Welcome to Awelon Care Centre

Awelon Care Centre is situated in the centre of the medieval market town of Ruthin. It has good access to local shops, churches, chapels, Ruthin Craft Centre and many other facilities the town has to offer.

The building was purpose built in 1970 and offers a 26 bed residential facility. Placements include long term care and short term respite care. Awelon is divided into three units, each with its own kitchen, lounge, dining areas, bedrooms and bathrooms.

Currently thirty one rota based personnel including care staff, domestics, cooks and a handyman are employed within the home by Denbighshire County Council. The ethos is to work closely with the local doctors, social workers and specialist practitioners to ensure the welfare and provision of care is of the highest level.
Compliance to Regulations and Standards set out by the Care Council for Wales are fundamental and necessary for the everyday running of the home, and to support this an annual inspection is undertaken (Copy of report can be found in reception)

In summary our aim and objective is to ensure the Home provides a safe, warm, comfortable environment where communication links with family, friends and the local community are upheld and encouraged.

In essence a “HOME FROM HOME”

With detailed fire precautions/arrangements in place, we endeavour to provide our services users with a home that is safe, and is a familiar place of comfort, of companionship and of care.
Management Staffing Structure
Awelon Care Centre

Responsible Person
Phillip Gilroy
(Head of Community Support Services)

***
Service Manager
Mrs Anne Hughes-Jones

***
Team Manager
Mrs Jacqui Bryan

***
Registered Person
Mrs. Viv Barlow
Home Manager

***
Assistant Manager
Miss Karen Stanley

***
Relief Officer
Clare Hughes

***
Senior Care Staff
Yvonne Williams
Clare Hughes
Gaynor Pickering
Gwyneth Jones
Kay Hunter
Kelly Matischok
Julie Kelly
Useful Information

The Manager of Awelon Care Centre is Viv Barlow

The address and telephone number of Awelon Care Centre is:

Awelon Care Centre  
School Road  
Ruthin  
Denbighshire  
LL15 1BN  

Telephone: 01824 702018

The address and telephone number of Denbighshire Social Services is:

Denbighshire Social Services  
Wynnstaw Road  
Ruthin  
LL15 1EJ  

Telephone: 01824 712400

Confidentiality Procedure within Denbighshire local authority homes and outside agencies

The principles of confidentiality are observed in line with DCC Confidentiality Policy and the Data Protection Act 1998.
Name and business address of Registered Person

Viv Barlow Manager
Awelon Care Centre
School Road
Ruthin
Denbighshire
LL15 1BN

Tel: 01824 - 702018
Fax: 01824 - 707259

Qualifications

NVQ 4 in Management
NVQ 4 in Care
ILM NEBS

Name and business address of Responsible Person

Mr Phillip Gilroy (Head of Community Support Services)
Council Offices
Wynnstay Road
RUTHDEN
LL15 1AT

Tel: 01824-706000

Qualifications

NNEB 1985
CSS 1991
PG CERTIFICATE IN MANAGEMENT 2004
Phillip Gilroy (Head of Community Support Services)

Anne Hughes-Jones (Service Manager)

Jacqui Bryan (Team Manager)

Viv Barlow (Manager)  
NVQ 4 in Management and in Care  
ILM  NEBS

Karen Stanley (Assistant Manager)  
NVQ 4 in Health and Social Care  
ILM  
Level 4 in Food Safety in Catering  
BTEC in People Handling Skills

Relief Officers in Charge  
Clare Hughes NVQ 3 in Care

Senior Care  
Clare Hughes  
NVQ 3  
Gwyneth Jones  
NVQ 3 and BTEC in People Handling  
Kelly Matischok  
NVQ 3  
Kay Hunter  
NVQ 2 and Dementia Champion  
Julie Kelly  
NVQ2 and Dementia Champion

Care Assistants (Day)  
Margaret Williams  
NVQ 2  
Gwenan Dodd  
NVQ 3  
Anita Roberts  
NVQ 2  
Sandra Porter  
NVQ 2  
Fran Farley  
NVQ 2  
Beryl Jones  
NVQ 2
Care Assistants (Night)
Lynne Lewis         NVQ 2
Beryl Hughes        NVQ 2
Yvonne Williams     NVQ 2

Catering Staff
David Rudd - **Cook.**  Food Safety Level 2
Tammy Storr - **Assistant Cook.**  Level 2 in Food Safety, NVQ 2 Catering

Kitchen Domestic
Sue Mackie          Level 2 in Food Safety
Amanda Roberts      Level 2 in Food Safety, NVQ 2 Catering

