

West Sussex Housing Society Limited

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SERVICE USER GUIDE

ROMANS CARE HOME

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Service Users Guide – Introduction

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home, which is referred to in the Regulations as ‘The Service Users Guide’.

The aim of this Service Users Guide is to enable you or your representative to:

- ❑ Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs **prior** to moving in to the Home.
- ❑ Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your **Terms and Conditions of Residency**.
- ❑ Ensure that your views are taken into consideration and that you have a real say in development of services available to you in the Home.
- ❑ Provide you with information regarding the views of external regulatory bodies.

The Service Users Guide is designed to provide you with important information about the management of the Home and your rights as a Service User. If you would like any assistance with any aspect of this Service User Guide, please speak to a member of our Senior Staff, who will be pleased to help you.

Summary of the Statement of Purpose

A Description of the Care Home and the Physical Environment

Romans Care Home is a large detached building situated in a residential area of Southwick. It is situated just off of Old Shoreham Road at the Southwick Street junction with Roman Road and Roman Way.

Local shops are nearby at Southwick Square and Windmill Parade.

Southwick Railway Station is close by and buses run regularly to all major towns.

The Home has 30 single furnished rooms. Small items of personal furniture may be accommodated in consultation with the Home Manager.

Laundry facilities are available within the Home.

There are two lounges, each having a television, and a large dining room.

There is a variety of equipment with the Home to assist in the safe moving and handling of Service Users if required.

There are fire alarms, smoke detectors and a nurse call system installed in the Home, all of which are subject to regular maintenance and inspection by the appropriate authority. The Home has well established emergency and evacuation procedures in place.

Aims of the Home

- ❑ West Sussex Housing Society Limited holds charitable status for tax purposes and endeavors to provide housing and associated amenities for elderly persons who are in need of care.
- ❑ To give a high standard of care whilst, at the same time, enabling Service Users to maintain their independence through privacy and respect for their dignity.
- ❑ To provide leisure, interest and social activities.
- ❑ To assist the Service User to maintain links with the local community and parish.
- ❑ To inform Service Users and allow choice where possible.
- ❑ To use all trading surpluses for the immediate benefit of the Service Users through improvements to their surroundings and the amenities we offer.

Financial Arrangements and Fees

West Sussex Housing Society Limited is committed to providing value for money within our comprehensive and caring service. Service Users can be admitted for long or short term care, emergency and respite care.

The fees charged are dependent on the level of care required and the needs of the individual Service User.

Services which are not included as part of our standard fee, such as dry cleaning, hairdressing, newspapers, chiropody and cable or satellite T.V can be provided to you at a cost plus any additional amount to reflect any administration or other costs associated with the specific service required.

A schedule of our current charges is at appendix to our current Service User Contract, a copy of which can also be found in this Service User Guide. The prices listed in the schedule are liable to increase at short notice as these are controlled by third party suppliers outside of our control.

Any time that there is a variation to the charges for these additional services an updated schedule will be displayed on the 'Residents Notice Board' which is situated in the main entrance hall and a copy will also be provided to you.

Discounts are not available in respect of such additional charges.

Regulation 5 (bd):

The provision of care services in this care home will be charged at the weekly rate of (see below) per week – “the standard charge”.

Band A	£387	Band B	£450	Band P	£518
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As we provide person centred care specifically tailored to your needs and reasonable requirements, the fee charged for your care may vary from the standard charge. You will be told the precise fee to be charged after completion of the pre-admission assessment when we will make a written offer to you of a place in our care home provided that we can properly meet your needs.

The charge made for your care will be reviewed at least annually on 1 April and also following any significant increase in your care needs which may require further or additional elements of care. If we decide that an increase in the amount payable for your care is needed we will provide you with written notice as soon as possible. In the case of our annual review, we will give you not less than 28 days notice before the increased charge is applied.

Leaving or Temporarily Vacating

If a Service User wishes to be discharged from the Home, then 28 days written notice must be given of this intention, or 28 days fees paid in lieu of notice. These conditions are waived during the four week trial period.

If a Service User temporarily moves out of the Home, e.g. to receive hospital treatment, the bed is retained at 90% of the normal weekly fee.

