

2013

Service User Guide

Understanding your stay at Park House Rest Home

Park House Rest Home specialises in the care of older persons, including those with mental health problems and dementia. We offer personalised care through involvement of the service user, those acting on their behalf and local services. This guide is published to promote involvement and provide the information required to make the right choices for you.



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Part 1: Welcome to Park House Rest Home

Introduction

Welcome to Park House Rest Home; we hope your stay with us will be a long and happy one. This Service User Guide has been put together to give you information about Park House Rest Home, what we have to offer you, and what services you can expect during your stay. Please don't hesitate to let us know if there is anything that you need.

Park House Rest Home specialises in the care of older persons, including those with mental health problems and dementia. It has beds for up to 18 residents. The proprietors are Mrs Sally Watson and Mr Lee Gosling, who have run the home since 2004.

Our Aims and Objectives

We aim to provide our residents with the best possible quality of life in an environment which is clean, comfortable, safe and welcoming.

Our main objectives as listed on our Statement of Purpose are to:

- Provide care and support in a safe, comfortable home which promotes well-being.
- Treat residents with respect and dignity; with the right to privacy, confidentiality and to be treated as an individual encouraging personal choice and independence.
- Provide health care tailored to individual needs.
- Provide care which encourages and respects the views of the service user, families, staff and health professionals.
- Develop and train staff so that they safely follow systems of work and fully appreciate the complex and varied needs of each individual resident.
- Encourage residents to lead a full and varied life which satisfies their social, cultural and religious well-being.
- To allow residents to live in a safe, well maintained home, where they can receive a wholesome, and appealing diet in pleasant surroundings at times convenient to them.
- To maintain that the homes policies and procedures of practice are run and managed by persons able to discharge their responsibilities of leadership and management in the best interests of service users.

Our Philosophy of Care

Park House Rest Home is just that; a home. We encourage our residents to maximise their independence within the home; and we support them in doing this by taking care of life's essentials. Life at Park House is centred around the Living Room, where families are encouraged to spend time whilst visiting. This communal atmosphere is important to us, and we think it makes for a happier home.

Your Charter of Rights

We respect the right of each resident to lead as independent and fulfilling life as possible. We have set out a Resident's Charter of Rights which we believe should be the minimum entitlement for everyone who lives at our Home, subject only to the constraints necessary to ensure the protection of the health and safety of our residents, staff and visitors, and that the proper level of care is provided. Fundamentally, residents in our Home shall have the right:

- To retain their personal dignity and independence irrespective of their severity of their physical or mental infirmity.
- To have their social, emotional, religious, cultural and political needs accepted and respected.
- To have skilled, sensitive and understanding care to enable them to achieve the highest possible quality of life.
- To have their personal privacy respected.
- To be consulted about daily living arrangements in the Home, and to participate in discussions about proposed changes to these arrangements.
- To be involved in, and be kept informed about, their individual assessment of need.
- To have a regular review of their individual circumstances, and to have the right to be present at any review meetings.
- To make informed choices about their Care Plans.
- To be kept informed of all the services offered by the Home.
- To choose their own Medical Practitioner and Dentist, and to consult them in private.
- To manage their own personal affairs, including finances.
- Not to be moved without prior consultation.
- To have access to a formal complaints procedure.
- To be given the opportunity to vote in local and general elections.

How We Maintain Our Standards

Provider Compliance Assessment

Park House Rest Home fully implements the Care Quality Commission (CQC) framework for compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. This framework ensures service user focused outcomes are met. Further details can be found on the CQC's own website www.cqc.org.uk.

External Assessments

The CQC conduct regular reviews of compliance. Our last inspection was on 10 February 2012, and we were delighted to have met all the essential standards. Again this information is available on the CQC website.

Part 2: About the Home

Where to find us

It is easy for your family, relatives and friends to find you at the Home. We are situated at:

Park House Rest Home
220 Havant Road
Hayling Island
Hampshire
PO11 0LN

Our phone number is 02392 465274.

Our email address is goslinghoke@btinternet.com.

Our Facilities

We have 15 bedrooms, all furnished to a high standard to ensure your comfort and safety. There are 9 single en-suite rooms, 3 twin en-suite rooms, and 3 single rooms. The en-suites contain a toilet and hand basin. There are 3 walk-in showers – two on the ground floor and one on the second floor. There are additional toilets on the ground and second floor – note that all rooms on the first floor are en-suite.

The centre of the home is the communal lounge and dining room. This includes a TV, DVD player, music centre and Wii games console. There is also an internet connection in the office, which can be used for the benefit of the service user as required. There is a communal phone which residents may use at any time.

We have a number of profiling beds and hoisting equipment available as needs arise. Wheel chairs are also available should you need to borrow one for an outside excursion. Commodes and other personal facilities can be placed in bedrooms as necessary.