Domestic
Barry Jones
Glenys Terzo
Elizabeth Williams

Laundress
Glenys Terzo
Gwyneth Parry

Gardener / Handyperson
Steve Tolley
Mandatory training for staff

Moving and Handling Passport for Care Staff
Moving and Handling of Objects
First Aid
COSHH
HACCP
Basic Food Hygiene
Fire Training
P.O.V.A
Infection Control
Medication
Healthier Me
Diversity x 5 thus far, race and equal opportunity
DOLS

All new staff attend an induction that is held by Denbighshire County Council, and are given a period of induction when starting at Awelon Care Centre. For the prospective employee a period of 2 weeks is considered sufficient to familiarize themselves with the establishment
CONTENTS

1. About Awelon Care Centre
   Purpose
   Aims and Objectives
2. Risks and Choice
   Management Arrangements
3. Visiting and Community Contact
   What Awelon Care Centre Offers
   Standards you can expect
4. Before Admission
5. Changing Needs
   Admission
   Emergency Admission
6. Your Belongings
   Television
   Smoking
   Pets
7. Telephones
   Key Worker
   Staff Training
   Health Needs
8. Nutritional and Dietary Requirements
   Social Activities
9. Financial Assistance and Fees
10 & 11 Suggestions, Compliments and Complaints

Appendices
Copies of Assessment and Admission Forms
About Awelon Care Centre

Awelon Care Centre is a residential care home in the North Wales medieval town of Ruthin, Denbighshire. Awelon Care Centre is run by Denbighshire County Council Social Services Department. We offer 24 hour care for up to twenty six people, both male and female, and we also provide day care. All the rooms meet or exceed regulation sizes (9.3 square metres for a single room). Awelon is registered to provide care for up to two people between the ages of 60 and 65. The other places are for residents aged sixty-five and over.

*Please note that Awelon Care Centre cannot provide Nursing Care.*

Purpose

Our purpose at Awelon Care Centre is to assist older people to achieve their preferred lifestyle in a homely setting of their choice.

In line with The Equality Act, we believe that every person has a fundamental right to be respected regardless of race, status, disability, sex, age, religion or belief, sexual orientation, marriage and civil partnership, gender reassignment, language or contribution to society. Every person, in fulfilment of that right, should have opportunities to lead a valued life in the community with dignity, self-determination and responsibilities.

Aims and Objectives

Being a Resident in Awelon Care Centre should be a positive experience, ensuring a good quality of life. The aim of the home is to provide accommodation for older people who find it difficult to cope in the community.

We try to provide an environment which is as close to home as possible. We aim to promote independence, choice, personal responsibility, privacy, dignity and links with the community. We see social contact as vital to the work of the home.

Living in a residential home does mean having to make some allowances for the needs of others. However, it does provide the benefits of an environment which can give you support, companionship and a degree of independence.
Risks and Choice

When people are elderly or infirm, it is easy for the people caring for them to be too helpful. If a person is told “Don’t do this” or “Don’t do that, just in case….” they can lose confidence in themselves.

We need to take some risks if we are to lead a full and happy life. Although it is important that other residents are not put in danger by your actions, we try not to be over protective or to restrict your rights and movements.

At Awelon Care Centre we try to steer a middle course, so that residents do as much as possible for themselves, and keep and even increase their confidence.

Management Arrangements

The Manager of Awelon Care Centre is Viv Barlow. Senior Care staff support the home at weekends and over-night.

An ‘on call’ system operates at night, with the Manager and senior staff being available on a rota to offer advice and support to the night staff on duty.

Viv is supported by the Social Services Team Manager, Mrs. Jacqui Bryan and by the Service Manager, Mrs. Anne Hughes-Jones. Jacqui and Ann both visit Awelon regularly.

The responsible registered person for all Denbighshire County Council’s care homes is Mr Phillip Gilroy, Head of Community Support Services. Phillip’s qualifications are:-

NNEB 1985

CSS 1991

PG CERTIFICATE IN MANAGEMENT 2004
Visiting and Community Contact

Awelon prides itself on an open door policy to all residents, family and friends. Visitors are welcome at any reasonable time, and are encouraged to stay and have refreshments in the visitors lounge. The only time we might impose a restriction on visiting is if we are asked to do so by a resident. Residents are able to see visitors in private, and can choose who they see and who they do not see.

Awelon encourages involvement in the home by local community groups, according to the preference of residents.

