



The Marbrook Centre

excellence in neurological care and rehabilitation



Residents Handbook



Competence, Choice and Compassion



Welcome to The Marbrook Centre

Whatever challenges life may have thrown at you that brought you to our door you can now relax knowing that you are in a safe and caring place. We will endeavour to make you and your family the centre of every decision about your care and rehabilitation here. The Marbrook Centre has a very talented team of therapists and nurses all with one goal in mind to enable you the best opportunity to live a future life with choice and independence.

About our company

Marbrook Care is a specialist independent provider of neurological care services. We work in partnership with the NHS and leading charities to deliver outstanding rehabilitation, treatment and care. The Marbrook Centre is regulated by the Care Quality Commission (CQC).

Our mission

- To deliver the very best specialist 24 hour nursing and therapy services to adults living with complex and long term neurological conditions, which include Stroke, Brain Injury and dementia.

Our vision

- To provide comprehensive care, assessment, treatment and rehabilitation that is person centred, goal directed, outcome and pathway focused, paying specific attention to health, rehabilitation, sustaining and making relationships and looking forward to the future.

Our Culture

- Your care and rehabilitation plan will be led by you and facilitated by us: **your life, your care, your choice.**

Our Values

- Care and treatment at Marbrook is underpinned by an ethos of '**competence, choice and compassion**', providing the very best service for people living with life changing conditions.

We work within the National Service Framework for Long-Term conditions (2005) and as such we are committed to providing care that meets the quality requirements set out in the document:

1. Person centred service
2. Early and specialist rehabilitation
3. Community rehabilitation and support
4. Vocational rehabilitation
5. Providing equipment and accommodation
6. Providing personal care and support
7. Palliative care
8. Supporting family and carers
9. Caring for people with neurological conditions in hospital or other health settings

We follow the recommendations made by the British Society of Rehabilitation Medicine; Specialist Nursing Home Care for People with Complex Neurological Disability; Guidance to Best Practice; Dementia Care Matters, NICE Guidelines and Royal College of Physicians. We are here to help you to gain new skills, maintain existing ones and plan your future, wherever that path may lead.

Names and Address of Registered Provider and Manager



**Helen Walters -
General Manager**

'I'm Helen Walters and I am very proud to be the General Manager of The Marbrook Centre. I offer a wealth of healthcare experience having started my career as a Registered Mental Health Nurse. I have worked in many different environments both as a nurse and a manager. I feel very fortunate to lead such a highly skilled care team in such a lovely purpose built building. I look forward to introducing myself to you personally in the next few days and my door is always open, so you can share your thoughts and observations during your stay here.'

Name	Registered Manager Helen Walters	Registered Provider Marbrook Ltd
Address	The Marbrook Centre Phoenix Park Eaton Socon PE19 8EP	14 Parkway Welwyn Garden City Hertfordshire AL8 6HG
Phone	01480 273273	
Email	helenwalters@marbrook.co.uk	

About The Marbrook Centre

The Marbrook Centre is a purpose built neurological rehabilitation centre, which opened in May 2016. When you come into the centre you will see our coffee lounge which opens out onto the dining courtyard. Among the Centres features is a large rehabilitation gym, a total of nine rehabilitation kitchens, a hairdressers and a cinema room. Outside there is ample free parking and gardens which are wheelchair accessible and which have water features and sensory areas.

Ground floor - Eden Has three lounge/diners with height adjustable rehabilitation kitchens and a large spa hydro bathroom. There is also a two bedroom fully fitted transition training flat which has its own independent access.

First Floor - Bray Has some bedrooms featuring ceiling hoists, a spa / hydro bathroom, three lounge/diners with height adjustable kitchens, a further lounge and two sheltered balconies overlooking the central courtyard.

Second Floor - Mayfield Has been specially designed to provide care and support to people living with dementia in an environment that will meet their specific needs. Mayfield uses Stirling University dementia friendly design best practice, paying particular attention to the lighting, colour, contrast, orientation and

signage (see www.dementia.stir.ac.uk). Mayfield has three lounge/diners with height adjustable kitchens, several activity/lounge areas and a fantastic balcony room which allows you to be outside in all weathers.



