Tregwilym Lodge Nursing Home

Resident Guide

146-150 Tregwilym Road, Rogerstone,
Newport, South Wales, NP10 9YJ
Tel: 01633 896100

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About Tregwilym Lodge

Tregwilym Lodge Nursing Home is set in its own grounds offering car parking facilities. Its small, but adequate garden, provides a patio area and shade for those hot sunny days, with a variety of well-established plants and shrubs.

The Home is situated very close to the M4 motorway within ten minutes' drive from Newport City Centre. It is located on a main bus route.

We employ nurses and care workers who are supported by management staff to provide the care required by our service users.

Care provided is individually care assessed.

Tregwilym Lodge can accommodate 71 residents. We can care for residents requiring 24-hour care due to diagnosis of Dementia or a cognitive impairment and are over the age of 18. Tregwilym Lodge employs registered nurses and care workers to deliver the care required by our residents. There are a minimum of two trained nurses in attendance during the day and a minimum of one trained nurse in attendance at night. The General Manager is normally in the Home from 9:00 am to 5:00 pm Monday to Friday but is available outside of these hours in case of emergency. Care staff are deployed relevant to the needs of the residents.

Our Staff

Toni Reid-Chesworth was appointed as the Director and General Manager in October 2021. Toni is a qualified Registered General Nurse and has previous management and governance experience.

Rhiannon Murrell was appointed as the Clinical Manager in September 2022. Rhiannon is also a qualified Registered General Nurse and has previous Clinical Management experience.

Magda Kowalska has worked at the home for many years and has progressed through the organisation to become the homes Training and Development Manager. Magda has completed her PGCE and has a level 5 in Leadership and Management.

Supporting the team are sufficiently trained Nurses, who are geared to dealing with the mental and physical health needs of our residents.

The team of qualified staff are supported by carers, many of whom have acquired their QCF level 2 or 3, or are undertaking a QCF qualifications. Many of our carers have worked at Tregwilym Lodge for many years and know our residents very well. These, in turn, are supported by a team of ancillary workers responsible for the catering, housekeeping and laundry needs of residents.

We also employ a team of activities co-ordinators who support all our residents to have 1:1 and group activities, ensuring that all our residents have the stimulation that they require.

All staff employed at Tregwilym Lodge will complete all mandatory training in the following areas, Basic Life Support, Control of Substances Hazardous to Health, Infection Control Prevention, Health and Safety, GDPR, Dementia Awareness, End of Life, Equality and Diversity, Fire Awareness, Food Safety level 2, MCA and DOLs, Manual Handling, Safeguarding Adults and Children and Record Keeping.

Additional training is also provided allowing all staff to further develop their knowledge and expertise within the field of elderly and dementia care. Tregwilym Lodge is fully committed to educational training for all its staff to achieve a good quality care.

Admission Criteria

Tregwilym Lodge primarily provides care and accommodation for 71 residents requiring 24-hour care. We can care for residents requiring 24-hour care due to diagnosis of Dementia or a cognitive impairment and are over the age of 18. Most of our residents are over 65 years of age and suffer from a memory related illness, whilst some may have suffered from a form of mental illness in their younger days and require 24-hour care in a sympathetic environment.

Emergency admissions can take place after assessment of the resident's needs and the appropriateness of the placement. Pre-admission trial visits are welcomed by appointment but can only take place after an assessment has been undertaken.

Facilities

Tregwilym Lodge is based on the outskirts of Newport and has a secure sensory garden that is easily accessible with two private picnic areas. The building has four separate lounge/sitting/dining areas.

From the entrance, there is access via the stairs to the first floor, you can also access both ground floor wings. There is a lift on the ground floor that can be used to access the first floor.

Each floor has a variety of bathing facilities equipped with specialist baths and wet rooms; these ensure we can meet the individual needs of our residents. All bedrooms are fitted with en-suite facilities.

The Lodge Café is open to residents and families, and has been very well received since its inception. Located on the ground floor, it is accessible for all, and provides a great variety of choice for service users.

Inspection Report

Inspectors from the Care Inspectorate Wales (CIW) visit and carry out inspections at Tregwilym Lodge and their reports are available online at https://careinspectorate.wales/tregwilym-lodge-nursing-and-residential-home at your request we can provide you with a copy of our most recent CIW report.

Residents' Furniture

Residents are encouraged to personalise their room, any furniture brought into the home must be compliant with the regulatory standard i.e. fire resistant. All electrical items must be new (with a copy of the receipt provided to the front office) or PAT tested first.
Rise & Recline chairs are not permitted in the home, due to the associated health and safety risks.

Residents Clothing

We kindly request that any items of clothing, that are brought in by relatives for their loved ones, are given straight to the front office or nurse in charge, to ensure they are fitted with snappy tags, prior to going into your loved one's rooms and through Laundry. Please can you also ensure all underwear / socks have sewn in name tags attached.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service.

Our private fees are: From £1,655.28 per week

Depending on their personal financial situation, a resident can either pay the fees privately or receive benefits arranged by Social Services and/or Local Health Board (LHB).

