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# Kingsleigh House Welcome Pack

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Kingsleigh House

Elborough

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# Welcome Message

## Warmest Welcome to Kingsleigh House

We're absolutely delighted to have you on board and look forward to working alongside you.

We recognise that your skills, experience, and passion will be a valuable addition to our team, and we're truly grateful you've chosen to join us.

At Kingsleigh House, we take great pride in our culture, values, and mission, and we're excited to see how your contributions will help us grow and continue making a positive impact.

Our team is deeply committed to collaboration and mutual support for one another, our clients, and the wider community. We believe in creating a workplace where everyone feels respected, heard, and empowered to thrive. If there is ever anything you need, please know we're here to support you every step of the way.

We hope your time with Kingsleigh House is long, fulfilling, and happy.

With heartfelt thanks and gratitude,

**The Elborough Team**



# Who Elborough are

Elborough Care Services is a CQC-registered service provider specialising in complex care. Founded on the principle of placing individuals at the heart of everything we do, we ensure everyone receives high-quality, person-centred services.

We provide expert personal care and nursing services for individuals of all ages, from birth to end of life, with a particular focus on those with complex care needs. Available 24/7, our services are designed to promote optimal health and well-being, all within the comfort of our clients homes. We also support daily activities, including attending school, work, vacations, and community events, ensuring that our clients can live fully and independently.

## Mission

We are united by our passion for using high-quality person-centred care to enrich and transform the lives of our clients and their loved ones.

## Our Aim

It is our aim to foster a collaborative community where everyone, service users and staff alike, feels safe, supported, and valued. We believe everyone benefits from feeling listened to, appreciated, and supported in having their needs met.





# Our Values

## Caring



We always involve you in decision making, putting your needs first.

We care for the health, safety and wellbeing of everyone, speaking up when others can't and challenging any form of bullying.

## Collaborate



We work in partnership with you, the people close to you and the other professionals working with you so that we can ensure all your needs are met.

## Community



We develop and maintain relationships in the community, so we can learn from others.

We are excellent role models who encourage a spirit of support, respect, continual learning, reflective practice, and teamwork.



Clinical Temps Ltd is a care staffing agency dedicated to helping care services provide excellent support through a compassionate and dependable workforce. Available 24/7, Clinical Temps supply trustworthy, reliable, and qualified staff who integrate seamlessly and act responsibly across hospitals, care homes, and community settings.

Clinical Temps strives to be a trusted partner for healthcare providers while offering clinicians a supportive and rewarding experience, with strong training, supervision, and equal opportunities.

### **Relationship with Elborough Care Services:**

Clinical Temps and Elborough Care Services are separate companies but are jointly controlled entities, meaning both companies are overseen by the same directors who share decision-making authority.

Both companies uphold the same values and collaborate closely to deliver unique, high-quality services.

When Elborough engages Clinical Temps staff, they can do so with complete confidence. Every member of the team is carefully vetted, trained, and supported to meet the highest compliance and quality standards, all under the guidance of the same dedicated head office team. This seamless connection ensures reliable, compassionate, and professional care, even when filling rota gaps or covering short-term staffing needs.



This powerful philosophy reminds us that our **individual strength is tied to the collective strength of the community**. When we come together, we create something great. In our team, **every voice matters**, and each member plays an essential role in shaping our shared success. By sharing your **thoughts, feelings, and perspectives**, you contribute to our growth and learning.

It's through **open communication and mutual support** that we create an environment where everyone feels **heard, valued, and empowered**. Together, we build a space where **challenges are met with solutions, differences are celebrated**, and every member's **well-being is nurtured**.

When we **lift each other up**, we grow stronger as a community, and the **positive energy** we create extends beyond the workplace, **enriching** all that we do.



# Kingsleigh House

At Kingsleigh House, we are proud to provide specialist 24-hour nursing care for individuals with complex needs, with a particular focus on those living with advanced dementia and others whose requirements may not be fully met in more traditional care settings.

Our approach is grounded in the Greenhouse Model of Care, which places the individual at the centre of everything we do. This progressive philosophy emphasises personal autonomy, meaningful relationships, and the creation of a warm, homely environment where each resident can thrive.

As a small, nurse-led home, we are uniquely positioned to offer the kind of connection, consistency, and personalised attention that every person deserves. Our skilled and compassionate team works closely with residents, families, and health professionals to deliver care that is not only clinically robust but also emotionally supportive and deeply respectful. Kingsleigh House has been carefully designed with community and comfort at its heart. From our calm and welcoming communal areas to our vibrant programme of meaningful activities and our beautiful garden space for reflection and connection, every element of our home has been created to enhance quality of life.

Each resident receives a personalised care plan that reflects their unique needs, preferences, and goals, whether that's therapeutic recovery, social engagement, or simply feeling safe and at home.

As a new member of our team, you are an essential part of bringing this vision to life. Your commitment, compassion, and professional skill will help us maintain a high standard of care and ensure that Kingsleigh House is a truly exceptional place to live and work.

# What Elborough

# Asks From You



At Elborough, we pride ourselves on providing a gold-standard level of care, and we expect the same from all our clinicians. To achieve this, we require your full commitment to our process, as we seek the best professionals to deliver exceptional services to those we support.

## Our Process

We have a thorough recruitment process designed to ensure we select the right people for the right roles. Due to the nature of our work, legislative requirements, and the expectations of local authorities, we follow a detailed step-by-step process. As a result, we may request a significant amount of information from you. This is all to ensure we make the best and safest decisions.

