



Dear Friend,

We would like to thank you for your interest in Corner Lodge.

Corner Lodge is a friendly, caring residential home specialising in person-centred Dementia care. We endeavour to ensure that at all times the dignity, choice, fulfillment, rights and care needs of each resident are met to the highest possible standard.

Our care team are fully trained, or in the process of completing, an NVQ level 2 or 3 in Health and Social Care, and are on hand 24 hours a day to deal with all the residents' needs no matter how large or small. Working in cooperation with General Practitioners, the District Nurse team, and Community Matrons our care team ensures the physical wellbeing of our residents.

Our Chefs provide a choice of delicious, wholesome home cooked meals and treats for all tastes and dietary needs and were recently been commended by the Community Dietetic Team for its dedication to ensuring that all food provided at Corner Lodge meets the specific nutritional needs of the elderly. The Tending Food Safety Officer's regularly inspect the kitchens, other food preparation areas, dining rooms, food handling practices of the staff, and food storage practices of the care homes. The Catering Department was awarded the Food Standard Agency's highest rating for its cleanliness, food hygiene practices, and procedures to reduce the incidents of food borne diseases.

We are proud of our full and varied activities schedule that ensures that everyone is kept mentally, physically, and socially active throughout the day. We also ensure that the residents maintain contact with the community by hiring entertainers, entertainment provided by school and community organisations, visiting community services, and a stellar group of volunteers.

I would like to take this opportunity to invite you to visit the home. I am available between 9am to 5pm Monday to Friday. If these times are not convenient or I am not available, then another member of staff will be pleased to assist you, show you round the home, and answer any questions you may have.

In this brochure, we have included information that you may find useful. If you have a question about something that is not mentioned, please phone and one of our staff members will be happy to provide the answer.

Kind regards,  
Millie Simalova, Home Manager

## **The Environment**

Corner Lodge is designed to provide specialist dementia care in a comfortable, bright & relaxed environment. The home has established a high standard of person-centred care and continues to look to improve.

We are inspected by both CQC and Essex County Council to ensure we deliver a good service.

Corner Lodge stands within a short walking distance to the sea front. The Home is within walking distance to the local shops, amenities, and churches.

### **Comfort**

We believe that the quality of the environment has an effect:

- our residents behaviour,
- whether visitors feel welcomed and visitors desire to re-visit,
- The quality of the work of staff.

The Home aims to make a wonderful impression with the friendly welcome & beautifully decorated interior. The newly built conservatory (April 2008) is a distinguishing feature offering both a choice and a soothing area for residents & their visitors to relax in. The spacious bedrooms have been tastefully renovated.

### **Bedrooms**

Registered for 48 older persons over the age of 65, Corner Lodge is purpose built & stands on three floors with lift access to each floor. Majority of the bedrooms have en-suite toilets and all the many double sized rooms are now used as single bedrooms.

Corner Lodge was designed with convenience, practicality, and the needs of the residents in mind. All areas are accessible by wheelchair.

All rooms are hence fitted for television reception and each room has the facility to have a telephone and the rooms are connected to a call bell system. Bedrooms were double glazed in 2007/08

All rooms are comfortably furnished so as to give a homely feel. Bedding, furniture, curtains, flooring, and screens, where necessary, form part of the furnishing provided.

To ensure residents are made to feel at Home, they are encouraged to have their own family pictures, mementoes, and small items of furniture in their rooms.

Our accommodation exceeds National Minimum Standards as set by the Department of Health guidelines.

### **Lounges**

There are 5 large lounges (including dining room), each offering a different choice of ambience for the residents. The main lounge on the ground floor has patio doors leading to a pleasant garden. The number of lounges gives the residents a choice of where they would like to sit at their leisure. Corner Lodge also boasts an all year around conservatory, with under floor heating.

## **Specialist Bathrooms**

The home contains 3 bathrooms with parker baths and two shower rooms and has communal toilets situated on all floors close to the lounges.

### **DAILY ROUTINE**

Between 7:00 AM and 8:00 PM, the home is staff by two (2) Senior Care Assistant and 6 Care Assistants.

