

SERVICE USER GUIDE



WOULD LIKE TO WELCOME YOU

TO OUR

RESIDENTIAL CARE HOME FOR OLDER PERSONS

**THIS SERVICE USER GUIDE PROVIDES THE FOLLOWING DOCUMENTS
TO HELP YOU UNDERSTAND THE SERVICE WE PROVIDE:**

- **OUR STATEMENT OF PURPOSE**
- **OUR GUIDE TO THE SERVICE**
- **OUR CONTRACT OF CARE**
- **OUR FEE AGREEMENT**

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1.0 WELCOME

On behalf of the staff, Service Users, and management of Ventry Residential Care we extend you a warm welcome.

We provide private residential care for the elderly across North London with care, comfort and compassion. We look to meet and exceed the standards of care set out in the Health and Social Care Act 2008's "Essential Standards of Quality and Care" and we are regulated by the Care Quality Commission, a statutory body whose inspection reports are kept in the manager's office or the reception area of the home.

We aim to provide a comfortable and happy home that Service Users enjoy living in. We will do everything possible to respect the rights of our Service Users, particularly by observing the values of privacy, dignity, independence, choice and fulfilment, while ensuring that freedom of rights is limited only by the rights of others. We recognise that providing good care is a co-operative process and we aim to consult Service Users and, where appropriate, their relatives, friends and representatives at all times and as fully as possible.

The following documents are guides providing an overview of our service provision and of the Care Home. It also aims to address the most common questions / issues raised by Service Users. It contains our "Contract of Care" (Appendix A), the Fee Agreement (Appendix B) for both short or long term periods of care, instructions on emergency medical intervention and passing (Appendix C) and instructions in the event of a fire (Appendix D). As you can see from Appendix C, sometimes in this unique relationship of intimate care we have to ask some difficult questions. We do so only to ensure that the wishes of each Service User is identified so we can insure we meet everyone's expectations when difficult situations arise.

Should you have any concerns or queries that are not addressed in this document, the manager is available at the Care Home on Monday to Friday 09:00 to 17:00. However please make appointments to address more detailed queries.

A duty manager will be on call at all other times to address any emergency situations. Our senior care team are available on each shift (they are dressed in dark blue tunics), for consultation with regard to direct care issues relating to Service Users.

Ventry Residential Care was established in 2003 further to the 20 years of experience and expertise of the founders William and Margaret Heneghan in providing residential care for the elderly across England and Margaret Heneghan's lifetime of work as a nurse primarily in community based care. Both founders are actively involved in the management of the Home. Ventry Residential Care is managed by an experienced team of Senior Managers and Care Home Managers who work together on a daily basis to insure our Service Users are supported to lead the life of their choosing in warm comfortable surroundings.

2.0 STATEMENT OF PURPOSE

2.1 Service Provider Details

The Service Provider is:

Ventry Residential Care

Of

23-25 Castle Road
Finchley
London
N12 9EE

Tel: 0208 886 7317

Fax: 0208 886 7996

E-mail: info@ventry-care.com

Service Provider ID Number: 1-101660225

Our Aims and Objectives:

We provide private residential care for the elderly across North London with care, comfort and compassion. Our Care Homes look to meet and exceed the standards of care set out in the Health and Social Care Act 2008's "Essential Standards of Quality and Care" and are inspected by the Care Quality Commission, a statutory body whose regular inspection reports are kept in the managers office or the reception area of the home.

We aim to provide a comfortable and happy home that Service Users enjoy living in. We will do everything possible to respect the rights of our Service Users, particularly by observing the values of privacy, dignity, independence, choice and fulfilment, while ensuring that freedom of rights is limited only by the rights of others. We recognise that providing good care is a co-operative process and we aim to consult Service Users and, where appropriate, their relatives, friends and representatives at all times and as fully as possible.

The provider Ventry Residential Care is a trading name of Brownlow Enterprises Limited, a Ltd company and is registered under the company number: 3284493

The Regulated Activity of the provider is the Accommodation for persons who require nursing or personal care.

Within this Regulated Activity we provide residential care for elderly persons, those with dementia, and persons with mental health issues that do not require nursing care.

