



# Westmorland Court

Nursing Home

## Information Brochure

**Telephone: 01524 761291**

[www.westmorlandcourt.co.uk](http://www.westmorlandcourt.co.uk)

Westmorland Court, High Knott Road, Arnside, Carnforth, LA5 0AW



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## Westmorland Court Guide

Hopefully this guide will provide you with some useful information that will help you decide if Westmorland Court is right for your loved one. On the following pages, you will find information on;

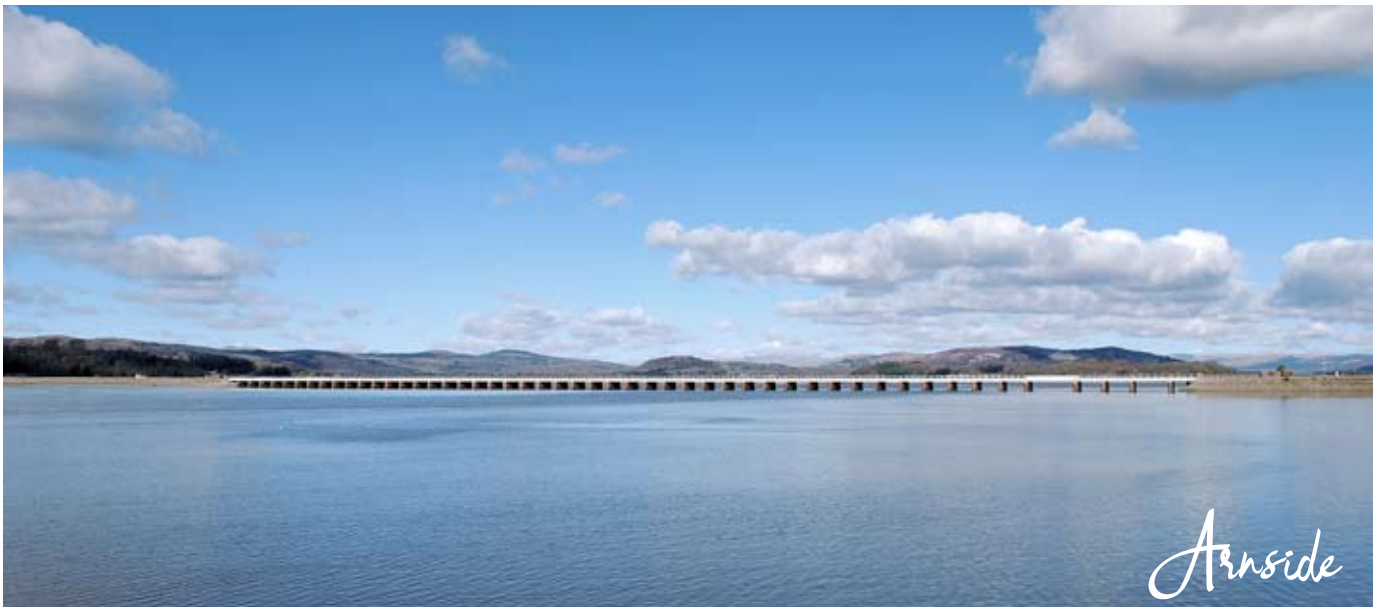
- Brief description of Westmorland Court
- Philosophy of care
- Staff structure
- Westmorland Court mealtimes and refreshments
- General information
- Complaints procedure

Further to this information we have our 'Statement of Purpose' and our most recent CQC Inspection Report. These are rather large documents so there are copies of both documents in the general office, which is situated on the ground floor in the main entrance of Westmorland Court and via our website to CQC.

For any further details on Westmorland Court or to book an appointment to have a look around, please call 01524 761291 (option1) and speak to the main office Monday to Friday 9am to 5pm.

Further information can also be found on our website including visiting requirements at [www.westmorlandcourt.co.uk](http://www.westmorlandcourt.co.uk).

