

TALBOT COURT CARE HOME

Statement of Purpose 2026

Compassion • Dignity • Respect • Excellence

Talbot Road, Port Talbot SA13 1DR

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Web: www.talbotcourtcare.co.uk

Person-centred care

Safe & homely

Meaningful lives

Continuous improvement

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Welcome Message

Welcome to Talbot Court Care Home. This Statement of Purpose explains who we are, the care and support we provide, our facilities, staffing arrangements, governance processes and how we work with residents, families and professionals to provide safe, compassionate and person-centred care.

The Provider

The registered provider is Carehart Limited. Dr Merajuddin Hasan is the Responsible Individual.

Mrs Francina Ritchie is registered with Social Care Wales (SCW) and is the appointed Manager of Talbot Court Care Home since 2019.

The contact address for both is

Talbot Court Care Home

Talbot Road

Port Talbot

SA13 1DR

Telephone: 01639 887975

Email: info@talbotcourtcare.co.uk

The prospectus outlines our statement of purpose in accordance with the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016.

Location of Service

Talbot Court Care Home is a popular small independent care home in the heart of Port Talbot.

The home is located within walking distance from the town centre as well as nearby amenities including the high street, modern shopping centre, theatre, cinema and a lovely beach.

Talbot road is one of the main roads in the city with bus stops located just outside of the home. The newly revamped and modern Port Talbot Parkway train station linking the city to the county and beyond is just a stone throw away from the home.

We are minutes away from local surgeries and also benefit from the Neath Port Talbot, Princess of Wales as well as Morriston hospitals which are all within short driving distances.

Provision of Service

Talbot Court Care Home is a privately owned facility offering comprehensive residential and nursing care services tailored to meet the diverse needs of our residents. We proudly provide a blend of residential, residential EMI (Elderly Mentally Infirm), continuing healthcare, and nursing beds, available on both a permanent and respite basis.

Our commitment is to offer a professional and compassionate service to up to 30 elderly residents, including those living with dementia. We also consider individuals over the age of 40 if their needs align with our expertise and facilities.

At Talbot Court, we recognise that each resident is unique and deserving of care that reflects their individuality. We focus on creating an environment where privacy, dignity, independence, and choice are fundamental principles. Our care model ensures that residents are treated as individuals, with a strong emphasis on their rights and personal fulfilment. We welcome male and female residents, ensuring that care and support are gender-appropriate and sensitive to their specific needs.

Our team, consisting of skilled nurses, nursing assistants, healthcare assistants and dedicated support staff, is at the heart of the exceptional care we provide. We pride ourselves on delivering care with patience, empathy, and understanding, creating a truly welcoming atmosphere. To further enhance the comfort of our residents, we encourage the inclusion of personal belongings and mementos, helping each individual feel even more at home.

Before admission, the Manager or a qualified delegate conducts a thorough assessment to ensure that we can fully meet the prospective resident's needs. This comprehensive assessment encompasses physical, psychological, and social requirements and helps us prepare the appropriate environment and resources. Our care planning process is person centred, involving the prospective resident and their family or representative as appropriate, ensuring a tailored approach to care.

We utilise a 'keyworker' system to ensure that each resident has a dedicated staff member who plays an integral role in supporting their care and well-being. We also offer a diverse activities programme that caters to all residents, enhancing their social and emotional

engagement.

Our care home continually updates both its facilities and staff training to provide the highest standard of care, particularly for residents with physical needs or living with dementia. We have implemented a dementia-friendly environment, including the use of colour-coded decorations, sensory cushions, and memory corners, to promote a sense of familiarity and comfort. Additionally, our home offers rooms designed to accommodate residents who require wheelchair accessibility.