Compliance is a continuous part of our commitment to delivering exceptional care. Throughout your time with us, we will work closely with you to uphold the highest standards and ensure you remain aligned with all regulatory and legislative requirements. We believe this ongoing focus on compliance helps protect both our clients and our professionals, keeping everyone safe and secure.

As a healthcare professional, you are of the utmost importance to us, and we are committed to treating you with the respect and support you deserve. While the recruitment process may seem demanding at times, it is essential for ensuring both the safety of those we care for and your own professional wellbeing. In return, we promise to value and appreciate your contributions. We ask for the same level of respect and dedication from you as we work together to provide the best care possible.

# Ongoing Support



## **Your line manager and the whole team are here to support you.**

You'll have regular check-ins, including supervisions every eight weeks and a yearly appraisal. These meetings are designed to support your workplace experience, development, and wellbeing. Be open and let us know if there's anything you need, including support to help you engage in the meetings themselves.

If you need any adjustments to your work environment (for example, a standing desk, ergonomic chair, or a quieter location), just speak with your line manager or the office lead. You can raise these needs at any time, and if things change, please let us know.

## Your Feedback Matters

**At Elborough, we value your feedback, whether it's a compliment, complaint, concern, safeguarding issue, or grievance. We believe in listening and improving,**


You can speak to your line manager or a Speak Up Champion, or a member of the senior management team at any time.


Please see the Staff Handbook and relevant policies for more on how to raise concerns and what support is available.



**Nqabutho Sibanda**

**Registered  
Manager**

 [nqabutho.sibanda@elboroughcares.co.uk](mailto:nqabutho.sibanda@elboroughcares.co.uk)

 +44 7368 368464

CQC Regulation 13 requires protecting residents from abuse and improper treatment. Always be observant and report any concerns immediately through the correct channels. If you have any concerns, no matter how small, speak up. Nqabutho is our Registered Manager and is here to offer guidance and support on any safeguarding matters.

# Your Wellbeing Matters: Support and Advice for Staff

We are fully committed to your wellbeing and take our responsibility to ensure a safe and supportive workplace very seriously. We recognise that the nature of your work can sometimes bring additional stress and challenges. That's why we encourage you to be open, engage in debriefs, report concerns, and support one another.

## Wellbeing Coordinator

Our wellbeing coordinator is available for wellbeing check-ins and general support meetings to offer guidance, signposting, and assistance.

They can offer a friendly, non judgemental and understanding ear and help you advocate for any needs you have at work.



**Charlene Pickles**



[charlene.pickles@elboroughcares.co.uk](mailto:charlene.pickles@elboroughcares.co.uk)



07480 832349

## EAP

We also understand that life outside of work can sometimes create difficulties that affect your wellbeing.

To ensure you are holistically supported, we signed up to a 24/7 EAP available to all staff. This service is completely confidential and not directly linked to us, providing you with a safe space to seek support for any of life's challenges. They can help with a variety of things including:



Counselling



Health



Finance



Housing



Relationships



Legal

**My Healthy Advantage App**

Code: *MHA049211*

**24/7 helpline:**

**0800 032 7097**

**[wisdom.healthassured.org/login](https://wisdom.healthassured.org/login)**

**Username: *Croner* Password: *EAP***

# Free Wellbeing & Counselling Services



We're committed to your wellbeing and understand that both work and life outside of it can bring challenges. We encourage you to be open: speak with our Wellbeing Coordinator, connect with our Speak Up Champions, take part in debriefs, raise concerns, and most importantly, support one another.

To ensure you're fully supported, all staff have access to a **24/7 confidential counselling service** and a **wellness app**.



Counselling



Health



Finance



Housing



Relationships



Legal

## Wisdom Wellbeing App

A confidential digital support tool designed to help you manage your mental, emotional, and physical wellbeing. It includes mood tracking, guided meditations, wellness plans, mini health checks, and access to live support from trained counsellors. You can also sync it with fitness apps and access personalised content and exclusive discounts.

### **My Healthy Advantage App**

**Code: MHA049211**

**[wisdom.healthassured.org/login](https://www.wisdom.healthassured.org/login)**

**Username: Croner Password: EAP**

**Android Users** Scan this QR Code to download from the Google Play store.



**Apple Users** Scan this QR code to download from the App Store



## Health Assured Helpline

**0800 032 7097**

A 24/7 confidential support service offering comprehensive advice on a wide range of personal and work-related issues. Calls are answered by experienced, trained professionals who provide a non-judgmental, supportive environment. They offer:

- **Counselling:** Access to professional support through telephone, online, or in-person sessions.
- **Advice:** Available on various topics including housing, financial concerns, & legal advice.



Both services are completely independent and anonymous.  
We are not notified when you reach out or log in.



# Speak Up & Share

We want your voice to influence everything we do.  
Every thought, feeling, and concern from our team  
is both valid and valued.

## Speak Up Champions

We are proud to introduce our Speak Out Champions,  
a group **dedicated to ensuring your voice is heard and valued.**

They're here to help you share what's on your mind, whether it's:

- **Ideas for improvement**
- **Concerns**
- **Celebrations**
- **Quibbles**
- **Worries you're facing**
- **Adjustments you need in your role**
- **Questions or clarifications**
- **Praise for your colleagues**
- **Feedback you receive or wish to share**
- **Anything else: if it matters to you it matters to us!**



Our Speak Out Champions are ready to **listen and support** you.  
Big or small, they want to know any challenges or victories you're  
experiencing.

