



Cooto Lane
RESIDENTIAL CARE HOME

Welcome to Cooto Lane



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About Coote Lane

Coote Lane Care Home is pleasantly situated in Lostock Hall, four miles from Preston City Centre. The Home is family run which is a step forward in care. The Home is surrounded by one and a half acres of gardens which are mainly laid to lawn.

The Home is set on two levels which are accessible by both stairs and a passenger lift. Facilities are available for the disabled and the Home lends itself to the easy mobility of wheelchairs, being purpose built.

Should you decide to join us, may we take this opportunity to wish you a happy and fulfilled stay with us.

Prior to Admission

In order to ease the transition from your present home to Coote Lane Care Home, we would be pleased to visit you to discuss any of the fears, concerns you may have. This can be arranged directly through the Home, through you Social Worker or your family.

Additionally prior to being admitted, we would like, if possible for you to visit the Home and have a look around, meet other residents and you would be welcome to stay as long as you wish even stay for a meal. We would also like to meet you so that we may assess your individual needs so that our care team can design a bespoke plan addressing the medical, personal and social requirements that you may have.

We offer a proficient and supportive Home for the elderly, those with dementia as well as individuals requiring temporary respite or convalescence care. An admission date would then be arranged and you would be welcomed by the Home Manager and your assigned care worker.

On Admission

The people who met you on your initial visit will be there to greet and welcome you once more. Your family and/or friends are especially welcome to accompany you on this important day.

After Admission

In order to ensure you have an informed choice, you have an initial period of four weeks which gives you the opportunity for you to decide whether or not you wish to stay with us.

Should you not be happy, we will ensure there are realistic alternatives for you to choose from. Remember, the right is always yours to change your mind at any time.

Rooms

Within the home there are twenty four single rooms, most rooms have an ensuite toilet and wash basin and some also have a shower. The furniture in the room consists of bed, wardrobe, chest of drawers, bedside cabinet, chair, lamp and TV.

There are two communal bathrooms which consist of an assisted bathroom and wet room and numerous toilets around the home.



Personal Belongings

You are most welcome to bring some of your own possessions into the Home. If you wish to bring large items of furniture ie. bed, dressing table, wardrobe, favourite armchair this would need to be discussed with the Home Manager, but wherever possible, everything will be done to accommodate you.

Small items such as radio, TV, small pieces of furniture i.e. side table, coffee table, can be brought and if you aren't happy with the decor in your room this may be able to be changed at your expense.

Meal Times

| | |
|--------------------------|---------------------|
| Breakfast is served from | 7.30am until 9.00am |
| Morning Tea/Coffee | 10.00am |
| Lunch | 12.00pm |
| Afternoon Tea | 3.00pm |
| Dinner | 5.00pm |
| Supper is served from | 7.30pm |

Daily Menus are provided and choice is always available.

Between 7.00am and 7.30am each morning, care staff will bring you a cup of tea/coffee in bed, and breakfast will be served in the dining room from 7.30am. Special diets ie. diabetic, gluten free are all catered for by our chefs.





Independence

The emphasis at Coote Lane is on independence and towards this end, you will be encouraged to continue as you would in your own home. That is doing as much as you are physically able to do for yourself.

Bathing

Your personal care assistant will assist you to bathe yourself at least once a week and more frequently if you wish. We do understand that you may feel embarrassed or nervous at the thought of having someone with you throughout your bath, but this is for your own safety and all our staff are sympathetic to your feelings and will do their utmost to make it as pleasant and comfortable as possible.

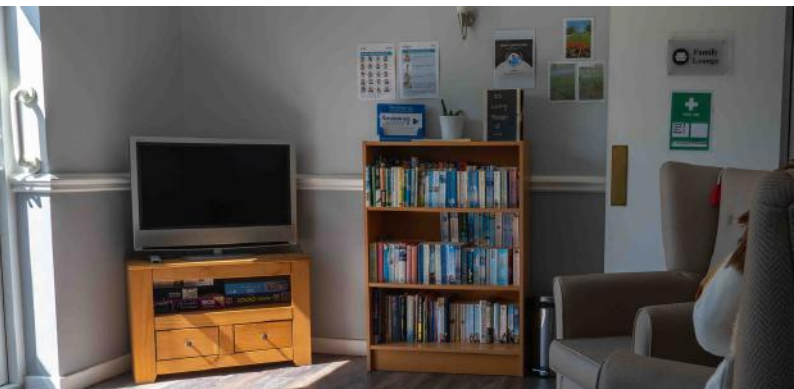
If you are able to bathe yourself completely you can continue to do this and your care assistant will respect your privacy.

