

CONTACT US

If you have any comments, compliments or complaints, please contact the any of the following:

The Limes, Moorfield Close, Off Moorside Road,
Swinton M27 0FN

Tel: 0161 794 3042 Fax: 0161 793 7304

E-Mail: The [Limes@salford.gov.uk](mailto:TheLimes@salford.gov.uk)

Anne Eve

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Sahal Court, 78 Great Clowes Street, M7 1SR

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Commission for Social Care Inspections (CSCI)

9th Floor, Oakland House, Talbot Road, M16 0PD

Tel: 0161 772 1620

www.csci.gov.uk

Rae O'Farrell

Complaints Officer / Customer Care Manager

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Salford East Adult & Older People Social Work Team

78a Great Clowes Street, Broughton, M7 1SR

Tel: 0161 831 7484 Fax: 0161 819 1541

Salford West Adult & Older People Social Work Team

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Welcome to

The Limes



Moorfield Close, Off Moorside Rd, Swinton
M27 0FN

Tel: 0161 794 3042

Fax: 0161 793 7304

TheLimes@salford.gov.uk

Manager: Mrs Maria Elnhrawy

Salford City Council

What is The Limes?

The Limes is an Assessment, Rehabilitation and Care Centre run by Salford City Council. You may be referred to The Limes if you are aged over 60 and

- have just had a stay in hospital
- are recovering from an illness or accident
- have difficulty coping at home
- you or your carers need a break

What service does The Limes provide?

The main services provided are:

Assessment & Rehabilitation

People come and stay for a short period, often after a hospital stay, while our specialist staff work out what care and help they need. Carers are fully involved in this process. We aim to maintain and improve the person's level of independence during their stay, and to identify a plan for their future care. Some people will return home after the assessment and will be able to benefit from care to help them manage at home. Others may need to move on to permanent residential care, or may benefit from some day care at one of the Day Centres or short stay care, at The Limes or elsewhere.

If you have any hospital or other appointments scheduled to take place during your stay, please tell us, so we can make travel arrangements if necessary. Wherever possible we encourage carers or relatives to escort you in these circumstances.

Disclaimer

Although we do our best to provide a safe and secure environment, we cannot be held responsible for the loss of any personal items. We encourage Service Users and their carers to take care of their belongings and to make sure that all items of clothing and property are correctly named or labelled.

What if I have a question or complaint?

We welcome your comments and if you have a problem or a complaint, speak to the manager or any member of staff and they will try and deal with it quickly and sensitively. If you are still not satisfied and want to make a formal complaint, staff can advise you about the council's procedure.

The Limes is inspected regularly by the Commission for Social Care Inspection (CSCI) to ensure that we deliver a quality service to our users. You can ask any member of staff for a copy of the most recent report, or look it up on the web at www.csci.gov.uk

You and your carers are also welcome to attend our regular carers' meetings, where we discuss developments and listen to your views.

Meals and Drinks

You will have a choice of healthy, well-balanced meals. Special diets are catered for. Meals can be taken in the dining room or in your own bedroom. Meal times are flexible and drinks and snacks are available at any time.

| | |
|--------------------------|------------|
| Breakfast is served from | 8:00 am |
| Lunch from | 12:00 noon |
| Tea from | 4:00 pm |
| Supper from | 7:00 pm |

Smoking

Smoking is allowed only in the designated smoking area.

Social Activities

We encourage Service Users to take part in as many of the activities as they feel able. Activities are designed to offer mental and physical stimulation – they include sing alongs, reminiscence, videos, games and quizzes. We also invite professional entertainers to come in and join the fun.

What kind of care can I expect at The Limes?

The Team will work with you and your carer to write a care plan. This is a plan of the care you need to live independently every day.

Each care plan also includes an individual risk assessment, which indicates what needs to be done so that you can remain safe during your stay.

Your Care Plan and Risk Assessment will be updated regularly by the Care Team and your Social Worker.

Our aim is to provide you with as much help as you need, and to allow you as much independence and choice as possible in your care.

We hope to provide care in a welcoming atmosphere, which meets your individual needs. We are always happy to discuss any aspect of your care with you or your family.

Staff at The Limes

The Limes has trained staff on duty 24 hours a day. They receive regular updates in their training in basic first aid, moving and handling, and food hygiene.

Our multi disciplinary team includes a social worker, occupational therapist, physiotherapist, a nurse and G.P. This team works closely with us and will become involved in your care throughout your stay whilst receiving assessment or rehabilitation.

You can keep your own G.P., or if you need medical help during your stay we can arrange for a temporary G.P. for you

Accommodation at The Limes

The Limes is a two-storey building and has a passenger lift and stair lift. All the bedrooms are for one person and each room has a call bell system, vanity unit and power points.

The Limes has three individual dining areas and four communal areas. Bathrooms and toilets are near bedrooms and are fully equipped with moving and handling aids.

Visiting arrangements

You can choose whom you would like to see or not see during your stay. Family and friends are welcome to visit at any time, although we suggest that they avoid mealtimes. You can receive visitors in your bedroom or in the lounge area.

What do I need to bring with me to The Limes?

- Suitable clothing and nightwear, preferably labelled
- Toiletries, including personal items such as combs, brushes and denture equipment
- Your current medication, preferably in a labelled blister pack prepared by a Pharmacist. All medication must have clear instructions for use.
- Continence aids, if you use them
- A small amount of cash (all meals and entertainment are provided, so you should need cash only for things like newspapers, cigarettes, or the hairdresser)
- Your wheelchair, walking aid or pressure relieving equipment, labelled with your name if possible.
- Any electrical items you wish to bring in will be subject to a safety check before use, alternatively you can bring in a circuit breaker.
- We suggest you may wish to bring in your TV aerial wire for use with TV sets situated in the bedroom.

All face cloths, towels and bed linen are supplied by The Limes.

Short Stay and Respite Care

Some people may need to spend some quality time away from their normal routine. This can happen regularly or occasionally.

Short Stays also offer carers the opportunity to take a break from their caring responsibilities.

Please note that The Limes has no permanent beds and **does not** provide nursing care.

What are the benefits of The Limes?

- There are experienced staff on duty 24 hours a day.
- There is a personal laundry service available.
- The hairdresser visits every week.
- Mobile Library Service.
- Newspapers and magazines are delivered Mon – Fri (on request)
- A payphone is available.
- Visits from chiropodist, dentist, optician and district nurses as required.
- Visits from the local religious ministers.
- There is a range of social activities.
- It is close to public transport and local amenities.
- Pleasant gardens.

You are welcome to visit The Limes at any time before deciding to receive care here.