3.0 OUR SERVICE USER GUIDE

3.1 Our Philosophy of Care

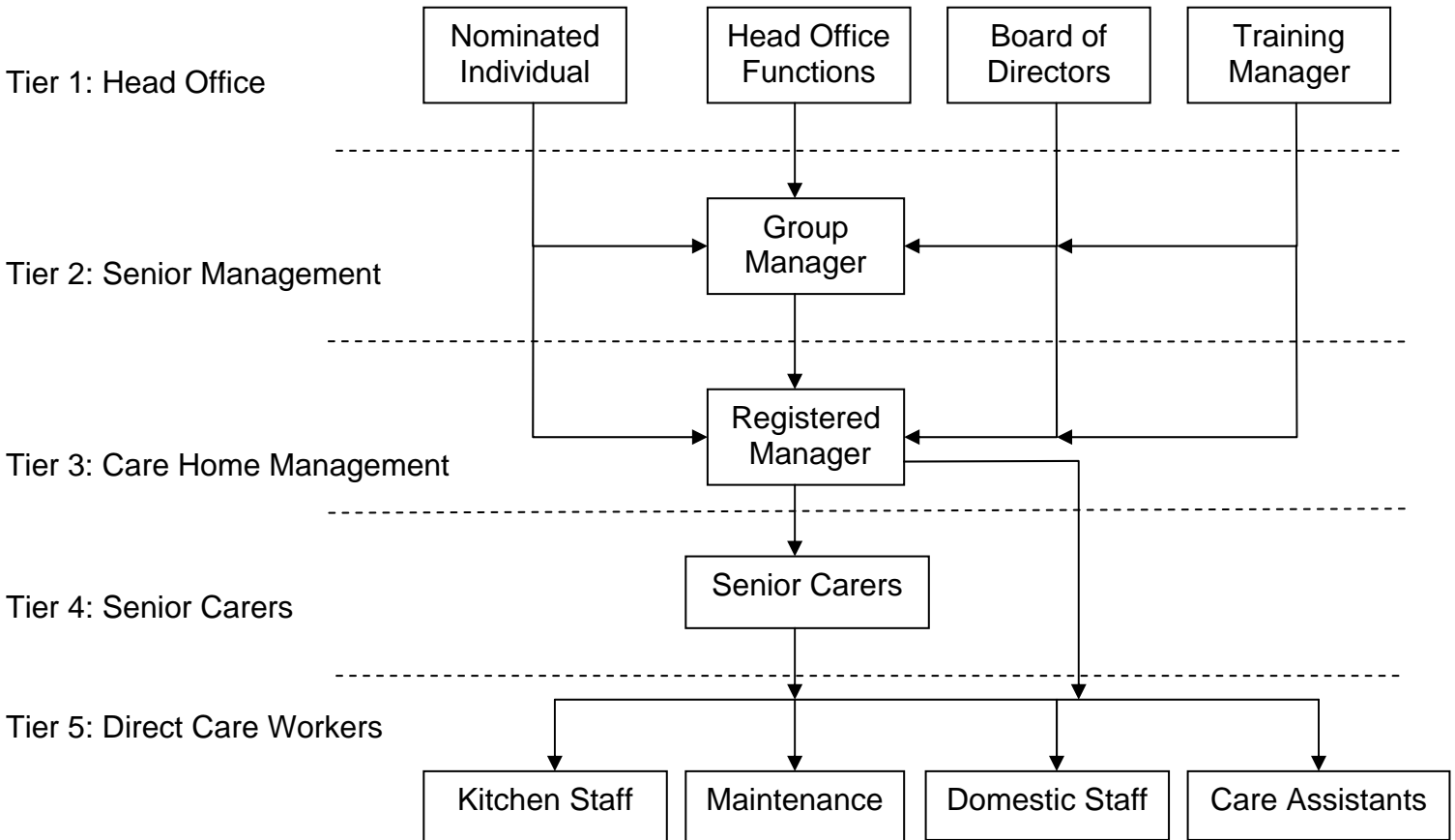
We aim to provide a safe and homely environment where the unique needs of each individual are recognised and skilled staff are available to provide care and support in a way that encourages self-determination and enables each person to achieve their best possible quality of life.

We recognise that there is no prescribed way that a person of given age should live, behave, think or feel. We value each Service Users experience and knowledge and aim to work with them to agree a structured programme of care with each individual, or their relative or advocate, and we endeavour to deliver this care in a manner which maintains dignity and respect and recognises the Service Users fundamental rights.

We offer training and development for all our staff to ensure that they can meet the needs of each individual and we maintain a comprehensive quality assurance programme to monitor and maintain service and care standards.

3.2 Our Organisational Structure

Our philosophy of care is supported by the following organisational structure:



3.3 Our Staff Team

3.3.1 Management

The person officially registered to manage the Care Home is shown in section 2.2 they are the person in day-to-day control of the Care Home's operations.

Their relevant qualifications and experience of are also shown in section 2.2

3.3.2 The overall Team

The Care Home's total staff accompaniment is approximately 20, of whom all have duties involving direct care for service users. Arrangements for staff recruitment, training and supervision accord with the relevant government guidance and with personnel good practice. We operate an equal opportunities policy to prevent discrimination between persons on the grounds of sex, races, age, etc. All staff are carefully selected and references taken up.

We are aware that the Care Home's staff will always play a very important role in Service Users' welfare. To maximise this contribution, we aim to do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet Service Users' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices that both respect equal opportunities and protect Service Users' safety and welfare.
- Offer our staff a range of training that is relevant to their induction, foundation experience and further development.

All staff follow a course of training to ensure that they are capable in their working practices with the majority of staff having a strong experience in the care sector. All staff are placed on an structured induction programme including statutory training to provide them with the skills to work within the Policies and Procedures of the Care Home. All staff also have training in and experience of working with specific groups of elderly care, most notable being Dementia Care, our staff mix and training programme reflect this emphasis. All staff who complete the full induction programme are then encouraged to further their knowledge and qualifications through a structured programme of personal development which is managed by our group training manager.

