

CUSTOMER  
SERVICE  
EXCELLENCE



The Government Standard



# Dolphinlee House

Residential home for older people

“ I have enjoyed  
every minute here ”

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

**Lancashire**  
County  
Council



comms:1633





## Introduction to Care Services

Care Services is the county council's in-house provider of social care services to older people living in the community. This includes specialist help for people with dementia. We provide residential care homes, some with recuperation beds and others with an intermediate care unit. We also run daytime support centres and deliver reablement services for people within their own home to help them keep their independence.

### **About Dolphinlee House**

Dolphinlee House is owned by Lancashire County Council and managed by Care Services. It is registered to provide care for 44 older people with varying needs for care and support, including specialist dementia care.

All residential and domiciliary services provided by Care Services are registered with the Care Quality Commission (CQC) and comply with Lancashire County Council's preferred provider requirements.

### We offer:

- A high quality sensitive service that is inclusive and able to meet each individual's needs
- A service that provides support in a way that takes into account personal circumstances and wishes
- Support to residents to live as independently as possible
- Support to residents' relatives or friends taking on a caring role at other times

## Life at Dolphinlee House

We are situated in a quiet area of the city of Lancaster. There are local shops including grocers, newsagents and a hairdresser close by. The local church Christ Church and local school Ridge Community Primary School are just down the road from Dolphinlee House.

The main shopping centre and doctors' surgeries are situated in Lancaster city centre, which is about a 5-10 minute walk away. Dolphinlee House is a two storey building decorated and furnished to a high standard with comfortable living accommodation and access to landscaped garden area. The home is designed for easy access for those with limited mobility and has a lift for reaching the upper floor accommodation.

There are 44 single bedrooms, some with en-suite facilities. All the rooms are equipped with wash hand basins, nurse call system, television aerial sockets and furniture. Residents are encouraged to personalise their rooms and every effort will be made to accommodate personal items of furniture.

The home is divided into four separate units, two of which are specialist units dedicated to people with dementia.

“ Staff are very kind and thoughtful and very helpful to me ”

Each unit has specially equipped bathroom and toilet facilities. In addition, there are lounges and dining rooms where residents can enjoy socialising with others living in the home. Each unit has a kitchen area where residents, staff or visitors can prepare light snacks and beverages. Although Dolphinlee House is a non-smoking home, a smoking area is available for those residents who want to smoke.

We are confident you will be impressed with the facilities we offer and are happy for you to talk to existing residents about how they feel about living at Dolphinlee House and what they think of the service they receive.

## Key worker

Before moving to Dolphinlee House, we arrange a consultation with the new resident and a member of our management team. Friends and relatives are also able to attend this meeting. We will discuss the level of care you require. Each new resident is allocated a key worker who will be their primary carer throughout their stay with us. Key workers make sure residents are well cared for at all times and have everything they need to be happy and comfortable. Your key worker will develop a support plan with you. The plan makes sure your needs are met by all the team. When putting your plan together we take into account your personal wishes and interests. This means we recognise you for the unique individual that you are and will continue to be. We welcome your family or friends to assist with developing the support plan.

## Respite services

We also provide respite care. This is a short term residential service to give carers a break. We do not have allocated rooms held for this service, but if you contact us we will do our best to accommodate your needs.

## Activities

We have a comprehensive programme of activities, incorporating a range of hobbies and social activities either on an individual or group basis. We

## Features

- En suite bedrooms
- conservatory • hair salon
- landscaped garden areas
- television rooms • sensory lounge
- smoking area • nurse call system
- sprinkler system

recognise that it is important for residents to have something meaningful to do. The activities offered are based on personal preference as well as daily living tasks such as helping with the dishes or the dusting.

Residents are encouraged to maintain their links in the community and their place of worship. Ministers from the local Church of England and Catholic churches regularly visit to enable residents to worship. We would also be happy to accommodate individual spiritual support and needs as required.





## Services we offer to residents

| Service             | Provided by                             | Subject to financial assessment |
|---------------------|---|---------------------------------|
| Optician            | The Outside Clinic or Specsavers        | Yes                             |
| Hearing test        | Royal Lancaster Infirmary or Specsavers | Yes                             |
| Podiatrist          | Queen Victoria Hospital                 | Only provided if diabetic       |
| Nail cutting (toes) | Amy Norris                              | Yes                             |

### Visitors

Visitors are welcome at any time. We understand how important contact with friends and family is so there are no formal visiting hours here. We also offer a dining service for family members to eat with residents; the duty manager will be pleased to arrange this at a small cost.