Bedrooms

All bedrooms feature ensuite wet rooms, are furnished to a high specification and enjoy Freeview TV. This is your personal space. However, we hope you will choose to be in other areas of the centre during the day, taking part in therapeutic and social activities designed to meet your needs.

Laundry

We have invested in the very best laundry equipment to cater for all your personal laundry needs. Before you arrive we will have ordered some specific 'name buttons' so we can label all your personal items to prevent any chance of them being misplaced or lost.

Money and Valuables

As we are a busy centre with lots of different visitors, we have to advise that all valuables should either be carried on your person, locked in your bedroom or ideally left with your family or at home. You will have a lockable bedside cabinet so please make use of this as we cannot be responsible if such items unfortunately do go missing. It is unlikely that you will need money other than change for the vending machines; please keep your cash locked away. If you are unable to keep your own money, we may be able to look after a very small amount for you (maximum £50).

Electrical Items

If you bring electrical appliances into the centre, we would need to be informed in order for our maintenance department to undertake an initial electrical safety check. This is necessary to comply with Health and Safety legislation. If the appliance is risk assessed as unsafe, you will not be able to use it, but we will endeavour to find a suitable alternative.

Mobile Phones and Computers

We encourage you to use mobile phones, computers and tablets to keep in contact with your family and friends while you are staying at The Marbrook Centre. We have free WiFi

throughout the building and the password is always kept at reception. Any problems connecting just let us know, as the centre also has its own 'IT guru', who so far has yet to fail in fixing any issues.



Social Media

Social media is a big part of modern life, indeed Marbrook has its own Facebook (@TheMarbrookCentre) and Twitter feeds (@MarbrookRehab) which we are keen you follow us on. However, we have a strict policy of not sharing resident's faces on either of these sites (or any others) and would ask you to honour this policy. If you do wish to share photos of yourself to family and friends, even sharing your rehab progress to a closed Facebook Group, please ensure no Resident / Staff images are in your picture (even hiding in the background) or any of their names are used in your post.



Meals and Snacks

Food should be one of life's pleasures, so we have our own catering team who will get to know what food you like and any special dietary requirements you may have. You will also have the opportunity to cook for yourself in one of the accessible kitchens, be it a full meal or a snack. Both our coffee lounges have snacks and drinks which are freely available throughout the day, plus we have a well-stocked vending machine for the occasional 'naughty treat'.

Tea/Coffee/Snacks

There is a complimentary coffee and tea machine in the Reception Area (Eden) and in the central lobby on the first floor (Bray). Please help yourself and ask your visitors to do the same. There are often complimentary cakes and biscuits available too. If you need a non-standard drinking cup, staff will provide you with one. You

can also help yourself or ask staff to make you a hot or cold drink within the kitchen areas of Bray or Eden. Please do not be too shy to ask.

Own Food

Please feel free to buy or have bought for you, your own food or snacks. We can store these for you or you can keep them in your room. This should be restricted to non-perishable food as we are not able to store your food in our communal fridges.

Social life and leisure time

There are opportunities to take part in a wide range of social activities inside and outside of the centre. We are keen to support you to take advantage of any local clubs and interest groups, or to go to local cafés, restaurants, cinema, and shopping. Having the opportunity to do something enjoyable is very important and a key feature of The Marbrook Centre. We have links with a number of different faith groups and will help you to attend whichever you wish or invite representatives into the centre.

What to Wear

We recommend comfortable clothing that is suitable for your rehab sessions, eg., track suit bottoms or elasticated trousers and loose fitting tops. You will also need at least two sets

of nightwear and comfortable shoes/slippers. We have a very efficient laundry service so 3-4 outfits should be adequate. There is a wardrobe and chest of drawers in your room to store your clothes and belongings.