Overall Philosophy of Care

At Talbot Court, our aim is to provide a friendly, secure, and homely environment where individual care, comfort, and well-being are our primary focus. As a person-centred home, we uphold the rights of every resident to:

- Dignity
- Privacy
- Confidentiality
- Freedom of Activity (subject to safety)
- Receive visitors
- Receive a high standard of care tailored to their assessed needs
- Be consulted on all matters that may affect them

Our staff are dedicated to preserving the dignity and individuality of each resident in a warm and supportive atmosphere, while remaining sensitive to their evolving physical, emotional, cultural, and spiritual needs. We encourage active participation in care planning, with family and friends' involvement being both welcomed and valued.

We conduct regular risk assessments to ensure that residents can safely engage in their desired activities, while also safeguarding their well-being. Talbot Court is designed with internal safe spaces for independent mobility, and we monitor all areas to promptly identify and mitigate any hazards, prioritising the safety of our residents.

At Talbot Court, residents are treated as valued members of our community. Our staff are well-trained to deliver the highest quality of care, ensuring that every resident's needs are met with compassion and professionalism.

Aims and Objectives

At Talbot Court, we are dedicated to treating our residents as valued members of our community, ensuring that their care needs are met with the highest standards of compassion and professionalism. We believe that every resident is unique and deserves to be treated as an individual. Our approach to care emphasizes their individuality, while prioritising privacy, dignity, independence, choice, rights, and fulfilment.

Privacy

We fully respect everyone's right to privacy, ensuring they can enjoy solitude or meet family, friends, and visitors without being disturbed. We maintain a safe environment where residents have the freedom to experience personal moments of peace, and we take great care in respecting their privacy during personal care. Staff always act with consideration and sensitivity in delivering care.

Dignity

Dignity is central to how we support our residents. We work closely with individuals and their families to understand their preferences, enabling them to maintain control over their lives and make informed choices. We provide support that helps residents stay healthy through balanced nutrition and good hygiene practices. We also ensure that residents are involved in the home's social and recreational activities, promoting their dignity and well being at every opportunity.

Independence

We empower our residents to make decisions and take calculated risks that enhance their independence. We carefully balance the promotion of autonomy with mindful risk assessments, always considering their mental capacity. Regular reviews ensure that we adapt care plans to reflect their evolving needs and abilities.

Choice

Residents at Talbot Court are given the opportunity to make informed choices about their lives and care. We foster an environment where their personal preferences are respected, ensuring that they feel valued and in control of their decisions.

Rights

We are fully committed to upholding the human rights of all our residents. Talbot Court

ensures that no discrimination occurs based on age, gender, race, language, religion, or any other personal characteristic. Our commitment to equality is woven into every aspect of care and interaction.

Fulfilment

Our goal is to help residents achieve personal fulfilment by supporting them in realizing their aspirations. We take the time to understand everyone's spiritual and emotional needs, and we work to create a flexible lifestyle that adapts to their changing needs and wishes. Through personalised care, we ensure that our residents can live life to the fullest, finding meaning and joy in their daily experiences.

At Talbot Court, we are committed to fostering an environment where all our residents can thrive, be themselves, and live with dignity, independence, and purpose.

Admissions Process

Routine Admission

When an individual or their family decides to explore the possibility of becoming a resident at Talbot Court, our manager will conduct a comprehensive assessment to determine whether we can meet their care needs. This process involves close collaboration with the individual's family, social worker, GP, and, where appropriate, the district nurse. Together, we gather vital information regarding the person's physical, emotional, and medical support needs. This thorough assessment ensures that we can provide the best possible care tailored to each individual's specific requirements.

Emergency Admissions

In urgent situations, where an individual's need for care is immediate, a telephone assessment can be conducted to quickly evaluate whether Talbot Court is able to meet their needs. If we can accommodate the individual, a temporary admission may be arranged. Afterward, the standard procedures for a planned admission are followed. Emergency admissions are typically considered when someone requires urgent support due to vulnerability and cannot wait for a formal admission process.

