

# Welcome to Kilmar House



## Brochure

Kilmar House is a stunning and lovingly maintained Grade II listed building nestled in the heart of the bustling yet quaint market town of Liskeard. The home benefits from its own fully landscaped garden for peaceful contemplation and relaxation.

The home is registered with the Care Quality Commission and provides residential care, which meets and surpasses the Care Standards Act 2014, for fifteen elderly residents of either gender.

**Kilmar House**  
**Higher Lux Street**  
**Liskeard**  
**Cornwall**  
**PL14 3JU**

**Website: [www.kilmarhouse.co.uk](http://www.kilmarhouse.co.uk)**  
**Email: [Stephen@kilmarhouse.co.uk](mailto:Stephen@kilmarhouse.co.uk)**  
**Telephone: (01579) 343066**

**Owner/Manager: Mr. Stephen Corcoran (BSC Hons, RGN, MFEN)**

Firstly we would like to offer you a warm welcome to Kilmar House and we hope you enjoy your visit or stay with us.

This brochure is designed to answer as many of the questions you may have as possible. We realise that you may be apprehensive and nervous at the prospect of making the decision that lies ahead of you but we hope the information provided here and the staff at the home can help you to relax and enjoy the home.

The booklet contains:

- I. Our Care Philosophy
- II. Aims and Objectives
- III. Statement of Residents Rights
- IV. Home Management Team
- V. Staff Training
- VI. Accommodation
- VII. Organised Activities
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- IX. Admission
- X. Fees
- XI. And Finally...

# **PHILOSOPHY OF CARE**

The management and staff at Kilmar House aim to provide all residents with a secure, relaxed and homely environment.

All staff strive to preserve and maintain dignity, privacy and individuality of all residents within a warm and caring environment, and in doing so are proactive to the ever-changing needs of residents. These needs may include medical, therapeutic, cultural, psychological, spiritual, emotional or social. The home and its staff actively seek methods to meet all of these needs and our close relationships with the local community help us to achieve this. Residents are encouraged to participate in the development of their individualised care plan in which the involvement of family and friends may be appropriate and is greatly valued.

The home has a programme of activities designed to encourage mental alertness, increased self esteem and social interaction. The home has six core values which are fundamental to the philosophy of care and which all staff aim to maintain at all times.

These are:

- Privacy
- Dignity
- Rights
- Choice
- Fulfilment
- Independence

We hope that the passion both of the management and the staff to provide an excellent level of care shines through in all aspects of the home and care provided.

# AIMS AND OBJECTIVES

With years of experience, the management of Kilmar House pride themselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term for convalescence, holiday stay or respite. Kilmar House caters for the physical, personal, emotional and psychological needs of its residents. However, we can not provide care for those who have nursing needs.

At Kilmar House we believe that when people have worked hard throughout their lives, often helping others and contributing hugely to society they deserve to be cherished in later life. They need a home where individuality is key and where staff have the time to give attention to the smallest details.

**PRIVACY:** The right of the service user to be left alone and undisturbed whenever they wish.

**DIGNITY:** The understanding of a service users needs and treating them with respect at all times.

**CHOICE:** Giving a service user the opportunity to select for themselves from a range of alternative options.

**RIGHTS:** Maintaining the basic human rights of all service users.

**FULFILMENT:** Enabling the service user to realise their own aims and helping them to achieve these goals in all aspects of daily living.

**INDEPENDENCE:** Allowing the service user to take calculated risks, to make their own decisions and think and act for themselves.

# **STATEMENT OF RESIDENTS**

## **RIGHTS**

- To receive respect, personal dignity, and be treated as an individual
- To live in the comfort you have in your own home.
- To expect good manners and good service from the staff
- To be offered independence and choice if you want this.
- To have any and all of your beliefs and needs respected.
- To decide about how you wish to spend your day.
- To get care that is planned with you, your loved ones, and using all local services available to you.
- To feel at home, safe, and confident enough to agree or challenge any aspect of care you are unhappy with.
- To be involved and informed in anything relating to your personal well-being and to be consulted about any prescribed medication.
- To privacy and confidentiality in all matters of your care.
- To have regular reviews of your care arranged, and to participate in this.
- To ask that a relative or advocate is available to represent your interests.
- To make a complaint and have it investigated thoroughly, quickly, impartially, in line with the Complaints procedure. For you then to be informed of the outcome of your complaint, and any changes that may take place to ensure that there is no cause for future complaint

# HOME MANAGEMENT TEAM

The home is owned by Stephen Corcoran, Nichola Broadhurst and Bob Broadhurst. Stephen's parents owned a managed an outstanding care home in the locality for many years before retiring and the family are all passionate about providing excellent care.