Smoking

In line with current legislation we have a designated smoking area outside the building, this applies to e-cigarettes as well as cigarettes, pipes and cigars.

Resident Meetings

Residents have the opportunity to meet regularly and are encouraged to raise concerns and make suggestions at any time. You will be invited to give your views on the service you are receiving.

GP

If you live locally, you may remain with your usual GP if you wish. Just to let you know that we will communicate with them regarding your temporary stay with us. Alternatively, you can be registered with our GP surgery. Their details are:-

Dr Bacon

Almond Road Surgery

St Neots

Cambs, PE9 1DZ

Tel: 01480 473413

Transport

We have our own accessible vehicles available which are driven by approved drivers. Other transport services can be arranged if needed. We have excellent road and rail links, with St Neots being a mainline station. We also have a good bus service from Bedford and Cambridge, with the X5 bus stop a short walk away.

Shopper hopper

We run our own mini bus weekly into St Neots, normally to make the most of market day. The timetable is in the coffee area. Just ask at reception to book..

Mail

If mail arrives for you, it will be recorded at reception and delivered to you in a timely manner. Letters for posting can be given to reception and will be posted on your behalf.



Visitor Information

Visiting hours are between 10am and 10pm. However, there may be occasions when we ask visitors to leave while therapy sessions take place. Such sessions are the reason people stay with us and will be given priority.

We also love to welcome children and pets, but they must be supervised at all times. You can spend time with visitors in your room, in the coffee areas, in one of the lounges or outside. If you prefer to meet your visitors in a nearby café or park, we will try to ensure you have transport to do this.

All visitors will be asked to sign the visitors' book on arrival and again on leaving. This enables us to comply with Fire Regulations.

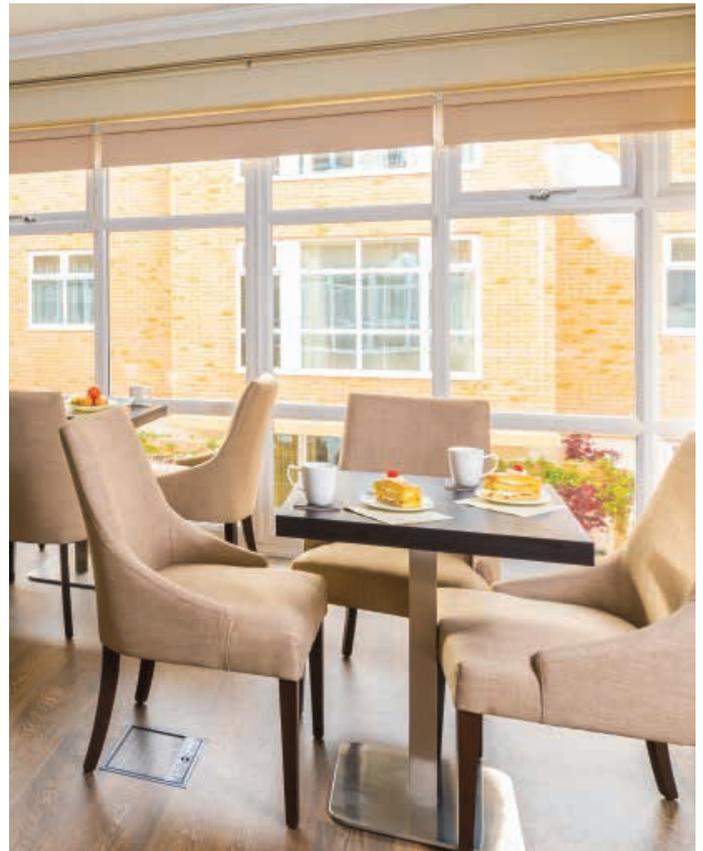
Security

Your security and safety is of the utmost importance to us. We have systems in the centre that will be introduced to you as well as CCTV.