The enclosed garden to the rear of the house is well maintained, with garden furniture. Residents are encouraged to use the garden.

The kitchen is just like the one that you would have in your own home. We specialise in excellent home cooked food, and pride ourselves on the quality of our ingredients. Just ask our long term residents and families.

Private mail will be delivered to you by a member of staff.

Our Staff Team

Our team are all well trained and helpful. There is currently 22 members of staff, including management, carers, cooks and cleaners. In addition we also have regular entertainers and health professionals who visit the home. You will meet all these people along the way, but for now here are the management team:

- Mrs Sally Watson – Proprietor and Manager
- Mr Lee Gosling – Proprietor
- Miss Victoria Honess – Deputy Manager

Health & Safety

Fire Safety

We have just made a major investment in the latest fire alarm technology. Staff are trained on arrival and then twice yearly by professional fire safety personnel. Fire drills are performed weekly by care home staff.

Smoking in the Home

Park House is a no smoking home. There are however designated areas in the enclosed rear garden for those who wish to smoke.

Freedom of Movement

We do not restrict your freedom of movement around the home in any way. This includes the enclosed rear garden. Entry and egress to the premises is controlled by a coded lock for resident's safety.

Please note also that, when you are away from the Home, we cannot accept any responsibility for your safety or welfare unless we have organised the journey and provided supervision.

Security

We aim to provide an environment that is safe and secure for our residents, staff and visitors. For this reason you will find that the front door to the home is kept locked, and all visitors are required to sign-in when entering the home. Residents can lock their room door from the inside, however for safety staff keep a master key.

There is a nurse call system fitted into each room of the home which is linked to a central control panel. Please take the time to familiarise yourself with it and how it operates.

The outside of the home is equipped with security lighting which automatically switches on during the hours of darkness when the home is approached.

Part 3: Contractual Issues

Contracts

Our terms and conditions of residency are embodied in your contract document which forms the basis of your stay with us. We operate a 4-week notice period for long term residents. You have free access to copies of any such document and other records concerning your residency at any time. Please ask a member of staff who will be able to explain in more detail.

Our Schedule of Fees

Fees are determined on care needs and we do accept local authority care rates. All fees will be clearly laid out in your contract. Please note fees do not include extras such as hairdressing, personal toiletries, dry cleaning, transport, escorts and other private health treatments.

Moving into the Home

We recognise that moving into a care home is a big step and can cause concern and anxiety for some people. For this reason we want to make the transition to us as smooth as possible for you. The home prides itself on putting the service user first, so if you find the home is not for you we will be happy to help you move. As always, please don't hesitate to ask if there is anything that you need.

Statement of Purpose

Part of the policy documentation that we are obliged to have in place is a "Statement of Purpose". This details what regulated activities the home is allowed to provide. Should you wish to consult this document, please ask a member of staff.

Part 4: Your Personal Property

Bringing your Personal Possessions into the Home

In line with our policy to create a "home from home" we encourage you to bring in to the home some personal possessions with which you can personalise your room. Please read the following sections below which gives advice regarding the various items that you may wish to bring in with you.

Money

It is not advisable to keep large amounts of cash in your room. We are able to keep this safely for you by depositing your cash in our safe. If you choose to do this we will open up a special deposit / withdrawal account for you to enable us to keep accurate records of all the money that you have on balance with us. These records may be inspected at any time.

Arrangements should be made for families to collect your pension.

Valuables

While we appreciate that some valuable items such as jewellery will be treasured we do not advise that you bring them into the home.

Insurance

The home is fully insured against fire, theft and water damage. There are limits on the value of personal possessions, so if you have any concerns please speak to a member of staff.

Clothing

Prior to coming into the home we ask that you label your belongings unobtrusively with your full name. For clothing this will enable us to trace your garments through the laundry process so that we can ensure that the right garments are always returned to the right person.

Electrical Equipment

Electrical equipment or appliances must not be brought into the home without prior permission from the Manager. This is for health and safety reasons. Each item will be logged and will then need to be re-checked periodically to ensure that it remains safe to use.

Furniture & Ornaments

You will be able to bring small items of furniture into the home provided that they can be safely accommodated in your room. However, such furniture must meet current fire regulations. We also encourage you to personalise your room with personal ornaments, family photographs etc.

Pets

For reasons of health and safety we are unable to accommodate pets in the home permanently, but welcome visits from well behaved family pets.

Part 5: Your Care

Care Planning

A Care Plan is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we're delivering the right care. We will always seek your opinions and input when developing the Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with the care you receive from us.

Involving your Family, Relatives and Friends

We recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

Medical Care

You may retain the services of your existing GP if he or she is willing to visit you at the home. Alternatively, we have visiting GPs who will be willing to attend to your needs. Each GP visits the home on a regular basis and will be able to take care of your prescription needs.

