

Friends of Foxburrow Grange Standards

A group of relatives of residents at Foxburrow Grange created these standards. The Management team will ensure these standards are incorporated into the way we work. The management team will monitor and check that Foxburrow Grange is compliant with the agreed ways of working.

Person centred care

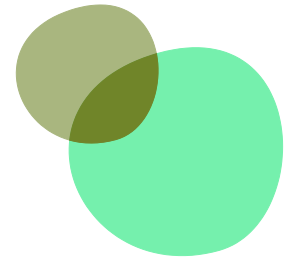
- At the heart of Foxburrow Grange values, we are committed to treating people with respect and kindness. Anyone who believes or observes this not to be the case, are reminded to raise his or her concerns with the Manager immediately.
- Every resident will have an individual care plan tailored to their needs and wishes and we welcome the views and ideas of relatives to be involved in the creating and reviewing of plans in agreement with residents. Families will be invited to a 'Review my Care Plan' meeting every 3 months.
- Staff will be trained in a variety of specialist skills to meet individual complex, physical and emotional needs. Specialist training needs have been identified.

Communication

- Every family will have a communication agreement; this will detail how and when we communicate with individual families. This can include meetings, telephone calls, emails, social media and formal reviews.
- Foxburrow Grange will have the systems to enable staff to be able to communicate effectively to ensure a consistent approach to residents care. Staff will have specific time allocated to complete verbal handovers, written communication books, diaries and handover sheets.
- This will enable staff to provide current information to family about their relative at any point in time.
- Every family will have a key point of contact.
- All family and staff will have the opportunity to attend Friends of Foxburrow Grange meetings at least 4 times a year.

Meal Time Experience

- Meal times should be an enjoyable experience. Environment for meal times to be investigated as well as how meals are presented and offered.



Activities

- Foxburrow Grange offer a variety of stimulating activities for residents
- Relatives will be informed about activities and events on the reception notice board and via Facebook
- Photos and highlights of events and activities will be available around the home to view and via face book where appropriate to do so.

Staff wellbeing and support

- Relatives want to know that staff are supported and have help where needed- staff support will be communicated at friends of Foxburrow Grange meetings.
- Agency and Foxburrow Grange bank staff must have a thorough induction and clear information about how to care for the residents.
- New or casual staff will introduce themselves to relatives they have not met before. In addition, all staff will wear a name badge. This will be managed through the induction and supervision process. The culture of staff at Foxburrow Grange will need to be changed and staff will be encouraged to work differently.

The Standards will be shared and communicated in the following ways:

- A staff briefing
- The Friend of Foxburrow Grange meeting minutes (Action Plan)
- The managers meeting
- The new staff inductions/supervisions/appraisals
- The new resident and family carers' welcome packs
- Within the Foxburrow Grange newsletter and the staff newsletter

The Standards will be checked in the following ways:

- The never events (3 monthly support plan review)
- The Wing Manager's Quality Monitoring Review
- The Home Manager's audits
- Compliments and complaints
- The Foxburrow Grange committee will review the success of the standards annually at the Friends of Foxburrow Grange meeting