Laundry

You may bring with you any clothing that you may wish, including a warm coat for trips out.

It would assist the staff if all your clothing is labelled prior to your moving in. However, if this is not possible, your care assistant or laundry staff can do this for you. This ensures speedy return of your clothes once they have been laundered and avoids clothing being misplaced or given to the wrong person.

We provide all bedding, linen and towels, but if you wish to bring your own this can be accommodated.



Visiting

Visiting by relatives and friends is greatly encouraged and there is only one restriction placed on their visiting, unless you particularly request otherwise. The only restriction we do place is that friends and relatives don't visit at meal times, if they do arrive during a meal time they will be asked to wait in the visitor lounge and provided with a cup of tea.

You will be able to see your visitors in complete privacy if you wish. Whenever possible there will be facilities for you to make tea/provide refreshments/ meals for them.

Should it be necessary to provide overnight accommodation, this may be possible in an emergency.



Alcohol

Alcohol is permitted, although we do not sell it in the home as this would require us to be licensed to sell alcohol.

If you would like a drink your relatives or friends can bring it in for you or arrangements can be made to purchase it on your behalf.

Amenities

A few hundred yards from the Home are a variety of shops, these include Post Office/Corner shop/Newsagents, Chemist & Coffee shop. There is also an hourly bus service from Preston City Centre.

Activities

The activities within the home consist of dominos, sing-a-longs, chair based exercises, arts and crafts, bingo, carpet bowls, card games to name just a few and we hope you will take advantage and join in the fun.

We have a garden party/barbecue during the summer months and a Christmas party in December.

Services

Chiropodist

A qualified chiropodist/podiatrist visits the home every six to eight weeks to see to our residents foot care, if you have your own you can continue with your own arrangements.

Dentist

If you require treatment there is a dentist who does domiciliary visits to the home or you may wish to continue with your own dentist, arrangements can be made.

District Nurse

There are District Nurses attached to each GP practice in the area and they can call at the Home when necessary.

Hairdresser

We have a qualified hairdresser who visits the home every week, usually on Tuesdays who will attend to your hair needs at your own expense. If you wish to continue visiting your own, arrangements can be made, providing you are able to make your own way to the salon. Both men and women are catered for.

Church Services

We have regular church services in the home and cater for several denominations, if your denomination isn't catered for we can contact your local church and possibly make arrangements for a visit.

Library

We have a large selection of books available within the home and can also contact the local lending library for a home visit.



Staff

The staff are dedicated professionals who are committed to providing a high standard of care, at the same time the home has a Manager, five Senior Carers one of whom is always on duty.

There are fourteen Care Assistants, three of whom are on shift between the hours of 7am until 10pm and one of them will be your personal care assistant and they will attend to your needs and listen and help with any problems, fears or concerns that you may have.

We also have a Senior Care Assistant and a Care Assistant on duty throughout the night again to see to your needs.

We have two domestic staff who keep the home and your room clean and tidy, a laundry assistant that washes, dry's and irons your clothes and returns them back to you.

We also have two excellent chefs who will see to any special diets which are required, who will also come and meet you and have a chat about foods that you like and dislike.

Doctors and Medication

If your own Doctor is prepared to travel to Coote Lane you may continue to use them. If this is not possible we can register you with a local practice. Any treatment prescribed by your doctor will be carried out within the Home. Your tablets or medicines will be dispensed by the home Manager or Senior Care Assistant.

If you wish and are able to administer your own medication, you will be provided with a suitable lockable cupboard/drawer for the storage of your medication in your own room.

Aims of the home

- To create and exist in an environment which is beneficially stimulating to both residents and staff, by maximising individual potential and enhancing mobility, independence and quality of life in a caring homely environment.
- To ensure that your rights as a resident in the following areas are upheld and respected:

Your Right To

- Personal independence, personal choice and personal responsibility for your own actions.
- To care for yourself as far as you are physically and mentally able and willing to do so.
- To have your personal dignity respected by others in every way possible and to be treated whatever your disabilities or frailties as valued individuals in your own right.
- To personal space and privacy, for yourself, your possessions and your affairs.
- To take a full part in decisions about daily living arrangements, to be consulted
- about any changes which may be proposed, and to have a genuine say in the policies of the Home.
- To have access to facilities and services in the surrounding community the same as any other person living in the village, including registering with a local General Practitioner and Dentist.
- To be given every opportunity of mixing with other people in the community, whether it be going out or by inviting people to the Home.
- To have your cultural, religious, sexual and emotional needs accepted and respected as well as the whole range of other commonly accepted needs i.e. shelter, warmth, food and self respect.
- To leave the Home and be assisted to leave if you choose to do so.