By **sharing your thoughts**, you help us create a more **supportive  
environment**

where everyone feels **empowered to contribute to positive change.**

### **Charlene Pickles**



charlene.pickles  
@elboroughcares.co.uk



07480832349

### **Fiona Cawsey**



fiona.cawsey  
@elboroughcares.co.uk



07460009526

### **John Holliday**



john.holliday  
@elboroughcares.co.uk



07491825414

### **Charmaine Ward**



charmaine.ward  
@elboroughcares.co.uk

# Menopause Champion & Health Advocate

We are fully committed to supporting your health and wellbeing, and we take our responsibility to maintain a safe and supportive workplace very seriously. We encourage all staff to feel comfortable speaking up about their health, so we can ensure the right support is in place for you.

**To further this commitment, we have appointed a designated team member as our menopause champion and health advocate.**

Fiona is available to all staff, offering a listening ear, general advice, signposting to supportive services, and advocacy for your needs, where she will work with the team to create a plan# that supports your health and wellbeing at work.



## Menopause

Menopause is something we all need to be open about, as it can be a challenging phase of life with each person experiencing it differently. This natural part of aging can bring both physical and mental challenges. Fiona is here to help you navigate this time or provide advice if you have any concerns or questions, whether for yourself or someone else. For those going through menopause or perimenopause, Fiona can work with you to create a tailored and flexible action plan to ensure you have the right support at work.

## Health

Fiona is available to support the health and wellbeing of all staff, not just those experiencing menopause. She serves as a point of contact for anyone with health concerns, offering a compassionate and non-judgmental space to discuss your needs. Fiona can then assist in ensuring that Elborough provides the appropriate support and makes reasonable adjustments to meet your health requirements.

**Fiona Cawsey**



fiona.cawsey@elboroughcares.co.uk



01934 805830

# Data & Confidentiality.



At Elborough, we're committed to protecting personal data in line with GDPR, the Data Protection Act 2018, and related laws.

## **This means:**

- We only collect and use the personal data we need for clear and lawful reasons.
- Information is kept secure, accurate, and for no longer than necessary.
- Everyone has the right to access their data and request corrections.
- Sensitive data (e.g., health details) is handled with extra care and requires consent.
- Data breaches are taken seriously and reported when needed.
- All staff must follow our IT and data security procedures and never share information without permission.

## **To help keep data safe, please remember:**

- Company systems (email, phones, devices) are monitored; always use them responsibly.
- Never share passwords or download unauthorised software or apps.
- Always store data securely, whether digital or on paper.
- If you use your own device for work, it must meet our security standards and can be wiped remotely if needed.
- Never record or transcribe meetings using third-party apps; this is a breach of GDPR.
- Confidentiality is essential; never discuss or share personal or sensitive information unless it is on a need-to-know basis.

**Please refer to your Staff Handbook and our full policies for further guidance.**

# Dress Code



We value a balance between comfort, professionalism, and respect in our care environment. You will be provided with a designated uniform top along with guidance on appropriate footwear and trousers. Please adhere to the following guidelines to maintain a safe and professional workplace:

## **Uniform and Appearance**

Wear the provided uniform top at all times during your shift. Footwear must be black, slip-resistant, and comfortable for long periods of standing and walking. Trousers must be black, clean, and well-fitted. Leggings are not permitted. Uniform sleeves must allow arms to be bare from the elbows down.

## **Appropriate for the Workplace**

Clothing must be clean, neat, and suitable for your role in the nursing home. Avoid any personal clothing or accessories that may interfere with caregiving duties or resident safety.

## **Jewellery**

Jewellery should be kept to a minimum to ensure safety and hygiene. Avoid wearing rings (except for a simple wedding band), bracelets, or dangling earrings that could cause injury or interfere with care tasks. Avoid wearing bracelets - avoid wearing watches.

## **Avoid Offensive or Inappropriate Clothing**

Clothing with offensive images, language, or slogans is strictly prohibited. Please ensure your attire respects the dignity of residents, colleagues, and visitors at all times.

**Personal Grooming and Hygiene:** Maintain good personal hygiene to ensure a healthy and pleasant environment for residents and staff. Appearance should be clean, tidy, and well-maintained, including proper care of hair, skin, and uniform. Skin and nails, hair should be tied back. Nails should be no cosmetic nails and nails must be short with just a clear gel polish on.

## **Personal Protective Equipment (PPE)**

PPE such as gloves, masks, gowns, and eye protection will be provided and must be worn as required by infection control protocols. Ensure PPE fits properly and is used correctly to protect both residents and staff. Follow all guidelines on donning, doffing, disposal, and sanitisation of PPE to maintain safety standards.

# The Home

# Environment



We are committed to making our home a safe, happy, and inclusive place to work. Whether you're here every day or just occasionally, we want everyone to feel comfortable, respected, and supported. The following outlines key information and shared responsibilities to help maintain a positive, clean, and efficient working environment for all.

If you're unsure about anything, have concerns, requirements, or need help with matters relating to the office environment, please ask the Registered Manager, Deputy Manager, or Home Administrator.

## **Supplies & Stock**

- **Toiletries & Office Supplies:** Extra stock is always available, and you'll be shown where it's kept. Please feel free to help yourself whenever you need anything, and kindly let us know or replenish it if you take the last one. This helps keep everything topped up for everyone.
- **Shopping & Requests:** Staff room is stacked full of drinks and snacks every fortnight. Add requests to the shopping list and let the office team know if you have any specific needs.
- **Running Low?** Use the small whiteboard on the fridge to note anything that needs replenishing.

## **Food & Amenities**

- The staff room is a comfortable space designed for you to relax and recharge. You'll find a television and radio for your use, along with a kitchenette that includes a fridge, microwave, toaster and kettle. Feel free to help yourself to food and drink in the kitchen, and you're welcome to store your own items in the fridge.