Invoices are provided for private residents every four weeks. These can be paid by cheque addressed to Tregwilym Lodge Limited or by standing order via the bank. Further details can be obtained from the Home's Administrator.

Our fees cover all assessed and funded care including, where appropriate, nursing care, use of the allocated room, food, heating, lighting, laundry, and activities within the Home.

Excluded from our fees are hairdressing, chiropody, taxis, magazines, newspapers, dry cleaning, dental and optical care and other specialist services which may be obtained through the NHS, i.e., speech and language therapy (SALT), physiotherapy, etc.
There is a visiting hairdresser and chiropodist. Please consult with the Manager or trained staff for their charges for these services. The cost of these services would be paid via the individual resident's monies account which is topped up / funded by yourselves. More information about this is available from the home.

The home also runs a coffee shop and tuck trolley, where residents are able to pick from a selection of items, eg chocolate, sweets etc. The coffee shop also serves as a fundraising initiative, with all proceeds going directly toward enhancing our activity program and providing additional enrichment opportunities for our residents. Resident funds for coffee shop purchases are held individually for each resident and are managed securely in the main office. These are maintained separately from the regular pocket money account and a limit can be set by yourselves for how much can be spent.

Any assessed continuing care funding or other funding from the LHB will be part of our fees and be collected by the Home.

Contact with Family and Friends

Resident's relatives and friends are encouraged to visit regularly and maintain contact by letter or telephone, when visiting is not possible. In these cases, our staff will offer to assist the residents to respond where help may be needed.

Visitors will be welcomed at reasonable times and are asked to let the person in charge know of their arrival and departure from the Home. For security and fire safety reasons, visitors must sign in and out using the electronic Visitor's Log in reception on each occasion.

The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will, if necessary, inform the visitor of the resident's wishes.

Bringing snacks / food into the home for your relative

Most of our residents require a specialist prescribed diet, please do not give any snacks or food to your loved one before checking with the Nurse or Manager at the home. We want to keep your loved one as safe as possible and free from the risk of choking. If you have any question regard your loved one's diet, please speak to the nurse on the unit.

Meeting Individual Care Needs

All our residents will have an individual Care Plan detailing the assistance required to enable them to live their lives with dignity, privacy, choice, and fulfilment. These are completed on a digital care planning system which is shared with family members.

Each Care Plan will consist of a needs-based assessment of the following: -

- Personal Hygiene
- Nutrition and Hydration, including dietary preferences
- Communication
- Oral health
- Foot care
- Mobility
- Cognition
- Continence
- Medication
- End of Life
- Skin integrity
- Waterlow score (pressure sore prevention)
- Falls risk assessment
- Dependency Assessment
- PEEP (Fire Evacuation Plan)
- Must & BMI

These Care Plans are discussed and agreed, where possible, with the residents or their relative at a formal review and updated at regular intervals as determined by the residents' condition.

Obtaining your information

All our residents can request access to all information we hold about them, this can be done by asking the Registered Manager. This can be done verbally or in writing.

Needing to give notice

All our residents have a pre-assessment carried out prior to being accepted to come and live with us at Tregwilym Lodge. This is carried out to ensure we can meet the individual needs of the resident. As medical conditions tend to deteriorate over time, unfortunately there may come a time where we are no longer able to meet the needs of a resident. Should this happen, a full assessment will take place and 28 days' notice will be given. We will support our resident and their family to find the most appropriate home for our resident to be moved to.

Identifying Social, Cultural and Religious needs

We endeavour to ensure that each resident can fulfil these needs. Strengths, preferences, and problems are identified on individual Care Plans, together with any support and assistance required from staff.

We maintain a good relationship with the local church, who are happy to welcome our residents. We also receive regular visits to the home from a local pastor.

Activities are organised by an activity co-ordinator and reflect the residents' preferences, choices and wishes at that time.

The activities co-ordinator is responsible for the activities within Tregwilym Lodge to ensure that they are centred around individuals, considering their wishes and abilities.

Daily Routines

We work towards ensuring we meet the individual preference of every resident; whilst this is not always possible, it remains the committed aim of Tregwilym Lodge.

Generally, residents will rise according to their personal wishes, assisted as required.

Breakfast is served from 6:30 am, consisting of cereals, toast, and cooked items as required/requested.

Following breakfast, residents may enjoy either planned activities, sitting in the lounges or can ambulate safely and spend time chatting with staff, visitors, or each other.

Drinks are offered and available throughout the day.

Lunch which consists of a choice of cooked meals and sandwiches and is served from 12:30 pm.

A cooked evening meal is served from 4:30 pm.

A light supper is served from 8:30 pm

Residents are assisted to bed when they request and based on individual needs and routine.

Residents are observed discreetly overnight with a safety check that is carried out two hourly or more often if required

Any assistance required to access the toilet facilities and maintain personal hygiene is given 24 hours a day.

We endeavour to ensure that any routine only exists to optimise the residents' lives and to facilitate a safe, warm and caring environment for everyone within the Home.

Health and Safety

At Tregwilym Lodge we have a Fire Risk Assessment, and a Health and Safety Assessment carried out each year by an external contractor. They carry out a full inspection and ensure we meet regulatory requirements.

