

# LUGANO

*Residence for the Elderly*



*3 Powell Road  
Buckhurst Hill  
Essex, IG9 5RD*

*Tel: 020 8505 2695*

*Website:*

*[www.luganocarehome.co.uk](http://www.luganocarehome.co.uk)*

# *Lugano*

## **Brochure & Information Pack**

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## **INTRODUCTION**

Welcome to Lugano. Lugano offers an elegant residence that accommodates up to twenty-seven older adults, including those diagnosed with dementia. Conveniently located in a serene country setting close to Epping Forest and various amenities, Lugano has been family-owned for over 30 years. We pride ourselves on providing a "home away from home" environment for our residents.

## **CONTACT DETAILS**

Our address is:

3 Powell Road  
Buckhurst Hill  
Essex  
IG9 5RD.  
Tel: 0208 505 2695  
Mail: [luganocarehome@gmail.com](mailto:luganocarehome@gmail.com)  
Website: [www.luganocarehome.co.uk](http://www.luganocarehome.co.uk)

The Manager of Lugano, Stephanie Mirams, can be reached by phone at the home or via email at [luganocarehome@gmail.com](mailto:luganocarehome@gmail.com). For vacancy enquiries, please contact Stephanie.

The Responsible Individuals for Lugano are David Pearce and Michael Brook. They can also be contacted at the Home.

Founded by David and Michael in 1986, Lugano has been family-owned and operated since then. Lugano is known for its friendly and welcoming atmosphere, created by the care team.

The Home accommodates 24 service users in single bedrooms, some with en-suite facilities, and 3 are lounge bedrooms. Bedroom sizes vary from 10 to 16 square metres. There are 10 ground floor bedrooms; others are accessible via a lift to the first and second floors. The 120-year-old building has spacious rooms, suitable for wheelchair use. Communal areas include a dining room and lounge. Lugano features stunning gardens and a terrace.

## **NEEDS AND INTERESTS CATERED FOR**

We are currently able to accommodate up to 24 service users over the age of 65, inclusive of both male and female residents. We welcome both state-funded individuals (with top-up) and private fee-paying residents. A small proportion of our service users may be diabetic with basic nursing requirements. However, we are not a registered nursing home and therefore cannot provide full-time nursing care, though we do utilise full district nurse support services and develop individually tailored care plans.

Our current group of service users does not include individuals with special religious, cultural, or linguistic needs. Nevertheless, we are open to offering such services provided that assessment procedures indicate our capability to meet these needs. Religious attendance for external services is available for some service users, with certain denominations offering collection services. Our visiting Minister from St. John's conducts weekly services and oversees religious festivals at Lugano, which all residents are welcome to attend.

Before and during admission, service users will receive a thorough needs assessment.

Service users have plenty of meal choices. Our kitchen, run by a skilled team, provides fresh home-cooked food with a rotating menu and alternatives. Cooked meals are available three times daily, and snacks are always accessible.



Our care team meets the daily needs of service users, such as personal hygiene, feeding, oral care, and mobility. We create individual care plans in consultation with service users and their relatives whenever possible. Relatives interested in participating should contact Care Manager Charlotte Blunt, who reviews all care plans monthly. These reviews involve the service user, senior staff, and other professionals like social workers. Urgent updates to care plans can be made by senior care staff, as and when required.

When a service user cannot advocate for themselves, we aim to use an external advocacy service to provide unbiased input into their needs and requirements.

Many people appreciate participating in local community activities. Regular trips are organised to nearby towns for shopping or having coffee and cake. In addition to outings, a variety of in-house activities are offered to cater to different interests. The Social Calendar is displayed on the notice board in the Hallway every month for more information. Residents receive their own copy of the social calendar, which can also be emailed to relatives upon request. Activities include garden centre visits with lunch, canal boat trips with lunch onboard, themed garden parties and barbecues, regular shopping trips, family barbecues during summer, coffee afternoons at Belgique, theatre trips, monthly vintage tea afternoons on Fridays in Woodford Wells, and carols by candlelight at Christmas.

### ***Facilities at Lugano***

- **Country Gardens and Terrace, with Panoramic Views**
- **Hairdressing, Podiatrist and Beautician Services available**
- **Passenger Lift**
- **Internet and Wifi access for Residents**
- **Dedicated Resident telephone line with video call capabilities**

We strive to improve and expand our social calendar based on the preferences of our residents. Our social calendar has been expanded, and the large dining area is available for service users who wish to engage in hobbies. Expenses for hobbies and certain social activities are not included in the basic service fee. Upon admission, we encourage the maintenance of relationships with the service user's friends and relatives. We have an open house policy, allowing friends and relatives to occasionally join meals with the service user, free of charge. All visitors are requested to record their entrance and exit in the file provided on the table by the front door.

