



Your guide to living at
Green Tree Court

GREEN TREE COURT

“Your quality of life and wellbeing are of paramount importance to us”



CONTENTS

Welcome	4
Our Aim	4
Life in Green Tree Court	5
Your Room	5
Meals	5
Laundry	6
Visitors	7
Newspapers	7
Telephone	7
Post	7
Birthdays	7
Religious Services	7
Resident, Relative & Friends Meeting	8
Shopping	8
Social Activities, Hobbies & Leisure Interests	8
Smoking	9
Fire Procedures	9
Leaving the Home	9
Health & Medical Services	10
Medicines	10
Visiting Services	10
Fees & Charges	11
Standard Fees	11
Additional Service Charges	12
General Advice & Information	13
Advice & Information Helplines	13
Health & Related Helplines	15
Financial Advice Information Services	16
Local Services	17
Residents Charter of Rights	20
Complaints Policy	21
Verbal Complaints	21
Written Complaints	21
Complaint Review	23

WELCOME

Welcome to Green Tree Court, which is a 68 bed Care Home situated in Pinhoe, on the outskirts of the historic City of Exeter. Built to the highest environmental standards it offers luxurious surroundings and beautiful fully landscaped gardens for your enjoyment.

We are a short distance from the local shops and 5 minutes by car from the centre of Exeter. Within a few minutes drive is Exeter St Davids main line train station, and we are situated along a bus route for buses into Exeter itself.

OUR AIM

Our aim is to make your stay with us as happy and as comfortable as possible and to give you a high level of care to enable you to have the best possible quality of life your abilities will allow. You will be cared for by a highly skilled team who will work with you to agree your personal plan of care, and liaise with other health professionals to provide the best all round care. Our Hotel Services Manager will visit you regularly to ensure your stay with us is to your exacting specifications.

LIFE IN GREEN TREE COURT

WELCOME PACKAGE

As part of our welcome to you, on admission to Green Tree Court you will be entitled to a free package of:

- Initial Occupational Therapy assessment
- Initial Physiotherapy assessment
- One treatment per month in our Holistic Therapy suite (manicure, pedicure, facial, hand massage or foot massage. Other options are available).

YOUR ROOM

Your room is decorated and furnished to a high standard. If you wish, and with our agreement, you may bring some smaller items of your own and we encourage you to personalise your room with items that are important to you. All rooms have a nurse call system, and all have a beautiful and functional en-suite. A television with Freeview is provided, a telephone point and Wi-Fi is available throughout the building.

MEALS

Our Head Chef uses only the finest ingredients, locally sourced and organically grown. There is a full and varied menu, which is sourced, prepared, cooked and presented to award winning restaurant standards. The Chef will talk to you individually about your needs and preferences. Our catering team are passionate about our food provision so feel free to make any specific requests you may have.

Meal times are flexible and our dining rooms are open at the following times:

- Breakfast – 7:30am to 9.30am
- Morning coffee/tea with homemade biscuits – 10:30am to 11am
- Lunch – 12:30pm to 2pm
- Afternoon tea with home cooked selection of cakes – 3:30pm to 4pm
- Evening dinner – 5:30pm to 7pm
- Supper drinks and snacks – 7pm to 9pm and at any other time on request.

Tea, coffee, fruit juices, etc, together with biscuits and snacks, are always available, just ask a member of staff. We also serve alcoholic drinks of your choice.

Special diets, i.e. medical, cultural, religious etc are catered for, and we will endeavour to accommodate your special preferences.

Relatives/friends are welcome to join you for a meal and there is a private dining area for special occasions where you may have a number of family or friends to dine with you. Please book directly with the Home Administrator.

LAUNDRY

Our dedicated laundry will ensure all your laundry requirements are met and items returned to you quickly and in pristine condition. We are unable to launder dry-clean only items but we can assist you to obtain this service outside of the Home if you require. Our Housekeeper will visit you individually to make sure we understand your individual need and requests.

VISITORS

Visitors are welcome at any time that is suitable to you. They are welcome to use our Café or request a tray of beverages or snacks to share with you in your room.

NEWSPAPERS

Newspapers can be delivered daily. If you would like us to order your newspaper please let us know your preference and we will arrange for it to be delivered to your room.

TELEPHONE

A telephone point is available in your room and we can assist you to organise your own private line and telephone if you require.

POST

Post received for you is delivered daily and if you wish, staff will post any outgoing letters for you.

BIRTHDAYS

Birthdays are acknowledged and your views respected as to how it is celebrated. Our Chef is always willing to bake a special cake or meal for you, and of course you may wish to make use of the private dining area for your friends and family to be with you.