Trial Periods

We understand that deciding on a new living arrangement is an important decision. To help potential residents and their families make an informed choice, we invite them to visit Talbot Court and spend time with us before committing. Visits may range from a few hours to a full day at the home. In addition, we offer a formal trial period, typically lasting four weeks, following admission. This trial period allows all parties to ensure that the home can fully meet the individual's care needs and that they are comfortable with their new living environment.

Supporting Individuals with Dementia

At Talbot Court, we understand that dementia is a progressive and often irreversible condition that affects various aspects of mental function, including memory, language, and daily activities. While dementia may lead to challenges such as memory loss, personality changes, disorientation, and difficulties with self-care, it is important to recognize that individuals with dementia still possess valuable qualities and unique attributes. As their condition progresses, it is crucial to focus on their strengths, abilities, and the person they are, rather than solely their disabilities.

We believe that the quality of life for individuals with dementia can be greatly enhanced by providing the right support, particularly in the early stages of the condition. By focusing on the person's abilities and encouraging them to maintain hobbies, interests, and social connections, we help them remain engaged and active for as long as possible. Our staff is trained to understand the needs of those with dementia, enabling us to provide the best care possible. Our approach centres on:

- **Reassurance:** Ensuring that our residents with dementia feel valued, and that their emotions and experiences matter.
- **Minimizing Stress:** Offering a calm and supportive environment, free from unnecessary external pressures.
- **Engaging Activities:** Providing stimulating activities that help residents stay alert and motivated, preserving their cognitive function and quality of life.

We recognise that behaviours associated with dementia are often a form of communication, rather than deliberate defiance. By understanding the root of these behaviours and considering the individual's life history, we can better address their concerns and respond with empathy. Our staff works to identify what each resident is trying to express and support them accordingly.

We emphasise a person-centred approach to dementia care, which means that we tailor our care plans to reflect each resident's unique personality, life story, and individual needs. Our goal is to help residents maintain the highest possible quality of life by focusing on their strengths and encouraging participation in activities that bring them joy and fulfilment. Care planning is done collaboratively, with residents, family members, and, when necessary, advocates involved in ensuring the plan is appropriate for the individual.

Our care plans are personalised and designed to adapt to the specific needs of each resident.

We understand that what works for one individual may not be suitable for another, and we are committed to providing care that is flexible and tailored to each person's preferences and circumstances. Life-story books, detailing personal likes, dislikes, and preferences, are shared among staff to deepen understanding and ensure consistent care.

Family involvement is highly encouraged, and we welcome families to contribute personal belongings and items that provide comfort and meaning to their loved ones, even as the disease progresses. We recognize the importance of maintaining connections to the past and ensuring that residents feel a sense of comfort and continuity in their lives.

To ensure that we provide the best care, all our staff receive ongoing training in dementia care, keeping them up to date with the latest best practices. This includes the use of sensory mats, appropriate signage, and specialized furniture to create an environment that is both familiar and supportive. We understand that a well-designed, dementia-friendly environment can make a significant difference in a resident's well-being, which is why we focus on providing ample natural light, clear signage, and spaces that minimize disorientation.

At Talbot Court, our approach to dementia care is rooted in respect, compassion, and a deep understanding of the person as an individual. We are committed to providing the highest standard of care and support, ensuring that every resident is treated with dignity and supported to live as independently as possible, regardless of the challenges they may face.

Communication and Stimulation

Communication

We prioritise effective communication as an essential part of providing person-centred care.

To ensure we meet the unique needs of each resident, all staff receive training to communicate effectively, including with those who have hearing, visual, or speech impairments. We also encourage family members and friends to complete a life history document for each resident upon admission, which helps us understand their individual language and communication needs.

For residents with hearing, visual, or speech impairments, we offer alternative communication methods such as whiteboards, audio books, or picture cards. We aim to meet each resident's communication needs in the most effective way, ensuring they feel heard and understood.