Our Quality Policy

Romans Care Home is committed to providing quality services for our Service Users by caring, competent and well trained staff, in a homely atmosphere.

This will be achieved by:-

- ❑ Recruitment of staff who share our values and will create a homely atmosphere
- ❑ A personal training and development program for all staff members
- ❑ Providing such resources as may be required to ensure that training takes place and is effective
- ❑ Regular supervision and appraisal of all staff members

Our Home will provide services based upon consultation and assessment of the Service Users needs.

This will be achieved by:-

- ❑ Listening to Service Users, Staff and others with an interest in the Home and its work
- ❑ Ensuring that assessments are made which balance risks and needs
- ❑ Promoting a level of reasonable risk taking activity in daily living activity
- ❑ The operation of an effective, up to date, care planning system

Our Home will involve Service Users in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:-

- ❑ Enabling and empowering Service Users to influence the services provided in the Home
- ❑ Encouraging Service Users to become involved in all decisions which are likely to affect them, either now or in the long term

Our Home will consult people about their satisfaction with the service that we provide and canvas suggestions for improvement.

This will be achieved by:-

- ❑ Service Users consultation and satisfaction surveys
- ❑ Service User and Staff meetings
- ❑ Management review of our Quality Management System
- ❑ Monthly inspections at the Home conducted by the registered provider

Our Home will provide catering services which meet the expectations of the Service Users.

This will be achieved by:-

- ❑ The employment of a dedicated and qualified Catering Manager and suitably qualified Catering Staff
- ❑ Planned, structured menus which include Service Users wishes, choices and preferences
- ❑ Menus which are nutritionally balanced
- ❑ Menus which allow Service Users to change their food choices

Our Home will ensure that Service Users are fully informed about all matters which might affect their well-being.

This will be achieved by:-

- ❑ Quarterly Service User and Relative / Friends meetings
- ❑ Provision of notice boards or other displays which inform Service Users and other Relevant parties

We will afford all Service Users and Staff an equal opportunity in respect of living or working in our Home.

This will be achieved by:-

- ❑ Ensuring compliance with our adopted equal opportunities policy

We will ensure that our Home is a safe and secure place to live.

This will be achieved by:-

- ❑ Ensuring that the physical environment meets all Health and Safety standards
- ❑ Ensuring that all of our staff are annually trained in the subject of Health and Safety and at least twice a year in Fire Safety
- ❑ Providing each Service User with a safe and secure place to store their valuables

Our Home will offer a range of social activities which will meet the needs of the Service Users.

This will be achieved by:-

- ❑ Ensuring that activities are offered to each Service User which are appropriate to their needs, abilities or expressed wishes
- ❑ Ensuring that we consider the social, spiritual, cultural, emotional and physical needs of our Service Users in the services that we offer
- ❑ Ensuring that Service Users feel comfortable to decline any or all of the activities offered by our Home

Service Users Rights

- ❑ The right to be called by the name of your choice
- ❑ The right to care for yourself as far as you are able
- ❑ The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved
- ❑ The right to invite whomever you choose into your room
- ❑ The right to independence
- ❑ The right to have your dignity respected and to be treated as an individual
- ❑ The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age
- ❑ The right to live your chosen lifestyle
- ❑ The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted to do this
- ❑ The right to take an active part in any decisions about daily living arrangements that affect your life
- ❑ The right of access to outside agencies of your choice e.g. doctor, chiropodist, optician etc.
- ❑ The right to control your own finances if you are able to do so
- ❑ The right to make personal life choices such as what food you eat, and what time you get up and go to bed
- ❑ The right to be involved in your own care plan and be involved in any formal reviews of your needs
- ❑ The right to access a formal complaints procedure and to be represented by a friend, relative or advisor if needed
- ❑ The right to participate in voting in elections

Numbers, Qualifications and Experience of Our Staff

Romans Care Home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001.

In particular, we will ensure that there will be suitable qualified, competent and experienced staff on duty and in sufficient numbers that are appropriate for the health, safety and welfare of our Service Users.