RELIGIOUS SERVICES

There is a service at Green Tree Court every fortnight. If you wish we can contact any denomination and arrange a pastoral service for you.

RESIDENT, RELATIVE & FRIENDS MEETING

Residents meetings are arranged every 2 months and are hosted by the Home Director. Details of these will be advertised on the notice board.

SHOPPING

Our Shop in reception is open Monday to Friday and provides a variety of items, including toiletries. There is also a mobile service which will come to all rooms. We will always obtain any item you request if it is not already stocked in our Shop.

There are also a variety of shops in Pinhoe, just half a mile from the Home. These include a Newsagent, Post Office, Pharmacy, Hairdresser and Bank.

SOCIAL ACTIVITIES, HOBBIES & LEISURE INTERESTS

As far as possible, we aim to encourage our residents to continue their social, cultural, religious and leisure interests when they join us. We want our residents, relatives and friends to participate in all aspects of life in the Home and welcome any comments or criticisms that will help to improve the quality of life.

We have an Activities Co-ordinator who is happy to organise continuation of any hobbies you have or have had. They will also organise activities such as bridge clubs, chess, exercise classes, music and movement, painting, arts and crafts, trips out, or anything else that it is possible for us to do.

We have a gym for your use either alone or with the Physiotherapist. We also have a Beauty and Holistic Therapy room where there are a range of treatments available for you.

SMOKING

We operate a no smoking policy at Green Tree Court. If you wish to smoke we will discuss this with you before admission.

FIRE PROCEDURES

The home is fitted with a full fire alarm system and fire exits are clearly marked. Fire procedures are placed at strategic parts of the building and residents and visitors are requested to familiarise themselves with these.

All our staff are trained to react in the case of an emergency.

LEAVING THE HOME

If it becomes necessary for you to leave the home for whatever reason, we will make every endeavour to ensure that you are correctly placed in an environment that can meet your needs.

HEALTH AND MEDICAL SERVICES

You may be able to keep your own GP providing that you are still in the catchment area for the surgery. If not, we can register you with our local GP practice.

MEDICINES

We have highly trained staff who will be happy to administer your medication. If you wish to administer your medicines yourself we will ensure you are safe to do so by undertaking an assessment with you. We have clearly laid down policies and procedures and the home conforms to all safe administration of medicines legislation and the NMC (Nursing and Midwifery Council) code of conduct.

VISITING SERVICES

The following services will be available to you at Green Tree Court:

- Chiropodist – visits every 6 weeks.
- Physiotherapist – visits normally every week and is supported by physiotherapy assistants.
- Occupational Therapist – see communal notice board for availability.
- Hairdresser – see communal notice board for availability.
- Beautician – available in the Holistic Therapy room daily.

We can also access for you a visiting Dentist, Optician and an Audiology service.

FEES AND CHARGES

STANDARD FEES

Green Tree Court fees range from £1500 to £1700 per week for standard packages and include:

- 24 hour care and accommodation
- All meals
- Laundry
- Television in residents rooms
- Free WiFi throughout the building

The fee charged is based on a prospective residents level of need following a full needs assessment, and the type of room chosen. Should the level of need increase, fees may be increased by agreement. Packages of care above the standard level are individually assessed and the cost of care agreed.

There are no hidden extras. Should a resident require additional items or items outside of our inclusive package, we will normally make small purchases on their behalf and then ask for reimbursement.

Fees are due in advance, invoiced monthly and payable by direct debit. For every resident a contract is drawn up that includes details of the amount charged, what is included and how payment should be made.

Each year, normally in March, a fee review is carried out. Any increase and the reasons are notified, in writing, one month in advance.

ADDITIONAL SERVICE CHARGES

There is an additional service charge for the following services:

- Hairdressing – a list of treatments and charges is displayed in the Hair Salon.
- Physiotherapy –
 - ½ hour sessions by the Physiotherapist are charged at £25 per session.
 - ½ hour sessions by the Physiotherapists Assistant are charged at £15 per session.
- Chiropodist – charges are set by the Chiropodist. The guide price is £20 - £25 per treatment.
- Continence and other aids – price for individual items available on request.

GENERAL ADVICE AND INFORMATION

ADVICE & INFORMATION HELPLINES

Action on Elder Abuse

080 8808 8141

enquiries@elderabuse.org.uk

www.elderabuse.org.uk

AEA runs the UK's only national freephone helpline for anyone involved in any way with the abuse of older people. The helpline is confidential and provides information and emotional support in English, Welsh, Urdu, Hindu and Punjabi.

Helpline open Monday to Friday from 9am to 5pm.