Our Staff are identified by the colour of their tunics:

Manager	Own dress
Senior Care	Dark Blue
Carer	Light Blue
Laundry Person	Black Tabard
Cook	White

3.3.3 Senior Care Staff

The senior members of staff are responsible for ensuring that your care meets your individual needs at all times. They will ensure that your care plan is accurate and up to date and that you and your relatives/advocate are involved in your care as much as you are able or want to be. Our Senior Care Staff are the appointed first aiders and fire marshals (in the absence of the manager) for the Care Home.

3.3.4 Key-worker

Your Key-worker is a Senior Care Assistant who will take a special interest in you and your family. They will ensure that birthdays are remembered and celebrated, that you are involved in activities that take place in the Care Home when you want to be. They will also keep your room and personal belongings and clothing tidy and ensure that you have everything you need i.e. toiletries, clothing etc.

3.3.5 Supporting Staff

The care staff are supported through the employment of the following groups of staff who provide service delivery in respect of ancillary services.

3.3.5.1 Catering

There are two cooks who work individually or with a kitchen assistant to a four week rotating menu in the provision of home cooked meals prepared on the premises.

3.3.5.2 Domestic

A team of domestic and laundry assistants provide cleaning and laundering services (excluding dry cleaning) to Service Users.

3.3.5.3 Maintenance

A rolling annual maintenance programme is employed to maintain the fabric of the building, address health and safety checks and to maintain the grounds to a high standard.

3. 4 Our Care Services

Our service aims to support individuals to do as much as they are able or willing to do for themselves and to provide help in those areas which individuals have identified needs. Individual care is planned and delivered following a comprehensive assessment of need, which involves the Service User, their family/ representative/advocate and other health professionals who know the individual.

3.4.1 Admission to the Care Home

Potential Service Users have their needs thoroughly assessed before entering the service. This is to allow the Care Home to ensure the service provided is one that will support and meet the needs of the individual.

For potential Service Users who are working with a local authority to find a Care Home an initial assessment will be undertaken as part of their care management process, and in addition to this we will also need to assure ourselves and the Service User that this particular Care Home is suitable for them through our assessment process. Appropriately trained staff will make a full pre admission assessment of need, calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment criteria will cover a full range of health and social needs so ensuring an individual is appropriately placed in our care service. It is very important that as much information as available is provided during this process. All information will of course be treated confidentially. The assessment process helps the Care Home's staff to make an initial plan for the support of new Service Users.

We will provide prospective Service Users with as much information as possible about the Care Home to help them make a decision. We offer the opportunity for a prospective Service User to visit the Care Home as often as they need to help them make a decision. Prospective Service Users are also subject a six week trial period after which a review will be held to ensure all parties are satisfied. We are happy for a prospective Service Users to involve their friends, family or other representatives in seeing the Care Home, the care, and the facilities we can provide before making the final decision about admission.

If we feel our Care Home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

3.4.2 Emergency Admission

Emergency admissions can be catered for in circumstances where time is of the essence and the potential Service User is in a position of risk. In these circumstances an appropriately trained member of staff will make every effort to make an assessment prior to admission. If this cannot be done as much information as possible will be collected from the referring party (a hospital, social services or family) and the Service User and their family where possible. On the basis of all information available a decision will be taken on if a placement can be provided. On arrival at the service an assessment will then take place. Further to the successful completion of the assessment and the review of all relevant information the management team on duty will make an informed decision as to whether or not admission can be confirmed. We will then aim to inform the Service User within 48 hours about key aspects, rules and routines of the service and formulate the care plan in conjunction with the Service User within a five-day period.

3.4.3 Service Users Care Plan

After admission each individual Service User has a care plan drawn together from Social Services Community Assessment forms and complimented by an assessment from our senior care staff. This Care Plan details the care that is required by the Service User and provides the staff team with the information required to facilitate care and meet required care needs and lifestyle choices. While we value the important involvement of family and friends into this process, the best interests of each Service User, their choices, views or needs will always take precedence. The care plan is continually developed and reviewed, with the view's of the Service User, their relative / other representative, and other professionals involved in the individual's care and welfare being sought.

The Service User or their family, or other involved healthcare professional can access the Care Plan at any time from the manager.

3.4.4 General Health

Our Service will promote and maintain our Service Users health and ensure access to health care services. In particular, it will do the following:

- Support self-care whenever possible.
- Maintain personal and oral hygiene.
- Identify areas of risk, such a pressure sores, and take appropriate action.
- Seek and act on advice on continence and ensure that the necessary aids and equipment are made available and used.
- Monitor psychological health and ensure that preventative and restorative care is provided.
- Provide appropriate opportunities for exercise and physical activities.
- Identify and act on any risk of falling.
- Regularly assess and act on the Service User's nutritional needs and monitor weight gain or loss.
- Enable Service Users to register with a GP of their choice, subject to the GP's agreement.
- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community healthcare as required.
- Ensure access to hearing tests and sight tests and to appropriate aids.
- Provide information and advice about entitlements to health care.
- Inform the Service Users next of kin or representative of serious illness or death.

