

# YOUR BEST IN CLASS *Care plan*





*"We create individualised care plans with your choices and preferences."*



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## Building a care plan for you

**Care plans are essential for us to specify and deliver person centred care accurately.** We build our care plans around you. You have control of your care and all aspects of your life with us by being involved in the planning. We get to know you and plan to meet all your holistic needs. Your care plan will then be personal to you, created with your choices and preferences at the centre of it.

- Your care plan is designed to meet all your holistic needs.
- The plan covers everything you need, including your physical, intellectual, emotional and spiritual needs.
- We build this into your care plans using a state of the art system which makes it available to everyone involved in your care.
- We are then accountable for planning and delivering best in class care.



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# Giving you the **best possible care**

We work hard to make sure that we build care plans which will deliver **the best possible care to you**. We get to know you, your likes and dislikes, to ensure you are happy with the care we deliver.

"They know I like sheets not duvets."

"They know I love carrot cake."

"They always remember my tablets for me."

"I feel in safe hands."

"They know I miss Sid."

"They know when I'm having a bad day."

"They help me contact the children."

"They know when I'm in pain."





"We encourage time with our **Activities Team** to see what interests you."

## How we get to know you better

Here are a few examples of how we gain a **better understanding** of your needs as an individual.

- Time with our chef to identify your likes and dislikes and any support you need with your meals.
- Time with our nurse to understand what your health and wellbeing needs are.
- Knowing who is important to you.
- Understanding your medication needs and involving your GP to discuss any concerns.
- Spending time with you and getting to know you.
- Time with our Activities Team to see what interests you.

"I wonder if Fred fancies a pie and a pint tonight."

"She knows I like a pie and a pint."



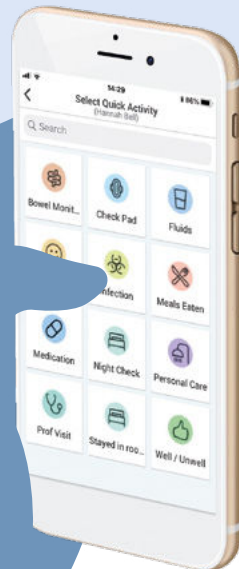


# Using technology to **keep you safe**

**We use state of the art systems for both care plans and medication.** This means that your care plans and medication management are both best in class. These systems are designed to ensure that information is up to date, easily accessible by everyone involved in your care, simple to use and update.

## ELECTRONIC CARE PLAN SYSTEM

- Our electronic care plan system gives our team access to the most up to date guidance.
- Everyone involved in your care can see the information they need to deliver the right care to you.
- Your care plans are regularly reviewed with you to keep up with any changes.
- Any changes are updated immediately and instantly available for all our care team to see and use.



## ELECTRONIC MEDICINES MANAGEMENT SYSTEM

- We use the latest state-of-the-art medication management system to ensure your medication is accurate and safe.
- The system links electronically with your GP and our pharmacist.
- Our highly trained team can clearly see the medication to be administered and when.
- The system automatically orders repeat prescriptions from our pharmacist so you will never run short of medication.

*"There is a constant programme for improvement, which involves you."*







"Staff are trained in lots of different clinical skills."

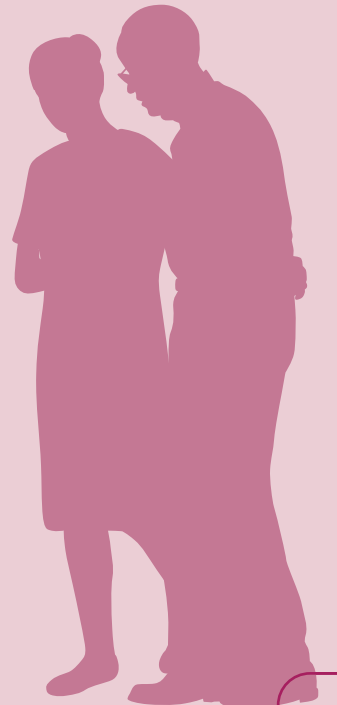
## Staff skills and training

**We ensure that our team is trained to highest standards.**

This means they are the best team to give you the care you need. We invest in our staff as we believe they are the key to delivery of the best care.

### THE BEST TRAINED STAFF TEAM MEANS THE BEST CARE POSSIBLE

- Our team training covers the whole range of clinical skills.
- Fully trained nurses are available in all of our homes 24/7 which means you always have expert clinical care on hand.
- Our team is also widely trained in other skills, like activities, hand massage and communication to make your experience the best in class.



For more information or to arrange a personal visit contact any of our homes  
**[bristolcarehomes.co.uk](http://bristolcarehomes.co.uk)**