Age UK

0800 169 6565

contact@ageuk.org.uk

www.ageuk.org.uk

This is an amalgamation of Age Concern and Help the Aged trained advice workers. They offer advice or information about a wide range of issues including community / residential care, welfare / disability benefits and housing.

Free helpline open 365 days a year from 8am to 7pm.

Independent Age

0800 319 6789

charity@independentage.org

www.independentage.org

Counsel and Care provides telephone advice about welfare benefits, charitable sources of financial help, care homes, Community Care, homecare agencies and leaving hospital.

Free helpline open Monday to Friday from 10am to 4pm.

Relatives and Residents Association

020 7359 8136

info@relres.org

www.relres.org

The Relative and Residents Association offers practical advice and organises local support groups for anyone with an elderly relative or friend receiving residential or nursing home care.

Advice line open Monday to Friday from 9:30am to 4:30pm.

Care Quality Commission

03000 616161

enquiries@cqc.org.uk

www.cqc.org.uk

The Care Quality Commission makes sure hospitals, care homes, dental/GP surgeries and all other care services in England provide people with safe, effective, compassionate and high-quality care and encourage them to make improvements. They can help an individual make better decisions about the care they receive.

Advice line open Monday to Friday from 8:30am to 5:30pm.

HEALTH AND RELATED HELPLINES

Alzheimer's Society

0300 222 1122

enquiries@alzheimers.org.uk

www.alzheimers.org.uk

The Alzheimer's Society can give support and advice on all forms of dementia. The helpline is staffed by trained advisers.

Helpline open Monday to Friday from 9am to 5pm and Saturday / Sunday from 10am to 4pm.

Hospice Information Service

020 7520 8200

info@helpthehospices.org.uk

www.helpthehospices.org.uk

This service provides information on hospice and palliative care services for both professionals and the public. There are links to searchable directories of hospice and palliative care services.

Helpline open Monday to Friday from 8am to 5pm.

The Stroke Association

0303 3033 100

info@stroke.org.uk

www.stroke.org.uk

This site helps stroke patients and their families through its support services.

Helpline open Monday to Friday from 9am to 5pm.

FINANCIAL ADVICE INFORMATION SERVICES

Symponia

01789 774 595

care@symponia.co.uk

www.symponia.co.uk

The Money Advice Service

0300 500 5000

enquiries@moneyadvice.service.org.uk

www.moneyadvice.service.org.uk

Society of Later Life Advisers

0845 303 2909

admin@societyoflaterlifeadvisers.co.uk

www.societyoflaterlifeadvisers.co.uk

These organisations provide free information and guidance on issues relating to funding long-term care for older people.

They aim to take the complexities of the care system and present them in a way that is readily understood and specific to the individual's needs and circumstances.

They have been established to provide free and impartial help to people who need care, as well as their families and carers.

Other financial advice companies are available, and we are unable to recommend any particular company.

Pensioners' Guide

0845 7313233

[www.gov.uk/government/
publications/pensioners-guide-leaflet](http://www.gov.uk/government/publications/pensioners-guide-leaflet)

This guide, from the Department for Work and Pensions, contains a whole range of help and advice for pensioners. Areas of information covered include money and tax, benefits, home circumstances, learning, legal services, travel, voluntary and paid work and bereavement.

Telephone to obtain a copy of the guide or download a copy.

LOCAL SERVICES

Post Office

0345 611 2970

www.postoffice.co.uk

17 Main Road

Pinhoe

Exeter

EX4 9EY

Open Monday to Friday from 9am to 5:30pm and Saturday from 9am to 12:30pm. Closed Sunday.

SPAR convenience store

01392 467193

www.spar.co.uk

17 Main Road

Pinhoe

Exeter

EX4 9EY

Open Monday to Sunday from 7am to 10pm.

Pinhoe Pharmacy

01392 467355
1a Station Road
Pinhoe
Exeter
EX1 3SA

Open Monday to Friday from 8:30am to 6pm and
Saturday from 9am to 12:30pm. Closed Sunday.

Hairdressers

Liesa's - 01392 467725
9 Station Road
Pinhoe
Exeter
EX1 3SA

John's Hair Design - 01392 466086
17c Main Road
Pinhoe
Exeter
EX4 9EY

Lloyds Bank

0845 3000 000
www.lloydsbank.co.uk
Main Road
Pinhoe
Exeter
EX4 8HS

Open Monday from 9am to 2pm and Tuesday to
Friday 9:30am to 2pm. Closed Saturday and Sunday.

Taxis

Gemini Taxis – 01392 666666

Wheelchair vehicles available.

Capital Taxis – 01392 434343/433433

Bus services

01392 427711

www.exeter.gov.uk/buses

Exeter benefits from an established network of bus routes which covers the entire city, and routes to outlying towns and villages.