Early morning cup of tea is available from 6:30 AM – 7 AM .

Breakfast is served from 7 AM – 9: 30 PM, and offers a variety of choices to suit all needs.

Tea & Coffee trolley will be available from 10:30 AM, for tea, milky coffee and biscuits.

Morning activity, please see the monthly newsletter for what's on or the activity boards.

Lunch is served from 12:00 PM – 1:30 PM; and two main choices are offered each day.

Tea & Coffee trolley will be available from 2:30 PM, for tea, coffee, biscuits, cold drinks & in the summer months, ice lollies.

Afternoon activity, please see the monthly newsletter for what's on or see the activities board.

Tea is served from 5 PM – 6 PM, and offers a hot option each day, and also a variety of sandwiches along with fruit, yoghurt & cake.

Visitors are welcome to a cup of tea from the tea trolley, but there are also tea & coffee facilities available in dining area.

We also serve a supper trolley in the evenings, offering sandwiches & cheese with crackers and a choice of hot drinks, Horlicks, Ovaltine, Tea & Coffee.

## **OTHER SERVICES**

Hairdressing: we have an in-house hairdresser who visits twice a week.

Chiropody: we have a Chiropodist who visits every four weeks.

Domicillary services: we are able to offer residents the option of being seen by Essex Vision and Ford Road Dental Surgery. Visits can be arranged with the Senior Care staff.

Newspapers and Magazines: These can be ordered through the local news agents.

Toiletries: We have a supply of toiletries for men and women that are available for purchase.

Charges for hairdressing, chiropody, newspapers, and toiletries are invoiced at the end of the month.

## Our Staff

Corner Lodge realises the importance of maintaining experienced and trained staff. The Care Staff have regular contact with all residents and each shift are supported by a dedicated team of Senior Care Assistants who have are well experienced in looking after elderly people.

We observe recruitment policies and practises which both respect equal opportunities and protect resident's safety and welfare. All staff have Criminal Record Checks performed.

### Training

Corner Lodge is committed and focused to individual training programmes for care staff to ensure the best possible care is given to each and every resident keeping their needs, dignity, personal choices in mind.

The majority of the care staff have undergone NVQ2 training or above or are in the process of doing so.

Staff receives regular training in all aspects of care. Training includes health and safety, food hygiene, care planning, infection control, dementia care, fire safety, safeguarding of vulnerable adults and manual handling.

### Our Staff Routine

Corner Lodge has competent cleaners working every morning ensuring the Home is looking tasteful, clean and odourless. All general and clinical waste is disposed of by the Home.

We employ staff in sufficient numbers and with relevant mix of skills to meet residents needs and we

There is a mixture of full and part-time staff working at Corner Lodge this includes cooks, kitchen assistants, senior care staff, cleaners, admin staff, a maintenance man, and care staff. All staff are trained to meet the needs of the residents and hold relevant qualifications where necessary in order to perform their jobs. The senior care assistants all have at least 3years experience in Care.

Corner Lodge has three shifts per day:

1. The morning shift - 8.00 AM-2.00 PM
2. The afternoon shift - 2.00 PM to 8.00PM
3. The night shift - 8:00PM to 8.00AM

The management team are available Monday to Friday from 9AM to 5PM or other times by appointment.

Staff are identified by their colour uniform:

- Navy Blue – Senior Care (administers Medication, assists with GP and District Nurse visits, and medical queries).
- Hospital Blue – Care Staff (deals with all aspect of your personal care)
- Burgundy – Domestic (deal with domestic duties such as cleaning and laundry)
- White or Black – Catering Staff

## **The Corner Lodge Management Team:**

- Ludmila (Milli) – Registered Manager: Milli is responsible for the running of the home. Her usual hours of work are Monday to Friday from 9 AM to 5 PM. Should you wish to see Milli, let a member of staff know and Milli will arrange a time convenient to you.
- Karen Brian – Deputy Manager: Karen oversees the Care Staff and assists Milli with the running of the home.
- Gemma East & Lori Chaslot – Office Managers: Gemma and Lori job-share this position. Their usual hours of work Monday to Friday from 9am to 5pm. Gemma and Lori will assist you with anything regarding your financial matters, ordering of newspapers, etc.
- Simon Simpson – Team Leader: Simon oversees the ordering of medication as well as liaising with Green Elms Surgery and assisting GPs with their visits to Corner Lodge.
- Tina Smith – Activities Co-Ordinator: Tina organises all in house entertainment, and trips out to various places (a list of which is published in the monthly newsletter). Tina also recruits and organises our volunteers as well as ensuring the home maintains close ties the Jaywick Community.