3.4.5 General Practitioner

Local General Practitioners supply medical cover for Service Users. Their full details are included within the Service Users plan of care. There is an out of hour's service available for all Service Users. However, Service Users may remain with their own General Practitioner if practical and in agreement with the General Practitioner. It is the responsibility of the General Practitioner to

review each Service User on a periodic basis, or when medical conditions require attention. Service Users treated under the NHS will receive drugs, medication and paramedical services as provided under the NHS. If a Service User wishes to register with a doctor as a private patient, the supply of drugs, treatment, medication, and any other associated charges will be the Service User's responsibility. We do not accept any responsibility and will have no liability for the advice given or actions taken by any Medical Practitioner.

3.4.1 Nursing Care

Nursing needs are not met by the staff employed in the Care Home, but are provided by the District Nursing team who attend the Care Home on request. We do not accept any responsibility and will have no liability for the advice given or actions taken by any Medical Practitioner. Please note this also places a limit to the level of nursing needs that the Care Home is able to meet. This being the case, when the Care Home feels needs have surpassed the capabilities of the Care Home arrangements must be made for a more suitable placement to be identified to ensure the safety of the Service User.

3.4.6 Medication

The Care Home maintains a clear policy and stringent procedures in accordance with the Department of Health guidelines for all aspects of the handling of Service User's medication. Records are kept of whether each Service User wishes to deal with their own medication or pass that responsibility to staff and of any medication in use whether or not it is self-administered.

All drugs and medication must be handed to the senior person on duty at the time of admission. If requested, the Service User may, at the discretion of the Manager, be permitted to look after their own medication further to a successful assessment of ability being completed. In such cases, the Care Home cannot be held responsible for the safekeeping and dispensing of the medication. A lockable drawer provided in each room must be used to store all medications.

3.4.7 Call System

In each Service User's room, there is a call system which is kept within reach of the Service User. When used it will activate the nurse call system to alert carers to the fact you require some help. This can be used day or night. This takes the form of a wall mounted box with a call button, and an extension lead can be attached.

3.4.8 Meals

We work to provide a four week rotating menu with our two cooks who work individually or with a kitchen assistant in the provision of home cooked meals prepared on the premises. We aim to provide a healthy, nutritious and balanced range of food and drinks.

An approximate guide to meal times:

Breakfast	: 08:00 to 9:30
Lunch	: 12:00 to 13:00
Supper	: 17.00 to 18:00

Hot drinks and snacks are available at any time on request. Meals can be served to you either in our dining room or in your own room.

Meal times are protected periods. We work to concentrate on the nutrition of the Service Users at these times, as such it is requested that visitors allow our staff to work with our Services Users and would therefore ask that visitors refrain from visiting at these times, or to recognise our focus and plan visitors visits around these times. Staff may approach visitors to withdraw from communal areas at these times and we would ask that you respect this reasonable request unreservedly.

Our four week rotating menu is displayed on the “Our Community” board located in the lounge.

3.4.9 Clothing & Personal Effects

We have a laundry on site that operates 365 days a year. However, to make the job of the laundry staff a little easier we do make a few simple requests.

All items must be clearly marked before admission with the Service User’s name on name tabs (or permanent marker in a discrete area of the garment).

We also ask that all clothes are of machine washable fabric and tumble dryer fabric, as we do not have dry cleaning facilities. We would ask you not to bring any hand knitted woollens etc. as they could possibly be spoilt if they were inadvertently put into a washing machine. Clothes sometimes need to be washed at high temperatures to avoid the risk of cross infection and because clothes are laundered more frequently and at higher temperatures it is inevitable that clothing will have to be replaced on a more regular basis than normal.

Clothing that your relative is used to wearing and that is comfortable is best. Even though there is a regular laundry service, several changes of clothing and a good supply of underwear are required to ensure that adequate clothing is available at all times. Please don’t forget that shoes, slippers and jackets will also need marking.

3.4.10 Jewellery/Valuables

It is inadvisable for jewellery / valuables to be brought into the Care Home and we would recommend that wedding rings be engraved on the inside. A lockable drawer is provided in each room that we encourage you to use. It is not advisable for large sums of money to be kept in Service User rooms.

We would encourage Service Users not to bring in items of significant value but to leave them with relatives and bring them to the Care Home on special occasions. The staff will attempt to provide security for Service User

possessions but no responsibility can be accepted for items retained in Service User rooms.

