

AR14 - Service User Guide



Service User's Handbook

Service User Guide

Tel: 08448247788

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Registered Provider:

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Care Home without Nursing

PHILOSOPHY OF CARE

The Home aims to: *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Principles and Values Underpinning Our Services

- | considers its management team and employees to be the key factor in the delivery of quality services and believes that the success of the service delivery is dependent upon developing and maintaining a skilled and trained workforce. Our principles and values are to provide a high standard of individualised care and treatment to all Service Users. It is our aim that all Service Users will be treated with care, dignity, respect and sensitivity that match their individual needs and abilities. Our service will be delivered flexibly, within the limitations of the service in an attentive and non-discriminatory fashion with respect for independence, privacy, and with the right to make informed choices. We will respect the needs and values of Service Users in matters of religion, beliefs, culture, race, ethnic origin and sexuality. Our staff will encourage all Service Users to maintain where possible their social and cultural links with the community and encourage participation in activities. We encourage all Service Users to be involved in all aspects of service provision.
- | **Privacy of Service Users** - Our staff recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both their personal affairs and their belongings. Written permission, whenever practical, will be sought for access to Service Users' records, especially in cases where the person or agency requesting the records is not involved in the direct care and support of the individual concerned.
- | **Confidentiality of Information** - The Service User's rights to confidentiality must be safeguarded at all times. Our staff will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned or their advocate. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in their care and support with other relevant professionals.
- | **Access to Information** - Every Service User has a right to information about the objectives of their care and a detailed explanation of the Service being offered. All Service Users must be enabled to participate in the planning of their care and consent must be obtained for all interventions.
- | **Discrimination** - Our staff must not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation, disability or social standing. Our staff team must not discriminate between Service Users who pay directly for their Service and those who do not.
- | **Personal Dignity, Independence and Individuality** - Irrespective of the nature and severity of their physical difficulties or mental infirmity, the personal dignity, independence and individuality of the Service User will be

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respected and maintained at all times. The care worker must recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life, regardless of their circumstances or level of dependence. The organisation will ensure that Service Users have skilled and sensitive care to enable the Service User to achieve the highest possible degree of independence, choice and control, thereby enhancing their quality of life.

- | **Fulfilment of Aspirations** - To have their social, emotional, spiritual, cultural, political and sexual needs acknowledged and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- | **Consultation** - Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. Service Users will be fully involved in and fully informed about the individual assessment of their care needs. 's commitment will be to find the best and most cost effective way of meeting Service Users' needs and aspirations. Service User will be supported in making informed choices about their future, which should be incorporated into their personal Care Plan.
- | **Personal Choice** - The care worker will support each individual Service User to exercise, to their full potential and personal choice in opportunities and lifestyle. The care worker will ensure that the person whom they provide with care has a say in decisions about the provision and extent of their Care Plan, the frequency and regularity at which it is reviewed, and a say in the withdrawal of any Service. Where, for reasons of incapacity, the person who is being cared for is not able to participate fully in the development and review of the Care Plan, consideration will nevertheless be given to their wishes, as far as these are expressed through others and are practical. We welcome the assistance of designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without placing upon them unreasonable levels of demand and stress and in all cases the outcomes in individual carers' assessments will be taken into account.
- | **Reviews** - The Service User will have regular reviews of their needs and individual circumstances at which they have a right to be present and/or represented by an advocate or a designated person within their circle of support.
- | **Services Information** - The Service User will be fully informed about the Services provided by .
- | **Legal Rights** - The Service User will be fully informed about their legal rights including their Human Rights.
- | **Medication** - The Service User will be fully involved in discussions and informed about their medication needs. They will be supported if required, to make decisions about their medical treatment whenever possible. Service Users can be sure that they are protected by the organisations policies and procedures with regards to safe administration, recording and storage of medicines. Service Users will receive medications at the prescribed time and all medical devices will be used in a safe manner by staff and properly maintained at all times.
- | **Family and Friends** - The Service User will be supported to maintain continued access to family, friends, facilities and the community. This will include support to form personal relationships.
- | **Complaints and Protection** - It is our aim to protect Service Users from abuse and we have a duty of care to safeguard your wellbeing at all times. We will implement the multi-disciplinary agency Protection of Vulnerable Adults Procedure should it be necessary, as we will not tolerate any form of abusive practice within the service. We have clear guidance to ensure that our Service Users are cared for in a safe and none-threatening environment. We have clear policies and protocols and our staff are fully trained and competent in their roles to prevent abuse from occurring. Service Users will be provided with a copy of the complaints procedure and will be encouraged to be represented by a friend, adviser or advocate if they so wish, to raise any concerns you or they may have regarding any aspect of their care/support or the running of The Home. Any concerns in the first instance should be brought to the attention of the person in charge.
- | **Supporting independence of Service User** - The Service User will be supported to take risks to the extent that they do so on the basis of their own, informed opinions. Service Users will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will

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include the capacity to incur a degree of calculated risk.