## **Registration Details of Provider and Manager**

The registered providers Rahul Jagota (ACA & City and Guilds 3252 Management in Care) and Sanjay Jagota (City and Guilds 3252 Management in Care) have experience of owning and managing Residential Care Homes since 1992.

The Manager, Ludmila Simalova, has extensive experience in care management. She has completed recognised care qualifications in NVQ5.

Address of Provider: Corner Lodge, 185-193 Meadow Way, Jaywick Sands, Clacton-on-Sea, Essex, CO15 2HP. Tel: 01255 220228 Email: cornerlodgecare@aol.com

Corner Lodge is a Registered Service with the Care Quality Commission: Accommodation with personal care for the elderly (over 65 years of age). We are able to care for Dementia, physical disabilities, minor sensory impairments, and certain mental health issues.

## **Organisational Structure**

- The structure of the organisation is as follows:
- Registered Provider
- Regional Manager
- Home Manager
- Deputy Manager and Office Managers
- Team Leader
- Senior Care Team
- Care Staff and Ancillary Staff

## Visiting Times and General Information

Corner Lodge has open visiting.

As a courtesy to the residents, we ask that mealtimes be avoided if possible. However, visitors are always welcome to enjoy a meal with their family member or friend.

Corner Lodge provides 24-hour care, and a member of care staff will visit you in your room and assist you with personal care.

For urgent needs, the home is equipped with a nurse call system.

### **In-House Facilities**

**Laundry:** Corner Lodge provides bed linen, towels & flannels to all rooms. Personal clothing for laundering are collected in the morning by your carer, and laundered clothes are returned to your room.

**Garden:** Corner Lodge has a main garden area, garden furniture, flower patches and seating areas for our residents and their visitors to enjoy.

**Parties:** Should you wish to have a private function or party with family or friends, we can offer you the use of our middle floor lounge. If you wish, Corner Lodge will cater the event for you. We offer can offer you a selection of sandwiches and cakes, or a hot buffet. Please see a member of the Management staff to discuss arrangements and prices.

**The In-House Shop:** stocks regular supplies of toiletries that we recommend residents have. Usually the shop trolley is taken around to the rooms, but if you should require anything in between times, please speak to the Senior Carer or Office Manager on duty. Items from the shop are invoiced on a monthly basis.

## **Recommended Toiletries**

To protect the residents from the spread of infection, everyone is required to have their own toiletries for their personal use to maintain their hygiene and comfort.

The following is a list of recommended toiletries:

- Liquid Soap / Body Wash
- Deodorant
- Shower Gel / Bath Foam
- Moisturising Cream or Lotion
- Toothbrush & Toothpaste
- Shaving Foam / Hair removal Cream
- Electric Razor
- Hairbrush and Comb
- Nail Care Kit
- Nail Brush
- Steradent (if required)
- Denture Adhesive (if required)
- Dental Case (if required)
- Denture Bath (if required)



## Recommendations

**Sidney** (Friend of a resident): I receive a warm welcome every time I come into the home. I feel that my friend who is a resident is cared for very well and that the staff bend over backwards for him and all the other residents at Corner Lodge. I feel that my friend is in very safe hands.

**Philip** (Husband of resident): I can thoroughly recommend this care home. The level of care, attention and compassion shown to my wife when she was here was second to none. I have never had any complaints and I could not have asked for better. I continue to visit with my dog to give the residents Pet Therapy.

