



# The Lawns

## Residential Nursing Home & Neighbourhood Care Centre

The Lawns was built in the 1770's and remains a pleasant family house situated in half an acre of attractively landscaped gardens on the outskirts of Gloucester. It is readily accessible to Gloucester by public transport and is within easy walking distance of the Severn Vale shopping centre with its Library and Post Office.

The Nursing Home is run as a family concern by Anna Carrier and her team of qualified nurses. Pat Carrier started "The Lawns" in 1981 and Anna returned home after her nurse training and has been the Registered Manager at "The Lawns" since 2000.

We are primarily concerned that our clients should receive the best and most expert care whilst living their lives in a relaxed and natural manner that enhances their lives and ensures that they are as comfortable as they can be. Whilst we pride ourselves that the care they receive is of the highest possible standard we are always aware that this should be given in the way that suits that individual person the best. To this end we hold regular client meetings which allow clients choice and involvement. Clients are involved in the recruitment, induction and reviewing of staff.

## NURSING CARE

Qualified nurses are in attendance throughout the twenty-four hours leading teams of carers who give a high standard of individual nursing care to each client on a planned care basis. Our Nurses and carers have lots of expertise in looking after clients who require PEG feeds, who have epilepsy, or acquired brain injuries. Our expertise is in clients with Physical Disabilities. Our home has a lively atmosphere.

## DAY CENTRE

Our Day Centre has been open since 1990. It accepts clients from the community and has a planned activities programme including activities created to stimulate the mind and body. This programme is designed following input from clients. The Day Centre is staffed separately from the Care Home. Its aim is to provide a stimulating and friendly atmosphere, ensuring that clients living in the community enjoy meeting with friends, have a larger social circle and gives their families or carers time to rest. The Day Centre was purpose built and has toileting facilities and standing hoist.

## STAFFING & TRAINING

We currently employ 65 members of staff and have a large commitment to training and in particular National Vocational Qualifications, which ensure that our carers are 'qualified' in their work. We are in excess of 60% of our caring staff with professional qualifications (CQF or NVQ) & therefore exceed the standard of training required by the Care Quality Commission

### **Breakdown of staff employed:**

10 Qualified Nurses RN

5 Senior NVQ 3 Care Assistants, 16 NVQ 2 Care Assistants, 16 Care Assistants

1 Cook, 1 Deputy Cook and 9 Kitchen Assistants

3 Housekeeping staff

4 Administrators

5 Day Centre Care Assistants with special responsibility for outings.

2 Senior care assistants who are responsible for outings and social evenings.

## MEDICAL TREATMENT

Clients have access to three GP practices, Severn Vale, St James and Frampton and retain their own Doctor if possible. If this is not feasible then we will ask one of our excellent local Doctors to attend. This medical treatment continues to be a free service.

## YOUNGER PHYSICALLY DISABLED

We make provision for the special needs of the younger disabled clients which includes activities which are more suited to their age group. We accept clients from eighteen years of age. We have one respite bed available on a booked basis. At present our permanent clients' age range is from thirty three to ninety six years of age.

## CLIENT MIX

The Lawns accepts clients with a range of disabilities and ages. We look after both ladies and gentlemen which are evenly represented. We are registered to accept clients with health and social needs but due to our open door policy and location we are unable to accept people suffering with confusion who are mobile and prone to wandering. We do not accept clients with dementia as this is outside of our registration category. For unplanned admissions we request sight of the repeat script from your GP as part of our admission process. We hold annual reviews of clients to promote feedback and ensure that the care offered is of the highest standard. To ensure that your care reflects your abilities and promotes the best available outcomes a qualified nurse reviews all care plans monthly.

## SOCIALISING & OUTINGS

We have a day centre, which all clients attend for a minimum of two days a week. We hold non-denominational services in here. We have regular outings and go on holiday once a year. We run an interesting range of activities for all who wish to participate.

## PERSONAL CARE

Hairdressing is available every four weeks at reasonable rates and a Chiropody Service is also available on request at favourable rates. We also have regular outings for which we make a small charge.

Our own cooks using only the best products prepare meals. There is always a choice of menu available and of course, individual dietary needs are catered for.

## THE ACCOMODATION

The Lawns now care for 30 residents and is specially adapted to meet all the varying needs of our guests. We provide single bed-sitting rooms. All the rooms overlook the pleasant gardens that surround the house. There is a passenger lift to take clients to the first floor and most of the bedrooms have en-suite toilets and many have showers also. We will specify the type of accommodation that we will offer to you prior to your admission. Two of our single rooms can only be accessed by a chair lift. We have a landscaped sensory patio and large wheelchair accessible gardens. Our environment complies with the CQC environmental standards.

All the bathrooms are equipped with bath-hoists to enable assisted bathing to be taken in comfort. In December 2003 we installed a hoist accessible Jacuzzi bath with a changing mat. Clients are encouraged to bring what personal furniture they wish to otherwise the rooms are fully furnished and decorated to a high standard. We have three lounges and dining rooms, which form the Social centre of the house.