- i The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

Confidentiality

- i Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, such information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. The Service User or, where appropriate, their principal Carer or advocate will be consulted before information is shared.
- i Information about Service Users will be stored in paper form, and may also be held electronically or on computer. All forms are treated in the same strictly confidential way.
- i Information about Service Users is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - i Making sure services meet the individual needs of Service Users.
 - i Helping staff to review the support they provide to Service Users in order to help them achieve the highest possible standards.
 - i Investigating complaints or legal claims.
 - i Auditing of our services.
- i Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - i GPs.
 - i District nurses.
 - i Other health professionals.
 - i Social workers including care coordinators or care brokers.
 - i The Care Quality Commission.

Gifts, Wills and Other Documents

- i Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the home may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject a clients mental capacity and must only be of small value.

Service User's Personal Fulfilment

- i The aim of is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.
- i Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users to enhance and maintain their skills and also in following their interests if they so wish, by facilitating a varied range of new skills and interests for Service Users to pursue if so desired.

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- | Service Users will be involved in the devising of their Care Plan, and if they are unable to communicate effectively then a family member, friend or external advocate will work on their behalf. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users' potential. They will attend to the complete assessed needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users are equal and unique human beings and will be offered help and services according to their own unique needs, irrespective of age, race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management

- | Staff at understand that there is a delicate and difficult balance between Service Users' self-determination in risk-taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions or choices, for instance as a result of communication or mental capacity difficulties, and risk assessments will be completed to minimise risk in aspects of daily living activities.
- | The assessment of risk is addressed as part of the admission process for each person and the results are integrated into the Care Plan. By this process of integration the views of the Service User, principal carer, family members and professional advisors will be taken fully into account, as part of the multi-agency and integrated Service User Planning process.
- | The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be. This will determine the way in which aims to undertake to meet the Service User's wishes and aspirations with respect to their lifestyle (please note that this is an indicative and not an exhaustive list as individual Service Users may wish to include other topics for discussion):
 - | Privacy and use of rooms and bedrooms;
 - | Going out alone with or without staff support or assistive technology / telecare;
 - | Visitors;
 - | Visiting others in the community;
 - | Exploring employment, 'train to gain' or college opportunities;
 - | Attendance at clubs and centres;
 - | Going to places of worship and other external activities;
 - | Engaging in leisure and recreational and cultural pursuits;
 - | Carrying identification;
 - | Restricted or high risk areas in , such as the kitchen and outbuildings;
 - | Developing and maintaining independent living and social skills;
 - | Personal care;
 - | Use of stairs, lifts, hoists, mobility aids etc;
 - | Degree of independence.

Service Users and Equal Opportunities

- | All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or

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discriminatory practice. Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant and appropriate action taken in accordance with policies, procedures and regulations.

- | All complaints will be recorded in such a way as to highlight repeated problems.

Becoming a Service User

- | The first step is to visit our organisation with your principal carers or friends, care coordinator, social worker or advocate to look around and be introduced to our Service Users and staff. The Registered Manager or one of our senior staff will be very pleased to arrange transport and an escort for a visit if you telephone The Home to ask. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at . This process will be formalised into an initial assessment of your needs, which should form the basis for a decision by both you and The Home as to whether admission to The Home is appropriate. In keeping with all records regarding Service Users, the assessment(s) will be made with your full knowledge, and/or the involvement of your relative, principal carer, friend or advocate. Your assessment records will be shown to you and will be available to you at any time.

If you are assessed as a Service User, you will be allocated a Key Worker Care Assistant who will help you with your individual personal and recreational needs.

- | The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-admission assessment with you. This initial set of information will form part of your Care Plan, which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills and experience to contribute towards overall improvements to your health and wellbeing.
- | Whenever practical we encourage you to spend a couple of nights with us to ensure that we get a snapshot of how your assessed needs could be met within our homely environment.
- | If you have any questions please discuss them with your Key worker, or contact the Registered Manager, who will be very happy to answer any queries. The Home manages pre-admission and admissions according to a detailed Policy and Procedure, a copy of which is available within The Home and on request.

Living in The Home

Car parking

- | Car Parking is available in the car park provided.

Smoking

- | In accordance with legislation, the home allows smoking in designated rooms only. Smoking is therefore not permitted anywhere else on the premises.

Fire Precautions

- | carries out full fire risk assessment procedures on its premises and takes steps to ensure that the risk of fire is minimised. Sound practices are in place as a precaution against the break-out of any fire. ensures that its members of staff are well trained to avoid fire risks, and to take steps for everyone's safety in the event of a fire. is subject to inspection by the Fire Brigade and, in addition to our own fire safety surveys and assessments, is covered by an effective fire alarm system, including bright flashing lights for the hard of hearing. If you become aware of any potential fire risk, please immediately inform a member of staff.