We also celebrate the cultural diversity of our residents. We have staff who engage residents in basic conversational Welsh, and it is not uncommon to hear the Welsh anthem sung together. For residents who are fluent in Welsh, we invite Welsh-speaking community members, such as representatives from the local church, to interact with them once permission is given by the family. Bilingual signage is provided throughout the home to ensure that the Welsh language is always available and accessible.

Contact with Relatives, Friends, and Representatives

Maintaining connections with family, friends, and representatives is encouraged at Talbot Court. Our open visitation policy allows loved ones to visit at any time, and in addition to in person visits, individuals can stay in touch via telephone, email, or in writing. We understand the importance of privacy, and all contact can be maintained in private if desired, ensuring that residents' communication needs are respected.

Social activities, hobbies and leisure interests

At Talbot Court, we take great pride in our commitment to social care and ensuring that every individual is supported in maintaining an active and engaging lifestyle. From the moment of admission, each resident is assigned a dedicated keyworker who works closely with them to create a personalised life history, involving family members where necessary. This allows us

to gain a deeper understanding of each resident's background, preferences, and interests, ensuring that their care plan reflects their individuality.

To further promote social engagement and well-being, we have a dedicated Activities Coordinator who offers a variety of stimulating and enjoyable activities designed to support both physical and mental well-being. Our activity programme is tailored to meet the diverse interests and abilities of our residents, and it includes, but is not limited to:

- Quizzes and crosswords to challenge the mind
- Card and board games to encourage social interaction
- Outdoor gardening for fresh air and a sense of accomplishment
- Mobile library services to bring reading materials directly to residents
- Sing-a-longs and karaoke sessions to uplift spirits and encourage creativity
- In-house concerts and performances to entertain and bring joy
- Arts and crafts, including painting and other creative activities
- Reminiscing sessions to stimulate memories and spark conversation
- Fun competitions and social games like tombola and bingo for added enjoyment

These activities are designed not only to enhance cognitive function and emotional well-being but also to foster a sense of community and connection among residents. At Talbot Court, we believe in creating a vibrant, inclusive environment where everyone can participate and enjoy the activities that bring them happiness and fulfilment.

We believe in enriching the lives of our residents through a wide variety of social activities and outings. We regularly arrange exciting day trips to well-known local destinations, allowing residents to explore the surrounding areas and enjoy the sights and sounds of their community. Our residents have enjoyed visits to the theatre, town centre, the beach, and local coffee spots, as well as trips to pubs for a pint, Christmas meals, and special events like the King's birthday celebrations.

In addition to our day trips, we are fortunate to have a selection of professional entertainers who visit the home on a regular basis, offering performances that bring joy and entertainment to our residents. Our vibrant social calendar also includes choir and school visits, as well as themed parties and events such as Christmas celebrations, Olympic-themed activities, and national day festivities. These events create an opportunity for residents to enjoy each other's company, while friends and family are always invited to join in the fun and celebrate together.

Our dedicated Activities Coordinator Ann regularly engages with both residents and their families to determine the types of social activities that best suit individual preferences and interests. We encourage new suggestions and strive to incorporate them whenever possible,

ensuring that our activities remain diverse, inclusive, and enjoyable. For those with limited mobility, we also host regular clothes parties within the home, where individuals can comfortably browse and purchase garments.

At Talbot Court, our focus is on fostering a lively, interactive, and supportive environment where all residents can participate in social activities that bring them happiness and create lasting memories.

Religious Services

We respect everyone's right to follow any religion—or none at all. Ministers of Religion visit Talbot Court regularly to offer spiritual support, and if a resident wishes to attend a place of worship, we are happy to make the necessary arrangements. We believe that everyone has the right to practice their faith in an environment that respects their beliefs and values.