The home is managed by Stephen Corcoran. Stephen has worked in the Accident and Emergency department as a Senior Charge Nurse, he is a registered general nurse and founding member of the Faculty of Emergency nursing. He has numerous qualifications in human resources and management and is a trained NVQ assessor; he also has a Bsc Hons.

Stephen specialised in emergency nursing and qualified as an Emergency Nurse Practitioner. He moved to Cornwall ten years ago to gain more experience in the field of elderly medical nursing and worked for two years as the Unit Manager for care of the elderly at St Austell hospital.

Stephen works with a team of nine care assistants, two cooks and two cleaners. The home has a team of three senior staff who help to provide support to the manager and staff, and are responsible for the day to day care of residents in the home.



# **STAFF TRAINING**

The home's staff are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During their induction all staff are trained by experienced, qualified senior staff in the following areas:

- Care code of conduct
- Confidentiality
- The rights of service users
- Health and safety
- Food hygiene and safety
- Personal care tasks
- Care assistant responsibility

Many of the staff have worked at Kilmar House for a long period and all live within the local area so are able to provide residents and family with knowledge of Liskeard and the vicinity.

All new staff complete an in house induction, as well as completing the Care Certificate 2014. The home encourages all staff to undertake Diploma level training; many of our staff are already Diploma qualified.

The home is passionate about staff training and believe that this is key to providing the best level of care to service users and empowering staff to achieve their own goals. A continuous staff training programme is in place within the home to maintain our consistently high standards. The home also complies with all legal requirements to provide training on a regularly basis in food hygiene, moving and handling, health and safety, first aid, medication administration, customer care and fire safety.

# ACCOMADATION

At Kilmar House we have fifteen rooms available, thirteen single rooms and one double room. All of our rooms meet or exceed the dimensions set out by the Care Quality Commission.

All rooms have a wash basin, smoke alarm and emergency call bell and remote controlled colour televisions (please do not worry about a television licence as the home will arrange for a licence for your television which is paid for by the government). All are tastefully decorated and have central heating and double glazing. Several rooms have en suite toilet facilities and all rooms are very near to assisted bathrooms or shower. We also have a range of equipment designed to assist those who may need it, including lifting aids, wheel-chairs, walking aids, hand rails and specially designed disabled toilets and baths. However, if you have your own walking aids specifically designed for you we would encourage you to bring these with you.

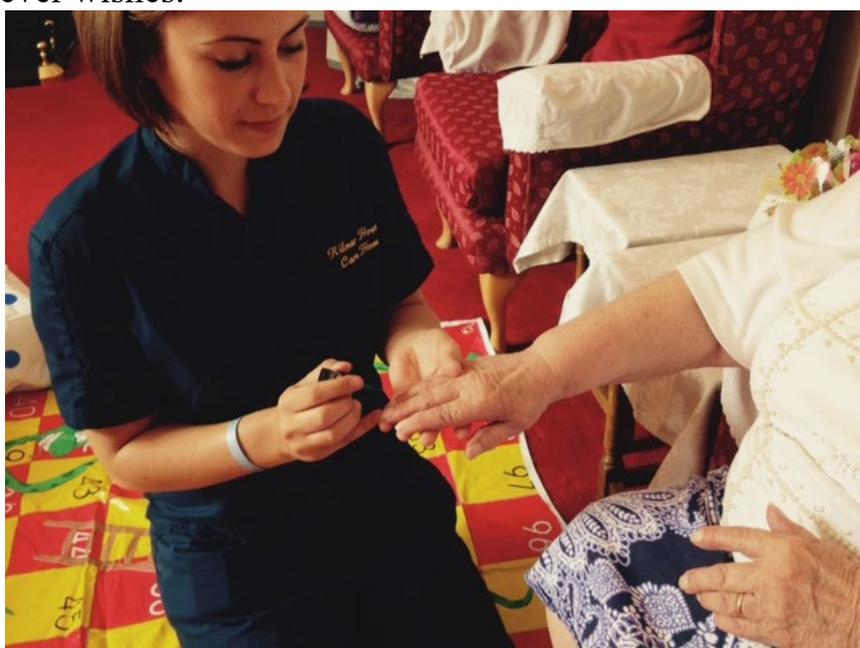
Kilmar house is fully WIFI accessible and has a number of computers, printers and specialist software for residents to use, and the staff are always happy to assist if required. This is situated in our quiet library area.