3.4.11 Service User Petty Cash

From time to time you will need access to small sums of money to allow you to pay for such items as hairdressing, private chiropody, toiletries, newspapers and the like. To support you to securely manage these funds the homes office will hold between fifty and a hundred pounds per Service User as "Petty Cash". These monies will be held in a secure cabinet in the manager's office and will only be accessible to the manager. Service Users or their family/representative/advocates can have access to these monies and supporting documentation whenever they wish. We would ask for a minimum float of fifty pounds to be available and a maximum of a hundred pounds, as we do not wish to hold large sums of money on site. All monies will be signed into the Service Users Petty Cash record sheet on receipt. We will also keep a full record of all incurred expenditure together with receipts. Please ensure that the balance is above fifty pounds at all times to ensure you have full access to all the services you require when you require them.

3.4.12 Insurance

The service insurance policy provides insurance for personal items on each and every occasion to a level of £500.00 with an excess of £50.00 (the excess being payable by the Service User) This will protect the personal effects of the Service User's. The nominated insurance company will consider claims on merit, claims are made within the policies and procedures set out by the insurance company. Their decision is final and the Care Home will not provide cover for any items not covered by insurance. Should you require insurance for specific items or items of great value please ensure that suitable arrangements are made prior to the items being brought to the Care Home.

3.4.13 Lost & Found

If any items are lost, please inform the manager. Likewise, please let us know if lost items turn up again. Lost property is not the responsibility of the Care Home.

3.5 Your Lifestyle needs

Our Service strives to maintain active lives for our Service Users. To facilitate this the management provides suitable social, recreational and therapeutic activities for Service Users. Outings are arranged, but may require your physical and financial support. Musical entertainment is provided by outside artists as well as by our own in-house audio equipment. There are also card games, bingo sessions, dominoes and ball games to encourage physical activity.

3.5.1 Social Activities, Hobbies and Leisure Pursuits

A varied programme of activities is in place which reflects the needs and wishes of the Service Users. This is reviewed on a regular basis and is

displayed on the “Our Community” board located in the lounge. Activities are planned on both a group and individual basis and Service Users may choose to participate as much, or as little as they wish.

3.5.2 Visiting

You are welcome to have visitors at any time as we do not have set visiting hours, however we do ask that if they intend to visit during unsocial hours, these being between 8.00pm to 8.00am, then prior arrangements must be made with the manager. This is to ensure that the Service Users are not placed at risk and ensures that your visitors are given access when you wish. Without prior arrangements being made access may be refused.

For fire safety precautions, it is a requirement that visitors sign in and out of the Care Home in the visitor’s book in reception. We request that all visitors observe the health and safety notices displayed.

Please note that visitors are not permitted to smoke anywhere inside or outside the building. This is a statutory requirement which we would ask all visitors to respect at all times. Service User can smoke in permitted areas as this is their home.

All visitors must conduct themselves in such a manner as not to disturb the peaceful enjoyment of the Care Home. At all times staff should be allowed to go about their duties free from the threat or perceived threat of violence or intimidation. An adult must at all times supervise person’s whom visit under the age of 16. Incidences where the peaceful enjoyment of the Care Home by the service users is put a risk will be investigated and actions will be taken to secure the future peaceful enjoyment of the Care Home.

The Care Home is locked for the security of Service Users and staff and can be accessed by all members of staff. Please approach a member of staff when you wish to leave the building, they will aid you.

If you are unable to visit as often as you would wish, you may telephone at any time of the day.

Relatives and visitors should not bring in medication, food, alcohol, cigarettes or lighters/matches without consulting the manager in advance. This also extends to the provision of the same to other Service Users. Such items can have an adverse reaction to some medications, medical conditions. As you/your visitors will be unaware of individual Service Users medical needs we would ask that you refrain from the provision of such items.

3.5.3 Recording Equipment and Mobile Phones

We have an obligation to protect the privacy and dignity of all our service users.

In light of this obligation the use of mobile phones, cameras, or any other image or voice recording equipment able to take static photographic images, moving images, or voice recordings is strictly prohibited within the building or grounds of this Care Home. As such we would ask that such items are left outside of the

Care Home, or in the case of mobile phones turned off before entering the Care Home.

Any person seen using such equipment for these purposes will be asked to immediately stop and will be asked to delete all media taken and evidence the same. This matter will then be referred to the provider for any further action.

We welcome you/your visitors taking photographs for personal reasons but ask that before doing so that you refer to the manager for guidance.

3.5.4 Smoking & Alcohol

Service User's who wish to smoke may do so in the designated smoking in the back garden. You may also bring in alcohol to your relative if you wish, but we do ask that you give these items plus any matches or cigarette lighters to care staff for safe keeping, and to comply with health and safety policies and procedures. Alcohol can have an adverse reaction to some medications and it is advisable that you consult your GP before bringing it into the Care Home.

3.5.5 Consultation

Regular Service User's meetings have been established whereby Service Users can meet to discuss the running of the service and the provision of services and care in general. This is in addition to the planned annual review for individuals at which their individual care needs and care plan is reviewed and discussed with them, their chosen representatives / advocate and other professionals involved in the individual's care.

Service User's meetings will take place every three months and shall be documented to reflect the discussions held and identified points of action or review.