The Homes staffing requirements have been approved as part of the process of registration by the Commission for Social Care Inspection.

We maintain a strong emphasis on staff training and most of our staff are trained to NVQ level 2 and / or 3.

The Home Manager has gained the qualification for the Registered Managers Award.

Age Range and Sex of Service Users

Romans Care Home provides care services for 30 people, male and female, who are aged over 65 years.

All accommodation is provided in single rooms.

Range of Needs that the Home is able to Meet

At **Romans**:-

We provide services in the following categories:-

- ❑ Care Home providing personal care

We provide services to the following categories of Service User:-

- ❑ Elderly People

Nursing Care Provision

At **Romans** we are unable to provide nursing care for Service Users in the Home. This means that we are not required to staff our Home in accordance with Regulation 18(3) of – Care Homes Regulations 2001 in respect of ensuring that a suitably qualified registered nurse is working in the Home at all times.

Facilities and Services

Meals

All meals are carefully prepared by our catering staff in consultation with the Home Manager. Meals are interesting and varied. Special diets, including diabetic and vegetarian are also catered for, and the advice of a dietician sought if required.

A limited quantity of alcohol is offered on special occasions together with a pre-lunch drink on a daily basis.

Service Users are offered a variety of menus at each mealtime. Whilst every effort is made to provide for service Users individual preferences, the Home does not provide an 'a la carte' menu.

The day usually begins with an early morning cup of tea or coffee which is served to you in your bedroom at a time of your choice between 6am and 7.30am.

Breakfast is served from 8am

Morning coffee and biscuits is served 10.30am

Pre lunch sherry is served from 11.30am

Lunch is served from 12noon

Afternoon tea and cakes are served from 3pm

Supper is served from 5.30pm

Night time drinks and snacks are served from 9pm

Service Users are able to avail themselves of snacks and drinks at any time and should ask a staff member to tend to their requirements.

All meals, snacks and supplements are provided for within the fees for the service provided.

Medical Care

Staff are always on duty to plan and supervise Service Users care, ensuring the highest standards at all times.

Our local G.Ps will visit when required, although Service Users may retain their own Doctor if it is practical to do so.

Community nurses and the primary care team staff will visit the Home as appropriate.

Optical and Dental Care

An optician visits **Romans** on a regular basis and dental treatment arranged on an individual basis. Both services are provided at an additional charge to the normal care fees. You are however, very welcome to make your own appointments outside of the Home if you prefer.

Physiotherapy

Physiotherapy can be arranged through the Home Manager at an additional charge to the normal care fees. This service is payable directly to the provider. You are however, very welcome to make your own appointments outside of the Home if you prefer.

Chiropody

A private chiropodist visits the Home every six weeks at an additional charge to the normal care fees. This service is payable directly to the provider. You are however, very welcome to make your own appointments outside of the Home if you prefer.

Hairdressing

A private hairdresser visits the Home every two week (or more frequently if required) at an additional charge to the normal care fees. This service is payable directly to the provider. You are however, very welcome to make your own appointments outside of the Home if you prefer.

If you require assistance with any of the above, our Senior Care Team will be happy to help you.

Personal Telephones

Service Users are able to avail themselves of a direct dial telephone in their room at their own expense, but also have access to a public pay phone.

Service Users having personal mobile phones is acceptable within the Home.

Incoming messages can be recorded and relayed to the individual Service User.

Shopping

Where appropriate we encourage Service Users to go shopping on their own, with a friend or relative or, where possible, a member of staff.

Where this is difficult or inappropriate, staff can assist Service Users by purchasing goods on their behalf with the permission of the Home Manager.

A small selection of toiletries, confectionary etc. may be purchased by the Service Users from the 'volunteers shopping trolley' situated in the Home.

Laundry and Dry Cleaning

Laundry is undertaken within the Home and is included in the normal fees for service. All laundry equipment achieved the Care Standards and the 1998 Water Regulations.

All personal clothing must be labelled prior to admission to the Home. We cannot be held responsible for the loss of items not labelled with the Service Users name.

There are no facilities for Service Users to do their own laundry.

Dry Cleaning is not undertaken by the Home.

