

## The Provision of Care in Apartments at an Inspired Village

The presence of the On-Site Village care team is an essential, integral and permanent feature of an Inspired Village.

The service is registered with the Care Quality Commission (CQC), a Government appointed body, which regulates services and aims to improve social care. It sets a range of standards; and inspects services to ensure those standards are met. It rates services, produces reports that are available for anyone to read or download; and will require providers to improve any aspect of their service when standards are not met. The person responsible for managing the service is also required to register.

The Village care team is there not just to deliver care when requested or required for residents of the apartments, but also to provide comfort to residents that help is available in the event of an emergency, accident or illness; or should their health deteriorate and their needs change accordingly.

All the care plans and delivery of care are overseen by a Registered Nurse who will provide bespoke advice to any resident on an individual basis.

The following questions and answers are designed to provide further relevant information.

Q. Is there care available 24/7?

A. Yes, care staff are on site round-the-clock including Bank Holidays. Care is available on demand.

Q. What care is available?

A. Most of the care required by residents is assistance with all the activities of daily living including mobility from one place to another, bathing/showering, dressing, personal hygiene, using the toilet and assistance with meals.

Unfortunately health deteriorates with age. As well as the common conditions and complaints like arthritis, loss of hearing and diminished eyesight, people in their seventies and above are susceptible to a whole range of physical and mental illnesses. These include, most commonly, diabetes, coronary heart disease, osteoporosis, incontinence and dementia.

Our care team are trained to assist with these as well as a whole range of other care needs resulting from disabilities, conditions and illness including neurological problems such as Multiple Sclerosis, Motor Neurone Disease and Parkinson's disease.

The range of care encompasses people needing care and support, some of who will have high dependency needs including very frail elderly, rehabilitation and post operatives; as well as end of life care at home, which the majority of us are now opting for.

Q. Can I stay with my present GP?

A. Yes if you live locally prior to moving into the care village, there should be no need for any change. If you are moving from outside the area, you will need to register with a local GP.

We will offer local GPs the opportunity to hold mini surgeries for residents within the Wellness Centre for their convenience as well as that of residents.

Q. How will my needs be assessed?

A. When you first move into the village, a Health and Wellbeing Assessment will identify any care needs; and a care plan will be prepared if appropriate. Your care plan will be overseen by a Registered Nurse and reviewed regularly thereafter. Your plan will set out how any needs can be met, and the care team will ensure that those are met by scheduled visits to your apartment where appropriate.

Q. How can I summon assistance if I need it?

A. By using the nurse call within your apartment, telephone, asking at Reception or the Care Team Office. If you are assessed as requiring one, or you request it, you may have a pendant or wristband capable of activating the nurse call.

Q. If I am in bed through illness, can I still have meals prepared and delivered?

A. Yes, you can have meals delivered and served by a team member with a choice of meals. We can also arrange delivery of food for you to prepare yourself.

Q. How can I try to stay fit and healthy?

A. The Wellness Centre forms part of the village centre. As well as offering relaxation and leisure, this will enable healthcare professionals, both NHS and private to prescribe, advise and provide individual programmes. These include fitness, falls prevention services, stroke rehabilitation, assessment clinics, physiotherapy, long term conditions management and promotion of self-care, expert patients programmes; cognitive stimulation; pulmonary and cardiac rehabilitation programmes. Many of the clinics we run will be free of charge or nominal charge only.

Q. Can all my care needs be met in my apartment by the On-Site Village Care Team?

A. Yes, generally all conditions associated with becoming elderly and frail can be met in the privacy of your own home.

However, whilst we are able to accommodate many of the milder forms of dementia including mild Alzheimer's disease, we are not a specialist mental health care provider and we would work with your family to identify the best option available if relevant at the appropriate time. This might involve you moving permanently to a specialist setting.

We are not a substitute for many of the acute services provided in hospitals and we would need to ensure that your needs could be met at home prior to discharge.

Q. What are the principal differences between the care I could receive in my apartment, and that in the care home?

A. The village centre with integral care home will not be ready for around two years, and during that time we will be assessing the care to be provided.

By staying in your own home, you have the benefit of staying with your spouse or partner where relevant, all your possessions, dignity and privacy, the network and support of friends, and the continuity of care and support from staff.

Q. What happens if I have a serious health issue requiring acute care?

A. Your GP may refer you to a local NHS hospital for tests or treatment as necessary.

Alternatively, you may choose to see a Hospital Consultant for treatment paying privately or through private healthcare insurance.

Our links with XVIII - The Centre for Advanced Screening (part of the Harley Street Clinic) can ensure our residents receive the most comprehensive and advanced screening services in the UK.

The XVIII screening programme has been developed by the clinical advisory board – a group of leading clinicians from key specialities – to detect the early warning signs of health problems that can affect the quality and length of life.

The advanced diagnostic equipment is capable of detecting some problems usually identified only by more invasive procedures in many hospitals.