We've also provided a wellbeing box with useful items to help you freshen up, including sanitary products. There's a coat hook for your bags and coats, as well as a cosy seating area where you can take your time, unwind and enjoy a well-deserved break.

This is your space, so please help us keep it clean and tidy for everyone to enjoy.

- There is a filtered water dispenser available for you to use anytime. This can be found in the dining room and this is important to stay hydrated.

# The Home

# Environment



## **Notice Boards**

- **Multiple notice boards** are updated regularly with useful information, events, and reminders. Check them often to stay informed.

## **Smoking Policy**

- **No smoking** is allowed inside the building.
- **The designated Smoking Area** is out the back of the building and you will be shown where this is. There is a cigarette bin where you are expected to dispose safely of cigarettes.

## **Sign In / Sign Out**

- **Signing in and out is essential**, We use a system called CoolCare when you enter the building, you login using your facial recognition and you do the same when leaving. This also acts as your timesheet.

## **Wi-Fi Access**

- Kingsleigh House Visitor: Welcome78

## **Cleanliness & Hygiene**

- **General:** You are responsible for ensuring environments are clean, safe, and dignified. COSHH standards apply. PPE must be worn correctly. The home must reflect HOTEL STANDARD presentation. PPE is available for you to help yourself to in all bathrooms and residents toilets. Extra Stocks can also be found in the laundry room. Please remember to wash your hands before and after.
- **Kitchen Cleanliness:** Where possible and not imposing on the care of the resident. We expect you to wash up and support the kitchen.
- **Toiletries & Supplies for Residents:** If you notice toiletries running low, inform the nurse on duty who will contact their family members.

# The Home

# Environment



## **Waste Management**

- **Recycling & Waste Disposal:** Follow recycling guidelines and use the appropriate bins. Familiarise yourself with recycling points around the office.
- **Reusable Items:** We encourage the use of reusable items. Please bring your own mug and water bottle.

## **Eco-Friendly Practices**

- **Turn off lights when not in use.**
- **Don't leave windows open when the heating is on.**
- **Be mindful of energy and resource use throughout the day.**

## **Shared Responsibilities**

- **Answering the Door:** This is a shared task. Please be attentive.
- **Responding to Emergency Call Bells:** This is a shared task and must be acted promptly

## **Technology**

ASK4 is our outsourced IT support provider. You can speak to them if you are having issues with laptops, emails or the shared drive. The Registered Manager, The Deputy Manager & Administrator will be able to support you with this.

- Telephone number 01143210555
- Email [servicedesk@ask4.com](mailto:servicedesk@ask4.com)

# First Aid

# Information



**Your health and safety are important to us.**

Please take note of the following first aid procedures and contacts:

## **First Aid**

There is a nurse present within the home 24/7 who will be able to support with any accident and first aid requirements.

All staff are trained in Emergency First Aid at Work (EFAW) as well as basic life support. Because we are a care home we have emergency call bells in all rooms. If there is an emergency you can press this bell to gain immediate help.

First Aid Boxes are held in the Nurses Office, the Managers Office and the Kitchen on the Ground Floor and in the Staff room Upstairs.

When people are visiting the home, we kindly ask them to allow the staff to attend to immediate emergencies, whilst they remove themselves from the situation in hand and allow us to protect the dignity of our residents or visitors. Other residents should be removed or diverted from the area of the emergency.

## **Mental Health First Aiders (MHFA)**

Mental Health First Aiders are trained staff who can recognise early signs of mental health issues, offer initial support, and guide individuals toward professional help, playing a vital role in reducing stigma, promoting wellbeing, and ensuring timely intervention before problems escalate.

For support with mental health concerns or wellbeing:

- Charlene
- Fiona



## **Accidents & Reporting**

- All accidents that happen within the home, no matter how minor, should be recorded in the Accident Book.
- We have an obligation by law to keep records around accidents. For serious Accidents we must following reporting processes stipulated by the Government under HSE regulations, using a process call RIDDOR.

***In the event of a serious injury or emergency, please call for help and enable the emergency services to be called.***

# Fire Safety

# Procedures



**Your safety is our top priority.** Please take a moment to familiarize yourself with the fire safety procedures in place:

## **Fire Exits, Alarms & Evacuation**

- **Know Your Exits:** Review the locations of all fire exits in the home. Ensure pathways and fire exits are kept clear at all times.
- **Fire Alarm:** The fire alarm is tested regularly. You will be informed of scheduled tests in advance.
- **Fire Drills:** We conduct unannounced fire drills to ensure everyone is prepared in the event of an emergency.

## **Fire Marshals**

In the event of a fire, please follow Kingsleigh's fire procedure as you will be taught this in Induction and train through regular fire drills.

It will be mandatory for you to attend our fire marshal house training. We would like you to feel confident in this.

## **Assembly Point**

**In case of evacuation, the designated Fire Assembly Point is:**

At the top of the car park by the main entrance. You will be shown this on induction. Please evacuate calmly and quickly, and do not re-enter the building until it is confirmed safe to do so.

***Remember: Signing in and out of the building is an essential part of fire safety.***



## **Reporting Sick Leave**

How to Report: You are required to telephone the home before your shift on the first day of sickness absence. For further details, please refer to the employee handbook.

## **Requesting Annual Leave**

Approval Process: To request annual leave, submit your request via Bright HR. Be sure to review your contract for your annual leave entitlement, and refer to the handbook for specific rules.

