

Oaklands Nursing Home (ONH)

Our Vision

Updated January 2021

Overview

- Business Background
- Ethos
- Aims
- SWOT analysis
- Services
- Our People
- People Development
- Marketing
- Quality
- The Future

ONH- Business Background

Introduction

Welcome to the Oaklands family!

We are proud of the Oaklands Nursing Home, and the excellent reputation it has developed through the hard work, care and dedication shown by all staff over the years.

Our philosophy is grounded in the satisfaction, comfort and happiness of our clients and is based on sensitive and attentive care, promoting dignity and privacy, and respecting individuality and personal choices.

We hope you enjoy working with us- if you have any queries or concerns, please don't hesitate to contact us or the Manager - we welcome your feedback.



**Message from Vijay Trehan
and Nidhi Grogan Directors of
Conifers Care Homes Ltd**



ONH- Business Background

Our History

- **ONH** has been part of Conifers Care Homes Ltd (previously the Conifers Care Group) since the late 1980s
- When clients are asked why they chose ONH in particular, most mention the **friendly and homely atmosphere and kind staff** as well as the surroundings
- **ONH** has traditionally had an **excellent reputation**, through strong relationships with local hospitals, **professionals** and the local community
- **ONH** prides itself on its **commitment to its staff and training**; as a result, it re-achieved the **Investors in People (IIP) award** in **January 2015**; we hope to re-achieve this when IIP assessments are resumed again
- Some of our team have been with us for years – and thanks to the **commitment and dedication** demonstrated by our staff, ONH will continue to go **from strength to strength**
- **ONH** has recently taken on a **new Manager**, Beth Trinidad, who has **several years of experience** in Management - we are excited at the changes she has implemented and that she will continue to bring to the home
- **ONH** achieved a **Green (“Good”) Rating** in the most recent CQC Inspection, December 2020

Offers an individual service in a homely and welcoming environment

ONH- Ethos

Ethos

- The registered provider and manager will ensure that the management approach of the home creates an **open, positive and inclusive atmosphere**.
- A **clear sense of direction**, leadership, aims and objectives are communicated by the Manager, which staff will understand and are able to relate to.
- Strategies are in place for **enabling staff, residents and other stakeholders to affect the way in which the service is delivered**.
- The processes of running the home are **open and transparent**.
- Management planning and practice will **encourage innovation, creativity and development**.
- A **commitment** is made to **equalities** within the home.
- The Manager will comply with any **Codes of Conduct** published by the General Social Care Council and the Nursing and Midwifery Council

We work as a team between residents, staff, relatives and professionals

ONH- Aims

Mission

Oaklands Nursing Home to be renowned as the leading provider of quality and specialised nursing care to older people in Chester, whilst offering affordable prices.

Oaklands Nursing Home is committed to the provision of a **quality** service in a **safe** and **homely** environment, through a **positive team** and **person-centred** approach:

- **Listening to** and taking heed of our clients.
- **Supporting** and committing to the **development** of our staff team.
- Working as a **team** between residents, staff, relatives and professionals.
- **Remembering why** we carry out this particular vocation.
- Treating former heroes, mothers, fathers, friends and lovers with **respect, dignity, and individually.**
- Being wise in business and keeping our **"family"** together.

We always remember WHY we carry out this particular vocation

ONH- Aims

Expectations to meet

- A special home with 24 hour professional nursing and care assistance
- In an environment where I feel safe and secure, with a high quality of care provision
- A happy and comfortable atmosphere, with my belongings around me
- Activities in which I like to participate, where my care is reviewed regularly
- Seeking and following advice from care professionals as well as professionally-trained staff working in the home

We always honour our position of trust

ONH- Aims

How we get there

- Through effective and consistent approach to care, taking into account values such as:
 - Dignity
 - Quality of experience
 - Respect
 - Choice
 - Promotion of esteem and rights
- **With clear aims and objectives for resident care**
- Through promoting effective training programmes for all staff groups
- **With first rate team-working between residents, staff, visitors and professionals**
- With effective quality monitoring

We keep those in our care in security and comfort

ONH- SWOT Analysis

Strengths

- CQC Green home ("Good" rating, December 2020)
- EHO Rating "5" (December 2019)
- Good relations with and support from external professionals
- Good will and a strong commitment to client group
- Long-established care business and ownership
- Family-run business
- New, experienced Management team
- Experienced, motivated workforce alongside fresh-thinking newer staff
- Dedicated activities co-ordinator
- Dedication to high quality, personal service
- Work closely with the CCG and clinicians, shaping policy and practice to improve provision of healthcare in the area
- Competitive prices/ Value for Money
- Individual staff training and development
- Robust Quality assurance monitoring system, including audits, satisfaction surveys and completion of COQINs and NHS Safety Thermometer
- Dedicated in-house trainer
- Stream-lining of administration and care procedures to use of bespoke software system

