings**

Resident meetings are held throughout the year. The dates of these meetings will be displayed on the notice boards throughout the home and in the main reception area. You will be welcome to attend these meetings and put forward any views or suggestions that you might have to help us improve our service

Following the meetings, the information/minutes are produced and available for all to see on the service user notice board

## **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 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.

## **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 regarding this then please do not hesitate to contact a member of staff.

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## **Electrical Appliances**

Any electrical item which utilises a plug must be PAT tested or under twelve months old.

Any items that are over twelve months old can be used if plugged into a circuit breaker which can be provided from the main office. Please ask a member of staff if you require this

## **Telephone**

Each bedroom has a free telephone which is personal to you during your stay at Ings Grove House. The number for your telephone is located above the keypad.

Please press **9** in order to obtain an outside dial tone.

There are individual business cards located in your room for you to hand to your loved ones. These cards have the telephone number of your bedroom along with the main number for Ings Grove House and the Intermediate care team.

## **Newspapers**

Unfortunately we are unable to order newspapers for individuals, however communal newspapers are provided in the main lounge daily. Family members and friends can arrange on your behalf for your own newspapers or magazines to be delivered if you so wish.



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## **Suggestion Box**

We have a suggestion box which is located by the main entrance to the downstairs lounge. Any ideas / suggestions you may have that could improve the service that we offer would be appreciated.

Suggestion slips are located underneath the suggestion box. Please complete one of these should you wish to do and place it into the box.

## **Meal Times**

Breakfast – 08:00am – 10:00am

Lunch – 12:30pm – 13:30pm

Tea – 05:00pm – 06:00pm

Hot Drinks, biscuits and fruit are brought round mid-morning, mid-afternoon & supper time. However snacks are available on request throughout the day and night.

Fresh water is provided in all bedrooms and refreshed as and when required.

A sample of the menu we provide can be found on the next page, if you have any ideas or suggestions that might enhance our menus please speak to a member of our team.

Any special dietary or requirements will be discussed with you and menus can be planned to meet your specific needs.

We would encourage you to enjoy your meals within the main dining rooms as this promotes conversations and healthy interactions with the other residents. However this is your choice and we will respect your decision should you wish to remain in your bedroom for your meal.



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## **Sample Menu**

### **Breakfast:**

- Fruit juice
- A Selection of breakfast cereals
- Toast with a Variety of Jams and spreads
- Porridge Oats
- Fresh Fruit
- Cooked English breakfast

Two main choices will be available daily for lunch and tea, however if you require something different, our cooks will be happy to make you an alternative. Some examples of the choices we offer are listed below

### **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 a variety of fillings & Salad
- Macaroni Cheese & Tomato
- A variety of cold Sandwiches, Salad & crisps
- Fish Fingers & Beans
- Homemade Soup & Roll

### **Desert:**

- Apple Crumble & Custard
- Cherry Cheesecake
- Cream of Rice Pudding & Jam
- Lemon Meringue Pie
- Mixed Fruit Jelly & ice cream

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## Things to do

Located within our communal areas we have a selection of games, jigsaw puzzles, reading books and magazines for your recreational use.

We have free WI-FI installed throughout the building, please see the instructions below on how to connect to this.

1. open your settings, select WI-FI and select Kirklees Public WI-FI
2. open your web browser, the page will load asking you to sign into your account
3. click on the create account button
4. enter the details needed (name, telephone & email address)
5. the new page that loads will give you your username and password – these are not needed as your device will automatically connect 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 contact a member of staff.



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## Weekly Activity Programme

A calendar of planned activities and event is displayed outside the main office on the ground floor.

There are a number of volunteers from both the Kirklees and Locala teams who support us to provide a range of activities. Please let us know if there is an activity you would like to take part in.