Yours sincerely  
The Management Team





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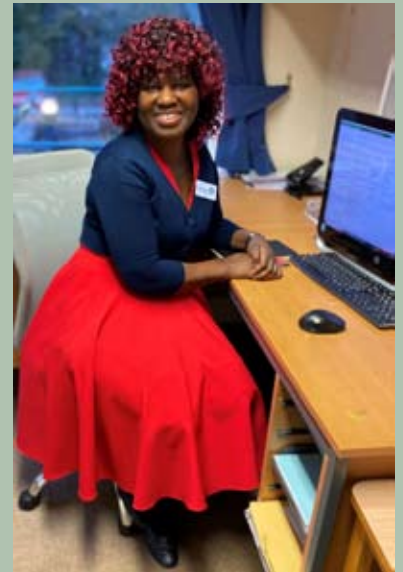
## Westmorland Court Nursing Home

Mr Selvan Kularatnam is Owner and Company Director of Westmorland Healthcare Ltd. He purchased Westmorland Court in March 2008. Selvan plays a regular and active role within the company and liaises daily with both the manager and administration staff of Westmorland Court to ensure high standards are maintained.

The Manager of Westmorland Court is Catherine (Cathy) Zimbeva RGN. She was employed by the Company in 2018 as Clinical Lead and took over the role of Registered Manager in April 2021.

Cathy is supported by our new Clinical Lead, Sonya Anderson, who joined the team early 2022.

Cathy continues to develop the home in a positive and structured way. She continues to ensure the home is well run and is currently overseeing a refurbishment of the home. Staff are a focal point of the home and through training the team has continued to provide care to a very high standard.



Westmorland Court has 46 bedrooms, of which 18 are en-suite. All rooms meet the Government's required room sizes as stated in the Care Standards and, for many, actually exceed these measurements. All rooms are being re-decorated in neutral tones and clients are encouraged to personalise their own rooms where possible, but the rooms are furnished by Westmorland Court.





## Philosophy of Care

The staff of Westmorland Court aim to provide a warm, safe, secure and caring environment. We aim to promote your self-esteem and will encourage your independence as far as possible, recognising any emotional needs you may have. We will strive to ensure your dignity and privacy are maintained at all times and that of your family and friends.

Westmorland Court will provide an atmosphere which is relaxed and also, where possible, stimulating for those who wish to join in organised activities. Our housekeeper ensures a high standard of cleanliness and hygiene. We will strive to provide a varied, nutritious and well balanced diet cooked with highest quality produce. Special dietary requirements will always be met. Relatives and friends will be encouraged, where possible, to participate in a residents care needs. Westmorland Court will remain active within the local community, encouraging the participation of all residents in local activities, as well as inviting local residents to join in events here at Westmorland Court. We will ensure our environment reflects a team effort and that staff interact with the residents at all levels. Positive suggestion with regard to improvement in the provision of care at Westmorland Court will be welcome and, where possible, these improvements will be made.





## Staff Structure

At Westmorland Court we ensure our staffing ratio meets the needs of our residents. Below we have a guide to the staffing level according to the uniform the staff member wears:

No uniform - Registered Manager, Administrator

Navy blue tunic, black trousers - Staff Nurse

Purple tunic, black trousers - Senior Care Assistant

Green tunic/polo, black trouser - Care Assistant

Black polo, black trouser - Housekeeper

Black chefs jacket, black trousers - Kitchen staff

Maroon top, black trousers - Activities Co-ordinator

Blue polo, black trousers - Handyman

Black tunic, black trousers - Laundry Assistant



## Fire Procedures

Westmorland Court is fully aware of the need for Fire Procedures and we have always maintained our fire records and meet the training needs of the staff. An allocated member of staff undertakes the training and development of all the staff at Westmorland Court. We test our fire alarms and fire points etc. as advised by the local Fire Officer.