3.5.6 Service User of Day

We aim to highlight one Service User every day to be "Service User of the Day". The Service Users room will be deep cleaned, their personal belongings such as clothes, shoes, night clothes etc organised and any requirements identified, their favourite meal will also be prepared. Their care plan will be reviewed and feedback sought of family, friends or advocates and clinicians as required. The Service User will be the focus of staff for special attention on that day. It is our aim that each Service User will be "Service User of the Day" at least once every six weeks. We aim to have a "Service User of the Day" each weekday and to allow national holidays/special days to be enjoyed in place of a "Service User of the Day".

3.5.7 Concerns and Complaints

We endeavour to satisfy our Service Users but even in the best run Care Homes there may sometimes be occasions when you may feel that you need to raise an issue. To aid you with this the service has a complaints procedure that you can access. Details of which can be found in section 3.8 below.

We welcome all comments and wish to hear any concerns that you have as early as possible. Do not let things go on to the point at which your concerns become a complaint. Please talk to either your key-worker, or the manager, who will listen to your concerns and act appropriately.

3.5.8 Compliments

Just as we realise the need to address any concerns you may have, we also welcome any compliments. It is always good for the staff to know that their hard work and effort is appreciated as we pride ourselves in making a real Home. The aid you to do this there are comments cards and a “Comments” mail box in the reception of the Care Home. Please feel free to take a form and return it the mail box in reception.

3.5.9 Employee of the Month

To help us distinguish and reward good practice we run an “Employee of the Month” scheme. This scheme is open to all employees. Should you wish to nominate any staff member for these awards please do so by informing the manager before the 21st of each month with an explanation of why you are nominating an individual.

3.5.10 Quality Assurance

As part of our internal monitoring process, senior managers visit or conduct a detailed review of the home each weekday. Further a senior manager conduction a service monitoring visit every two months or more frequently if required. This allows us to monitor the performance of the home against our statutory requirements, our internal Key Performance Indicators, any comments/compliments/complaints received and feedback from our Service Users consultations. Every six months these findings are collated and used as part of our Quality Assurance process to produce a summary that will be published on the Community Board located in the communal area of the home.

3.5.11 Gifts and the Signing Of Legal Documents

The Company and/or any of the Company’s employees or staff are not permitted to accept gifts from Service Users or to sign as a witness any legal documentation, which relates to a Service User.

3.5.12 Spiritual/Pastoral Support

Service Users who wish to practice their religion will be given every possible help and facility. Particular care will be taken to try meet the needs of Service Users from minority faiths. These should be discussed with the management before admission. We will assist in the arrangement of transport for Service Users to any local place of worship. If requested we can make contact with any local place of worship on a Service Users behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a Service User who would like this. In the public areas of the Care Home, we celebrate the

major Christian festivals. Service Users have the opportunity to participate or not as they wish.

3.5.13 Advocacy

As every Service User has the right to be respected, listened to and involved in decisions that affect their lives we will work to ensure that when required access to advocacy services is fully supported. Information regarding national and local advocacy services is displayed on the Community Board located in the communal area of the home.

3.5.14 Adjusting to Loss

It is entirely natural to feel a sense of loss and bereavement when ones' loved one enters a Care Home for either short or long term care. We acknowledge these feelings and they are available to give support and reassurance. To assist you through this time we will try to involve you in the completion of documentation. This will involve paperwork such as Lifestyles & Interests, Care Plans / Programmes, Food & Drink Preferences, and Waking & Rising times.

In order to minimise the trauma during any time of loss, and after discussion and agreement with your relative, please provide the manager with written details of any personal funeral preferences or details of arrangement already made so that these may be adhered to. (Please see Appendix C).

3.6 Our Environment

Our Service Users will have exclusive/shared use of an allocated room, which will be treated as far as possible as, as his or her private space. Should you wish to personalise your bedroom you are more than welcome to do so if it would create a more homely feel. Pictures, photographs or ornaments can be brought into the Service User room (these can be mounted on walls by our maintenance person, just let the manager know your wishes). We would also ask you not to use 'blue tack' as it marks/stains the walls. Please inform the staff if any electrical items are brought in to the Care Home on admission or during your stay, as these must be P.A.T tested prior to being used in the Care Home, please ensure this is carried out prior to bringing the item to the Care Home.

Furnishing of the Service User rooms will include at least the following:

- A clean, comfortable bed suitable for the Service Users needs.
- Bed linen and towels.
- Curtains or blinds.
- A mirror.
- Overhead and bedside lighting.
- Comfortable seating.
- Drawers and enclosed hanging space for clothes.
- Two accessible double electric sockets.
- A table to sit at or over bed table and a bedside table.

- En-suite facilities (or wash hand basin).
- Floor covering.
- Lockable storage space for medication, money and valuables.
- In shared rooms, screens to ensure privacy for personal care.

Small items of personal furniture may be brought into the Care Home with the prior agreement of the manager while taking into account the physical space available within a room. Such items should be clearly marked with the name of the Service User. Transportation, insurance and eventual removal of such items shall be at the responsibility of the Service User or their executors. We are unable to remove any furniture from the room to accommodate your own items. You must ensure that all furniture complies with the Fire Regulations.