ONH- Services

Services Overview

Oaklands Nursing Home is registered with the Care Quality Commission in:

- Accommodation for persons who require nursing or personal care
 - Treatment of disease, disorder or injury
- **ONH** provides long-term, short-term and respite nursing and residential care for up to 50 residents
 - Almost all rooms are en-suite and mainly single; they offer accommodation on 3 floors, served by a passenger lift
 - The Gold Lounge, Laura Ashley Lounge, and magnificent Sun Lounge offer residents a variety of areas in which to spend their day
 - Our equipment includes electrical beds, hoists, medical equipment, lift, guide rails, nurse-call and fire-activated door systems
 - **ONH** supports 24 hr dedicated care through an enthusiastic team of qualified and frequently-commended nurses and carers

ONH- Services

Services Included

- 24 hour qualified nursing care
- Round the clock assistance from our dedicated team of carers
- Full meals service, including diets and specialist or religious needs
- Entertainment, activities and outings
- Beverages and cold drinks on demand
- Personal laundry service
- Housekeeping and security
- Advice on funding and associated options

Works as a team to ensure that those in our care are kept in Security and Comfort

ONH- Services

Additional Services

- Private physiotherapy
- Specialist herbal and aromatherapy treatments
- Hairdressing
- Chiropody
- Dental treatments
- Optician
- Newspapers and periodicals
- Private telephone
- Dry cleaning

Provides a homely service in a warm and welcoming environment

ONH- Quality

Quality Assurance

- Oaklands strives to provide the highest quality service to every individual
- We are especially keen to get feedback from our residents and their loved ones
- We have a number of ways in which we can ensure that we maintain a high standard of service, including
 - **External reviews**, such as from the CQC, Social Services, Environmental Health, the Fire Officer, Infection Prevention and Control Team, Medicines Management
 - **Internal reviews**, such as room checks, Manager's walkaround, Director visits, **audits** (including KPIs, Medicines, Health and Safety, Catering, Infection Control, Care Plans)
 - **Satisfaction Surveys** to be completed by residents, relatives, visitors to the home and staff
 - **Regular meetings** – **for staff**: Heads of Department, Governance, Health and Safety, Clinical Staff, Senior Carers, All Staff; **for residents/relatives**: Residents/Relatives Forums; **for staff and residents/relatives**: Refurbishment Committee, Social Committee, Relatives' Interest Group.
 - Suggestions that we receive are fed into our on-going Action Plans

Please let the Manager know if you would like to be involved in a Committee

ONH- Quality

Renovation and Upgrading

ONH has undergone vast changes in the internal and external building and in IT systems over the last few years, including:

- A complete refurbishment of the entrance hall, main hall, Gold lounge and Laura Ashley lounge
- Dining Room refurbishment, including wallpaper reminiscence “murals” and new furniture
- A new extension on two floors, served by stretcher-size passenger lift
- A rebuild of older parts of the home, including the dining area and 2nd and 3rd storeys, including improved internal fire escape
- Re-organising of the kitchen and wash-up area for increased efficiency
- Replacement of carpets and soft furnishings
- A substantial investment in the regeneration of the gardens and outdoor areas
- Having all computers working across a network
- New telephone system and WiFi in 2017
- Introducing a bespoke software for care planning

ONH- Quality

Creating a Natural Environment

It is often easy to overlook the benefits of what we as non service users take for granted in the normal day and it takes hard work and effort on our behalf to overcome this. It has to be done with tact, patience and within a normal setting.

The broadening spectrum of clients in our care, both physical and cognitive, has become apparent and we have adopted a refreshing look at the way clients spend their day, including:

- Developed options of where to spend time
- Increased one-to-one interactions
- Offer various musical experiences
- Increased community visits
- Seeking to enhance the visiting experience of service users and their spouses, by an even more natural inclusion of them in their partner's day

ONH- The Future

The Future for Oaklands

The way forward for Oaklands is to set itself apart from its competitors.

The focus will be towards:

- Developing its excellent care, becoming specialists in all aspects of nursing provision
- Continuing its reputation in the local area for being renowned for its excellent and friendly service

Oaklands will

- Continue to put its clients first and invest in good quality training and development of staff
- Seek to maintain good relationships both with local clinicians and the local areas.



Oaklands Nursing Home

A home in a home

10 Tarvin Road

Littleton

CHESTER

CH3 7DG

Tel: 01244 335 060

Fax: 01244 335 076

Email: enquiries@coniferscaregroup.com