Equality for All

At Talbot Court, we are deeply committed to providing an inclusive and welcoming environment for all individuals. We believe that every person, regardless of their gender, sexual orientation, religion (or none), racial or cultural background, or any disability, deserves to be treated with the highest standards of care, respect, and dignity. Our admissions procedures are designed to ensure that we can meet the specific needs of each resident, and our staff is fully equipped and dedicated to delivering the care and support required. We embrace diversity and believe that it enriches our community, fostering an environment where everyone is valued and supported.

The well-being and comfort of our residents are at the heart of everything we do, and we remain committed to upholding a culture of equality and inclusion throughout all aspects of life at Talbot Court.

Pets

Fluffy, our beloved rabbit, is more than just a pet at Talbot Court — she is a cherished member of our care home family as you can see above. With her gentle nature and playful antics, Fluffy brings joy and comfort to both residents and staff alike. Her presence fosters a sense of calm and companionship, reminding us of all of the simple pleasures that brighten our days. Fluffy's role in our community is a true testament to the power of animals in uplifting spirits and enhancing the well-being of everyone around her.

We also welcome well-mannered pets to visit if they are insured and vaccinated. The

residents, in their regular meetings, decide as to where pets are allowed to roam. A risk assessment would be undertaken as to the suitability and kind of a pet.

Management

Registered Provider

Carehart Limited is led by a team of experienced business professionals and senior medical experts who have a wealth of experience in operating and managing care homes. The directors' combined expertise ensures that Talbot Court continues to provide a safe, supportive, and high-quality environment for all of our resident.

Responsible Individual

Dr. Merajuddin Hasan, one of the Directors of Carehart Limited, serves as the Responsible Individual for Talbot Court on behalf of the company. A retired Consultant Psychiatrist, Dr. Hasan brings extensive experience in managing large clinical services and residential units. His background in healthcare leadership enables him to provide invaluable support to the management team and contribute to the ongoing success of the home. Dr. Hasan visits Talbot Court regularly on a weekly basis to monitor service quality, assess operational efficiency, and ensure that the care provided meets the highest standards. His hands-on involvement ensures that Talbot Court remains committed to delivering excellent care to all residents.

Registered Manager

Mrs. Francina Ritchie is the designated Registered Manager at Talbot Court, responsible for overseeing the day-to-day operations and ensuring the smooth running of the home.

With her extensive experience and leadership skills, Mrs. Ritchie plays a key role in maintaining the high standards of care and support that Talbot Court is known for.

Mrs. Ritchie is a Level 1 Registered Nurse with over twenty years of experience in the nursing profession. Throughout her career, she has held several management positions, most of which were within care home settings. Her qualifications include a Gower College Level 5 Diploma in Health and Social Care, an Honours Degree in Business Management, and a master's degree in healthcare management, all obtained from Swansea University.

Additionally, Mrs. Ritchie holds a qualification in Mentoring and a Diploma in Risk

Management. Mrs. Ritchie's vast expertise, combined with her qualifications, allows her to effectively lead Talbot Court, ensuring that residents receive the highest quality care in a safe and supportive environment.

Clinical Lead Manager

Dan is our Clinical Lead at Talbot Court, playing a pivotal role in supporting the Home Manager with the daily management and operation of the care home. He works alongside the clinical team to deliver and lead high-quality care using a person-centred approach, ensuring that each resident receives the care and attention they deserve.

With years of experience in care home management and leadership, Dan brings a wealth of expertise to the role. He is a Level 1 Registered Nurse and holds a Level 5 NVQ in Leadership in Health & Social Care. His qualifications and extensive experience in clinical leadership make him an invaluable asset to the team.

Dan is available at least four days a week on a rota schedule, providing consistent leadership and guidance to staff, and ensuring the highest standards of care are maintained throughout the home. His hands-on approach and dedication to quality care make him a vital part of the Talbot Court team.