## THE CHARGES

### **Nursing Care**

Our fees are inclusive of all personal laundry and include all medical requirements. Fees are available upon request and reflect the type of room selected and individual care needs. We have visiting aromatherapists & this is available subject to consent from yourself & your Medical Practitioner at an extra charge.

Items that are not included in the Fee structure and are extra are as follows: - escort duties, additional Day Centre days, chiropody, Television License (£7.50 per year for those under 75), hairdressing and outings. We do accept Social Services clients.

## **Fees now consist of the following elements: -**

**Social Services Clients** - Client Contribution and County Council Contribution. There may also be a third party top-up. This will be notified to you by the Social Services Contract.

**Private Clients** - We quote a total fee to be paid by clients from which we will deduct funded Nursing Care. You will be notified of the FNC Contribution after an assessment has taken place by the Primary Care Trust. A FNC Assessor reviews the FNC Contribution every three months. Adjustments to the fees at base and medium level occurs after we receive notification by the local Primary Care Trust.

**Continuing Care Clients** - These fees are paid directly to The Lawns by the Primary Care Trust. We carry out negotiations based on the client's needs. If you request a certain type of accommodation or extra services there may be additional fees to be paid. We will send you a contract for this and negotiate this prior to admission or at a later date if needs alter radically.

**Respite clients** - (Both the Holiday respite): - We invoice directly to Social Services who will later invoice you for the client contribution element of the fee rate.

Accommodation is single rooms with or without en-suite facilities. We do have dogs that live on-site & cannot accept clients with pet allergies.

Our Insurance Policy covers your belongings up to £1000. If this amount is not sufficient then you must have your own personal insurance. Please ensure that on admission and at subsequent additions you provide us with an inventory of personal items for our records.

### **Community Day Care**

We charge a set fee per day, in addition to which clients pay for their lunch. If a client is unable to attend we must receive notification at least two weeks in advance in writing if your absence from Day Centre is planned and in these circumstances you will not be charged for these periods. In the event of long-term absence, we will keep your place open for two months provided you keep us informed of the date of your intended return and if you are unable to return.

We wish for clients to return to the Day Centre as soon as possible so when you are able to return please call the Day Centre the day before your planned day of return.

If your absence is unplanned, you must notify us as soon as possible. You will be charged the daily fee at the rates set out on the front page for the first three days of your absence. This is necessary to cover the costs of our staff, who are engaged according to the number of placements at the Day Centre.

### **The Care Quality Commission**

Since April 2004 our new regulatory body has inspected us. A copy of their most recent report is available in our service user guide. Please feel free to read this at any point.

### **The Management**

Anna has been working at The Lawns since 1996. She has a degree in Nursing (equivalent to NVQ 4) with management components, an ENB in orthopaedic care and her experience is of brain injuries, epilepsy and clients with profound physical disabilities. Anna achieved her Accredited Managers course from the Institute of Healthcare Management in 2010 and was reaccruited in 2013.

## FEEDBACK FROM CLIENTS & THEIR RELATIVES

Thank you for looking after Dad he had a wonderful year.

Everyone always had a smile and a kind word and nothing was too much trouble.

Thanks to you all so much for the care given to our Dad.

We would like to thank you all for your wonderful care and attention you all gave to Mum over the past three years she was with you, and also the kindness you showed to us all.

We enjoyed Saturday's family and friends get together. Entertainment and food was excellent. Well done!

With heartfelt thanks for all your support over the last four years.

Just to say thank you very much for all your care and kindness you gave to Mum in her last few days of her life. It was appreciated.

I would like to thank you and The Lawns very much for a wonderful evening and it was nice to see your staff so appreciated.

I hope that my son takes with him a sense of pride from working in such a caring environment – I can already see it is making him a more rounded and responsible young man and we are very grateful that he has been given the opportunity to work at such a fabulous establishment as The Lawns.

Thank you so much for all your help with Papa. I don't know how I would have coped if you hadn't come to my rescue. You have made a very stressful 6 months so much easier for us all.

Thank you to all staff who looked after Mum with such kindness, patience, love and understanding. Mum is truly missed, but we all have some lovely memories so she will stay in our hearts forever. Ever grateful to you all.

Thank you so much for all the kind care and attention you gave to our Nan over the past couple of years. We all know that you cared and loved her.

With thanks for making my Father's last week's so comfortable and making him feel at home.

We just wanted to let you know how appreciative we are for all you have done for our Mother over the last five years or so. The quality of care she received was exemplary and your loving support for all the family members last week, as the end of life drew near was exceptional. It made such a difference to have our needs met so sensitively at a time when we were feeling vulnerable ourselves. I know you all work together as a team and we are grateful to all those who were involved in our Mother's care. It has been a long hard road for the family and we are glad our Mother is finally at peace.

Bless you all for the wonderful work you do.

YOU ARE MOST WELCOME TO VISIT US IN OUR HOME AT ANY TIME  
For more details please contact Anna Carrier. Our telephone number is Gloucester (01452) 721345



[www.thelawns.org.uk](http://www.thelawns.org.uk)

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