We have a spacious, comfortable lounge and attractive dining area. There is also a library area and quiet room available for those wishing to relax quietly. We have a beautiful, fully landscaped garden which is fully accessible for those with mobility issues. The garden also has a lovely summer house, pond and courtyard. We now have chickens for the residents to feed and visit. There is ample parking for visitors in the home.



# ORGANISED ACTIVITIES

Our staff react daily to the needs and wishes of the residents they care for. They spend lots of time getting to them all as individuals and pride themselves on providing highly individualised care. For this reason we do not have set, organised activities. Each day staff ask each resident what activities they wish to do and try to meet as many requests as they can! At key points during the year we organise bigger activities such as fireworks at Bonfire night, Christmas craft afternoons, trips to the pantomime, birthday parties, Easter Egg hunts. We also have a volunteer who comes in regularly to get to know the residents and carry out tailor made activities for whoever wishes.



On a daily basis we undertake lots of activities, including:

- |                     |                  |
|---------------------|------------------|
| Quiz                | Animal visits    |
| Manicures           | Gardening        |
| Massage and facials | Saturday Matinee |
| Ball games          |                  |
| Jigsaws             |                  |
| Knitting            |                  |
| Crafts              |                  |
| Reading             |                  |
| Flash Cards         |                  |
| Draughts            |                  |
| Dominoes            |                  |
| Board Games         |                  |
| Exercise classes    |                  |

# **SERVICES AVAILABLE TO YOU AND** **YOUR FAMILY**

## **CALL BELL SYSTEM**

Each room within the home has a call bell that when pressed sends a signal an alarm board where a light will flash and an alarm will sound. This alerts the staff on duty that someone requires assistance and they will be able to tell from the board which room it is. They will then immediately come to your aid.

## **NEWSPAPERS**

A choice of local and national newspapers are available on any day of the week and can be bought on behalf of residents. Residents are responsible for payment.

## **MAIL**

Mail is delivered each day from Monday to Saturday to the home and staff sort and hand this out. We are also more than happy to help with delivering mail on behalf of residents and can post it for them or take it to the post office if necessary. If residents need mail posting we request that it is given to the senior carer on duty.

## **TELEPHONE**

The home has a payphone for the use of residents in the hallway. If a resident wishes it may be possible to have a private telephone line fitted to their room. If this is of interest to you please contact the home manager or assistant manager. Any cost or accounts that arise from a private line will be sent by the telephone network direct to residents.

## **HAIRDRESSING**

The home has a hairdresser who visits every Monday. Accounts are paid by residents either direct to the hairdresser, or paid on their behalf from their petty cash or invoiced.

## **CHIROPODY**

Our private chiropodist visit's the home every six weeks. Accounts are paid by residents either direct to the chiropodist, or paid on their behalf from their petty cash.

## **TRANSPORT**

Transport to and from hospital appointments can be arranged by the home using a local private taxi company or the patient transport system, the taxi cost has to be met by the resident/relative at the time.

## **DIETICIAN**

The home can arrange for a dietician from the local hospital to visit any resident who feels they may benefit from the service.

## **TELEVISION**

The home has a number of televisions in the communal areas of the home for residents use. Residents are more than welcome to bring their own television for use in their own rooms.