## **Flexibility for Appointments and Personal Matters**

Speak directly with your line manager if you need flexibility for personal appointments or matters. We understand the importance of balancing work and personal life and are happy to accommodate reasonable requests.

## **Break Time and Wellbeing**

If you work over 6 hours in a day, you are entitled to a 30-minute uninterrupted break.

Breaks are essential for your wellbeing and productivity so are an important part of the work day.

## **Payroll Issues**

For any payroll-related concerns or questions, please speak with the accounts department for assistance.

Email: [accounts@elboroughcares.co.uk](mailto:accounts@elboroughcares.co.uk)

## **How is my personal information kept safe?**

We take data protection and GDPR seriously, and your information is always handled safely. We only keep what we need, for as long as we need it. Full details of your rights and how we use your data can be found in your agreement and our policies.

# Helpful Websites



## **Local / Somerset Resources**

### **Somerset County Council – Care and Support for Adults**

Information on care homes, adult social care, local procedures, directories, guidance for residents & professionals. (<https://www.somerset.gov.uk/care-and-support-for-adults/>).

### **Somerset Care Services Directory**

Directory of care homes in Somerset, plus tips and considerations when choosing a home. ([somerset.gov.uk](https://www.somerset.gov.uk)).

### **NHS Somerset – Care Home Resources**

Guidance on medicines management, templates, policies, links to NICE / CQC, etc. Targeted at care homes / GP practices. NHS Somerset ICB (NHS Somerset website).

### **NHS Somerset – Infection Control Resources for Care Settings**

Toolkits, templates, guidance to manage infection prevention & control in care settings. NHS Somerset ICB (NHS Somerset site).

### **Age UK Somerset**

Local branch of Age UK, with advice, guides, information and support for older people and services in Somerset. Age UK (<https://www.ageuksomerset.org.uk/>).

### **Somerset Local Authority – Care Support Advice & Guidance**

Policy, advice, procedures for adult social care, local guidelines. ([somerset.gov.uk](https://www.somerset.gov.uk)).

## **🇬🇧 National / Sector-wide resources & bodies**

### **Carehome.co.uk**

Directory and reviews of care homes / nursing homes across the UK. Great for benchmarking, finding homes, and seeing what families say. (<https://www.carehome.co.uk/>).

### **Social Care Institute for Excellence (SCIE)**

Best practice, toolkits, guidance, research, e-learning in social care, including residential care. (<https://www.scie.org.uk/>).

### **National Care Forum (NCF)**

Membership body for not-for-profit care & support providers. Offers policy resources, sector updates, support. (<https://www.nationalcareforum.org.uk/>).

### **UK Home Care Association**

Though primarily for homecare, much of their policy, standards, and advocacy work is relevant to care settings broadly. ([homecareassociation.org.uk](https://www.homecareassociation.org.uk) and <https://www.homecareassociation.org.uk/>).

### **Government / Legislation / CQC / NICE**

For regulations, guidance, frameworks, legal standards for care homes (e.g. CQC regulations) (Search “CQC care home regulations”, “NICE guidance social care”, etc).

### **HC-One**

Large care home operator; their site and reports may offer insight into operational models, standards, best practices. (<https://www.hc-one.co.uk/>).

# Meet Some Of Our Team



## **Caroline Walton – Registered Manager**

Caroline's role is to supervise the management of the regulated activity provided, ensuring services are delivered safely and meet all required standards.

Email: [caroline.walton@elboroughcares.co.uk](mailto:caroline.walton@elboroughcares.co.uk)



## **Laura Panayi – Deputy Manager**

Laura's role is to support the Registered Manager at Kingsleigh House in overseeing daily operations, ensuring high standards of care and staff coordination.

Email: [laura.talluri@elboroughcares.co.uk](mailto:laura.talluri@elboroughcares.co.uk)



## **Sara Collins - Senior Nurse**

Sara's role is to support the nursing team at Kingsleigh House in delivering clinical care, ensuring patient wellbeing and professional standards.

Email: [sara.collins@elboroughcares.co.uk](mailto:sara.collins@elboroughcares.co.uk)



## **Megan Davies – Home Administrator**

Megan's role is to manage administrative tasks and supports the smooth running of the care home's day-to-day operations.

Email: [megan.davies@elboroughcares.co.uk](mailto:megan.davies@elboroughcares.co.uk)

# Meet Some Of Our Team



**Karen Williams –  
Administrator**

Karen's role is to manage administrative tasks and supports the smooth running of the care home's day-to-day operations.

Email: [karen.williams@elboroughcares.co.uk](mailto:karen.williams@elboroughcares.co.uk)

# Meet Some Of Our Team



**Lindi Sibanda -  
Managing Director**

Lindi's role is managing the company, making strategic decisions, ensuring growth, and overseeing daily operations towards a gold standard.

Email: [lindi.sibanda@elboroughcares.co.uk](mailto:lindi.sibanda@elboroughcares.co.uk)



**Nqabutho Sibanda -  
Director & Nominated Individual**

Nqabutho's role is to supervise the management of the regulated activity provided and ensure our services meet high-quality standards.

Email: [nqabutho.sibanda@elboroughcares.co.uk](mailto:nqabutho.sibanda@elboroughcares.co.uk)



**Jeanette Toy -  
Head of Business and Strategic Partnerships**

Jeanette's role is to oversee business development, drive growth, and build meaningful partnerships that strengthen collaboration and long-term success.

Email: [jeanette.toy@elboroughcares.co.uk](mailto:jeanette.toy@elboroughcares.co.uk)



**John Holliday -  
Head Of Operations & Nominated Individual**

John's role is to oversee services, supervising management of regulated activities and ensuring delivery meets safe, effective, high-quality standards.

