



## The Key Players

The Registered Provider of care at Shannon Court Care Centre is Mr Seamus Flood.

Mr Flood has owned Shannon Court since 1994 and has always played an active role in the provision of care at Shannon Court.

The Registered Manager of Shannon Court is Miss Maria Williams who was appointed in April 21.

Maria has spent over 25 years working in the healthcare industry having gained her experience in Mental Health, Acute Stroke and rehabilitation and Palliative care – ultimately developing her career to Senior Nurse level. Prior to being appointed Registered Manager, Maria held the post of Clinical Lead at Shannon Court.

The Deputy Manager, Helen Amos, has over 18 years of experience working at Shannon Court. Prior to being appointed Deputy Manager Helen was a Senior Carer and then a Unit Lead.

Sarah Cowman was appointed Clinical Lead in June 21. She has gained experience at a senior level on an Acute respiratory ward and prior to her appointment as Clinical Lead, she was a Nurse providing care on the General Nursing Unit at Shannon Court.

## Our Support Team

**Operations Manager:** Ismar Alabedi  
**Administration:** Sandra Walsh  
**Receptionist:** Tracey Paterson  
**Domestic Manager:** Jillian Mynett  
**Activities Manager:** Samantha Jackson



## **Arrival**

When you visit Shannon Court and arrive at reception we ask that you complete the visitor's book. You will be able to speak to the Receptionist who will gladly answer any questions you may have. You will be able to find the Homes' most recent inspection report along with most other relevant documents at the reception desk for your information.

## **Your Stay**

At Shannon Court our motto is "...trust us to care"

In order to achieve this, we aim to provide a warm, friendly and homely approach in delivering individualised, evidence-based care using an open, honest and transparent approach.

We have a full complement of nurses, care staff, activity staff, domestic and therapy staff who are fully supported by our ancillary team and all the staff work together to provide care for our Service Users and also to provide support for all Service Users' representatives.



## What We Do

The Home has three separate designated areas in which the three different types of care are provided.

We provide care and accommodation for:

- Service Users who have General Nursing needs  
– This is our Darcy Lounge
- Service Users who live with dementia and also need a nurse  
– This is our Oaken Lounge
- Service Users who live with dementia and need support with their personal care  
– This is our Lantern Lounge

Shannon Court is registered to provide these services for up to 78 Service Users. We aim to work in partnership alongside the Service User and their loved ones to provide a warm and friendly approach to individualised care.

Working with the Local Authority, providing evidence-based care that is regularly assessed, inspected, and critiqued to ensure all guidelines and best practise is followed.

We admit both ladies and gentlemen to the Home from the age of 60. Under certain circumstances we may admit a person to the Home below the age of 60, but only if we are able to demonstrate that the needs of that person can be best met by living at Shannon Court. We decide this by way of an assessment.

Before a Service User is admitted to Shannon Court, a robust pre-admission assessment is undertaken. This assessment determines if Shannon Court is able to meet the Service User's needs. If we are unable to provide the care that we believe is required, then we will advise you of this decision.

The staff would normally meet with the Service User to undertake this written assessment. As an alternative we sometimes undertake this assessment by telephone depending on the location of the Service User. The pandemic did affect how we safely conduct assessments. These rules are constantly under review and may change in line with best practice advice.



## Shannon Court Care Centre

Once admitted to the Home we use the concept of “Me” to provide care. This means that we want the care that each Service User receives to be personal to them. To do this we put a great deal of emphasis on gathering information in relation to the Service User’s life history and preferences. We develop support plans by working with Service Users and their representatives and we ask that support plans, once developed, are agreed and signed by Service Users and/or their representatives to show that these plans have been developed together and that the care that is being provided is as that individual person would want it to be.

Each individual person’s support plan is overseen by a named nurse or senior carer and these plans are then re-evaluated monthly (or earlier if necessary) to ensure that care is being provided effectively and as the service user would want it to be provided. If the plan needs to be changed this is done in partnership and new plans are again agreed.

We also review the care that we provide. The Service User, family, friends and the professionals involved in providing care meet together and discuss the placement and the plans of care that have been developed to ensure that the care that is being provided is meeting the Service User’s needs.



## **What You Can Do**

At Shannon Court, we want to ensure that Service Users continue to participate in the community and are involved in social activities. To ensure that Service Users have these opportunities, the Home employs activities coordinators. When a Service User moves into Shannon Court, we ask the Service User and their representative to tell us about the Service User's social life.

We respect that every person is an individual and that we all like to do different things. We aim to maintain the person's interest in the activities that they have always enjoyed doing and on occasion we must adapt the activity to ensure that the person is still able to participate. We also develop a memory box for each person and encourage Service Users and families to put familiar items into their memory box which is used as an aid for the activities staff. This encourages and stimulates conversation about the Service User's life and interests.