We do not provide in-house therapeutic services. However, residents can access services from external agents such as opticians, hairdressers, beauticians, and chiropodists who visit regularly. Healthcare appointments with GPs or the Community Dentist can be accommodated in the home, unless an external visit is necessary. Service Users should be accompanied by a family member for external appointments, and they must cover transport costs. NHS Direct may be consulted for personal health advice.

## **STATEMENT OF PURPOSE FOR LUGANO**

### **Philosophy of Care**

Our primary objective is to deliver consistently high standards of professional care, enabling those we support to live as normally as possible, while respecting and maintaining their individuality, independence, and dignity. Truth, relationship, and integrity are the cornerstone of our values. We believe that honesty and transparency in all our endeavours are essential for building trust and fostering strong relationships. We are committed to acting with integrity, upholding the highest ethical standards, and honouring our commitments.

### **Aims and Objectives**

The primary aims and objectives of Lugano are to offer residential care within a secure, homely, and nurturing community. We align our practices with the six broad values outlined by the Department of Health, thereby striving to promote the following aspects of care:

#### **Privacy**

Those in our care deserve the same privacy we all expect, including being alone and free from intrusion. Care facilities can make privacy harder to achieve than living at home, so we must be vigilant and sensitive. Privacy hinges on confidentiality, trust, and freedom from gossip, emphasising why these are critical.

Consultations with professionals will always be private unless requested otherwise:

- Health
- Social Care
- Law
- Finance.

Staff must knock before entering a resident's room, bathroom, or toilet.

Residents can use the office's cordless phone anytime and are responsible for call charges.

#### **Dignity**

We value each person's uniqueness and aim to provide care that reflects this. We avoid situations that might harm self-esteem and address them gently if they arise. Our goal is to uphold the dignity of everyone in our care, including staff and visitors. Practices that impair dignity are not tolerated, while those that enhance it are encouraged.

#### **Independence**

There is always a possibility that individuals in our care may become more reliant on assistance than necessary, potentially diminishing their independence. To avoid this, we encourage those under our care to perform as many tasks for themselves as possible. Our responsibility is to aid them with activities they find challenging or are unable to complete independently. This approach is crucial as it aims to promote and encourage independence to the greatest extent feasible, rather than unintentionally fostering dependence. Occasionally, we must accept varying degrees of risk and positive risk taking, as individuals exercise their independence. Such circumstances will be documented in the care plan.

#### **Choice**

We encourage those in our care to make their own choices and decisions, promoting their autonomy and fulfilment.

Residents' choices are documented in their care plan and updated as needed.

Choices could include:



- Use of room
- Activities
- Social interests
- Accepting/refusing visitors
- Where and what to eat
- Religious preferences
- Aids to independence
- Medication
- Risk taking
- Financial matters
- Waking/sleeping time
- Manner of dress
- Arrangements for death

### **Rights**

We prioritise rights as an essential aspect of the care we provide.

Individuals in our care are people with significant moral, ethical, social, political, and legal rights. It is our duty to ensure these rights are upheld and fully utilised.

We encourage and support those in our care to exercise their rights, enabling them to live as normal and fulfilling a life as possible. Such rights include:

- Confidentiality
- Dignity
- Privacy
- Independence
- Choice
- Self-esteem
- Fulfilment
- Respect
- Access to Services
- Access to information
- Consultation
- Involvement
- Professional advice
- Safety
- Right to take risks
- To complain
- Emotional needs
- Physical needs
- Spiritual needs

All rooms can be locked from the inside for privacy, but locks can be overridden in emergencies.

Bedrooms have individual controls for temperature, light, and ventilation.

Balancing personal rights with our care responsibilities requires careful management. This involves consulting with the Manager, the person in care, and relevant parties such as family and health advisers. Actions will be documented in the care plan based on informed decisions.

## **Fulfilment**

Our mission is to create a community where older adults can live fulfilling and engaging lives, shaping their daily routines according to their preferences. We value the importance of life's simple pleasures.

We recognise that comprehensive resident care requires a holistic “whole-home” approach. This means that every member of our team, from the carers to administrative staff, plays a vital role in all aspects of a resident’s well-being, including their physical, emotional, social and cognitive needs. We work collaboratively to provide person centred and integrated care, ensuring each resident’s unique needs are met and that they experience a sense of belonging and well-being within our community at Lugano.

To support our objectives, we maintain a ratio of approximately one carer for every 4.5 residents.

## **Management Details**

Lugano is jointly owned by David Pearce and Michael Brook. Stephanie Mirams manages Lugano. Contact her on: 0208 505 2695 or emailing [luganocarehome@gmail.com](mailto:luganocarehome@gmail.com).

The Responsible Individuals of Lugano are David Pearce and Michael Brook. They may also be contacted by writing to or telephoning the home.