What Awelon Care Centre Offers

Awelon offers:

- Care provided through the medium of Welsh or English
- 26 places (single rooms) All the rooms have call bell systems
- Dedicated staff members
- Full central heating
- Communal lounges with TV and radio and quiet lounges
- A varied menu (special diets are catered for)
- Regular visits by chiropodists, dentist and hairdressers
- Advice from dieticians and physiotherapists if required
- The option of advocacy support if required
- Visits on request from Ministers of all denominations and faiths
- Facilities for bathing and laundry service
- An up-to-date fire alarm system and emergency lighting

Standards you can expect

At Awelon we are committed to providing quality care to high standards. There are detailed and comprehensive rules and standards that we have to meet in order to be registered as a home. The Care and Social Services Inspectorate for Wales carries out independent inspections to ensure that we are meeting these standards. A copy of their most recent report is always available in the foyer for residents or visitors to see.
We also have our own standards about what you can expect from Awelon. In summary you can expect:

- To be treated with courtesy and respect
- Your privacy and confidential affairs to be respected
- To receive information that is relevant to you and in an appropriate format
- Full communication with staff
- To be involved and to participate in your care arrangements
- To receive care from staff who are suitably qualified and trained
- For us to respond to your needs within specific time scales

Please let us know if you would like more detailed information about these standards, how we aim to meet them, and how we monitor whether we are achieving what we say we will do.

**Before Admission**

Before coming to Awelon we want you to be sure that it is the right place for you. To help you do this, Social Services will carry out a full assessment of your needs. This will take place with your full consent and co-operation. The assessment will involve you and your care manager. If you want, your family / friends or advocates are welcome to be part of the assessment.

If your assessment shows that you need a service then your care manager will complete a Care Plan listing your needs (for example, Day Care, Respite Care or Permanent). A visit to Awelon, (and other residential homes you and your family think may be suitable) is then arranged for you and your family. This visit will give you the chance to look around the home, to meet other residents and staff, and to meet your proposed Key Worker.

This visit will give you and your family the opportunity to make an informed decision about whether Awelon is right for you.
Changing Needs

At all times our primary aim and objective is to address defined needs, however there are times when the change becomes significant and it becomes apparent that these needs cannot be met within a residential setting. Once this has been established, a meeting incorporating a multi-disciplinary team to include Social Workers, District Nurses, Home Manager and where ever possible a family representative/advocate will be convened. The purpose and outcome will be to ascertain what changes have occurred and how best the changed needs can be met. This may require a change in placement.

Admission

We know that for many people, coming to a residential home can be a new and even frightening experience. Your first days at Awelon should be as relaxed as possible, to help you settle in at your own pace with support from staff and fellow residents.

We use your Pre-Assessment and Care Plan from Social Services to compile your Personal Care Plan and any Risk Assessments that may be needed. We also talk to you and your family to see if we have everything correct. These will be reviewed on a regular basis depending on need.

We will document your continued well-being after admission on a daily basis, this information is recorded in your Personal Diary which is kept in your room.

Emergency Admission

Some people need to come to Awelon Care Centre in an emergency. Staff will make every effort to make you as comfortable as possible if this happens, and we will give you information about the key aspects, rules and routines of the service offered in Awelon Care Centre within 48 hours of your arrival (including a copy of this brochure). Paperwork to support your admission will be sought and obtained within 5 working days of your arrival at the home.
Your Belongings

You are welcome to bring items of sentimental value with you as well as small pieces of furniture to make your room your own. We will offer a room to you before you come to Awelon, (occasionally we may be able to offer a choice of rooms) and we will make sure you are happy with the room offered.

The Manager will keep valuable items safe for you. Such items will be kept in our safe and the details entered in our valuable property register. You will be asked to sign for them when taking them out of safe keeping.

*We do not provide insurance cover for your personal possessions, and as such you are advised to arrange your own insurance cover before you come to the home.*

Television

You are welcome to have a television in your room. If you are under 75 years old, you will need to buy your own TV licence, which currently costs £7.50 a year. If you are over 75, you do not have to pay for a licence.

Smoking

Smoking is not permitted within the building; however residents are able to smoke within the garden area.

Pets

We will consider allowing pets to stay at Awelon. Please give us plenty of notice if you want to bring a pet with you so that we can consider whether we are able to agree to your request.
Telephones

There is a public telephone on both the ground and first floor, but residents are welcome to use the office telephone in private. If residents wish to have a telephone installed in their bedroom this can be arranged (at the resident’s expense).

Key Worker

Awelon operates a Key Worker system. A Key Worker is a member of care staff who can help you with various aspects of daily living (for example, buying clothes with you, or helping you to write a letter).

Your Key Worker will help you to meet the needs set down in your Care Plan. The Care Plan is kept up-to-date by the Key Worker and reviewed with you on a regular basis.