Any actions that are identified form part of the home's continuous improvement plan. The Manager along with the Maintenance Man work together to ensure these actions are completed.

PEEPS – (Personal Emergency Evacuation Plan)

All residents have a PEEP in place that is reviewed monthly, and immediately if there is a change in the resident's needs. The PEEP is a detailed plan that is written on an individual basis. This plan details how to evacuate each resident to a place of safety in the event of an emergency.

Local Information

Tregwilym Lodge is in a semi-rural location, approximately 3 miles from Newport Town Centre.

Local shopping is available in the local village which includes a supermarket.

The bus service stops outside the Home regularly.

The local branch library is about 2 minutes away and they are always helpful and welcoming when we visit.

Doctors

Chapelwood Surgery, Western Valley Road,
Rogerstone, Newport Tel: (01633) 890800

Dentists

NHS Dentist – Community Dental Services
19, Hills Health & Wellbeing Centre
282 Ringland Cir, Newport NP19 9PS Tel: (01633) 832313

Opticians

Home Vision Visits Tel: (02922) 520453

Places of Worship

St Johns Church of England
St Johns Crescent, Rogerstone, Newport

St Gwladys Roman Catholic Church
Tregwilym Road, Rogerstone, Newport

Bethesda Baptist Church
Cefn Road, Rogerstone, Newport

Monitoring and Quality

Within the Home there is an audit system in use to ensure that close monitoring is maintained on all the home's services, care delivery and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the home, the staff, and the services we provide.

Together with this internal system of audit, we are also inspected by the CIW at least every 18 months and a report on their findings is produced. This can be found on their website, and a copy of the latest report is also available from the home on request.

WIFI and Telephone Access

Within the Home there is free WIFI that all residents, staff, relatives, and visitors can access at any time. The details can be obtained from the office.

We also have a telephone that can be used whenever a resident wishes so, there is a phone on each floor and there are multiple handheld devices meaning our residents can keep in touch with their families.

Use of phones

The home uses an electronic care plan system, and you may see Carers using a handheld device, this device is not a mobile phone, it is the device used to log all care interventions for your loved one.

CCTV

There is CCTV (Visual and Audio Recording) in all communal areas. This enables us to review incidents and accidents in detail and to ensure people are always kept safe. Incidents and accidents are reported and reviewed. There is also CCTV fitted in every bedroom; however this will only be used if deemed in the best interest for a resident and there has been an MDT and all are in agreement.

Locked Doors

All units have a secure keypad fitted; units can only be entered and exited with a passcode. This is to ensure the safety of all residents.

Acceptable Behaviour

Our team here at Tregwilym Lodge will always treat all relatives with the utmost respect, we only request you do the same. We have zero tolerance toward an aggressive or abusive behaviour towards any staff member.

Electrical equipment

No electrical devices are to be brought into the home prior to them being PAT Tested; this is to meet health and safety regulations.

If the item is PAT Tested by an electrician and it has been done with 12 months, this item can be brought into the home, the item would need to have the PAT sticker with the date on the plug. If not, the item would need to have been purchased within the last 12 months, and a copy of the receipt given to the front office.

Complaints Procedure

The following procedure sets out the arrangements for the making of and management of complaints and may be used by residents, relatives, visitors, staff, and other professionals.

In the first instance, please report your complaint to the person in charge of the shift. The complaint will be recorded on the home's complaints matrix, if it cannot immediately be resolved.

All complaints will be investigated and responded to within 28 days. If you feel that the complaint has not been managed in a satisfactory manner within the specified period or the complaint is of a serious nature, please make an appointment to discuss the matter with the General Manager as soon as you are able. If you feel that you need to discuss your complaint at a higher level privately, please contact the Responsible Individual, Mr Brian Rosenberg at Head Office.

If you wish to complain anonymously, you can put your complaint in writing or telephone the General Manager at Tregwilym Lodge, Mr Brian Rosenberg, Responsible Individual at Head Office, CIW, Safeguarding or Aneurin Bevan Health Board. You can also use the Whistle Blowing Policy of Tregwilym Lodge

Contact details for all the above are as follows: -

Mrs Toni Reid-Chesworth
Director & General Manager
Tregwilym Lodge Nursing Home
146-150 Tregwilym Road
Rogerstone
Newport, NP10 9YJ

Tel: 01633 896100

CIW
Government Buildings
Rhydycar
Merthyr Tydfil
CF48 4UZ

Tel: 0300 790 0126

Mr Brian Rosenberg
Responsible Individual
Tregwilym Lodge Limited
Community Care Systems ltd
Room 16, Toll Bar House Business Centre
1 Derby Road
Ilkeston, DE7 5FH

Tel: 0845 223 2949

Aneurin Bevan Health Board
Complex Care Team
2nd Floor
Cwmbran House
Mamhilad Park Estate
Mamhilad
NP4 0YP

Tel: 01495 332410

Public Services Ombudsman Wales
1 Old Field Road
Pencoed
Bridgend
CF35 5LJ

Tel: 0300 790 0203

Complaints Officer
Social Services
Civic Centre
Newport
NP20 4UR

Tel: 01633 656656