The postal address of Lugano is:

Lugano Residence  
3 Powell Road  
Buckhurst Hill  
Essex, IG9 5RD

The telephone number is: 0208 505 2695

Lugano employs 31 staff to assist residents. During the day, there are domestic workers, cooks, assistants, care partners, and a care manager on duty. From Tuesday to Friday, a social care partner provides engaging activities for residents. At night, three staff members are always on duty. On-call maintenance operatives handle any household issues promptly.

Our Manager, Stephanie Mirams, is a qualified NVQ care training assessor. Over half of the staff have completed or started relevant NVQ/Diploma care training. Skills for Care launched new Common Induction Standards on 1st April 2015, and Stephanie ensures all new staff meet the Care Certificate requirements through updated Induction training.

## **Accountability**

Lugano, a Residential Care Home for Elderly People, follows the Department of Health's Essential Standards for Care Homes. The Care Quality Commission (CQC) regulates and inspects us periodically.

You can view the Essential Standards document and CQC inspection reports in the Home's entrance or office. Our last inspection in February 2021 confirmed compliance, and we have a ‘Good’ rating. For more details on the regulations and the CQC, visit [www.cqc.org.uk](http://www.cqc.org.uk).

Policies and Procedures are available in the office. The Statement of Purpose, Service User Guide, and Policies and Procedures together provide the operational framework to ensure compliance with the regulations and recommendations outlined in The Essential Standards Department of Health document and related legislation. For any questions about this brochure, please contact the Manager.



### **TARIFF**

Fees range from £1395 to £1495 per week, depending on room size and facilities. For specific vacancy inquiries, please contact Stephanie Mirams for fee details.

### **VIEWS AND OPINIONS OF THE HOME**

We value your feedback. To improve our service, we conduct annual audits and send out anonymous questionnaires. The results are in the 'Quality Assurance Stakeholder Survey' booklet, available with our inspection reports at the home entrance. However, the best way to evaluate our service is through direct communication with you and your relatives. So please do not hesitate to let us know what you think.

### **COMPLAINTS PROCEDURE**

Lugano Complaints Procedure

If you are unhappy with our service, please contact the Manager, Stephanie. She will respond in writing within 48 hours and aims to resolve your complaint within 28 days. If unresolved, you can also contact Michael Brook or David Pearce. Alternatively, contact the CQC or the Ombudsman (contact details below).

#### **CQC contact details:**

**CQC National Customer Service Centre**

**Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA.**

**[www.cqc.org.uk](http://www.cqc.org.uk)**

**Tel: 03000 616161**

#### **Ombudsman contact details:**

**PO Box 4771**

**Coventry, CV4 0EH**

**Website: [www.lgo.org.uk](http://www.lgo.org.uk)**

**Tel: 0300 061 0614**

Lugano has received numerous compliments, which we keep in a folder in the office. Here's one example with names changed for confidentiality:

“Of all the letters to be written this is the most difficult, because to find adequate words to express our profound gratitude for the loving care given to Ann for the time, she was at Lugano is almost impossible.

Although mum had dementia, we are sure she knew all the staff who cared for her as she always had a ready smile for them; this in itself was proof of how happy, content and safe she felt at Lugano.

Thank you got making Mum's last years so very happy, we shall never forget”.



**LUGANO**  
**Residence for the Elderly**  
**3 Powell Road, Buckhurst Hill, Essex, IG9 5RD**

**THIS AGREEMENT is made on the \_\_\_\_\_ 2025.**

**BETWEEN DAVID PEARCE and MICHAEL BROOK** trading as Lugano, Residence for the Elderly at the above address (hereafter referred to as “*the Home*”) and \_\_\_\_\_ (hereafter referred to as “*the Resident*”) and \_\_\_\_\_ (hereafter referred to as “*the Resident’s Next Best Friend*”)

WHEREAS it is agreed as follows:

1. The Home shall admit the Resident on the \_\_\_\_\_ to occupy **Room Number** \_\_\_ on the basis and terms as shown in clause 5 below.
2. During the agreed period of stay the occupancy can be terminated by the Home if the Home considers that due to any incapacity whether physical or mental of the Resident, it is unable to meet the particular needs of the Resident. Reasonable notice will be given depending upon the circumstances of the individual case.
3. Prior to admission the Home Manager or her Deputy will carry out a thorough assessment of the Resident to ensure that the individual needs of the Resident can be met. The Home may request that additional information be provided by the multi-disciplinary team to support the assessment if required.
4. All drugs, medicines and treatments should be handed to the Home Manager or the Person in Charge upon admission where the pre-admission assessment deems it necessary. If the Resident has “capacity” to self-administer medication and wishes to do so subject to the approval of the Resident’s GP and/or the Resident’s Next Best Friend or next of kin lockable facilities will be provided in the room. Relatives and visitors are not to supply any medication including home remedies without consulting the Home Manager or Person in Charge.
5. (a) The fees are £\_\_\_ per week.  
  
