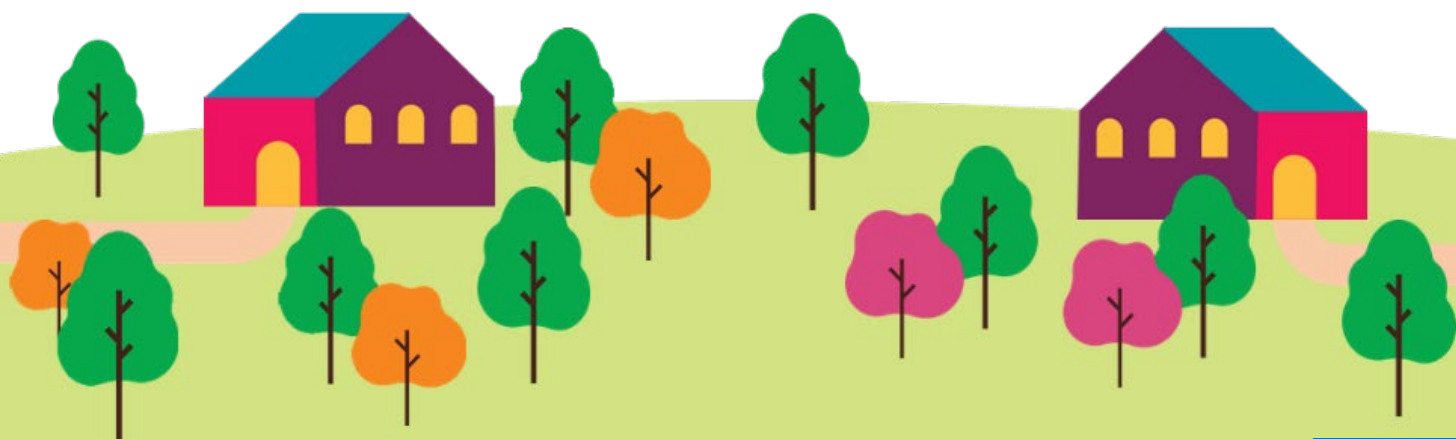


Welcome to The Meadowgate Centre

Information Guide



The Meadowgate Centre

Contents Page...

Welcome to The Meadowgate Centre.....	3
Statement of Purpose.....	4
Key Information.....	5
Daily Routines	6
Visiting Times	7
More about YOUR Stay.....	8
Medication.....	9
Staying Safe.....	10
Safeguarding.....	11
Extra Information.....	12
Compliments and Complaints.....	13
Facilities.....	14
Dining Experience.....	15

Welcome to The Meadowgate Centre...

"We promote people's independence, so they know their rights and have choice and control over their own care, treatment and wellbeing."

The Meadowgate Centre provides Person Specific Intermediate Care. Set at the base of Eston Hills within its own beautiful grounds the Centre has 40 en-suite bedrooms, 3 lounge diners and a dedicated therapies wing.

We would like to offer you a warm welcome and assure you we are committed to providing the highest standards of care. Our experienced staffing team will support you to achieve the most from your stay with us enabling you to regain your independence with a view to returning home.

This guide will provide key information and help explain what you can expect during your stay with us. If you have any questions, please do not hesitate to ask a member of staff who will be happy to help.

Welcome to The Meadowgate Centre.



Statement of Purpose...

The Meadowgate Intermediate Care Centre provides an integrated 40 bed, 24-hour facility with on-site therapies and community access. Our ethos is to provide a caring and supportive service which promotes independence and enables people to achieve and maintain an optimum level of daily living skills.

Our Aims and Objectives:

- To provide step up beds for medically stable adults who require additional support (not hospitalization) as their needs cannot be met within their own home.
- To facilitate prompt discharges from acute and community hospitals
- To reduce inappropriate or avoidable admissions to residential care homes or hospital
- To enable a full assessment of a persons needs and future care requirements; carried out in a non-hospital environment where the focus is on promoting independence and a return home.
- To assist and enable people to achieve and maintain an optimum level of health and independence at home or in another community setting.

Key Information...

“We work effectively across teams and services to support people. We make sure they only need to tell their story once by sharing their assessment of needs when they move between different services.”

Meet The Team

Registered Manager: Jodie Dunn

Deputy Managers: Emily Wiley, Jo Hutton, Heather Hill

Reablement Support Staff:

Senior Reablement Assistants and Reablement Assistants are on duty 24 hours a day, 7 days a week .

Therapy Staff: Therapy Staff are on duty Monday to Friday between the hours of 8am to 5pm

We all wear different uniforms to help you distinguish who is who.