Email: [john.holliday@elboroughcares.co.uk](mailto:john.holliday@elboroughcares.co.uk)

# Some of Our Office Team



**Angie Nyathi -  
Groups Account Manager**

Angie's role is managing company accounts, ensuring commissioner invoices are paid, while overseeing staff expenses and timesheets with accuracy.

Email: [angie.nyathi@elboroughcares.co.uk](mailto:angie.nyathi@elboroughcares.co.uk)



**Charlene Pickles -  
Customer Experience & Wellbeing Manager**

Charlene's role is ensuring clients, commissioners, and staff experience Elborough positively, receiving responsive, supportive assistance whenever it is needed.

Email: [charlene.pickles@elboroughcares.co.uk](mailto:charlene.pickles@elboroughcares.co.uk)



**Fiona Cawsey -  
Office Lead**

Fiona's role is managing daily office operations, coordinating activities, and providing support to ensure all services run efficiently.

Email: [fiona.cawsey@elboroughcares.co.uk](mailto:fiona.cawsey@elboroughcares.co.uk)



**Laura Wright -  
General Manager**

Laura's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently met across the business.

Email: [laura.wright@elboroughcares.co.uk](mailto:laura.wright@elboroughcares.co.uk)

# Meet Some Of Our Team



**Mbali Ziqubu -  
General Manager**

Mbali's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently achieved across the business.

Email: [mbali.ziqubu@elboroughcares.co.uk](mailto:mbali.ziqubu@elboroughcares.co.uk)



**Semule Danda -  
Accounts Administrator**

Semule's role is assisting the team with company accounts, ensuring accurate financial records and supporting smooth, efficient processes.

Email: [semule.ncube@elboroughcares.co.uk](mailto:semule.ncube@elboroughcares.co.uk)



**Michelle Smith -  
Recruitment Administrator**

Michelle's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: [michelle.smith@elboroughcares.co.uk](mailto:michelle.smith@elboroughcares.co.uk)



**Larysa Lomonosova -  
Recruitment Administrator**

Larysa's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: [larysa.lomonosova@elboroughcares.co.uk](mailto:larysa.lomonosova@elboroughcares.co.uk)

# Meet Some Of Our Team



**Jacqueline Hislop -  
Recruitment and Compliance Admin**

Jacqueline's role is supporting recruitment and ensuring existing workers remain compliant by keeping training and other requirements consistently up to date.

Email: [jacqueline.hislop@elboroughcares.co.uk](mailto:jacqueline.hislop@elboroughcares.co.uk)



**Deborah Chadburn -  
Compliance & Data Administrator**

Deborah's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: [deborah.chadburn@elboroughcares.co.uk](mailto:deborah.chadburn@elboroughcares.co.uk)



**Nathan Caney -  
Compliance Administrator**

Nathan's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: [nathan.caney@elboroughcares.co.uk](mailto:nathan.caney@elboroughcares.co.uk)



**Joshua Reynolds-Hailing -  
Apprentice**

Josh's role is supporting administrative duties and assisting with creating marketing materials to effectively promote the company's services.

Email: [joshua.reynoldshailing@elboroughcares.co.uk](mailto:joshua.reynoldshailing@elboroughcares.co.uk)

# Meet Some Of Our Team



**Phoebe Osbon -  
Business Administrator**

Phoebe's role is coordinating business development operations, managing schedules, and assisting with planning to ensure the team runs smoothly.

Email: [phoebe.osbon@elboroughcares.co.uk](mailto:phoebe.osbon@elboroughcares.co.uk)



**Parlvin Moyo -  
Accounts Administrator**

Parlvin's role is assisting the team with company accounts, ensuring accurate financial records and supporting smooth, efficient processes.

Email: [parlvin.moyo@elboroughcares.co.uk](mailto:parlvin.moyo@elboroughcares.co.uk)

# Staying Compliant



## **Compliance & Safety**

DBS must be renewed every year on the update service  
Health and Safety Online Training  
RIDDOR Online Training  
Fire Safety Online Training  
Slips, Trips and Falls Online Training  
COSHH Online Training  
GDPR Awareness Online Training  
Duty of Candour Online Training  
Counter Fraud Online Training  
Infection Control Online Training  
Lone Working Online Training  
Conflict Resolution Online Training

## **Care Skills & Clinical Competencies**

Care Certificate Training (**Support Workers Only**)  
Dysphagia Online Training  
Food Safety Online Training  
Medication Online Training  
Epilepsy Awareness Online Training (**Support Workers Only**)  
Practical Basic Life Support (**Support Workers Only**)  
Immediate Life Support Practical (**Nurses Only**)  
Practical Manual Handling  
Communication and Record Keeping Online Training  
Complaints Handling Online Training  
Dementia Awareness Online Training  
Diabetes Online Training  
Palliative End of Life Care Online Training  
Falls Prevention Online Training  
Pressure Ulcer Online Training  
Person Centred Care Online Training  
Verification of Death Online Training  
Oral Health Online Training  
Leg Ulcers Online Training  
Diet & Nutrition Online Training

## **Safeguarding & Specialist Awareness**

Safeguarding Level 3 for Adults Online Training  
Safeguarding Level 3 for Children Online Training  
Mental Capacity Act and DoLS Online Training  
Raising Awareness and Whistleblowing Online Training  
Equality, Diversity and Inclusion Online Training  
Learning Disabilities Online Training  
Mental Health Online Training  
Oliver McGowan Tier 1 Online Training

# Your role

No matter what your role is, the most important part is understanding our residents.