Kitchen Facilities

The kitchen facilities are built to the standards laid down by the Environmental Health Department and are managed by the Catering Manager.

These facilities are not accessible to Service Users owing to Health and Safety and Food Hygiene Regulations; however Service Users may avail themselves of drinks and snacks at any time by requesting these from our Care Staff.

Other Services

Arrangements for Reviewing Your Plan of Care

Romans operates a full planning and review system. Prior to admission each Service User is assessed and a plan of care formulated.

This plan will cover all areas of a Service Users life and will not focus purely on problems and physical matters but also life history and interests with an aim to enhance the quality of life.

Arrangements for Service Users to Attend Religious Services

We take all reasonable steps to ensure that each Service Users wishes are known and understood in relation to the practice of their chosen religion.

Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable Service Users to attend religious services or access religious leaders, ministers or priests in private.

Arrangements for Social Activities, Hobbies and Leisure Interests

Our Home is able to provide a variety of ways that Service Users can engage in the enjoyment of social activities, hobbies and leisure interests. Service Users individual wishes regarding involvement in activities will be respected as a balance must be struck between gentle encouragement and respecting wishes not to participate.

Romans employ a dedicated activities organiser. The range of activities available include:-

- Music and Movement
- Reminiscence Therapy
- Visiting Musical Productions
- Knitting
- Tapestry
- Embroidery
- Sewing
- Basket Weaving
- Painting
- Clothes Parties
- Bingo

Outings are arranged when sufficient numbers of escorts are available.

Arrangements for Pets

We are unable to accommodate any pets in the Home, however the Cinnamon Trust provides a re-homing service for the pets of those coming into care or who are already in care and need their pet re-homing due to a change in circumstances.

Their details are:

The Cinnamon Trust
Foundary House
Foundary Square
Hayle
Cornwall
TR27 2HE

Telephone: 01 736 757 900

www.cinnamon.org.uk

Arrangements for Service User Consultation About the Home

Our Home is committed to ensuring that Service Users are fully consulted about matters which are significant to the running of the Home or matters that might affect their well being or quality of life. We have quarterly Service Users meetings and the management and staff are available to listen to the views of the Service Users.

Arrangements for Maintaining Contact with Relatives, Friends and Representatives

We actively encourage Service Users to maintain all forms of social contact that were enjoyed before moving into our Home. We will assist Service Users to maintain contacts in the community if requested.

Our Home is looked upon as a Service Users home and hence, subject to the Service Users wishes, visitors are, within reason, generally welcome at any time, however it is appreciated if busy periods before 10.30am and after 8pm are avoided.

All visitors to the Home are requested to enter their details in the 'Visitors Book' which is situated in the entrance hall, and to sign out on their departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 and Schedule 4(17) Health and Safety legislation and Fire Regulations. For security purposes, we may ask for proof of identity from any unrecognised visitor before allowing them access to our premises.

Service Users can usually receive visitors in their own room or in one of the lounges, or outside of meal times, in the dining room. Where the Service User would like the visitor to leave, for the sake of all others concerned, we do ask the visitor to respect and honour the Service Users wishes.

Visitors wishing to take Service Users off of the premises should speak to the senior member of staff on duty to ensure that medication can be provided and that the trip out is within the capacity of the Service User. This information should be entered into the Visitors Book on departure and return.

Relative and friends are encouraged to join the 'Friends of West Sussex Housing Society' fundraising group and to attend social events such as the Service Users Christmas Party, Summer Fayre, entertainment evenings etc.

Arrangements for Dealing with Complaints

Our Home welcomes any Comments, Concerns, Complaints or Compliments. Complaints or Concerns about the service provided within the Home will be treated seriously.

If as a Service User, Relative or Visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from the office. A full investigation will be made into the complaint, and you will then be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and wish to speak to the registration officer first, then you should contact the National Care Standards Commission, details of which can be found on page 27.

A copy of West Sussex Housing Society Limited's complaints procedure is on display in the entrance hall and can also be made available on request

If a Service User or Relative requires help to make a complaint then they will be afforded advice about potential advocates.