Senior Reablement assistants wear Navy Blue. Reablement Assistants wear Royal Blue and Therapists wear White.

WE WORK TOGETHER TO SUPPORT YOU TO REGAIN YOUR INDEPENDENCE...

You may have come to the Meadowgate Centre straight from hospital or you may have been struggling at home and needed some additional support—either way we will tailor your care and support to your own individual needs.

In addition to receiving support from our Reablement Team you may come into contact with a range of health professionals during your stay. GP’s, Community Matrons and District Nurses will be supporting you whilst you are here, at Meadowgate. Your own GP may not be able to visit if you live outside of the Eston area. We have dedicated GP’s and weekly ward rounds to keep up to date on your health conditions.

We work closely with the Recovery and Independence Team and Social Work Teams to ensure your return home is safe.

Daily Routines...

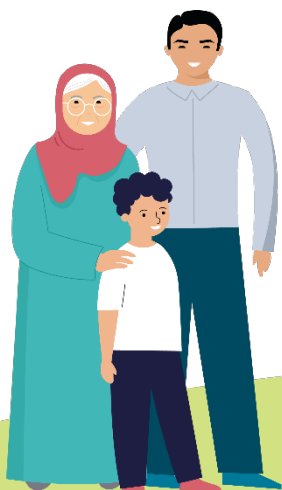
"We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them."

What can you expect each day?

Your Individual Care Plan will differ depending on what level of intervention you need.

Every aspect of your stay with us is aimed at getting you home (where possible), making sure you have the strength and ability to manage as independently and safely as possible.

From getting up on a morning to going to bed at night you will receive care, support and regular assessments to see how you are progressing and a range of social opportunities to help you enjoy your stay with us.



"We promote people's independence, so they know their rights and have choice and control over their own care, treatment and wellbeing."

Visiting Times...

Visiting is restricted to protect mealtimes and allow for therapy time. Changes can be made to visiting times in certain circumstances.

If you have any queries, please speak to a member of staff.

Weekdays:

- 13:30- 16:00
- 17:30- 19:00

Weekends:

- 10:00- 12:00
- 13:30- 16:00
- 17:30- 19:00



More about YOUR stay....

“We support people to manage their health and wellbeing so they can maximise their independence, choices and control. We support them to live healthier lives where possible, reduce their future need for care and support.”

You can stay with us for up to 6 weeks and there is no charge for the service.

When you arrive, you will receive an initial assessment, so we understand how best to support you. We will look at how you carry out everyday tasks and daily living activities. We can offer advice on different ways of doing things and on what equipment will help you.

Reablement staff and therapists will create a care and exercise plan with you and set your individual goals. This will be reviewed, and your plan will be adjusted accordingly. Various assessments will be carried out during your stay—for example step and stair assessment so we can support you to manage in your own home.

An occupational therapy assessment will be undertaken so we can understand what your home environment is like, what equipment you will need when you are discharged and what you were previously able to do. All of this will be explained to you and your family in further detail.

Social workers and therapists will support your discharge and make sure you are safe when you return home. When you do return home, you may still need ongoing support from the Recovery and Independence Team or a care at home provider.

Medication...

“We make sure that medicines and treatments are safe and meet people's needs, capacities and preferences by enabling them to be involved in planning, including when changed happen.”

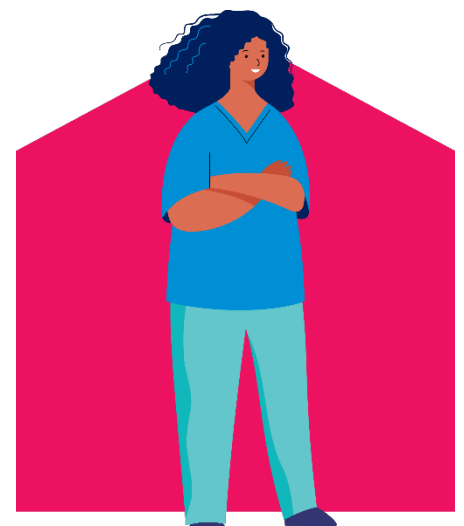
If you have come from hospital, you will have been supplied with enough medication for 14 days. If you have transferred to the Centre from home, you will be responsible for bringing your medication with you. If you need more medication this will be supplied by our local GP surgeries.

Medication is managed in 3 stages at The Meadowgate Centre with a view to you self-medicating by the time you leave. You will be supported by staff to progress and there will be checks in place to ensure this is done safely and correctly. Any queries just ask!

Stage 1- Senior Reablement Staff will manage and administer your medication to you.

