



Residents' Guide

Updated: March 2023



Corner Lodge

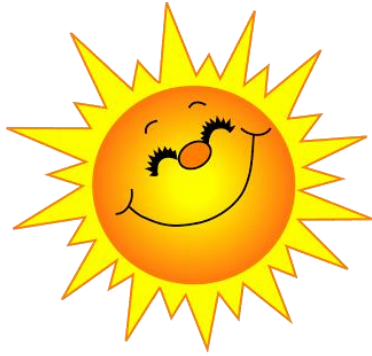
CORNER LODGE is a purpose built three storey care home within walking distance to the sea front. It has two large lounges on the ground floor with a dining room and conservatory.

There are also lounges on the first and second floor each with a small kitchenette and a hairdresser's room on the top floor.

It has a lovely atmosphere where you will find all of our residents are happy and content.

If you feel you would like to live at Corner Lodge, please read the following information, which will give you the general routines of the Home and what you can expect during your stay:

All prospective residents will receive a thorough assessment before coming to stay so that all your individual needs can be fully identified and catered for.



A USUAL DAY AT CORNER LODGE

First of all, tea, coffee or any other drinks are available 24 hours per day. This is important because there is nothing better than a cup of tea whenever you want one.

Our Residents get up whenever they wish – some are early risers and others prefer to start their day after they've had a leisurely cup of tea or coffee.

Before you come down to breakfast, a Care Assistant will help you with personal care and getting dressed. If you need assistance with walking, they will take you to the ground floor.



Breakfast is served between 07:00 and 10:00AM and you can choose to have it in your room, in the dining room or in the lounge.



Morning, tea and biscuits are served at 10:30 AM.



Lunch is served at 12:00. Residents are welcome to take their meals wherever they wish - either in the Dining Room downstairs, in the garden if the weather permits, in one of the Lounges, or in their bedroom.



While **Charice** ensures that there always activities for you to enjoy in the mornings and afternoons. While you may choose to spend a quiet time, you will be encouraged to join in! Special entertainments, such as musical performers, visit in the afternoon.

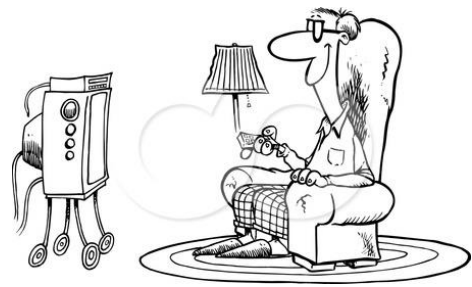


Another cup of tea is served at 2:30 PM with a varying choice of options per day.



At 5:00 PM evening tea is served, again in the dining room or anywhere you wish to take this meal. Supper is served at around 9 o' clock.

Evenings are spent doing whatever you want to do. You may choose to retire to your own room, watch TV in the lounge, listen to music or simply have a chat with the other residents and staff.



You choose what time you go to bed. A Care Assistant will help you to your room and get ready for bed. The staff will offer you a choice of night drinks.



During the night, residents may ring the nurse call bell to ask for drinks or snacks. Residents may choose to get up and be with the staff in one the lounges.

We want you to feel at home at Corner Lodge. You set your own schedule. You are able to do as you please and have freedom of choice in every aspect of your daily life.

INTRODUCING THE CORNER LODGE STAFF:

Corner Lodge has a Home Manager, a Senior Care Team, as well as many others, all of whom have their specific duties.

The home's Manager is **Millie Simalova**.
The Deputy Manager is **Karen Brian**.
Millie and Karen are always available to talk about anything you wish whether it be a general chat or a concern. Their office is clearly indicated on the ground floor.



Our Senior Care Team wear Navy Blue uniforms and will ensure the care you receive is delivered to high standards. There are two (2) Senior Care Assistants on duty during the day and one (1) at night.



Their main duties are to administer medication, work with your GP and other health professionals, manage hospital and clinic appointments, oversee the Care Assistants, and make sure you are happy, and all your needs are being met.

The Care Assistants wear Hospital Blue uniforms. There are 6 Care Assistants on duty during the day, and 3 at night.



Their main duties are to assist you with personal care, dressing, and helping you get around. They will make sure your clothing is taken to the Laundry Room to be laundered and ironed.

A Care Assistant will be assigned to you to be your Key Worker: they work with your family to ensure you have enough clothing, proper shoes and slippers to suit your needs, and anything else you may need or want.

In the kitchen, the meals are prepared from fresh ingredients by **the Chef Blake and Cooks Marlena and Lorraine.** They are assisted by a Kitchen Assistant and Hospitality Assistant. They work together to make sure you have a choice of what you want to eat and that any dietary requirements are met.