Whilst encouraging Service User's to continue participating in activities that they are familiar with, we also aim to encourage Service Users to join in with group activities or new activities that they may not have considered before.

We feel that it is important that Service Users continue to participate in community activities if they wish to. Staff organise trips out for groups of people and also take Service Users out on an individual basis.

The Home has a good relationship with the local community and children from the local school and nursery spend time at the home. A local relative's community support group also attends the home on a weekly basis and the local clergy comes into the Home once a month.

We request that you inform us at the time of admission to the Home of any specific item of value which the Service User will be keeping with them whilst staying at our Home. Jewellery can very easily become lost or misplaced and so any item of over £50 in value must be recorded by the Home. Ideally a photograph of all such items will be required. Please take any item of sentimental value to your own home for safekeeping by your own family.



## **Our Services**

The Home employs an onsite therapist. There is a therapy suite on the lower ground floor of the building accessed via a passenger lift. On admission to Shannon Court, if a Service User wishes to make use of the therapist then a holistic assessment of their health is undertaken and therapy can then be organised.

The service includes full body massage, hand, arm and leg treatments, Indian head massage, complimentary therapies and relaxation. Service Users are able to have therapy in the therapy suite or in the privacy of their own bedroom. The Home provides this service at no cost to the Service User.

The Home also employs a team of Activity Staff and these are overseen by a knowledgeable Activity Manager who provides activities based on the Service Users interests, level of engagement and understanding.

The Home provides a complete laundry service. Service Users and relatives are advised that care should be taken when selecting clothes made of certain materials to bring into the Home. Please be advised that dry clean only items, pure wool and certain delicate fabrics cannot be guaranteed as safe to be laundered in the laundry system that the Home employs. We ask that you speak to our domestic team if you are in any doubt about any garments suitability for being laundered. On admission we ask that “sew in” name labels are purchased. The Home can organise this. This aids the laundry staff in correctly identifying clothes.

The infection control within the Home is overseen by our Domestic Manager who, along with her team, follows government and local guidelines to ensure that the Home is clean and tidy and the risk of infection is controlled. Guidelines on how to do this are constantly changing and we endeavour to comply with all current best practice advice as, and when, these are updated. Shannon Court works closely with the CCG’s own infection control team to implement current practice and maintain standards in relation to managing infection control and cleanliness within the Home. The Home undertakes monthly infection control audits to ensure standards are maintained.

The Home is also able to provide palliative care. The Home believes that a Service User should be able to choose where they want to be cared for at the end of their life and should not necessarily have to go into hospital. After admission to Shannon Court the Service Users and /or their representatives, if they wish, are able to make end of life plans. This ensures that important decisions and choices are documented clearly so that care at end of life can be provided as each individual would want it to be.



## Shannon Court Care Centre

We respect each person's diversity. To enable us to provide individual support, the Home has appointed a dementia champion. Any Service User, family, friend or any person undertaking business with Shannon Court is able to speak to the dementia champion if they wish to. This can be about any issues that a person wishes to discuss. Information regarding this support system is available at reception.

We acknowledge our Service Users' rights to exercise their civil, legal and political rights without judgement, prejudice, or discrimination.

At Shannon Court we believe that well trained and experienced staff will provide excellent care. Our Registered Manager is highly experienced and is actively working to enhance her current qualifications, working towards a level 7 qualification. Our Deputy Manager holds an NVQ level 5 in leadership and management and care staff hold or are working towards health and social care qualifications. The Homes' ancillary staff have all gained or are working towards qualifications in their selected area of work.



## Organisational Aims and Objectives

### We Aim

To provide a social environment, inclusive of nursing, in which Service Users would choose to live with a home from home feel.

To admit Service Users only after complete assessment.

To ensure Service Users and/or their representatives and staff work in partnership to develop care packages taking Service User's physical, social, emotional and intellectual needs into consideration.

To evaluate care to ensure support plans remain relevant.

To work as part of a multidisciplinary team and ensure that Service Users have access to a range of professionals so that their needs can be fully met by adopting a holistic approach to care.

To support Service Users throughout - up to and including the end of their life.

To respect and involve people who use the service.

To ensure that stringent recruitment procedures are followed, DBS certificates obtained and appropriate references are suitable for the post.

To ensure that staff receive appropriate training and updates.

To support workers in developing their role and skills.

To ensure that staff recruited maintain a good skills mix.

To take account of professional guidance and build this into the policies and procedures of the Home.

To review policies and procedures within the Home.

To review, monitor and evaluate risks within the Home related to Service User's equipment and the environment.

To work within legal and professional guidelines.

To maintain contractual agreements with the commissioners of the service.





## **Shannon Court Care Centre**

To ensure that the quality assurance system is implemented within the Home which will allow for development of strengths and identification of areas of weakness where developments can then be made.