**Fred** (Friend of a resident): I visit the care home 2 to 3 times a week. As far as I am concerned everything is excellent. I cannot find any fault with this home at all. The staff are welcoming and friendly. I know my friend is very well looked after. There is a lovely homely atmosphere, and there is a great deal of interaction not only with the staff but also amongst the residents. If I ever needed to be in a care home this would be the one for me!

**Christine** (Niece of resident): Second to none in the care of residents; in activities and entertainment; and in catering. Every resident is treated with the love, care, and respect they deserve. Three cheers for Corner Lodge!

**Margaret** (Resident): I would recommend Corner Lodge to anyone. I am happy here! All the staff are excellent.

**Flossie** (Resident): I am so very happy here at Corner Lodge and don't want to be any place else!

**Irene** (Resident): In general, I cannot find any fault. If ever I had any little problems, they have been dealt with straight away. The entertainment here is always enjoyable. The staff always stop by for a chat, they never just walk past you. My tastes are always catered for. I am free to come and go as I want. There is plenty to do in the day. The staff make it homely and comfortable. So, I would recommend this home to anyone!

## CONTRACT FOR RESIDENTIAL CARE SERVICES

This agreement between Corner Lodge Limited ("The Provider") and ..... ("The Resident") relates to the provision of care services provided by The Provider and the acceptance of the terms laid out in this agreement by The Resident or person(s) authorized to act on their behalf.

### RESIDENCE AND PAYMENT OF FEES

1. Upon payment of the weekly charge (see 2) The Provider undertakes to provide, food, light, heat, linen, laundry service, all personal care, and services of the type typically provided by a residential care home for the elderly. This includes any special diets and/or dietary needs.
2. The weekly charge shall be paid monthly in advance to cover the services in 1. At the commencement of this agreement, the relevant fee is £..... per week (£..... per calendar month).

Prior to taking residence at the Home, the Management requires the Resident to pay a week's deposit in addition to the first month's fee. This sum will be used to cover any outstanding amounts such as unpaid rent or damage to property should the Resident leave the Home without settling his or her account.

Invoices not paid within 30 days will be subject to a 10% late fee.

Fees are normally reviewed annually and take effect on 1<sup>st</sup> April. But where, due to government legislation, costs to The Provider are increased beyond his control, The Provider retains the right to increase fees at any time with 1 month's notice.

3. The Provider undertakes to maintain a standard of care as required by the CQC (Care Quality Commission – [www.cqc.org.uk](http://www.cqc.org.uk)). The Home is a registered Residential Home registered with CQC:

CQC Eastern  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

The aim of the Home is to give personal care of the highest standard whilst preserving the independence and dignity of the Resident in an environment which is based as near as possible on home life. Staffing levels are based on the guidance as laid down by the Care Standards. or such higher levels as The Provider may choose. It does not, however, provide for a staff ratio of one to one. Depending upon the needs of the Home and staffing levels, this may be provided at an additional extra charge.

4. This agreement shall continue in force until terminated by the death of the Resident, or either party giving to the other four-weeks written notice of termination. Should the Resident leave the Home without giving the required notice in writing, payment in lieu at the normal weekly rate will be payable (see 6).

5. Should The Resident at any time require hospital treatment, The Provider will retain the accommodation at the full rate for as long as is required.

6. In the event of the death of The Resident, any outstanding fees due shall be chargeable to The Resident's estate or be recoverable from the Next of Kin or other representative. An additional week will be charged to allow Representative(s) of The Resident to clear the room of personal belongings. The transportation, insurance, and eventual removal of such items shall be the responsibility of The Resident or that of their Executors.

If the room is not cleared within one week, The Provider will invoice The Resident's estate a small fee for clearing the room as well as any removal fees that are incurred by the Home.

7. For the avoidance of doubt, The Provider will give notice under 4 above requiring The Resident to leave the Home under the following circumstances:

- a) Non-payment of fees
- b) If, in the opinion of The Provider, they are unable to provide the degree of care and attention by The Resident.
- c) Any circumstance or behaviour which The Provider feels may be seriously detrimental to the Home or the welfare of the other residents and staff.

8. The first four weeks of any admission shall be regarded as a trial period for the benefit of The Resident and The Provider. During this time, the contract can be terminated without notice by either party.