Every resident here has a unique story. It's essential to learn about their background, cultural needs, history, and personal preferences. Our care is guided by the principles of the Care Act 2014, focusing on wellbeing and person-centred support.

## Your Approach

- **Your Tone:** Always communicate with warmth, respect, and clarity.
- **Our Approach:** We believe in kindness, consistency, and professionalism in everything we do.
- **Body Language:** Positive, open, and attentive body language helps residents feel valued and safe.
- **Emotional Intelligence:** Being aware of and responding appropriately to emotions shapes a caring and supportive home environment.


**We lead by example in all interactions.**

# Daily Operations & Documentation


- Handover meetings are key to sharing important information and ensuring smooth shifts.
- Allocation of duties helps us provide personalised care.
- The “Resident of the Day” system highlights focused attention and care.
- Regular reviews of residents’ care plans are essential.
- All documentation must be completed promptly and accurately using the Nourish system.
- Dining is not just about nutrition; it’s a vital moment for social engagement and dignity. Follow IDDSI guidelines for texture-modified diets and present meals respectfully. Assist residents patiently, encouraging independence and comfort.
- You play an important role in creating meaningful activity. Engage residents by joining games, initiating conversations, and supporting hobbies. Personalised activity fosters wellbeing and joy.

# A Day in the Life of a Carer.


## Kingsleigh House - Time Table

 06:45 – Start of Day: Handover and Preparation

- Arrive ready for handover with the Nurse in Charge.
- Receive resident allocation and review each care plan via Nourish.
- Collect and activate call bell device.
- Check wellbeing charts for your residents.
- Ensure no incomplete tasks are showing on Nourish (red crosses). Challenge night staff if needed.
- Inspect environment: ensure all bedrooms, bathrooms, and dining rooms are clean. Water jugs replaced. Dining room must be breakfast-ready.

 07:00 – Start of Morning Routine

- Prepare PPE, towels, and linen.
- Offer hot drinks/fluids.
- Attend to residents with urgent needs first.
- Begin personal care in agreed order based on resident preference.
- Prepare assisted bathrooms.
- Set a warm, welcoming tone in the home. Soft music in communal areas.
- Respond promptly to call bells.

 07:15 – Begin Documentation

- Record all completed actions on Nourish.

# Time Table

## As Required – Full Personal Care Standards

- Knock, greet, introduce, explain, and gain consent.
- Maintain privacy (doors/curtains closed).
- Prepare room/bathroom: correct water temp, preferred toiletries, towels, and linens.
- Never leave room once started; all items must be pre-prepared.
- Promote independence; support only where required.
- Assist with oral hygiene, dressing, glasses/hearing aids, mobility.
- Notify kitchen when resident is ready for breakfast.
- Clean room post-care to HOTEL STANDARD.
- Beds to be perfectly made. Nightwear away. Toiletries organised.
- Offer music or TV if resident remains in room.
- Immediately log everything on Nourish.

## Ongoing Duties

- Repeat above for all allocated residents.
- Clean bathrooms/toilets after use.
- Clean and reset dining areas. Load/unload dishwasher. Put away dishes.
- Assist residents to eat, record all intake.
- Complete 2-hourly wellbeing checks. Document on Nourish.

# Time Table

## 10:15 – Morning Activities

- Escort and support residents to activities.
- Encourage active participation.
- Complete wellbeing checks and Nourish entries.

## 10:45/11:00 – Morning Tea

- Serve tea and biscuits trolley-style.
- Greet visitors. Offer refreshments immediately.
- Ensure residents are toileted and ready for lunch.
- Recheck dining area. Complete menus.
- Attend Dose meeting at 10:30.

## 12:00 – Pre-Lunch Routine

- Assist residents to dining area.
- Create calm, welcoming space. Soft music.
- Monitor room temperature.

## 12:30 – 13:30 – Lunchtime

- Serve meals with dignity and respect.
- No hovering. No devices in use during meal support.
- Offer drinks/alcohol (where appropriate).
- Assist eating if needed.
- After meal: coffee/tea service, return residents to their preferred location.
- Wash up, empty bins, restock, relay tables.
- Update Nourish thoroughly.

# Time Table

## 14:00 – Afternoon Activities

- Prepare for and actively join in.
- Maintain engagement.
- Check/tidy rooms and communal areas. Empty bins.
- Document everything in Nourish.

## 15:00 – 15:30 – Afternoon Tea

- Serve from trolley and cake stand to individuals and communal areas.
- Support toileting.
- Offer rest as needed.
- Record all intake and interactions.

## Afternoon Ongoing

- Play music in dining room, keep TVs on.
- Offer books, puzzles and games.
- Encourage sociability and stimulation.
- Document all activity and wellbeing checks on Nourish.

## 17:15 – Evening Preparation

- Assist residents with hygiene and toileting.
- Prepare them for dinner.

# Time Table

## 17:00 – 18:00 – Dinner Service

- Replicate lunchtime standards: calm pace, dignity, drinks, meal support.
- Post-meal: coffee, clear up, reset areas.
- Return meal trolley.
- Ensure all logs completed on Nourish.

## 18:30 – Night Preparation


- Ensure resident comfort and preferences met.
- Turn back beds, lay nightwear, fill water jugs.
- Final check of environment: clean, safe, welcoming.


## 18:45 – Final Wellbeing Checks & Handover

- Complete last wellbeing round.
- Ensure all documentation is up to date on Nourish.
- Ensure home is secure and windows shut and front door locked.
- Leave only when formally signed off by Nurse in Charge.