### Meals

Our catering staff are managed by Lancashire County Commercial Group's specialist Catering Services. The experienced cooks prepare nutritious and appetising meals in the home's main kitchen. A choice of menu is offered at every meal time and we cater for residents with special diets. Menus have a seasonal theme and we regularly consult residents about what they would like to eat. We make every effort to accommodate all tastes and preferences.

### Experienced staff

The registered care manager holds a professional qualification and is

registered with the Care Quality Commission (CQC). Dolphinlee House's team of care, domestic and catering staff has been carefully selected to make sure they have the right attitude and skills to do the job. All of our staff have clearance from the Disclosure and Barring Service (DBS) and receive a comprehensive induction, regular supervision and continual training.

Most of our team members have been awarded or are working towards achieving a National Vocational Qualification in Care.



## **Fees**

Residents may need to make contributions towards the cost of their stay at Dolphinlee House. This is decided by a Lancashire County Council social worker's assessment before admission and will be reviewed from time to time.

Fees cover accommodation, meals, cleaning rooms and shared areas, 24 hour staff support and assistance.

We provide bed linen, towels, furnishings and a laundry service.

Fees do not cover personal toiletries, name tags, hairdressing, private telephone calls, taxis, television sets in bedrooms, TV licences (where applicable), alcohol and tobacco.

Residents are also expected to provide their own insurance for personal items. To find out more about fees and what's included please contact the manager.

## **Staff training**

Staff receive an extensive package of training and we are particularly committed to providing a quality of care for people with a dementia.

Every resident has an individual person centred support plan.

## **Advanced support planning**

Your care is our priority. If you were to become very unwell, then we will do all we can to continue to care for you.

Your key worker can help you to write an advanced care plan that will give you and your loved ones peace of mind that your wishes will be met.

## **Frequently asked questions**

### **Are my or my relative's belongings insured for loss or damage?**

Insurance cover for loss, damage or theft of personal property, monies or valuables is not provided by us and therefore it is advised that residents take out private insurance to cover these items. We offer all residents bedroom door keys and we encourage them to make use of these. There is also a lockable facility in each bedroom.

### **What happens if I or my relative has an accident?**

There is a nurse call system in all rooms in the home in case of emergency and all staff are aware of the procedures and precautions needed to be taken in the event of an accident. There is also at least one fully qualified First Aider on duty at all times. We are fully fitted in accordance with national health and safety requirements and regular maintenance and repairs are carried out.

### **Will I or my relative be able to choose their bedroom?**

It may be possible for residents to choose their own room. This depends on availability, practicality and medical advice. If for medical or practical reasons the room is no longer suitable, you and your family will be consulted before they/you are moved.

### **Will I be able to smoke or drink alcohol?**

Although smoking is not permitted in bedrooms or lounges there is a designated smoking area for residents only. You may drink alcohol as long as it has been approved by your doctor. Alcohol may be provided for special occasions and celebrations but otherwise residents must buy this for themselves.

### **What if I or my relative has a problem with another resident or member of staff?**

We do try our best to resolve the problem by talking to you or your relatives to find out exactly what the problem is and decide the best way forward. This may involve having individual meetings with the people involved. Extra care will be provided to ensure you or your relative is comfortable, happy and feels supported throughout the process.

### **Will I or my relative be consulted about improvements to my/their care?**

We encourage residents and their families and friends to take part in making decisions about the home and we value their suggestions. This can be part of individual support planning or the regular residents' meetings that we hold, where they can tell staff how they feel about their care and the home. A family meeting is held every three

months by the registered care manager for all relatives and representatives of residents and suggestions for improvements are always welcome. We also have a suggestions box and we invite all residents to take part in an annual satisfaction survey. The results of the survey are published on our website and a copy is kept within the home.

**“ Staff are excellent, very dedicated and caring ”**

### **Will my family be able to have a meal or snack when they visit me?**

Meals can be provided for your family (at a small cost). We ask for some notice about this request so we can notify the catering staff in advance.