## **MEDICAL AND PERSONAL REQUIREMENTS**

9. The Resident shall from his/her own resources provide for medical requisites (other than medication by prescription), hairdressing, chiropody, reflexology, dental care, optometry, clothing, toiletries, transport, television license, dry cleaning, maintenance of personal effects, and other items of luxury or of a personal nature.

If it is determined by The Provider that The Resident one or more items above, every effort will be made to contact The Resident's Next of Kin or authorised representative before a charge is incurred on The Resident's behalf. Any such charges will be added to the Resident's monthly invoice as a sundry expense.

10. The Provider undertakes to order, take charge of, and dispense all PRESCRIBED medication. The Resident undertakes to allow The Provider to do so and undertake not to use any un-prescribed medication without the prior knowledge and approval of The Provider.

11. Where The Resident prefers to "self-medicate," it is essential that the proper authorization, risk assessments, and liability waivers are completed and duly signed.

## **PERSONAL EFFECTS AND PERSONAL MOBILITY**

12. Following a risk assessment and consultation with the Next of Kin and/or other interested parties, The Resident is free to journey out alone. However, The Provider will not be responsible for the safety of The Resident outside of the Home.

13. All electrical items brought into the Home by The Resident on admission or during their residency shall first be inspected as to their safety by The Provider before any use. The cost of any Personal Appliance Testing will be charged to The Resident as a sundry expense. At the discretion of The Provider, items of furniture may be brought in by The Resident subject to inspection as to condition and defects liable to render the article unsafe and unfit. The transportation, insurance, and eventual removal of such items shall be the responsibility of The Resident or that of their Next of Kin or representative.

## **MISCELLANEOUS**

14. Corner Lodge is a non-smoking Home. A sheltered outside area is provided for those Residents and their guests who smoke.

15. The Resident may not keep a pet while residing in the Home. Pets are welcome to visit The Resident with the understanding that any pet will be leashed while on the premises.

16. The Resident shall understand that living in a communal environment may result in items being misplaced, damaged, or stolen. Items of financial or sentimental value must be covered by The Resident's own insurance. Residents are asked not to keep sums of cash or valuable items in their rooms. The Provider does offer The Resident the opportunity to keep a sum of £50 or less in a secure area for his or her personal use.

17. A laundry service is provided in respect of machine washable and dryable clothing. Although all due care will be taken, no responsibility will be accepted by the Management for accidental damage or loss to clothing nor for clothes that should properly be hand washed or dry cleaned.

18. All Residents and relatives are required to familiarize themselves with the fire regulations in force, the fire exits and the fire drill. The lift should never be used in the event of a fire. Doors with automatic closing devices must not be prevented from closing at any time. Management reserves the right to require Residents to remove any items on the premises not complying with current fire regulations.

19. No audio equipment or musical instrument of any kind shall be played or used The Resident so as to cause annoyance to other Residents or staff or so as to be audible outside any individual apartment between the hours of 11.00pm and 8.00am.

20. It is to be understood that The Provider will open post has been sent from a healthcare provider and take the appropriate action.

21. Any correspondence of a financial nature is to be directed to The Resident's Next of Kin or person(s) authorised to act on their behalf in the event that The Resident does not have the capacity to deal with their own affairs. It is not the responsibility of The Provider to ensure that any such post is redirected.

22. If the Resident has a problem or complaint, he or she should not hesitate to bring it to the attention of the Senior Carer on Duty. If the Senior Carer is unable to deal with the complaint, problem or should The Resident prefer, he/she may bring the matter to the attention of the Management who may be contacted at:

Management Office  
Corner Lodge Ltd  
185-193 Meadow Way  
Jaywick Sands  
Clacton-on-Sea  
Essex CO15 2HP  
Phone: 01255 220228  
Email: mgrcornerlodge@aol.com

At any time, the resident may always refer a complaint to the Complaint Officer at the:

CQC Eastern  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

23. By signing this contract The Resident agrees to the use of a photograph to be used to identify his/her bedroom, the record of prescribed medication record, and care plan.