Visit their website or call for timetable information and fares.

National Rail Enquiries services

08457 484950

www.nationalrail.co.uk

National Rail Enquiries are the definitive source of customer information for all passenger rail services on the National Rail network in England, Wales and Scotland.

Visit their website or call for timetable information and fares.

RESIDENTS' CHARTER OF RIGHTS

- To retain your personal dignity and independence notwithstanding the severity of your physical or mental infirmity
- To have skilled, sensitive care to enable you to achieve the highest possible quality of life
- To have your social, emotional, religious, cultural, political and sexual needs accepted and respected.
- To have your personal privacy respected
- To have your views taken into consideration about daily living arrangements in the Home and for you to participate in discussions about proposed changes to those arrangements
- To be involved in and fully informed about your individual assessment of need
- To be involved in and make informed choices about your future personal care plans
- To have regular reviews of your individual circumstances at which you have the right to be present
- To ensure you are fully informed about the services provided by the Home
- To choose your own medical practitioner and dentist and to consult them in private
- To manage your own financial and personal affairs.
- To have the same access to facilities and services in the community as any other citizen
- To have access to a formal complaints procedure and to be represented by a friend and advisor if you so wish

THESE RIGHTS SHOULD NOT BE RESTRICTED EXCEPT WHERE NECESSARY TO PROVIDE THE LEVEL OF CARE NEEDED BY THE RESIDENTS AND TO ENSURE THE HEALTH & SAFETY OF THE INDIVIDUAL RESIDENT, STAFF AND VISITORS IN THE HOME.

COMPLAINTS POLICY

We believe that if a resident, relative or advocate wishes to make a complaint or register a concern they should find it easy to do so. We will ensure that any complaints or concerns are taken seriously and dealt with promptly.

VERBAL COMPLAINTS

Any verbal complaint should in the first instance be made to the Senior Nurse on duty, who will seek to resolve the problem immediately. If the situation cannot be resolved there and then, then it will be referred to the Home Director at the first available opportunity.

After talking the problem through, the Home Director will suggest a course of action to resolve the complaint. If this course of action is unacceptable then the complaint should be put in writing to the Home.

Pam Hardy - Home Director
Green Tree Court
81 Harrington Lane
Pinhoe
Exeter
Devon
EX4 8NS

WRITTEN COMPLAINTS

Step 1

All initial written complaints will go to the Home Director, who will acknowledge receipt within 7 working days. Immediately on receipt of the complaint the Home Director will launch an investigation and will respond either in writing or by arranging a meeting with the parties within 28 days. If a meeting is arranged the complainant may, if they wish, have a friend, relative or a representative present. A written full response will follow within 2 working days from the meeting to confirm what was discussed and/or agreed.

Step 2

If you are not happy with our initial written response to your complaint you may escalate your complaint to the Managing Director of Lexicon Healthcare, Mrs Michelle Pattrick. Complaints must be in writing and highlight where you are dissatisfied with the initial response to your complaint and will be acknowledged within 7 working days.

Mrs M Pattrick
Lexicon Healthcare
Waterside
Berry Pomeroy
Totnes
Devon
TQ9 6LH

Immediately on receipt of the complaint, the Managing Director will launch a full investigation of the complaint, background and initial response. They will respond either in writing or by arranging a meeting with the parties within 28 days.

If a meeting is arranged the complainant may, if they wish, have a friend, relative or a representative present. A written full response will follow within 2 working days from the meeting to confirm what was discussed and/or agreed.

Step 3

If you are still unhappy with the outcome you may escalate your complaint externally to the Care Quality Commission. You may do this at any stage in the complaints procedure but we welcome the opportunity to resolve matters internally if possible.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Email: enquiries@cdc.org.uk
Website: www.cdc.org.uk

Step 4

If you are not satisfied with the final reply from the Care Quality Commission you can complain to the Local Government Ombudsman.

Local Government Ombudsman
Po Box 4771
Coventry
CV4 0EH
Telephone: 0300 061 0614
Website: www.lgo.org.uk

COMPLAINT REVIEW

All complaints will be recorded in the complaints register with a summary of actions taken to resolve the issue. We will give you our best attention to rectify or improve any issue you have raised. In all cases staff will be polite, courteous, sympathetic and respectful.

We take all complaints seriously and always value feedback. The management review complaints regularly for trends or areas where we may improve. We seek out better practices and annually review policy and procedures in consultation with residents and care professionals, ensuring they are robust, easy to understand and easy to follow.



Green Tree Court, 81 Harrington Lane, Exeter EX4 8NS
T 01392 240400 E enquiries@lexiconhealthcare.co.uk

www.lexiconhealthcare.co.uk