# A Night in the Life of a Carer.

## Kingsleigh House - Time Table


 18:45 – Arrive Ready for Handover with the Nurse in Charge Collect and activate call bell device Check wellbeing charts for your residents Ensure no incomplete tasks are showing on Nourish (red crosses) Challenge if needed.


 19:00 onwards – Commence Duties Offer hot drinks/fluids. Offering small snacks Prepare your PPE Equipment Commence Care in the specified order for specific residents according to individual wishes Prepare the assisted Bathrooms if required. Answer Call Bells as appropriate as quickly as possible


# Time Table

🏠 As Required – If resident is in communal area and is ready to go to bed support them to their room If a resident is in their bedroom, then please approach by knocking the door and politely in a dignified manner – only one staff member if resident is in bedroom. Introduce yourself (EVERYTIME) Explain your intentions and what care you are delivering and offering Gain permission Ensure privacy is maintained. Curtains are closed; doors are closed etc Prepare Bathroom, or ensuite, or water in a bowl (which ever is the required wash) the room must be warm, water should be at the correct temperature. Products must be the choice of the resident. Make sure you have all the towels and equipment you need before commencing, so you do not need to leave the room or bathroom Ensure the resident is perfectly dry before applying creams as required Assist into nightwear and clean pads Assist with oral hygiene, brushing teeth or dentures etc Communicate every action and ensure care is dignified. Promote independence as much as possible Assist into bed making sure they are comfortable and safe All dirty laundry and towels to be sent to laundry Resident may want a lamp left on make sure fresh water and call bell are in reach Double check you have completed everything and check they have everything they need REPORT ANYTHING TO NURSE ON DUTY that maybe of concern Log any actions completed on Nourish


# Time Table


 Next Resident – Repeat all of the above – until your allocated residents are all cared for Answer Call Bells as appropriate as quickly as possible



 23:00 – Complete hourly or 2 hours wellbeing checks throughout the night. Assist residents to the toilet if needed support with pad changes and back safely in to bed making sure everything is in reach call bell etc Record everything on Nourish

 00:00 – 04:00 – Clean communal Areas and ensure tables are cleared and dishes are loaded into the dishwasher and unloaded Put dishes away Clean disabled toilet and staff toilets Prepare any vegetables if required for next days lunch Re-lay dining room tables for breakfast and set up breakfast trays Take clean linen and clean towels round to each room ready for the morning Support with any ironing that needs doing and making sure all residents laundry is placed just outside /inside rooms ready for carers to put away in the morning Empty all communal bins including Yellow Bins Record everything on Nourish

# Time Table

 05:00 – Complete last checks of all residents  
Making sure Residents are clean and pads changed  
Making sure fresh water is in reach call bell is in reach  
Record everything on Nourish

 06:00 – Ensure all water jugs are full Check the security of each environment Ensure all tasks on Nourish are Complete Ensure the home is ready for handover

  06.45 – Leave duty once handover is complete and you have been given permission by the nurse in charge

# Summary Expectations

- Nourish logging is mandatory for all tasks.
- HOTEL STANDARD applies to all presentation, rooms, and dining.
- Every action must be grounded in: Choice, Dignity, Privacy, and Respect.
- Always escalate concerns to a Senior immediately.
- Work to exceed the standards of the CQC, the Care Act, and the Greenhouse Care Model.
- Staff are expected to support the whole-home approach, assisting across departments when required to maintain continuity of care and a collaborative environment.

**"We do not just care. We create a home, uphold dignity, and walk each day with compassion."**



# Reporting Abuse

An adult at risk has reported a potential abuse, someone has disclosed an incident that may be poor practice or abuse, or you have directly witnessed a potential abuse.

Is the adult at risk of immediate harm?

Yes

No

Call 999

After the immediate concern, notify Registered Manager or Deputy Manager and document.

Kingseigh Team will notify Registered Manager Caroline Walton & Deputy Manager Laura Panayi

Discuss with Home Manager or Duty Nurse whether a new Safeguarding Referral needs to be made, or whether existing social workers can be notified directly.

Complete Documentation

Kingseigh Team will notify Registered Manager Caroline Walton & Deputy Manager Laura Panayi

Staff at Kingsleigh House  
I used to dream of heroes,  
Who made the world feel bright.  
I thought they lived in stories,  
Or vanished in the night.

But now I see more clearly,  
In everything you do.  
The heroes at Kingsleigh House  
Are every one of you.  
Not seeking praise or fortune,  
But giving care each day.  
Together you bring comfort,  
In every gentle way

If I could choose a pathway,  
Or wish for what is best,  
I'd walk among the staff who shine,  
At Kingsleigh with the rest.




**Kingsleigh House would like to thank all  
Staff for everything they do.**



# Thank You

Elborough and Kingsleigh House would like to thank you and warmly welcome you on this journey with us. If you need to reach out, please see our contact details below.

## Contact Information:

-  01934 805830 or email us on [hello@elboroughcares.co.uk](mailto:hello@elboroughcares.co.uk)
-  [Elborough Care Services | Care Services in Weston, Bristol and South West](#)
-  Elborough, Unit 2, Morston Court, Aisecome Way, Weston Super Mare, BS22 8NG.
-  01934 784621 or email us on [kingsleigh@elboroughcares.co.uk](mailto:kingsleigh@elboroughcares.co.uk)
-  [Kingsleigh House | Care Services in Burnham-on-Sea and the South West](#)
-  78 Berrow Road, Burnham-on-sea, Somerset, TA8 2HJ