THIS AGREEMENT SUPERSEDES ALL PREVIOUS AGREEMENTS

Please read the conditions above before signing this form, failure to do so does not exempt you from compliance with them.

Signed: \_\_\_\_\_  
The Resident or Representative

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
On behalf of Corner Lodge Limited

Date: \_\_\_\_\_

## CONTRACT FOR RESIDENTIAL CARE SERVICES – ADDENDA

As mentioned, The Provider may add sundry expenses to The Resident's monthly invoice as required. In most instances, The Home will provide the item(s) and the charges will appear on the following month's invoice. The most common sundry expenses are as follows:

### TOILETRIES

The Home does maintain a small stock of basic toiletries that can be purchased by The Resident. If you wish for the Home to provide these items as required, please speak with one of the Office Managers. The Home will provide these items if they are needed. Prices vary per item.

### NEWSPAPERS AND MAGAZINES

If The Resident wishes to have a newspaper or magazine delivered, please speak with one of the Office Managers and provide them with the name of the publication(s) and the days of the week a newspaper should be delivered.

### TRANSPORTATION

Often Residents are required to attend appointments at the Clacton and District Hospital, their Dentist, or other health related appointments. In these cases, if the Next of Kin is not available or able to transport and accompany The Resident, a taxi will be arranged for transport to and from the appointment and The Resident will be escorted by a member of the care team.

### NON-PRESCRIPTION TREATMENTS

The following items for minor conditions are no longer available on prescription by the NHS and, if required, are to be purchased by The Resident as they are not provided by the Home.

This is not the complete list, but it contains the items most recommended for use by the District Nurses and the GP and Practice Matron at the Green Elms Medical Centre who visit the Home:

- Analgesic/pain relief treatment (short term pain, fever, headache, muscle/joint injury, infrequent migraine)
- Anti-fungal treatment (athlete's foot, oral and vaginal thrush, ring worm, dandruff)
- Antiseptic creams and treatment for minor burns and scalds
- Cold sore treatment
- Constipation treatment
- Cough, cold and sore throat treatment
- Diarrhoea treatment
- Ear wax remover or softener
- Emollients and bath oils for mild dry skin
- Eye treatments/lubricating products (Conjunctivitis/ dry eyes)
- Haemorrhoid (piles) treatment
- Hay fever treatment
- Indigestion and heartburn (dyspepsia) treatment
- Mouth ulcer treatment
- Minor tooth pain
- Topical steroid treatment (insect bites/stings, contact dermatitis, nappy rash)
- Wart and verruca treatment

### HAIRDRESSING

The Home offers The Resident the opportunity to be seen by a visiting hairdresser. If The Resident wishes to have an appointment with the Hairdresser, this can be arranged by speaking to the Senior Carer on Duty. Please note that The Home has no input into the fees charged for hairdressing services. Any special arrangements or requests must be discussed directly with the Hairdresser prior to the appointment.

#### Hairdressing charges<sup>1</sup>:

- |                           |        |
|---------------------------|--------|
| • Wash, Cut, and Set      | £18.00 |
| • Wash, Cut, and Blow Dry | £18.00 |
| • Wash and Blow Dry       | £10.00 |
| • Wash and Set            | £10.00 |

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<sup>1</sup> Charges as of 1 August 2019

- Wash and Cut £10.00
- Men's Cut £15.00
- Beard Trimming £15.00
- Perming £30.00 (price includes cut and finishing)
- Colouring £30.00 (price includes cut and finishing)
- Foils Price on Request
- Hair Up Price on Request

### **CHIROPODY**

As foot care is very important to the health and mobility of the elderly, The Home has a Chiropodist who visits every 4 to 6 weeks. The fee for this service is £12.00. The Chiropodist will also treat fingernails if required for an additional small charge.

A Glimpse of Life at Corner Lodge



A resident and staff member sharing a laugh



One of our entertainers



Residents and their daughters enjoying our "Day at the Races"



Having fun during ball exercises



A resident with her finished flower arrangement



"Elvis" is quite a hit with the ladies



Keeping the magician's rabbit out of the hat



Dressed up for the Halloween Party