Service Users Property

The Home will not accept any liability whatsoever for loss of, or damage to, any money or other valuable property kept (or said to be kept) by the Service User in or about the Home unless such money or property shall have been:-

- Identified to the Home in writing with a current valuation
- Deposited within the Homes safe for safekeeping

Service Users / Relatives should ensure that all valuable property is covered by personal insurance.

Gifts and Signing Legal Documents

Employees of West Sussex Housing Society Limited are not permitted to directly accept any gifts, and / or presents from Service Users without the General Managers knowledge and discretion, or to sign as a witness to any legal document which pertains to one of the Service Users in the Home.

Bereavement

In the sad event of bereavement, relatives can expect every possible support and consolation from our Staff.

Whereas funeral arrangements are usually made by the next of kin, the Management Team can be relied upon to assist and explain what is required. Where there is no next of kin, the Home Manager will attend to the necessary arrangements.

Terms and Conditions of Residence

Service Users are accepted on the following terms and conditions. Prior to taking up residence, these terms and conditions shall be accepted by the Service User and his or her representative by signature.

West Sussex Housing Society Limited operates on a non-profit making basis with a Management Committee of professional persons who give their time and expertise voluntarily.

Restrictions are few, but observations of the following points will ensure a happy and trouble free stay.

Residence and Payment of Fees

1. The first four weeks after admission shall be regarded as a trial period for the benefit of both the Service User and West Sussex Housing Society Limited.
2. Upon payment of the weekly charge, West Sussex Housing Society Limited undertakes to provide accommodation, food, light, heat, laundry and all necessary personal care as would normally be required by a Service User in a Care Home.
3. Fees are payable 28 days in advance and are subject to a half yearly review.
4. Service Users care needs will be assessed by the Registered Manager as appropriate and fees increased where additional care is deemed necessary.
5. Service Users must be prepared to transfer to any other room at the Registered Managers discretion.
6. Rooms may be held whilst a Service User is away on payment of 90% of the normal fee.
7. If for any reason a Service User wishes to vacate their room, 28 days notice is required. Should this notice not be given, 28 days fees will be charged.
8. On vacation of the room, for whatever reason, West Sussex Housing Society Limited requests that all belongings be removed within three days of the room being vacated. Should this not be the case, a senior member of staff will be instructed to remove such items as remain. These items must then be collected from the Home or they will be disposed of.
9. West Sussex Housing Society Limited may give notice to terminating the agreement and requiring the Service User to leave the Home in the following circumstances:
 - Non payment of fees

- If, having taken appropriate advice concerning present and future needs of the Service User, the Society is no unable to meet those needs, for example, long term nursing care
- Any circumstances or behaviour which the Society feels may be seriously detrimental to the Home or welfare of other Service Users

10. The procedure for fire drill should be clearly understood and strictly adhered to.

Personal Requirements and Medication

1. Generally, Service User have the right to journey out alone, however West Sussex Housing Society Limited cannot be responsible for a Service Users safety whilst away from the Home unless the journey and any necessary supervision was arranged by the Home.
2. Service Users are encouraged to receive visitor's at all reasonable time although we do ask that mealtimes are avoided. The Registered Manager or senior person on duty must be notified, preferably in advance, when a Service User is going out.
3. Service Users personal possessions, valuables, items such as medical aids (hearing aids, eye glasses etc.) and money are not ensured by the Home and West Sussex Housing Society Limited will not accept responsibility for items lost, stolen, damaged, destroyed or mislaid. Large sums of money and valuable personal items should be given to the Registered Manager for safe keeping. Please note, this list is not exhaustive.
4. Service Users may bring small items of furniture with them at the Registered Managers discretion.
5. All items of clothing must be marked with the Service Users name prior to admission.
6. All visitors to the Home must report to the Registered Manager or senior person on duty. The visitor's book must be signed on entering and leaving the building.

Advocacy

Those in our care are encouraged to manage their own financial affairs and decisions and we do not discourage them from doing so. On this basis they are self advocating.

