



# **Marrow House Service User Guide**

**Marrow House  
Stoke on Trent  
ST3 1SQ  
Tel: 01782 234888**

## **MARROW HOUSE**

Marrow House is specifically a residential unit that supports people with dementia, it is owned by Stoke on Trent City Council.

We are situated in a pleasant residential area on Forrister Street which is situated off Anchor Road in Meir Hay. There is a car park at the front of the building.

The unit is set in its own grounds with a sensory garden which provides a stimulating area for people who are accessing the service to relax with their relatives; it has been designed specifically to meet the needs of people with dementia.

It includes a water feature, seating area and a pathway to guide people around the garden.

Marrow House is staffed 24 hours per day with a minimum requirement of 6 staff operating during the day and evening, together with catering and domestic staff. There are 3 waking staff during the night with extra staff on call. A member of the management team is on duty at all times.

Our aim is to support people living with dementia in a way that promotes choice, privacy, dignity, independence, rights and fulfilment.

### **Care Plan**

Your initial referral will be dealt with by your Social Worker. We can arrange for you to come and visit the unit to look around.

Prior to admission we will complete an assessment to establish that we are able to meet your individual needs. A care plan will be created specifically for you to ensure that all staff understand your individual requirements. This information is confidential and will be stored safely. People who access the service are entitled to a copy of any documentation detailing their needs and requirements.

Reviews takes place weekly with the Multi-disciplinary team, goals and care plans are reviewed and amended as necessary. Individuals are encouraged to actively participate in the assessment process and supported to express their views and preferences.

## **Accommodation**

Individuals are encouraged to treat their bedroom as their own home. You may bring with you some possessions such as ornaments, pictures, photographs etc.

All bedrooms are single rooms furnished with a wardrobe, set of drawers and en-suite facilities. The soft furnishings co-ordinate with the decoration of the room. The bedrooms are fitted with 'nurse call system' to enable individuals to summon assistance from the care staff. A PIR unit is available for service users who are unable to use the 'nurse call system' – this will alert staff when the individual gets out of the bed.



## Main living areas

We have three main living areas:

Mitchell Mews – named after Reginald Mitchell this area is generally green in colour.

Matthews Way – named after Stanley Matthews this area is generally green in colour.

Wedgwood Walk - named after Josiah Wedgwood this area is generally blue in colour.

The colour schemes have been chosen to aid orientation. The lounges are furnished to a high standard, considering the needs of people with dementia.

### Mitchell Lounge



## Mitchell Dining Room



### **Visiting**

We would like visitors to feel relaxed and welcome when they visit their relative/friend. We kindly ask that you avoid visiting at meal times as this can be disruptive to other people. We encourage visitors to continue assisting their relative/friend as they have been doing prior to admission, e.g. hospital appointments, hairdressing, shopping, dentist and optician.

### **Medical Services**

There is a General Practitioner allocated to individuals admitted to Marrow House for assessment. District nursing services will be accessed as needed.

### **Daily Life**

During your stay you will have access to a newspaper delivery service, laundry service and there is also has a small hairdressing salon. However, individuals are free to use other salons in the area.

There is easy access to local bus routes and it takes 30 minutes by bus to get to the shops in Hanley town centre. Local shops and a church are 10 minutes away.

Activities are person centred to suit the needs and interests of the individuals. They are tailored to reflect a person's life history.

## Sample menu

	Breakfast	Lunch	Tea
Sun	Fruit juice, Grapefruit, Choice of cereals,, Boiled egg, Toast & marmalade	Roast Turkey & stuffing Creamed & roast potatoes Carrots Parsnips Gravy  Cheesecake	Assorted sandwiches with side salad  Fancy cakes
Thur	Fruit juice, Grapefruit Choice of cereals Boiled egg, Toast & marmalade	Chicken Chasseur or Cheese Pie Potatoes Carrots Peas  Sago	Poached egg on toast Fruit and cream
There are alternatives available in addition to the above.			

Special diets are catered for and by arrangement with the catering team.

We are able to offer a range of specialist diets including a 'finger food' menu to promote independence and dignity. Other special diets may include – vegetarian, diet controlled, diabetic, vegan and specific cultural requirements.

## **Statutory Requirements**

Regular fire drills are necessary for the protection of individuals and all rooms have smoke detectors fitted. Fire regulations make it necessary for staff to know which residents are out of the building and we therefore request that visitors inform us if they are taking someone out. Visitors are also required to sign in and out of the building to comply with Fire Safety Regulations.

## **Compliments and Complaints**

We have a Complaints Policy, a flyer containing information on how to complain, there is a copy made available in the 'welcome packs' in each individuals bedroom (in the top of the wardrobe).

It is hoped that if you have problems during your stay, these can be resolved effectively between yourself and the care manager, who will be available to see individuals and discuss any difficulties.

We value feedback from individuals and their families. We respectfully ask that you complete the questionnaire at the end of your stay; a copy is available in the 'welcome pack'.

## **MAPA**

We are a MAPA trained home which means; The Management of Actual or Potential Aggression

The staff are trained in a range of disengagement skills and also physical intervention should your relative be in crisis.

Any incidents will be reported and investigated by a MAPA trainer within 24hrs and action taken accordingly.

The staff follow the Safe Participation Guidelines set out by CPI the training body and always ensure the core values of Care, Welfare, Safety and Security



## **Marrow House Assessment & Therapy Service - How we use your personal information**

Details of your rights under data protection legislation are available at [stoke.gov.uk/dataprotection](http://stoke.gov.uk/dataprotection).

When you use the Assessment & Therapy Service we collect information about your name, address, date of birth, your GP surgery, people who provide care for you, the issues you face in carrying out your daily living activities, and how we are able to support you to meet your needs. We only keep this data for the time specified in our retention schedule; this is for eight years after we finish working with you.

We use this data to assess what support you might require to meet your needs. We are able to do this because Social Care law (the Care Act 2014) says we must do it if you request an assessment from us.

We are required by government guidance to hold and use some of your information for statistical purposes so we know the number of people using our services. This data is used by the council's Performance Team and is made completely anonymous so you cannot be identified from it.

If you want to speak to someone about this service please contact: Amanda Cain, Integrated Dementia Team Manager on 01782 234885 (email [amanda.cain@stoke.gov.uk](mailto:amanda.cain@stoke.gov.uk) )

For further information please contact the Registered Care Manager:

Marrow House  
Forrister Street  
Meir Hay  
Stoke on Trent  
Staffordshire  
ST3 1SQ

Tel: 01782 234888/5

Fax: 01782 235384

Email: [amanda.cain@stoke.gov.uk](mailto:amanda.cain@stoke.gov.uk)

If you are a service user of a service which is registered with the Care Quality Commission you may complain by contacting West Midlands Region, Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel 03000 616161

Fax 03000 616172