3.6.1 Accommodation and Surroundings

This residence provides both ensuite single rooms and ensuite companion rooms. All single rooms have at least ten square metres of usable space and provide ensuite facilities or a washing area. All companion rooms have at least 16 square metres of usable space and again provide ensuite facilities or a washing area. There are lounges situated on the ground floor and a separate dining area. Toilets and bathrooms are situated strategically throughout the Care Home and are fitted with hoists, bathchairs, walk in baths, grab rails, raised toilet seats and other mobility aids as required. In addition a bathroom is fitted with hairdressing equipment to allow a full professional hairdressing service to be provided. There are also landscaped gardens available for Service Users that are wheelchair accessible and has raised beds to allow Service Users to participate in gardening if they wish. In addition there are some areas of the Care Home that are generally only for staff use these are as follows: Kitchen and stores, laundry, sluice rooms, staff toilet and manager's office.

3.6.2 Fire

The fire alarm system is tested each week, with notice being given prior to it being set off. At all other times should the alarm sound, please remain calm and wait for instructions from staff or follow the instructions as set out in Appendix D. You should also make yourself familiar with the fire exits located around the building. Completion of the Visitors' Book in the Reception Area will aid staff in an emergency situation. To comply with fire regulations and for the safety and comfort of Service Users and staff, smoking is not permitted.

3.6.3 Health and Safety

The management will ensure as far as is reasonably practical the health, safety and welfare of Service Users, including compliance with relevant legislation and the Department of Health guidance.

The Care Home does not restrict the Service User from leaving the premises. We will not be responsible for injury to Service Users, visitors or invitees arising from the negligence of third parties or for the welfare of Service Users while not within the Care Home gardens, grounds or confines.

3.6.4 Risk

A Care Home is not without risk; Service Users have the right to take calculated risks. Risk assessments are put in place to reduce risk as far as reasonable practicable but we cannot provide holistic care without levels of risk being present.

3.6.5 Toiletries

Service Users require a number of daily personal items, in particular toiletries. The service provides a small “shop” that our Service user can access when required. The shop holds a small stock of common toiletries that are charged at cost. Our service users can choose to purchase toiletries from our shop, via friends and relatives or while visiting the local high street. Where a service user does not manage their own funds then any purchases will be collated onto a quarterly invoice and issued to the person controlling their funds for payment or payment will be made from the Service User’s petty cash held on their behalf.

3.6.6 Newspapers

Delivery of a daily newspaper / magazine can be facilitated via the local newsagent. The contact details of the local newsagent can be provided on request and family, friends can make arrangement for delivery as desired. A number of communal publications are delivered daily for the general use of all our Service Users.

3.6.7 Mail

Any mail received will be handed to you directly or delivered to your room on a daily basis. If you wish to post mail, please drop it into the main office by 4 pm each day.

3.6.8 Payphones / Personal telephones

Access to a payphone is available. This can be found in main office on the ground floor. Should you require a personal telephone in your room please speak with the manager who will advise you how to proceed. The cost of this service is not included within the care fees at the Care Home. In most instances a line is available and you only need to contact a provider and make arrangement for it’s connection. In the event of a new line being installed this must be in consultation with the Care Home.

3.6.9 Televisions

Televisions are provided in communal areas. Alternatively, there is a television point in each room should you wish to bring your own [please ensure payment of the appropriate license fee is made. Concessionary rates are available from the TV Licensing Authority for which some Residents may qualify, details are available on request]. In line with our Health and Safety policy all electrical appliances must be P.A.T tested prior to being used in the

Care Home, please ensure this is carried out prior to bringing the item to the Care Home.

3.6.10 Hairdressing

The hairdresser visits periodically and will cut, set and perm hair as required. The cost of this service is excluded from the fees and is charged as an at cost item. Payment for this service will be requested in advance to ensure it is available at the Care Home on the day of the service being provided.

3.6.11 Dentures & Glasses

Please arrange for these items to be marked / engraved prior to admission.

3.6.12 Podiatry, Dentist, Optician & Other Support Services

All these services are arranged at regular intervals. Emergency visits are arranged if required. The cost of this service is excluded from the fees and is charged as an at cost item. Payment for podiatry services will be requested in advance to ensure it is available at the Care Home on the day of the service being provided. Should the payment not be available on this day the Service may not be provided. Payment for optician, dentistry will be in arrears for service provided and in advance for any planned treatment identified during periodic visits.

3.6.13 Car Parking

Car Parking is at the owner's risk. You are required to confirm your registration number in the Sign in/out book of the Care Home to avoid your vehicle being identified as being parked illegally. Please also note parking is available while visiting only and is not available to support visits to local amenities. This is to ensure fair access to parking for all visitors, medical practitioners and emergency services.

3.6.14 Pets

In general and for safety reasons we do not allow pets at / in the Care Home.