However a person may be, or become unable to exercise their rights to their best interests and a person or persons may be appointed to speak for them in their best interests. Such a person acting on the behalf of another in this way is known as their 'advocate'. This may be a relative, friend or professional person such as a solicitor.

It is our policy never to act as an advocate for a person in our care because of the potential for conflict of interest.

The following agencies can act in advocacy on your behalf:

Care Aware
PO Box 8
Manchester
M30 9NY

Helpline: 08705 134925

www.careaware.co.uk

Email: enquiries@careaware.co.uk

Age Concern England
Astral House
1268 London Road
London
SW16 4ER

Free Helpline: 0800 00 99 66

www.ageconcern.org.uk

Complaints Procedure

Any complaints should be made direct to the Registered Manager or senior person on duty who will investigate the matter fully. If not resolved, the Registered Manager will bring the matter to the attention of the General Manager.

In the event that a complaint cannot be dealt with satisfactorily, the matter may be referred to:-

The Commission for Social Care Inspection
The Oast
Hermitage Court
Hermitage Lane
Maidstone
Kent
ME16 9NT

Telephone 01622 724950

Fax: 01622 724980

Email: enquiries.maidstone@csci.gsi.gov.uk

In the event that it is felt that a complaint has been unfairly dealt with by the Commission for Social Care Inspection, you may ask the local ombudsman to investigate.

The ombudsman for this area may be contacted at:-

21 St Annes Gate
London
SW14

Telephone: 02079 153210

The Care Home is registered with West Sussex County Council to provide board, accommodation and personal care for its Service Users. As it is not a Registered Nursing Home, we are unable to admit Service Users who are in need of nursing care.

The above Terms and Conditions of residence are noted and accepted.

Signed:
Service User/Representative

Date:

Signed:
On behalf of West Sussex Housing Society Ltd

Date:

Commission for Social Care Inspection

The Commission for Social Care Inspection (CSCI) is a national body which regulates the conduct of Care Homes in England. There are a number of regional offices from which the inspectors carry out their duties.

The Commission for Social Care Inspection offices for West Sussex are located at:-

Commission for Social Care Inspection

The Oast

Hermitage Court

Hermitage Lane

Maidstone

Kent

ME16 9NT

Telephone: - 01622 724950

Fax: - 01622 724980

Email: - enquiries.maidstone@csci.gsi.gov.uk

Privacy

Those in our care expect to enjoy the same standards of privacy that we all generally expect to enjoy.

Being alone, free from intrusion or disturbance are basic human rights and need to be reflected in our care practices and attitudes and are critical to our standards of care.

By nature, being cared for can, for example, make it harder to enjoy privacy that living in ones own home and being totally independent. We must stay alert to this and be sensitive to its significance.

Confidentiality, trust and gossip all contribute to both the reality and perception of privacy, which is another dimension of why we take such matters so seriously.

Consultations with those in our care by the following professionals, and similar others will always be strictly confidential unless specifically requested otherwise:

- ❑ Health
- ❑ Social Care
- ❑ Law
- ❑ Finance

Practical Privacy

Staff must always knock on the Service Users bedroom, bathroom and toilet doors before entering or being invited to enter.

Service Users have privacy in reading and or writing mail. This includes electronic mail where accessible, with particular regards to the confidentiality of passwords.

Service Users may have private use of the telephone whenever they want to be using the telephone located in the main lounge.

Service Users can dine and entertain privately as they so choose.

Dignity

We recognize the importance of maintaining the uniqueness and character of each and every person in our care. Thus we aim to uphold a standard of care that reflects this in practice.

Therefore, we are careful to avoid situations for those in our care that may lead to impairment of their self-esteem and sense of worth. Where such situations occur we seek to diffuse them gently and sensitively.

The purpose is to uphold the dignity of anyone in our care. The spirit of this extends to our staff, colleagues, visitors etc. as well.

This includes being mindful to their personal appearance, helping them to manage genuine (or perceived) stigmas etc. that their circumstances may create.

We will not tolerate any practices that may impair a person's dignity, whilst practices that contribute positively to a person's dignity are actively encouraged.

Detrimentially affecting the dignity of a Service User is an act of gross misconduct and may lead to dismissal.