Staff Training

You can expect that staff will be suitably qualified and trained to meet your individual needs. All staff receive training on the various aspects of providing care, first aid, moving and positioning, along with basic food hygiene. Many staff also have additional qualifications, including two dementia champions. Please let us know if you would like more details about our qualifications.

Health Needs

We encourage you to remain registered with your General Practitioner unless the practice is outside the area. A General Practitioner visits Awelon regularly, although any additional visits are requested immediately if needed, and recorded in your Care Plan.

Prescribed medication is dispensed by Boots in Colwyn Bay on a monthly basis using a monitored dosage system (MDS). All staff who administer medication have been trained in the safe handling of medication. (Their training is updated
regularly) If you wish to be responsible for your own medication please let us know. A locked drawer is available in your room for storage if you choose this option.

The district nurse visits every day if necessary, and private chiropodists visit whenever required. These professionals will support care staff with any minor health issues.

We have a local dentist who comes to visit every few months and we work alongside them to support residents to maintain good oral health care. They give advice on dental care, supply toothbrushes and toothpaste, and give any resident who signs up their own oral care plan.

If you have a hospital appointment we will arrange transport and support you as appropriate. We welcome support from family and friends if you have a hospital appointment.

**Nutritional and Dietary Requirements**

Meals are served in our communal restaurant. The menu is varied and provides a wide choice of nutritional foods. Residents and tenants (from Llys Awelon Extra Care) are encouraged to go and choose what they want from the meals on offer. (Staff will assist those who are unable to choose for themselves or to carry trays) Special diets are catered for.

The restaurant is open between 12.15 – 1.45pm. Family and friends are welcome to join for a small cost. Breakfast and tea are served on the units.

Both our Cooks have Level 2 in Food Safety.

**Social Activities**

Care staff organise a variety of activities within Awelon, and our minibuses are used regularly for trips, and to help residents keep and develop social contact with the local community.

We always welcome your comments about, and requests for, activities and trips, and we will try our best to meet your requirements.
Other activities on offer in Awelon include:-
Bingo
Cards
Keep fit classes (chair based)
Crafts
Clothing sales
Musical productions
Sing-a-ongs
Themed tea dances/parties
“Speak up” groups

If there are activities not covered we are always looking for suggestions/ideas.

Financial Assistance and Fees

Help with your fees may be available, and your Social Worker can carry out a financial assessment to check whether you qualify for assistance.

Your fees cover the cost of a single room, your meals, your care costs and all essential facilities. They are payable in arrears and can be paid through monthly invoices or standing order. Fees are usually reviewed once a year, when your finances will also be reassessed. This may change the amount you have to pay. Any changes in your financial circumstances should be made known to the County Council immediately. You will be given notice of any changes made to your fees.

You are entitled to three weeks leave each year. No charge will be made for your room during this period. Any period of leave exceeding 21 days will be charged at your usual rate. If for any reason you have to be admitted to hospital your room will be kept for you, and no charge for your place at Awelon will be made whilst you are there.

You are entitled by law to a minimum personal allowance and this will be reflected when your fees are calculated. You are free to terminate your stay at any time, and you do not have to give notice. If you need to discuss any financial matters, you can talk in confidence to your Social Worker or the manager at Awelon. They will be pleased to help.
Suggestions, Compliments and Complaints

It is important that you let us know when we do things well and also when we do not do so well. Information about what we do well can be used to improve services in other areas. Equally, information about what we have got wrong helps us to improve and to look at whether other services need to be changed.

We know that things can sometimes go wrong and you may want to complain. Your complaint will be dealt with confidentially, seriously and thoroughly.

Your services will not be taken away or affected as a result of making a complaint.

If you want to make a suggestion, compliment or complaint about any of the services provided by Social Services you can:

Speak to the Manager or staff at Awelon, or the person providing the service, or

Contact the Complaints Officer:
Freephone number: 0800 032 1099

Email: ssdcomments@denbighshire.gov.uk

Write to:
The Complaints Officer
Russell House
Churton Road
Rhyl
Denbighshire
LL18 3DP

Web: www.denbighshire.gov.uk/yourvoice

You may also want to contact The Care and Social Services Inspectorate for Wales directly. They can be contacted at the following address:

CSSIW
North East Wales Regional Office
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ

Telephone: 0300 062 5609
Fax 0300 062 5030

Or Age Connects, which is an empowering organisation that works with older people rather than for them. Providing support with advocacy, information and advice, practical help, speak up and IT tuition.

Age Connects North Wales Central,
15 Bridge Street,
Denbigh,
Denbighshire.
LL16 3LF

Telephone: 01745 816947

This document may be available in other languages and/or formats on request. Please call 0800 032 1099 for further details.