To have an open, honest and transparent approach with people who have any dealings with Shannon Court. We recognise our Duty of Candour responsibilities.

To update you with relevant information about your loved ones.

To always display our current CQC ratings.



## Other Helpful Information

**The Home has organised meal timings, however if any Service User wishes to dine outside of these times this is perfectly acceptable. Service Users are able to dine in the dining areas, in the privacy of their own flats or they are able to eat in the lounge if this is what they prefer. Families are welcome to dine with their relatives when able to do so. The Home is able to provide specialised diets and manage artificial feeding regimes.**

The Home is able to organise for Service Users to see a hairdresser and also a chiropodist within Shannon Court. However, both of these are additional services and therefore will incur a cost which will be charged to the Service User.

**If a Service User wishes to see a member of the clergy this can be organised by the Home. This is organised on an individual basis and we aim to respect each person's spiritual beliefs.**

Service Users have access to their own room where they can spend time privately or where they can receive visitors. Shannon Court currently has a booking system for visits since the Covid-19 Pandemic, which can be accessed either on our website, or booked by phone call. We also encourage families to dine at the Home with their relatives when we are able to do so.

**The Home accepts Local Authority and Continuing Health Care payments. The Home also has the facility to organise private contracts for care. A copy of the Homes private contract is available at Reception. The Home does advise people who pay for care privately that they may be eligible for assistance with healthcare funding when their personal assets fall below the threshold that the government has set. Service Users are able to speak to the Manager at Shannon Court who will provide advice regarding this.**

**The Home does charge a top up fee for certain rooms, please contact us for more information about our top up costs.**

The Home annually collects information and opinions from Service Users, staff and visitors to the Home regarding the quality of service offered. This facilitates an audit of the service and identifies areas of strength and areas for development. The Home values suggestions and opinions that are brought forward at any time and we value our open and honest approach.

**The Service Users and relatives organise meetings that the staff are invited to attend. This is an arena where suggestions can be brought forward and openly discussed.**



## Shannon Court Care Centre

The Home produces a regular online newsletter. Service Users, visitors and staff are able to contribute to the content of the newsletter and ideas are always welcome. To subscribe to our newsletter, please go to our website (found at the bottom of each page of this document).

**The Home has a no smoking indoors policy for Service Users, visitors and staff and smoking areas are designated externally. Cigarettes and lighters are best managed by staff in order to reduce any risks.**

The Home is fitted with an emergency nurse call system. Alongside this, the Home is fitted with an automatic fire detection system, fire fighting equipment and fire signage.

**Shannon Court has a selection of moving and handling equipment which at some time during your relatives stay at the Home you may find they need to use. This is to keep your relative and the staff safe.**

When spending money is handed into the Home for a Service User, a receipt will be issued. These funds are then held in a safe in individualised envelopes and financial accounts are kept for each individual Service User. Service Users can access their funds when they wish. These funds will be used to pay the hairdresser and the chiropodist once consent has been obtained. Relatives requested that when funds for Service Users are low in accounts that we send a letter to the nominated relative to request spends. This system has been implemented as requested and works well.

**We genuinely want to do the best for Service Users and their friends and representatives. If you have any concerns at any time, we would appreciate you raising these concerns with the Manager – in addition and also for your attention the complaints procedure is available and displayed around the Home.**

At Shannon Court, we respect Service Users and visitors' privacy and would ask that photography and filming is not carried out on the premises unless discussed and agreed beforehand.

**We have installed CCTV for security and safety reasons. Images are only stored for resident protection and are only covering public spaces.**

At Shannon Court we will endeavour to care for valuable items. We do have lockable facilities available but would ask that you take particular care with valuables which could be mislaid or lost, especially any items valued £50 or more. It is impossible to guarantee absolute security where a large number of people have access to the building.



## Shannon Court Care Centre

**At Shannon Court we respect Service Users, families and visitors who have any business with the Home, equally however we expect that the staff are treated with the same respect. We take a zero-tolerance approach towards verbal and physical abuse of our staff members.**

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*At Shannon Court we recognise that the decision to move into a care home is a difficult one and you are putting your trust in the Home to provide the best possible care, show respect, and provide dignity to your loved ones.*

*We will strive to live up to the promise of keeping all who live at Shannon Court safe and well cared for. If at any time you feel that we have not kept this pledge please let us know and we will try to rectify this where possible.*

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## Shannon Court Care Centre

### ***And Finally,***

Mr Seamus Flood is the registered individual Service Provider.

Shannon Court is not part of an organisation.

The Home runs from a single location and has one Registered Manager.

The Registered Manager is Miss Maria Williams.

### **The business is based at:**

Shannon Court Care Centre  
112 Radcliffe Road,  
Bolton  
BL21NY

**Telephone Number:** 01204 396641

**Email:** maria.williams@shannoncourt.uk

**Website:** www.shannoncourt.co.uk