



Advanced Care Planning and End of Life Care

We appreciate that this is not an easy subject to discuss but we do actively encourage patients and relatives to discuss their wishes for end of life care. An advanced care plan is not compulsory but it does offer a way of discussing future care in a dignified and caring manner. It also allows us to create plans with residents, families, staff, community nurses and the GP. If you would like to talk about this further, please ask a member of the nursing staff.

Visiting times and keeping in touch

We have an open visiting policy and residents who are able can stay in touch by phone – a speaker phone may be available if needed. Other ways that you can support us are by ensuring that:

- There are suitable funds for access to services such as hair dresser, newspaper, taxis and toiletries
- Items of clothing are named – we may have a tagging system to help with this so please ask

- Letting us know if you prefer to launder your loved one's clothing
- Accompanying your loved one to any planned hospital appointments – unfortunately we do not have staff to provide escorts and a family member would be expected to attend with them. Individual nursing homes may have differing arrangements for unplanned hospital transfers
- Your contact details are up to date in case we need to contact you

Finally

We pride ourselves in providing good quality care and reducing avoidable harm to our residents. To do this we like to work in partnership with residents, families and friends. Please do not hesitate to let us know if you have any queries or concerns, we are always happy to hear feedback.

Healthwatch is an organisation that also gathers feedback from residents, families and staff about care homes. If you have an experience about this care home that you would like to share please get in touch with your local Healthwatch. We also work with other agencies such as Care Quality Commission, Walsall Clinical Commissioning Group and West Midlands Care Association to continually improve the quality of services for residents.

[Information about this nursing home including contact details, facilities and services and the latest CQC report can be found by visiting the home's website.](#)

This leaflet has kindly been supported by

West Midlands

Patient Safety Collaborative



Visitor Guide

for Walsall Borough nursing homes

Walsall Healthcare **NHS**
NHS Trust



Safer Provision with Caring Excellence

Welcome to our nursing home

Your loved one's safety is our first priority. Many of our residents are elderly and frail so are more vulnerable than others. In our nursing home, we already have many things in place to prevent occurrences such as falls, pressure damage, infections and dehydration.

However, you can also help us too! This leaflet has some suggestions about ways in which you can support us whilst your loved one is in our care.

Falls

To help prevent falls, our residents need good fitting slippers or footwear with rubber soles. It is also important that residents who wear spectacles have an up to date prescription as poor eyesight can contribute to falls.



If you notice any change in mobility that may impact on falls, please let us know. Has your loved one previously used any mobility aids that may be useful or suitable for adaptation? If so, please let us know and we can see if these would be useful in this environment as well. We sometimes personalise mobility aids with the resident's permission.



Infection

Many of our residents are vulnerable to infection. You can help us by:

- Washing your hands when visiting
- Refraining from visiting if you are unwell or have any symptoms such as diarrhoea or vomiting or a cold for at least 72 hours after symptoms resolve

If you are unsure about visiting due to illness, please phone us prior to visiting and we will endeavour to advise you as to the best course of action.

Pressure injury (bed sores)

Residents are often vulnerable to pressure injury because they have restricted mobility, fragile skin and some may have problems with continence. We assess all our residents' continence needs and use a number of preventative measures to reduce the risk of pressure injuries. We supply specialised mattresses or cushions where needed and also offer regular repositioning throughout the day. If your loved one is uncomfortable, or complaining of feeling sore please let us know.

Hydration and nutrition

Many of our residents require assistance with eating and drinking. Ensuring good hydration is really important and evidence shows that good hydration can reduce risk of falls, pressure injury and urine infections. We may monitor some resident's fluid intake and hold events to promote hydration such as 'Fruity Fridays'.

Ensuring that residents drink enough is important and we would value your help with this by encouraging them to drink whilst you are visiting. Be sure to inform staff when you



have done so. We also try to ensure all of our residents have a varied diet which fulfils their needs. Please let us know your loved one's favourite foods/drinks and we will endeavour to put them on the menu.

Activities

A range of activities are offered to residents throughout the day to help maintain their health and wellbeing. We also hold events throughout the year which we encourage residents and visitors to participate in.

Enhanced Health Care Model

Our home has a weekly ward round with a GP and a community nurse. This is an excellent opportunity to:

- Review any residents that we are concerned about
- Undertake medication reviews
- Discuss nutrition and hydration

This ward round occurs on the same day at the same time every week. You are welcome to attend: just let us know to expect you. More details can be obtained from nursing staff.