Fire Procedure

The Marbrook Centre is built to the very highest Fire Safety standards. It has a modern fire alarm system with sensors designed to detect smoke and heat. All furniture, fixtures and fittings are made from resistant or fire retardant materials. Each floor of the centre is a separate 'fire cell' and within each floor, every room is a self-contained 'fire cell' giving a minimum of 30 minutes safety between every fire door. This means, in the rare chance of a fire starting within any part of The Marbrook Centre, the safest place to be is often your own room. If a fire is detected, the system tells us exactly where in the building it is located. If it is unable to be put out by our hand held extinguishers, the fire procedure is to evacuate residents to another part of the home. This means in all but the most extreme of events, residents do not need to be evacuated outside.

The Fire Alarm system here has two distinct sounds; the pre-alarm mode, activated by a smoke or heat detector will sound an intermittent alarm. This enables the Marbrook Team 3 minutes to investigate the fire activation and reset the alarm should this be a 'no fire' situation. Failure to reset the alarm in 3 minutes activates the evacuation alarm, which will sound throughout the entire centre.



The fire alarm is a very loud continuous siren, quite different to the sound for nurse call or door bells. If the alarm sounds, staff will follow our fire evacuation procedure.

A fire alarm test is carried out routinely every Friday at 3pm, to ensure that the system is working properly. We also run an unannounced fire drill on a regular basis.

Risk Management

Taking risks is part of life generally and certainly part of your rehabilitation, recovery and re-ablement. We will assess risks with you wherever possible and try to find ways to manage risks positively to support you to do the things you want to do.

Complaints

We want to resolve any problems as quickly and as informally as possible. In many cases discussing it with your named therapist or named nurse is all that is needed to put things right. If you do not want to speak to a member of staff directly responsible for your care, you can take your complaint to the General Manager, **Helen Walters. Helen** can be contacted directly via email helenWalters@marbrook.co.uk, or her telephone number is available at reception, alternatively just ask for her to come and see you.

If you would prefer independent help in addressing an issue, we can facilitate advocacy arrangements. This is a person who does not work for Marbrook, but visits on a regular basis.

If you are not happy that your complaint has been handled to your satisfaction by us, you are at liberty to contact the ombudsman. You can do this by writing to the following:

You can choose to complain to the NHS organisation that commissions (arranges and pays for) the service. Please contact:

Parliamentary and Health Service Ombudsman

Millbank Tower

London SW1P 4QP

Tel: 0345 015 4033

E-mail: phso.enquiries@ombudsman.org.uk

If the placement is Council funded or if you are paying for your care with your own money or by using a 'personalised budget', the complaint should be directed to:

The Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Tel: 0300 061 0614

E-mail: advice@lgo.org.uk

You can also provide feedback to the Care Quality Commission about care services. Their contact details are:

CQC National Customer Service Centre

Citygate

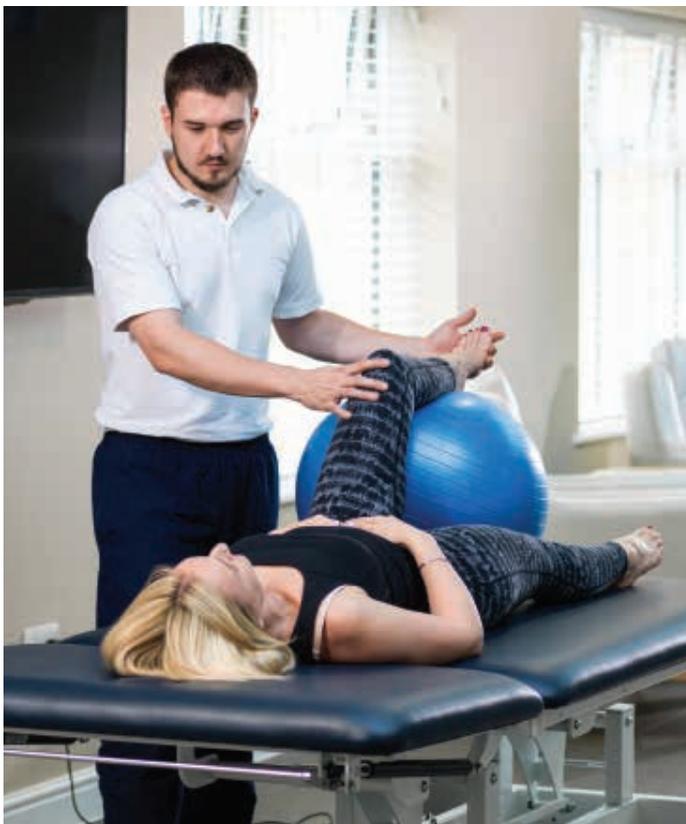
Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