**Monday** –

**Tuesday** – Volunteers attend & provides refreshments and entertainment

**Wednesday** – Volunteers attend and attend to the gardening and wildlife feeding

**Thursday** – Volunteers attend and provide a variety of activities / entertainments

**Friday** – Hairdresser attends – bookings made through the main office

**Saturday** –

**Sunday** –

The evangelical Church visits several times throughout the year. Arrangements for you own church or organisation can be made for them to visit you whilst you stay at Ings Grove House. Please speak to a member of staff if this is something you would like us to arrange

### Hairdresser

Each Friday we have an independent Hairdresser that visits the home, appointments can be made through the main office or by speaking to a member of the support staff.

A price list is available from the main office or in the activity room, should the hairdresser be unavailable for any reason then a member of staff will inform you.

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## **Infection, Prevention & Control**

Infection control is an integrated part of our daily lives and in the event of an infectious outbreak we will follow the guidelines from Public Health to reduce the risks as far as possible for our service users. 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 Schedules**

Our domestic team will clean your bedroom daily as well as the communal areas within the home, to ensure we maintain a high standard of cleanliness.

## **Fire alarm tests**

The onsite fire alarm system is tested every **Tuesday at 10am** by our handyman. There are signs situated around the home and in the main reception area to inform you of this.

Our handyman will visit each room and communal area within the building to make sure everyone in the building is aware that the alarm is a test.

## **On Site Handyman**

Our handyman is here to ensure that the building and its contents are in good working order. Should you need anything repairing or notice anything that might require the attention of our handyman then please inform a member of staff who will ensure any repairs are carried out.

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## **Complaints, Compliments & Comments**

If you have any concerns or queries regarding your stay at Ings Grove House please do not hesitate to contact or ask to speak to one of our senior team

Kirklees Council & Locala have a complaints, comments and compliments procedure available. Notices are displayed throughout the home and documentation can be found in the main reception area. Alternatively you can email the Adult Services Complaints department using the below contact details

If you wish to contact us regarding any issues or concerns with regards to your time here at Ings Grove House then please use the contact details below.



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## **Ings Grove House Contact Details**

Telephone Number – 01924 489324

Email Address – [ingsgrove.house@kirklees.gov.uk](mailto:ingsgrove.house@kirklees.gov.uk)

Ings Grove House  
Doctor Lane  
Mirfield  
WF14 8DP

## **Kirklees Council Adults Complaints Department**

Customer Services Unit – 01484 225115

Email Address – [sscu@kirklees.gov.uk](mailto:sscu@kirklees.gov.uk)

Website – [www.kirklees.gov.uk/adultscomplaints](http://www.kirklees.gov.uk/adultscomplaints)

You can also make a compliment, comment or complaint at  
[www.kirklees.gov.uk/adultscomments](http://www.kirklees.gov.uk/adultscomments)

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

## **Kirklees Council Contact Details**

Main Switchboard – 01484 221000

Website – [www.kirklees.gov.uk](http://www.kirklees.gov.uk)

Address: Ings Grove House, Doctor Lane, Mirfield, WF14 8DP

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## **Locala Contact Details**

Telephone Number – 01924 326481

Telephone Number – 03330 436245

Fax – 01924 326476

Website – [www.locala.org.uk](http://www.locala.org.uk)

Westmoor Suite

Ings Grove House

Doctor Lane

Mirfield

WF14 8DP

## **Care Quality Commission Contact Details**

Telephone Number – 03000 616161

Email Address – [Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

Website – [www.cqc.org.uk](http://www.cqc.org.uk)

## **Local Government Ombudsman**

Telephone Number – 0300 061 0614

Website – [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

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## **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 other arrangements that have been made for you. We will ensure that you are discharged home with two weeks supply of medication and we will update your patient notes which can be seen by your GP.

If needed, you will be assisted to pack your personal belongings by one of our support staff. Please ensure all items including any laundry in your bathroom is packed so nothing is left behind.

## **Customer Feedback Survey & Exit Questionnaire**

You may be asked to complete a customer feedback form. This information is used to help us make any improvement to our services.

We value your feedback and comments and would be grateful if you could complete one of these questionnaires before your discharge.

The information that you provide will be kept confidential and will only be used for our service development. Any information collated will not contain any of your personal details.