Complaints

Complaints would normally be dealt with by the home Manager and if this is not dealt with to your satisfaction it would then be referred to the Home director or you can contact either:

Care Quality Commission

Website: www.cqc.org.uk

Tel: 03000 616161

Lancashire County Council

Social care

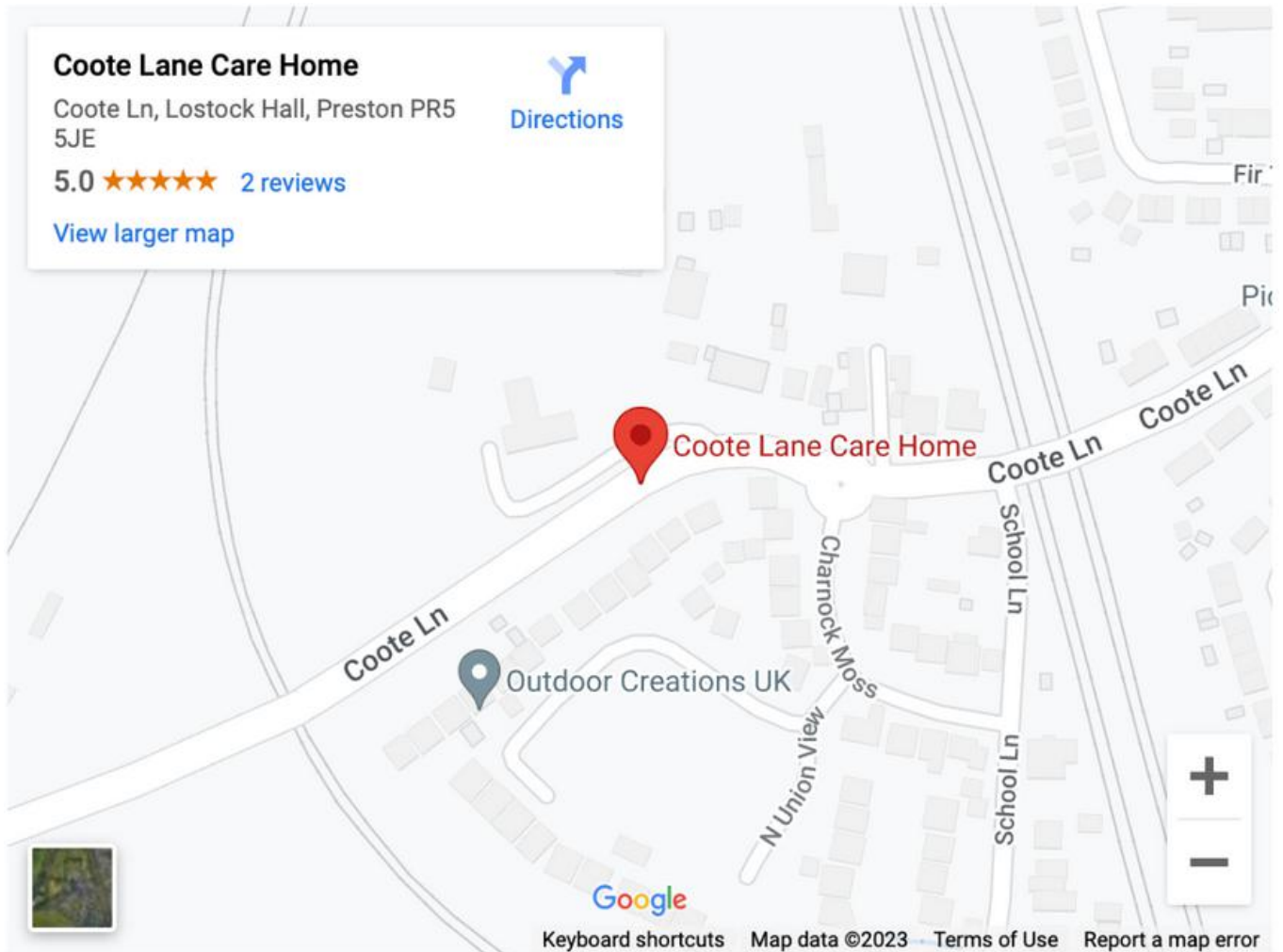
Tel: 0300 123 6720

Safeguarding adults

Tel: 0300 123 6721

Confidentiality

You may rest assured that any request by you for confidentiality will be strictly adhered to at all levels, except in circumstances where to do so may be detrimental or dangerous to yourself or others or to another.



Contact Details

Coote Lane Residential Care Home,
Lostock Hall, Preston, PR5 5JE

Tel: 01772 312152

Email: info@cootelane.co.uk

Website: www.cootelane.co.uk



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