If we have any concerns regarding any aspect of the fire procedures here at Westmorland Court we have no hesitation in contacting the Fire Officer for advice and assistance.



# Westmorland Court

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## Mealtimes and Refreshments



### **Special diets are catered for** **Breakfast**

Served from 8.30am — 10.30am

The breakfast comprises of a choice of full English breakfast, porridge, cereals, grapefruit and prunes. Toast is available in brown and white bread with a selection of fruit preserves. Tea, coffee, cranberry, orange or apple juice is also available.

### **Morning Coffee**

Coffee or tea is supplied with a selection of fresh fruit and yogurt.

### **Lunch**

Choice of 2 freshly cooked main meals, followed by dessert..

### **Afternoon Tea**

Tea or coffee is served with a selection of cakes and biscuits.

### **Tea**

Choice of 2 freshly cooked lighter meals, followed by dessert

### **Supper**

Horlicks or a milky drink is served. Toast, sandwiches or biscuits are available.

### **Sample Menu**

#### **Breakfast**

Full English, porridge, cereals, toast

#### **Lunch**

Herb crusted cod, served with buttered new potatoes, cauliflower & green beans or chicken salad served with buttered new potatoes, followed by sponge cake and custard

#### **Tea**

Minestrone soup served with a cheese sandwich or toasted fruit loaf with butter and jam followed by chocolate brownie and ice-cream.





## General Information

### Personal items

We would be grateful if you would ensure your relative has an adequate supply of personal items that they may need here at the home (i.e shower gel, toothpaste, deodorant etc) . We are able to provide toiletries for those residents whose families live far away and these can be invoiced to the families on a monthly basis.

### Clothing

All items of clothing including underwear should be brought firstly to the nurses station or the main office so that they can be clearly labelled with your relatives room number using our button system.

### Bringing food in for residents

Bringing food in as a special treat can present a danger to the resident as you cannot be sure if the food is safe for them to eat. Low risk foods are preferable and these can include, washed fruit, biscuits, chocolate (if appropriate for the individual).

Any foods should be transported in a clean seal able container to avoid contamination. Any “use by” dates should be observed and any cooked food or cakes and desserts containing cream should be kept in the fridge.

### Collection of belongings

Whether your loved one decides to move to a different care home, return home or sadly pass away, we are happy to store all personal belongings in their allocated room for a period of 7 days, longer by arrangement.

### CCTV

The safety and security of our residents is our utmost important to us, with this in mind, we have CCTV around the building and a keypad entry on our front door. To access the building, please ring the doorbell and a member of staff will come and allow you access to the building. Once inside we have a number of CCTV camera's in the communal areas.

A private room is available to meet your loved ones, this must to booked in advance with the office.





# Appointments

## **Appointments - hospital, optician, audiology etc.**

We are aware how important follow up appointments are for all individuals, however it has become increasingly difficult for staff to escort residents to their appointments. This is due to the increasing amount of follow up appointments we appear to be having and a significant increase in ophthalmic and audiology appointments.

It is important that a family member/friend attends the appointment with the resident so that any important decisions can be made with the resident about their health or treatment. Staff who escort residents in their care are not able to contribute to decisions about treatment etc. This can lead to a delay in treatment or change in medical treatment until this issue is then discussed with family members. There will be occasions when family/friends won't be able to escort their relatives. On such occasions, arrangements have to be made well in advance for a member of staff to accompany the resident. Due to the home requiring adequate staffing ratios at all times the escort would have to be an additional staff member and therefore there will be a charge for this service.

We will continue to assist wherever possible with any queries you have regarding this matter and should you require any further information please do not hesitate to contact the Registered Manager.

## Additional Services

### **Chiropody**

The chiropodist usually visits every 10 weeks.

### **Hairdressing**

The hairdresser visits every other week.

These services are invoiced on a monthly basis as taken.

Should you require any further information including costs regarding any of the above please ask a member of staff to help you.