## **VISITING**

The home does not have set visiting times as we realise that people have busy lives and cannot always fit in around restrictive visiting times. Whilst visitors are more than welcome at any time we would like to advise visitors that meal times are at 12:00pm to 1:00pm and 4:30pm to 5:30pm and are often very busy times of the day so staff may not always be able to discuss issues at these times.

Tea and coffee are always available to visitors at no charge. We have a visitors book which we request that all visitors sign upon entry and exit from the building for security and safety reasons. We also request that where possible all visitors make a member of staff aware of their presence.

## **RESPIRE**

Kilmar House offers respite care for those relatives who may need a break. However this does depend on bed availability. We can assist those who are recovering from a hospital stay with the intention of returning room.

## **DAY CARE**

Kilmar House can offer day care for those who wish to get out and about a meet new people. We can provide meals and all personal care services and can assist you to take part in many new activities.

## **HOSPITAL APPOINTMENTS**

The staff at the home are more than happy to accompany residents to hospital appointments. Please speak with the manager to arrange this service. The cost of an escort will be met by the service user.

## **LAUNDRY**

The home offers a full laundry service including ironing. We do request that all clothing items are clearly labelled to avoid things going missing. Machine washable clothes are preferable to avoid the possibility of clothes being ruined. Liskeard has dry cleaners and staff are more than happy to take and pick up any special items of clothing that may need dry cleaning at the request of residents. The cost of this must be paid at the time to the dry cleaners.

## **FINANCIAL QUERIES**

If you have any questions or issues regarding fees, pensions or other financial issues please speak directly to the home manager and not the carer on duty. We can hold petty cash for those residents who wish, this can help to cover things such as hairdresser visits, chiropody and other sundries. This is all kept in a locked safe and the senior staff are the only people who holds a key for this. Each resident who we hold petty cash for will have an expenditure book kept with the money in the safe which can be inspected at any time by the resident, their family or the care home inspectorate.

## **RELIGION**

Upon admission your religious beliefs will be noted and hopefully accommodated to the best of our ability. The local Church of England Vicar and a lay member of the local Catholic Church visit the home regularly and we are happy to liaise with other local religious leaders to see if they would be able to visit you at Kilmar. We can also help to arrange for you to visits local Churches and services within the local area.

## **SHOPPING**

The staff at the home are more than happy to run small shopping errands on behalf of those residents unable to do so. Please speak with the manager to arrange this service.

## **SWEET SHOP**

Kilmar House has its own, traditional sweet shop in site where residents can browse and purchase an array of traditional and old fashioned sweets. This is run not for profit and residents have the opportunity to request any special orders for the shop.

# ADMISSION

- A suitably qualified Senior member of staff will visit you/your loved one prior to admission to assess your needs and provide information about the care setting.
- You will have the opportunity to visit the home for yourself and ask questions.
- The home will liaise with Social Services and any other relevant agencies prior to admission.
- If you are happy and the home is confident that all needs can be met, you can be admitted for a trial period.
- A service user guide containing all relevant information will be issued.

We encourage all clients to participate in their own plan of care.

We will accept emergency admissions if their needs met the criteria of the home and if there is available beds for those service users.



## **FEES**

Kilmar House fees are based solely on resident need. This will be based upon the assessment carried out prior to admission. After the assessment we will discuss with you the level of support you will require from us

However, our fees start at £800 a week and this includes all personal care 24 hours a day, all meals, drinks and snacks, all utility bills, internet access. This also includes all laundry and cleaning.

We are happy to liaise with social services if required about fee payment.

## **AND FINALLY...**

Here at Kilmar House we believe that the decision you and your family are about to make is one of the most important you ever will and we want to encourage you to look around our home and speak to those who already live here as they are the best judge of the service we provide.

We would also encourage you to look around as many homes in the area as possible to provide you with a good overview of services in the surrounding area. This will hopefully mean that you will find a home that is right for you and whilst we hope that this will be Kilmar we are sure that wherever you settle on you will be very happy.

We encourage you to take a look at our website where you will find more photographs, testimonials and recent press coverage. We are also listed on [www.carehome.co.uk](http://www.carehome.co.uk) where you will find details of other homes in the area and reviews by residents themselves.