Staffing Arrangements

Our Heads of Departments (HODs)

The heads of departments at Talbot Court exemplify outstanding leadership and dedication, ensuring that each department operates seamlessly and efficiently. Their unwavering commitment to excellence fosters a collaborative environment where everyone thrives, and their tireless efforts inspire all of us to continuously reach new heights of success. We are truly fortunate to have such remarkable leaders guiding the way. The HODs are:

- Head of Clinical: Daniel Ioan Parau
- Head of Care: Gareth Edwards
- Business Admin: Abin Antony
- Head of Catering: Jess Bumpass
- Head of Housekeeping: Emma Singh
- Head of Social Activities: Eloise and Marufa (job share)
- Head of Maintenance: Petrisor 'Petro' Bogdan

Nursing Staff

Our home we provide round-the-clock nursing care, supported by a dedicated team of six qualified Registered General Nurses. Our nurses are highly experienced and passionate about caring for older people, bringing with them many years of experience from both hospital settings and the private sector. Their expertise and commitment ensure that each resident receives the highest standard of care tailored to their individual needs.

In addition to our qualified nurses, we have a team of experienced Nursing Assistants who work closely with the clinical staff to provide essential support in patient care. Our Nursing Assistants received comprehensive training in various aspects of patient care and undergo regular competence assessments to ensure their skills and knowledge remain up to date.

Care Team Leaders & Health Care Assistants

Our Care Team Leaders and Health Care Assistants are central to the care and support we provide at Talbot Court. Many have been part of the team for several years, bringing experience, commitment, and a caring approach to their roles.

We are proud of our diverse and skilled care team. Most staff are registered with Social Care Wales, with others actively working towards registration. Staff are supported to achieve relevant care qualifications and continue their professional development through training, supervision, and annual appraisals.

This helps us maintain high standards of safe, compassionate, and person-centred care for all residents.

Catering Staff

Our catering team is led by a Head Cook and supported by two additional cooks, together with a team of full-time and part-time kitchen assistants. The team is responsible for providing nutritious, appetising meals that meet residents' individual preferences, dietary needs, and clinical requirements.

Working closely with care and nursing staff, the catering team ensures that meals are safe, enjoyable, and tailored to each resident's needs. Their commitment helps maintain high standards of food service while supporting residents' health, wellbeing, and quality of life.

Housekeeping: Cleaning and Laundry Staff

Our housekeeping team provides essential cleaning and laundry services throughout the home. The team works diligently to maintain high standards of cleanliness, hygiene, laundry care, and overall tidiness.

Their work helps ensure that Talbot Court remains a comfortable, safe, and well-maintained environment for residents, visitors, and staff.

Maintenance Department

Our Maintenance Department is led by a dedicated handyman who is responsible for the day-to-day upkeep of the home. This includes carrying out routine repairs, preventative maintenance, health and safety checks, and ensuring that the environment remains safe, comfortable, and welcoming for residents, visitors, and staff.

Learning/Training

- Inhouse Training

Dawn Morgan is our On-the-Job Training Facilitator at Talbot Court and plays a key role in maintaining the high standards of care we provide.

Dawn's background as a trained Nursing Assistant and her willingness to go the extra mile make her an invaluable member of our team. She brings a wealth of knowledge and skills, particularly in person-to-person interaction, which is essential in providing compassionate and individualised care. Her commitment to both the training and development of staff ensures that our team remains equipped with the necessary tools to offer the highest standard of care.

- Induction and Continuous Learning

At Talbot Court, all staff receive a comprehensive induction followed by ongoing training and development. Training is delivered through both face-to-face sessions and online learning via Care Skills Academy in collaboration with Atlas.

This ensures our staff remain up to date with current legislation, regulatory requirements, and best practice, enabling them to provide safe, compassionate, and person-centred care.

Facilities and Services

Layout and Communal Space

The ground floor of Talbot Court Care Home features a variety of essential spaces to ensure comfort and convenience for our residents. These include several bedrooms, a communal lounge and dining room, a conservatory, a nurse station, manager and administration offices, as well as bath and shower rooms, toilets, a commercial kitchen, and laundry facilities.