Any small repairs and redecorating in the Home is done by **Martin**, our Maintenance Man, who is at Corner Lodge five (5) days a week and on-call in case of emergencies.



Martin looks after the fire alarm system, the security system, as well as the heating, lights, and water.



Our domestic staff are supervised by **Sharon** who ensures that your room and the rest of the home are kept clean and tidy. Debbie and Janice make sure your clothing is washed and dried, ironed, folded, and returned to your room. They will also do minor repairs: sewing on buttons and fixing a hem.

At Corner Lodge you don't have to do any cleaning, laundry, cooking, or washing up. It is all done for you and included in the fees.

During your stay, you will see our Company Owners, **Sanjay & Rahul Jagota**. Sanjay and Rahul visit the home frequently during the week.

We have two Office Managers, **Gemma and Lori**, who help with the running of the home. They are there always happy to help with any questions or problems you may have.

YOUR CARE

The care we provide will be based on your individual abilities, health needs, likes, and dislikes. This information is kept in an electronic care planning system (Nourish) that covers all aspects of your current state of well-being.

We will discuss any changes to your care with you or your next of kin before they are made.

Your care plan is always available for you to review in a format that is easy for you to read and understand.

If you wish to review your care plan, please ask the Senior Care Assistant on duty who will arrange a copy for you and discuss any questions or concerns you may have.



WHAT IS INCLUDED IN THE PRICE YOU PAY?

- Your room (Accommodation)



- Fully trained staff 24-hours a day to provide care and assistance.



- All Personal Care (washing & dressing, etc)



- Meals and snacks



- Provision for Special Diets



- Laundry Service (in-house)



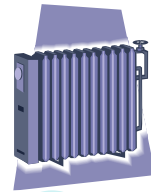
- GP and nurse practitioner visits as and when required.



- Call System (For summoning assistance)



- Full Central Heating with covered radiators



- Manicure and Hand Massage



- Gas, Electricity, and Water



- Activities in the home and special entertainment



- Some outings



WHAT IS NOT INCLUDED IN THE PRICE AND YOU WILL NEED TO PAY?

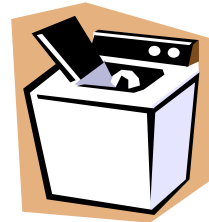
Alcoholic Beverages



Clothing



Dry Cleaning



Hairdresser



Luxury Items



Chiropodist



Dental Care



Eye Care



Some Outings



Specialist Or One-to-One
Care



Sky Television or other
premium channels,
private Telephone,
private Internet
Connection (the home
does have a wi-fi network
that residents are
welcome to access).



Toiletries



YOU MAY BE ASKING YOURSELF ABOUT MEDICATION?

Every member of our Senior Care Team has been trained to administer medication.

If you wish and can manage your own medication, you may choose to look after and administer your own medication after an appropriate assessment. You will have a locked cupboard fitted in your room to store your medication.

WHAT ABOUT PETS?



Due to the need to maintain high standards of infection control, Corner Lodge does not allow pets to live in the home.

Many members of our staff have pets so we know that pets can be a big part of a resident's life. We do allow personal pets to come in for visits.

CONCERNS AND COMPLAINTS



During your stay with us, there may be occasions when you feel you would like to talk to someone about a problem you may have encountered. We strongly recommend that you talk to someone as soon as possible to resolve matters.

To make sure any concerns or complaints are dealt with properly, there are three people you can go to:

1. **Millie and Karen** will make sure your concern is listened to and dealt with.
2. If you are not satisfied with what they have done, you can refer the matter to Sanjay or Rahul. You can reach them through the head office of Corner Lodge Care on telephone number 01255 220228. You may also email them at info@cornerlodgcareclacton.co.uk
3. At any time, you may refer your complaint directly to the CQC (Care Quality Commission) and their details are:

Care Quality Commission
Eastern Region
Citygate
Gallow Gate
Newcastle on Tyne
NE1 4PA

END OF LIFE CARE



This is an area you may not wish to discuss, and we understand that is a difficult topic. We strive to respect all your wishes and in order to do so, we would appreciate you telling us what your last wishes are so that we can help your family and you in this difficult time. Every member of our staff has been trained to deal with the last moments of all our Residents lives and it is important to us that all our Residents feel secure in the knowledge that the staff will be there for all of them and also their families.



If you want more information about the Home and the staff, we will gladly give you a copy of the Statement of Purpose. This is available from the Manager at any time and in a format that is easy for you to read and understand.

Please do not hesitate to ask any questions you may have about Corner Lodge. The staff will be happy to talk with you.

If you need a larger print version of this guide, please let us know and we will provide one for you.

Remember, this is your home, and we want you to feel comfortable and happy. If there is anything you need or would like, please ask us.