3.7 Care Quality Commission – Our Regulator View of Our Service

Our latest service review by our independent regulator is available in the lobby of the Care Home for reference and online at

<http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm>

for your information.

Please also see Section 4.0 below for further feedback on the service provision at the Care Home.

3.8 Complaints Procedure

We want our service provision to match your needs and your expectations, and we welcome any comments you may wish to make, whether positive or negative. We encourage you to tell us what we do well and identify when there are aspects of our service provision that you are happy with. Equally we encourage you to identify aspects of our service provision that we could be better. As a Service User directly experiencing the service provision you are perfectly entitled to make comments, or complaints at any time. If you wish to complain or make comments you should follow the steps below:

Stage 1 - Local Resolution

- Explain the problem and talk matters over with your key-worker who will do their best to resolve the problem quickly to your satisfaction.
- If you feel unable to discuss the problem with the keyworker, or they are unable to resolve the problem, you will be referred to the Care Home manager. At this stage you can request your complaint to be recorded and ask when you might hear of the outcome.
- If you do not wish, for any reason, to talk to staff or the Care Home manager, you may wish to put your complaint in writing for submission to the providers head office for internal review. The Care Home manager can help you to put your complaint in writing. They will then show you the completed form so that you can agree that it is an accurate account and sign it.
- If you are not happy about making this complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you, that is, to act in place of a friend or relative.
- If we receive a complaint it may take a little time to consider it fully but we will write to you within three working days (unless the Care Home can send a full reply within five working days) to acknowledge receipt of the complaint and to tell you what steps we are taking to resolve it.
- If there is no immediate solution, for example, a simple apology, we will investigate your complaint fully, contacting all those concerned. We will then write to you with details of our findings, any action we have taken, and proposals to resolve your complaint. We will normally aim to resolve any formal complaint within three weeks, or, on the occasions when this is not possible, we will provide an update on progress made and explain the reason for that delay. This letter will give some indication of when the investigation will be completed.

Stage 2 – Internal Review

- If, at any stage, you are not happy with the way in which we are dealing with your complaint you can contact our complaints manager and request an internal review:

Complaints Manager, Ventry Residential Care, 23 - 25 Castle Road, North Finchley, London N12 9EE, Tel: 0208 886 7317 Fax: 0208 886 7996, E-Mail: info@ventry-care.com.

- This should be requested within twenty working days of the date of the final written response or meeting. The request should normally be made in writing but there may be exceptional occasions when it is acceptable for it to be made verbally. The

complaints manager will acknowledge within one week that your complaint is under review, and will then contact you within four weeks to let you know the outcome of that review.

Stage 3 – Independent External Review

- If you are dissatisfied with the results of the internal review or the complaints manager rejects your complaint, you are entitled to contact an independent body. The body you contact is dependant on whether your care is funded by the Local Authority or is funded privately.

Further guidance is available online at:

<http://www.cqc.org.uk/contactus/howtoraiseaconcernorcomplaint/complainaboutasocialcareservice.cfm>

4.0 SERVICE USER FEEDBACK

(Feedback is displayed as received on the “Community Board” in the communal area of the home. A summary is also produced periodically and is displayed on the “Community Board” in the communal area of the home)

**APPENDIX A
CONTRACT OF CARE**

APPENDIX B
SERVICE USERS FEE AGREEMENT

APPENDIX C
INSTRUCTIONS ON EMERGENCY MEDICAL INTERVENTION AND PASSING

Appendix C

Instructions on Resuscitation and Death

The following are my instructions for when the time arrives for palliative care, emergency medical intervention and after death care and I ask that my wishes be followed wherever possible and if any changes need to be made prior to my death they are to be discussed with myself and my family.

- Ido / do not wish to be resuscitated in the event of a sudden unexpected change in my medical condition that requires emergency medical intervention to revive me.
- Ido / do not wish to be resuscitated in the event of the general deterioration in my health leads my medical practitioner to conclude that on the balance of likelihood I will pass away in the near future.
- Ido wish that after my death that my body be buried / cremated.
- In accordance with my religion I request that the ceremony be conducted under the ways of thereligion.
- I have / have not elected a funeral director whom will carry out this instruction in accordance with my wishes. The address of the director is as follows –

Signed by Service User:

Name:

Signed by Service Users next of kin / representative:

Relationship:

Dated:

Please note that further to the provision of the above information, should your wishes change you must ensure you confirm the same in writing to the manager of the home to allow them to update your wishes and ensure they are followed when difficult situations arise.

APPENDIX D
INSTRUCTIONS IN THE EVENT OF A FIRE

ON HEARING FIRE BELLS

PLEASE GO IMMEDIATELY TO A FIRE EXIT

- **FOLLOW THE EXIT SIGNS**
- **DO NOT USE THE LIFT**

**YOUR SAFE ASSEMBLY POINT IS THE FORECOURT AT THE
FRONT OF THE BUILDING**

STAFF WILL DIRECT YOU

DO NOT STAY TO COLLECT PERSONAL EFFECTS

NO SMOKING IN THE BUILDING

THANK YOU