(b) All fees are payable per calendar month, in full, in advance by Standing Order, after the trial period.  
  
(c) The fee for a four-week trial period from the \_\_\_\_\_ to \_\_\_\_\_ is £\_\_\_\_\_ and a cheque should be made out to “Lugano” upon admission.  
  
(d) If residency becomes permanent the fees for a calendar month are £\_\_\_\_\_. **In this instance we would ask that you please arrange to pay by standing order on the \_\_\_\_\_ of each month commencing from the \_\_\_\_\_.** See Attached bank details.  
  
(e) In the event of death of a permanently residing Resident fees will be payable for a period of one week thereafter. In the event of an overpayment a refund will be given. In any other event fees paid in advance will not be refundable. In the event of a Hospital admission the room will be retained for a period of six weeks on payment of the full weekly fees as agreed in clause 5 (a).
6. Fees include care, accommodation and full board and will remain unchanged unless one month’s written notice is given by the Home. Fees will be reviewed annually unless there are changes in the level of care needs which necessitate an earlier review.
7. A minimum period of one calendar month’s notice must be given by the Resident in writing for the termination of occupancy and where such notice is not given for whatever reasons the Resident will be liable to pay one calendar month of fees in lieu of notice.
8. If the Resident requests or in the opinion of the Home Manager needs additional services such as chiropody, hairdressing, dentistry, staff escort or transport services to and from external appointments then the Home so far as reasonably practicable shall provide them *at the Resident’s expense*. Disbursement accounts shall be updated on a quarterly basis and available upon request at any time. Copies can be provided upon request from the Home Manager or the Person in Charge.

9. Visiting times are flexible and the Home operates an open door policy. If the Resident requires privacy to speak with their visitors other than in their own room the Person in Charge will make appropriate arrangements.
10. The Resident's valuables are kept in the Home at the sole wish of the Resident. The Home does not undertake to provide any securities for them either by way of insurance or in any other way and shall not be liable for their loss. Valuables can be locked away for safe keeping when not in use upon request to the Home Manager or the Person in Charge. The staff will attempt to provide security for Residents' possessions but no responsibility can be accepted for personal items in the Resident's own room. All items of clothing must be clearly labelled by the Resident's Next Best Friend with the Resident's name. The Home makes every effort to prevent damage to clothing but items of clothing laundered at the Home are at the Resident's own risk.
11. Comments, compliments or complaints should be directed to the Home Manager or the Person in Charge. In the event of a complaint, acknowledgement by the Home will be made in writing within 48 hours of receipt in accordance with the company's complaints procedure which can be found on the notice board or in the Home brochure. The Resident has the right to address their concerns direct to the Care Quality Commission for Social Care Inspection or the Local Ombudsman.
12. We have a duty inform you how we use any personal information we collect about you, in accordance with The Data Protection Act 2018 & The General Data Protection Regulations 2016. For further information regarding your privacy rights, please see the Privacy Notice attached. If you have any queries relating to data protection or our Privacy Notice, please contact our Data Protection Officer, Miss Ellie May.
13. If applicable a sum for the amount of £300 will paid in advance, which is non-refundable to hold the room for a maximum of two weeks.
14. If your assets and savings fall below certain maximum limits, you may be legible for some assistance from the Local Authority with regard to funding. These maximum limits (referred to as Upper Capital Thresholds) vary depending on which country you live in and will change slightly each year. If you require further information please contact the Manager.
15. In consideration of the Home admitting the Resident, the Resident's Next Best Friend agrees with the Home that he or she will be jointly and severally liable with the Resident for the payment of all fees and monies due to the Home under the terms of this Agreement.

As Witness the hands of the parties hereto

Signed by

on behalf of Lugano, Residence for the Elderly

Signed by (The Resident)

Signed by (The Resident's Next Best Friend)

Mr D Pearce &amp; Mr M Brook

# Lugano Residence for the Elderly



## Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

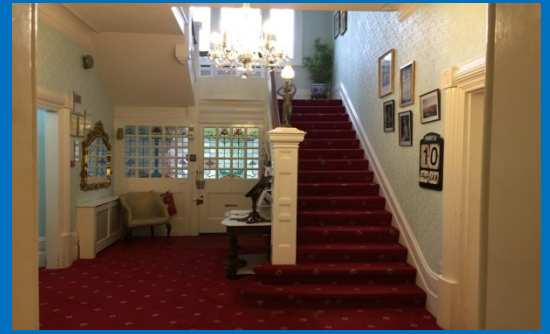
The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-134641408](http://www.cqc.org.uk/location/1-134641408)

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)



The comfortable dining room with garden views



The welcoming entrance hall



Lugano's quiet lounge



Main lounge



View of the terrace



Visitors reception



Garden view