Medication

Our Care Staff will normally keep your medication in a safe place, and administer it to you at the intervals stated on the prescription. However, subject to an appropriate Risk Assessment, you may continue to administer your own medication. This will be discussed with you when your Care Plan is drawn up.

Personal Care

We are able to call upon the services of a wide range of specialist practitioners who visit the home. We have access to the following practitioners:

- Dentists
- Audiologists (for hearing)
- Opticians / Ophthalmologists (for sight)
- Chiropodists
- Hairdressers

Personal Services

Our Care Staff can help you with personal tasks such as letter writing, form-filling, completing voting papers, and planning your shopping needs. Please ask a member of the Care Staff where required.

Please note: Good Practice prevents us from assisting you in drawing up a will, or acting as executor. However, we are able to call upon the services of a solicitor who can help you with this. This would attract additional fees, but please let a member of the Care Staff know if help is needed.

Meals and Mealtimes

We have an excellent team of highly trained chefs who offer traditional “home cooking” type meals, to provide a nutritious, appetising and well-balanced diet. Menus are planned on a weekly basis, and displayed on the communal notice-board, but we are able to cater for your particular likes and dislikes, offering alternative dishes to suit your tastes. There is always a choice of meals and we are also able to cater for special diets, including diabetic, vegetarian and vegan dishes. Your food preferences will all be discussed with you when drawing up your Care Plan.

Hot and cold drinks are available throughout the day, and are served mid-morning, mid-afternoon and at bedtime to those residents who want them. Cold snacks such as sandwiches, yoghurts, ice cream etc are available on request throughout the day.

All meals are served in the dining room, unless you choose to eat in your own room. In such cases please let the staff know your wishes. Mealtimes are usually as follows:

Breakfast: 0800-0900

Lunch: 1200

Supper: 1630-1730

Laundry

Laundry is carried out on the premises using modern, maintained equipment, and is free of charge. Laundry will be collected from you daily, and will be laundered and ironed before being returned to you. We also offer a needle working service to undertake small repair jobs on garments.

We can arrange for items to be dry-cleaned for you, at additional cost.

Part 6: Recreational Activities

Social Events, Celebrations & Excursions

We employ an Activities Organiser who organises a whole range of entertainment events and activities, both inside and outside the home. This includes bingo, film shows, sing-songs, and other pastimes. You are free to participate in these activities as you wish. Your preferences in this respect will be discussed with you when your Care Plan is drawn up. A programme of activities, events and excursions is drawn up on a weekly basis and can be found on the communal notice-board.

All religious events, birthdays and social events are celebrated as they occur throughout the year. The home prides itself on celebrating birthdays well, a service that does not attract any additional cost.

TV & Video

There is a TV in the communal lounge where you can sit in comfort to watch programmes. We also have a wide selection of videos available for viewing.

If you have your own TV and are under 75 years of age, you will need a concessionary TV licence. If you are over 75 you are exempt from this charge, though proof will be required in the form of your National Insurance number.

Internet

We do have access to a computer system which is linked to the internet. If you would like to take advantage of this technology please ask a member of staff. This is free of charge.

Newspapers & Magazines

We can arrange for daily and weekly newspapers and magazines of your choice to be delivered to the home. You will be responsible for the cost of these items, and the staff can assist you with this.

Visitors

Visitors may visit the home at any time. However, we respect the fact that you should receive guests at times to suit you, and of course you always have the right to decline to see anybody if you so wish. We encourage your family members and friends to visit, and all we ask is that they should sign in and out of the Visitor's Book (kept at Reception) for reasons of fire safety.

Religion & Worship

When we draw up your Care Plan we will include your spiritual needs; i.e. whether you would like to see your Minister of Religion on a regular basis, and how and where you would prefer to worship. We have visiting clergy of many denominations visiting the home and we encourage you to exercise your spiritual needs.

Part 7: Your Views and Comments

Your opinions on the Home and the Services we provide

We value your views and opinions on the Care Services that we provide. We firmly believe that only by asking the users of our services, i.e. you - the residents, can we obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to quality is to ask you to complete a simple questionnaire about your views of the Home, and our staff can tell you more about this. However, we do welcome comments from you at any time.

Involving your Family, Relatives and Friends

When seeking your views about our Home we always like to include the views and opinions of your family and friends that visit you. What is their perception of the Home? To enable us to do this we have special simple questionnaires which we ask them to complete from time to time.

Compliments & Complaints

Unfortunately, with the best will in the world we don't get things right all the time, and we need you to tell us when we fall short of expected standards. If you have a complaint please speak to the senior staff member on duty. If the problem cannot be solved to your satisfaction please ask to speak to the Manager. If your complaint is then still not satisfactorily resolved then you have the right to contact the local office of the Care Quality Commission.

Gifts & Gratuities

Our job at the Home is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from our residents. There is no need to offer any gifts, tips or gratuities. Any donation made will be spent directly on residents.