E-mail: enquiries@cqc.org.uk

About your rehabilitation



Our approach to rehabilitation, recovery and re-ablement is comprehensive, person centred, and goal directed, paying specific attention to health, sustaining and making relationships and having something to look forward to. We recognise that you may want the people important to you to be involved in your care and treatment and we are keen to support them too.

Your rights

At Marbrook we respect your rights and wishes and will support you to achieve your goals in ways that suit you.

- Your best interests will always be taken into account.

- You will always be kept informed and receive clear and detailed information concerning your care.
- Your views, wishes and feelings will always be considered.
- You will always be treated with dignity and respect.
- You will be informed of the type or nature of treatment that is being proposed, the reason for it and how it is likely to affect you.
- You have a right to withdraw your consent to treatment at any time and must be told how and when treatment can be given to you without your consent.
- Your progress and changes in your care plan will be reviewed at regular intervals.
- You have the right to have contact with family and friends.

Rights of relatives and carers

We recognise that your family and friends have a very important role in your life and in supporting your care. You may want them to contribute to the review of care plans, either by using feedback forms, attending the review meetings or discussing plans on the telephone with senior members of the team. However, you have the choice to refuse this and have the right to confidentiality.

If you would like someone outside your family



to support you, we can introduce you to an independent advocacy service. An independent advocate is a person who is not employed by or linked to the centre and is there solely to help, advise and represent you. Please ask a member of staff if you require this service.

Moving in

Before you move into The Marbrook Centre, you will have met a member of our team who will have assessed your care needs and discussed your personal rehabilitation goals.

On the day you move in, you will be introduced to your key worker who will

be ready to meet you and show you to your room.

Here you will have a copy of your support plan, which will be reviewed with you on a regular basis.

Review Meetings

Review meetings will be held at regular intervals to discuss your progress, your future plans and rehabilitation needs.

These review meetings will be attended by you, the members of our team directly involved in your care, your relatives and may also include your funder, your care manager or representative.

General Medical Care

Appointments with Dentists, Opticians and Chiropodists

We are able to organise your appointments with these specialists for you. **However, you will be required to complete our consent form (from the referral office) before hand to enable us to invoice as and when services are required.**

Medicines (prescribed and non-prescribed)