# Late Payment Fees

## **Terms and condition of residence.**

Our fees are fully inclusive of all meals, laundry, accommodation etc. Extra charges will be made for hairdressing, newspapers, chiropody, personal toiletries, dry cleaning, private prescriptions, and other specific services the resident chooses the home to provide at their request. Should the resident be transferred temporarily to hospital the above fee rate will still apply.

Should the demands of the resident require 'High dependency' support, this will be brought to your attention. The weekly rate will be increased accordingly to meet the extra costs, which may include one or more of the following: additional staff time, the supply of specialist mattresses or cushions or more disposable items.

## **Notification of increase of fees**

The weekly fee rates will be reviewed annually, normally in January or February, and new fee rates will normally be applicable from 1st April. The Home will give a minimum of one month's notice of any increase in fee rates, unless there is a change of care needs in which case the date of increase will be the date of the change of need. Late payment fee is also applicable.

## **Notice to vacate the home**

Residents are required to give one month's written notice if they intend to leave the home.

Although our home is operated as a cosy friendly home, which recognize the needs of all residents, however, a resident may be asked to leave under the following circumstances:

- Non-payment of fees
- If the home can no longer meet the resident's needs, after having consulted the resident and their relative/representative and having taken advice from the appropriate members of the primary health care team.
- Any circumstances or behaviour which may be seriously detrimental to the welfare of the other residents.

If a resident has to leave the home, reasonable notice will be given in order to find suitable alternative accommodation.

In the event of death of the resident, charges for their accommodation will cease 14 days after their death. Relatives will have access to the resident's room to collect their belongings for up to 72 hours after which time the staff of the home will put all of the items into safekeeping.

A resident may be temporarily absent from the home, for example by going on holiday and their place in the home will be retained. Normal fees will be payable for any periods of absence.



# Westmorland Court

Nursing Home



## Complaints Procedure

Westmorland Court Nursing and Residential Home's policy is to provide our residents with a high quality service, whilst maintaining their individuality and dignity. However, we acknowledge that sometimes things may go wrong, and you may wish to lodge a complaint.

The following procedure should be followed if you wish to raise a complaint: Complaints may be made in writing, by telephone, email or in person to the Registered Manager, Catherine Zimbeva [manager@westmorlandcourt.co.uk](mailto:manager@westmorlandcourt.co.uk). In the absence of the Registered Manager, complaints should be made to the Clinical Lead, Sherin Chacko [clinicalead@westmorlandcourt.co.uk](mailto:clinicalead@westmorlandcourt.co.uk)

All complaints must be logged in the complaints book. All recorded complaints will be investigated by the Manager who will ensure that she speaks to the complainant in order to clarify the complaint and the outcome they are seeking. An acknowledgement of the complaint will be put in writing by the Registered Manager within 7 days of receipt of the complaint.

The matter will be investigated by the Registered Manager who will then write within 28 days to the complainant with the outcome of the investigation and with details of any action that is to take place. If the complainant is not satisfied with the outcome of the investigation, the complaint will be escalated to the Director of the Company, Selvan Kularatnam email: [selvankula@yahoo.co.uk](mailto:selvankula@yahoo.co.uk)

Complaints can also be made to CQC Telephone 0300 061 6161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or online through their website: [www.cqc.org.uk/tellus](http://www.cqc.org.uk/tellus)



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## How to Find Us

### About Arnside

Arnside is a pretty village at the most Southernly part of Cumbria with fantastic views over the bay towards Grange over Sands and frequently fabulous sunsets visible from the home. Arnside is close to J36 and J35 of the M6 and is also accessible by rail.

### Directions

Follow the promenade at Arnside turning up the hill by the Albion Inn, you will see a small supermarket on the left turn right onto Redhills Road and take the first left for High Knott Road, Westmorland Court is at the top on the right, parking is available in front of the home or nearby.

**What three words** goodnight.season.arts



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