### **What if I would like to go out with my family?**

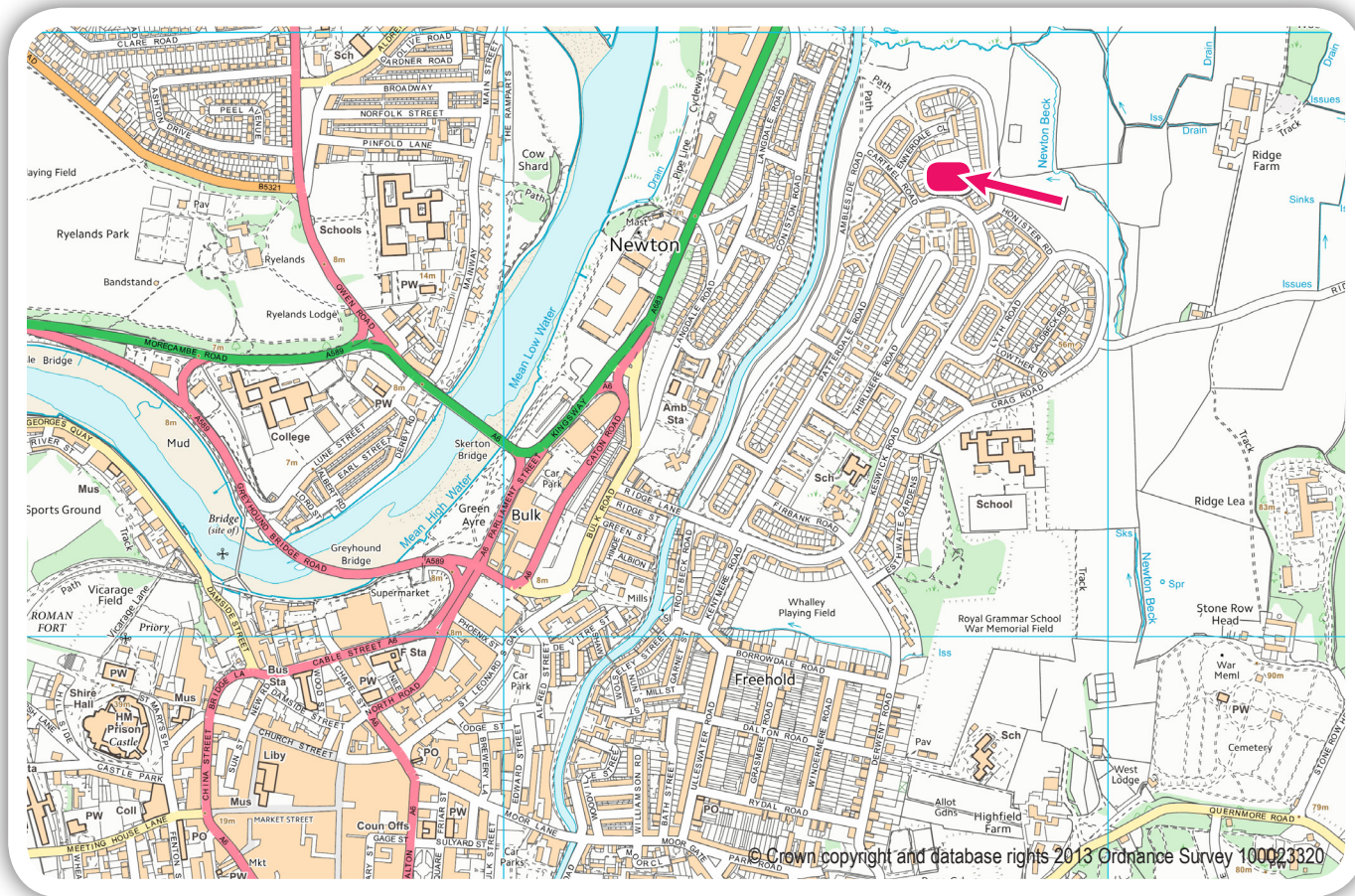
We will assist you in every way to ensure you take everything you need with you to enjoy your trip out with your family.

### **Are snacks and drinks available, when I require them?**

Staff will be happy to provide you with snacks and drinks when you feel hungry or thirsty 24 hours per day.



## How to find us



The nearest train station is Lancaster with local and national train services. We are on a main bus route with services to Lancaster city centre.

**Dolphinelee House**  
**Patterale Road, Lancaster**  
**LA1 3LZ**  
**Telephone 01524 37685**  
**[dso.dolphineehfe@lancashire.gov.uk](mailto:dso.dolphineehfe@lancashire.gov.uk)**  
**Contact the registered care manager**

Lancashire County Commercial Group  
Dewhurst Row, off Lostock Lane  
Bamber Bridge, Preston  
Lancashire, PR5 6BB  
Telephone 0845 053 0000

**A very nice place to live**