Stage 2- You are encouraged to administer your own medication with the support of a Senior Reablement Assistant.

Stage 3- You can self-administer your own medication safely and correctly.



Staying Safe...

“We detect and control potential risks in the care environment. We make sure that the equipment, facilities and technology support the delivery of safe care.”



At Meadowgate we have invested in the latest technology to help keep you safe.

Care call systems are installed in each bedroom, bathroom, and lounge. Should you need help just press the red button or pull the red cord in the bathrooms.

You will also have been given a pendent on admission. This is another way of calling for help—just press the square face on the pendent. This device also acts as a fall sensor—should you fall at any point during your stay Reablement Staff will automatically be made aware and attend to help.

Please make sure you wear this pendent at all times, even when you are asleep and washing—don't worry its waterproof! Your pendant may be a bracelet or necklace style depending on what meets your needs.

You may also be assessed as needing other sensors just to help keep you safe. These will be discussed with you and your family.



Safeguarding...

“We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.”

Everyone has the right to be free from abuse and neglect.

Abuse can happen to anyone at any time.

There are many ways in which adults may be abused. It can include physical or sexual abuse, neglect, modern day slavery, emotional abuse, or financial abuse.

Abuse can take place anywhere—in the home, a public place, a care home, or a day centre. The abuser may be a stranger, or someone known to the person.

If you are being abused, neglected, or are concerned about someone we can help.

You can report your concerns to a member of staff or use the contacts details below:

If you, or the person you are concerned about, is in immediate danger contact the police or ambulance service immediately (call 999).

If there is no immediate danger contact Redcar & Cleveland Adult Social Care on 01642 065070. Outside of office hours call 01642 524552.

If you have safeguarding concerns about a child or young person under the age of 18 years use the same contact numbers to report.



Extra Information...

CCTV

CCTV is in operation at this site. Cameras cover the outside of the building and grounds. There are also cameras in the corridors inside the building. There are **no** cameras in the bedrooms or bathrooms.

FIRE ALARM TESTING

You will hear a fire alarm test every Tuesday at 13:30. The alarm will sound for a minute or so—you do not need to evacuate the building. This is just a test.

PETS

Dogs are allowed to visit if they are clean and well-behaved. They should be kept on a lead and are not allowed in communal areas.

LAUNDRY

We will provide and launder bed linen and towels. We ask that family or friends assist with patients clothing and underwear. However, in circumstances where this is not possible, we will do personal laundry, but this will be at the persons own risk in relation to any potential loss or damage. If you are able, we can support you to carry out this task yourself.

SMOKING AND DRINKING ALCOHOL

The Meadowgate Centre operates a strict no smoking policy. You are not allowed to smoke in your room, in any of the communal areas or in the grounds. Please speak to a staff member if you need replacement therapy.

Drinking alcohol is not allowed at the Centre as it can affect medication and therapy. If you are alcohol dependent, please speak to a member of staff.

Compliments and Complaints...

"We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress."

We always try to ensure that we provide a high-quality service and aim to sort problems out straight away.

If you are not happy with the service we have provided or a decision we have made, the first thing you should do is speak the registered manager and attempt to resolve the issue informally. In most cases we will be able to deal with your problem or to fix a mistake immediately.

If you feel the need to make a compliment or complaint the forms can be found at Reception.

Alternatively, you can call 01642 771500 and ask to make a formal complaint.

CQC

CQC is the independent regulator of health and adult social care in England.

They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

They monitor, inspect, and regulate services and publish their findings.

Contact Number: 03000 616161

Facilities...

“We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.”

TOILETRIES

Although you are expected to provide your own personal belongings whilst at The Meadowgate Centre we do have some welcome packs available if needed to get you through your first few days. Packs include; tooth paste, toothbrush shampoo, body wash, deodorant, razor and sanitary products. Please speak to a member of if you need anything.

RELIGIOUS AND CULTURAL NEEDS

If you have any religious or cultural requirements, please inform the staff in the care planning process and we will accommodate your needs.

Dining Experience...

At The Meadowgate Centre meals are served as follows:

- Breakfast 08:00- 10:00
- Lunch 12:30-13:30
- Dinner 16:30-17:30
- Supper 20:00

There are snacks and drinks available outside of these mealtimes if required, please speak to a member of staff.

Please see copies of Seasonal Four Week Rolling Menu.

Alternative Menu is also available if you would like a different choice.

Our Menu will cater for all cultural and religious needs.

Thank you.

**We hope you enjoy your stay at The
Meadowgate Centre.**

**The Meadowgate Centre,
Meadowgate,
Eston, TS6 9NN
01642 573480**