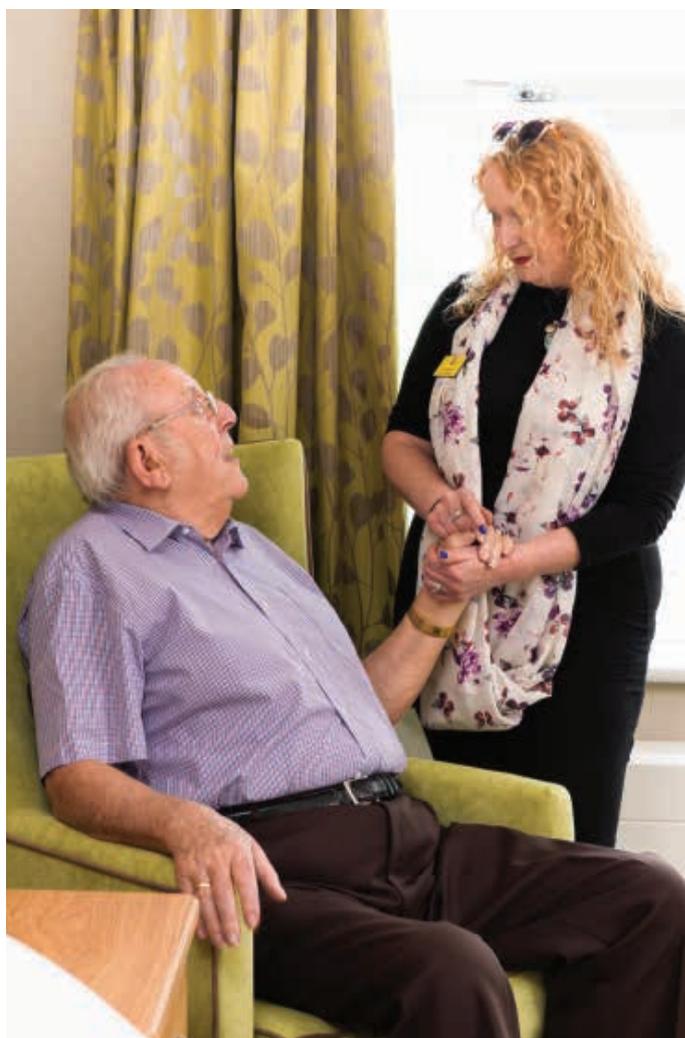
We work closely with Boots Pharmacy and are regularly inspected by both the community pharmacist and the Care Quality Commission to ensure that the strict policies we have in place for the administration of medicines are adhered to and are safe.

Accidents and incidents

In the unlikely event of an accident or incident during your stay with us, we have a policy in place for these. An incident form is completed by the member of staff who witnessed the accident/incident. The Management Team is informed of every accident or incident.

Medical and other emergencies

The Marbrook Centre is staffed with qualified nurses 24 hours a day. Should you become seriously ill or require hospitalisation, we will refer you to our nearest hospital. We will, naturally, inform your nearest relative



or representative.

If you do need to go into hospital, we will look after your room and your belongings until you are fit to return or need to make other arrangements for your continued care.

We have a list of emergency call-out numbers in case of an unlikely non-medical emergency, such as power failure, loss of heating or water. Our staff will always keep you informed of any such emergency. There is always an on-call manager who can be contacted at any time.

Confidentiality

All confidential information held by us will only be shared with our clinical team and other relevant personnel with your consent and is stored and disseminated in line with current legislation. It may be anonymised to support clinical audit and other work which monitors the quality of care we provide. We may ask to record information that you give for these purposes only. Please feel free to discuss this with your Care Manager.

Safeguarding and whistleblowing

During your time with us, your safety and the safety of your visitors is of the utmost importance to us. To ensure your safety, we have policies and procedures in line with current UK and European legislation.

We will:

- Take every action to prevent abuse from happening in our service.
- Respond appropriately when it is suspected that abuse has occurred.
- Ensure that government and local guidance about safeguarding people from abuse is accessible to all our staff and put into practice.
- If you suspect that abuse is taking place in The Marbrook Centre, you should contact either the Centre Manager or the appropriate regulatory body immediately.
- If you want to know more details about any of our policies related to your safeguarding, just ask any member of staff or alternatively look at the centre's notice board.

The Marbrook Centre at a Glance



Nursing Care



24hr Care



Ensuite Wetrooms



Dining Courtyard



Spa Bathrooms



2 Bed Training Flat



Award Winning



Respite



Hair Salon



Domestic Laundry



5 Rehab Kitchens



3 Activity Kitchens



Rehab Gym



Cinema Room



Free Wi-Fi



Resident Computer



Secure Garden



Roof Garden



Music Therapy



Therapy Dog



Art Therapy



'Hopper' Bus



Home Cooking



Child Friendly



Pet Friendly



GP Surgery



Chiropody Clinic



Eye Check Ups



Dental Visits



Ceiling Hoists



Consultant



Physio Therapists



Piped Oxygen



Speech & Language Therapists



Palliative Care



Clinical Psychologist



Occupational Therapists



Competence



Choice



Compassion