The second floor is home to 20 single rooms, a bath, a shower, and toilet facilities.

Throughout the building, the corridors are decorated with wall hangings and artwork, creating a warm and homely atmosphere. To support residents' independent mobility, bedroom doors, hand railings, bathroom/toilet doors, and doors to communal spaces are colour coded. Each resident's bedroom door is personalised with a picture to help them feel at home, and communal areas, including bathrooms and toilets, feature clear pictorial signage for easy navigation.

Residents also have access to the bright and inviting conservatory, as well as a patio area for outdoor enjoyment. For those who enjoy gardening, there is a greenhouse and a raised planting area where residents can take part in outdoor activities.

Bedrooms

Talbot Court Care Home offers 29 rooms across two floors, including one companion (double shared) room.

Room sizes range from 9.4 square meters to over 17 square meters, with most rooms exceeding 10 square meters. Four of the single rooms are equipped with ensuite facilities.

Our rooms, both shared and ensuite, are designed in line with best practices for residents with dementia and mobility challenges. We understand that for individuals with limited mobility or those prone to falls, ensuite facilities may not always be beneficial, and these residents may prefer to use shared facilities. While shared bathrooms and toilets may offer a sense of dignity and privacy, we are mindful that they could impact independence.

We are committed to being open and transparent with prospective residents and their

families about the types of accommodation available and encourage them to visit the home to view the facilities before making any decisions.

Access to the second floor rooms is via a shaft lift with a security-coded door or via a staircase.

Each room is equipped with an accessible call system for residents' convenience.

All rooms are centrally heated and feature individual room thermometers, allowing residents to monitor and adjust the room temperature to their preference. Each room is also equipped with a wash basin, and residents are encouraged to bring personal items, such as small pieces of furniture or photographs, to make their room feel more like home.

Assessment for En-suite Facilities

Talbot Court offers both en-suite and shared bathroom facilities to support residents' comfort, privacy, and dignity.

Our bathrooms are designed with safety and accessibility in mind, particularly for residents living with dementia, reduced mobility, or increased falls risk. Shared facilities can provide additional space for staff support where needed, while en-suite rooms may be suitable for residents who prefer greater privacy and independence.

We discuss room and bathroom options openly with residents and their representatives, helping each person choose accommodation that best meets their needs, preferences, and safety.

Bathing Facilities and Equipment

On each floor of Talbot Court, we offer a luxurious bathing experience designed to promote the well-being of each resident. In addition to our assisted baths, each floor also features shower rooms and toilets to ensure accessibility and comfort for all residents.

To support the diverse needs of our residents, our staff are trained to use a range of modern care equipment, including assisted baths, hoists, stand aids, wheelchairs, and other mobility aids. These tools enable our team to provide personalised care that enhances the safety and comfort of our residents.

The call system is accessible in all baths, shower, and toilet facilities, allowing residents to call for assistance when needed. Additionally, sluice facilities are available on each floor to ensure proper hygiene and care standards are maintained.

Security Arrangements

Our residents' safety and security are a key priority. A security camera bell is in place at the main entrance, and all visitors are required to sign in using the visitor log.

Keypad-protected magnetic door closure systems are fitted to external doors, with access codes kept private and confidential. Additional keypad-protected doors are in place at the top and bottom of the stairs, and the lift is also PIN-coded for added safety.

All staff have door entry cards to support safe access around the home. Window restrictors are fitted where required to help prevent accidents, while still maintaining a comfortable and homely environment.

Fire Precautions

We take fire safety very seriously at Talbot Court Care Home. Our fire risk assessment is reviewed and updated annually, and all staff are kept informed of any changes. Visitors are required to sign in upon arrival and sign out before departure, so that staff are always aware of who is in the building.

All staff undergo regular fire safety training, which includes knowledge of fire protection and the appropriate actions to take in the event of a fire. Fire equipment is regularly checked to ensure it is in good working order. Escape routes and fire exits are clearly marked with pictorial signage for easy identification by residents. Fire safety procedures are also discussed during residents' monthly meetings to keep everyone informed. Additionally, we conduct weekly fire alarm tests to ensure preparedness.

Access to Outdoor Spaces and Facilities

Talbot Court Care Home provides residents with easy access to outdoor areas for relaxation and enjoyment. The patio, located on the side of the home, can be accessed from both the conservatory and the front corridor. All residents, including those in wheelchairs, can access the bright and welcoming conservatory and the outdoor patio area.

Outdoor amenities include a gazebo, seating benches, patio tables and chairs, a variety of potted plants, a TerraCube Clear Roof Pergola, and a raised planting area where residents can engage in gardening and enjoy the outdoors. These spaces are designed to enhance the well being and comfort of our residents, providing them with a peaceful and enjoyable environment.

Governance and Quality Monitoring Arrangements

At Talbot Court Care Home, we ensure robust governance and quality monitoring through continuous oversight and open communication. The Responsible Individual maintains close contact with the manager and conducts weekly visits to the home. During these visits, they hold meetings with the manager, make observational checks, and address any issues that arise.

To maintain the high standards of care, Talbot Court regularly reviews its services. We conduct anonymous quality assurance surveys for family members, friends of residents, staff, and professionals. Early summaries of the survey results are compiled, and any suggestions for improvement are discussed and acted upon.

The activity coordinator holds monthly residents' meetings where residents can voice any concerns or suggestions. Additionally, bi-annual relatives and friends meetings provide a forum for family members to share their views in a discussion setting. The manager also holds monthly staff meetings to discuss working procedures, and minutes from these meetings are documented and signed by all staff.

Complaint Management

All internal complaints are managed by the manager, who requests that concerns be formalised in writing. Each complaint is thoroughly investigated, and appropriate actions are taken, which may include formal disciplinary meetings where a senior staff member acts as a witness. The manager documents all concerns, findings, disciplinary actions, and outcomes, which are placed in the relevant personnel files.

External complaints are handled by both the Responsible Individual and the manager. This process involves investigating the complaint internally, compiling supporting evidence, and providing a formal response addressing the raised concerns.

Complaints procedure

We have endeavoured to make our Complaints Procedure easy to follow and is available to all who wish to use it. The Complaints Procedure is also displayed in our home and copies are

readily available on request.

If you have any cause for concern or complaint regarding standards or any other matter at our home, you should make this known as soon as possible to the Manager or to the senior person on duty at the time.

A concerns / complaints form is available for completion in the office if you wish to use this. Your complaint will be dealt with in a prompt and effective manner and will be treated with the utmost confidence by the management of the home. We will acknowledge your complaint in writing within 48 hours and tell you the steps we will take to try resolve the complaint.

We aim to resolve any complaint within 14 days and will always advise you of the outcome.

If we do need another 14 days to conclude our investigations, we will firstly seek your agreement and give reasons why we need the extra time.

You can also raise any concerns about Talbot Court with Social Services or the Health Board (if applicable) or with Care Inspectorate Wales (CIW), in particular if you feel that your complaint has not been dealt with fairly, or if you are not satisfied with the outcome.

The contact details are:

1.

The Complaints Officer

Social Services, Health and Housing,

Civic Centre

Port Talbot, SA13 1PJ Phone: 01639 763445

2.

Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

Rhydycar Business Park

Merthyr Tydfil, CF48 1UZ Phone: 0300 7900126

SBUHB

1 Talbot Gateway

Port Talbot, SA12 7BR Phone: 01639 683344

You may also contact the Public Services Ombudsman for Wales if your complaint remains unresolved:

3.

1 Old Field Road

Pencoed, CF35 5LJ

Phone: 01656 641150

Contact Talbot Court Care Home

Talbot Road, Port Talbot SA13 1DR
01639 887975 | info@talbotcourtcare.co.uk
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