Hobbies, Interests and Activities

- | Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally you are free to choose whether or not to join in. There are quiet areas in where you can relax if you wish to be peaceful. The

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Care Home provides a varied and comprehensive activities schedule, with the use of our minibus. All Social Care Equipment that is deemed necessary under a residential care facility without nursing is available. The Facilities offer an environment which caters for the individuals needs.

Religious Observances

- Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

Meals

- We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. We are happy to provide meals for visitors, if reasonable notice is provided.
- At present, mealtimes are:

Early morning drinks	As requested by the service user
Breakfast	As requested by the service user
Tea & coffee	In the Morning as requested
Lunch	as requested by the service user
Evening meal	as requested by the service user
Tea & coffee, & supper	in the evening as requested

Services Available:

Shopping

- Should you wish to go shopping, your key worker or our activities coordinator will accompany you if you wish or if that is agreed in your Care Plan. The Care Homes Operate a Mini Tuck Shop Trolley with Basics for Hygiene, Food and Drink, however we offer a full shop service via any of the major online shops that provide a delivery service. The local Newsagents arrange for Reading Materials..

Transport

- Our policy is that all Service Users will be encouraged to access community facilities including the use of public transport. This is, however, not always possible due to assessed need and individual preferences. Transport can therefore be arranged for individuals for appointments and, whenever possible, they will have access to a Health Service Patient Transport. An escort to appointments will be provided by if required.
- Taxis will be arranged (charged to the Service User at the cost and an estimate of cost will be obtained should a request be made to the staff), if necessary for relevant appointments where other arrangements cannot be made. Properly adapted coaches for Service Users with mobility issues will be hired for outings where possible.
- All Service Users will be supported to have access to a vehicle for personal transport, if required, and all efforts will be made to assist the Service User in enhancing and retaining their independence.

Keeping Pets

- Wherever possible, keeping of pets will be encouraged on the basis of their beneficial and positive influence on Service Users' lives. We also have regular visits from the (well behaved) pets of Service Users and relatives. It is important to note, however, that the upkeep of pets including food, veterinary bills, adaptations (e.g. cat flap) and general wellbeing will be the sole responsibility of the Service User concerned. Members of staff will only play a minimal role in looking after pets. Service Users are advised to take out comprehensive pet insurance.

Medical Services

- You are encouraged to retain your own GP, who may attend to you when requested. However, if your GP cannot attend to you in The Home, or you wish to change GP, we can provide you with a list of local GPs for you to

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choose from and we can ask the practice to register you. You can of course choose the gender of your GP, however your preference may not always be available.

Medication Review

- | All Service Users who either self-medicate or have their medicine administered to them will undergo a periodic review of prescribed medication with their GPs. Key Workers will support each Service User to facilitate this as part of their ongoing support with meeting health needs.

A Visiting Physiotherapist can be Arranged

- | If identified in your Health Action Plan, the Community Physiotherapist may attend if physiotherapy is prescribed. Private arrangements can also be made at their normal charges to Service Users.

Chiropody

A Visiting Chiropodist can be Arranged

- | The Community Chiropodist will be arranged to attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Service Users.

Dentist or Optician

- | You may also request to see a dentist or an optician as required, or as part of your routine health screening, and they can be seen at The Home, or by accompanied visits to their practices. Again, private consultation may take place at a charge to the Service User as appropriate.

Community Nurse

- | Depending on your health and social care needs, you can have visits from the community nurse.

Counselling Services

- | There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will act on your behalf in order to secure any specialised help and advice to which you are entitled.

Personal Development

- | will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain and develop your interests.

Communication

- | To assist you in maintaining contact with your family and friends, offers:
 - | A public telephone, and an extension which can be used in the privacy of your own room.
 - | The ability to have your own telephone in your room, together with Internet access should this be requested (at your own cost).
 - | Fax facilities.
 - | Further Information regarding the Contact facilities can be sort from the care home manager.

Fees

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- | You will be given a contract of admission together with this handbook. In brief the arrangements fees are:
 - | If you are fully self-supporting, meaning that you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to The Home, for example by setting up a standing order. Fees are payable in advance are proportionately refundable on discharge.
 - | Privately funded Service Users whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital. Members of staff will be happy to support individuals with their application if required.
 - | If you are supported by a Social Services Department or other public body then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to The Home. Your benefits will be paid into your bank account, or that of your representative, and the portion due to must be paid to regularly, with a minimum frequency of every two weeks if a standing order from your bank is not in place.
- | Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to The Home by Social Services etc, the allowance will be given to the Service User on a weekly basis by . For administrative purposes allowances may be given out on a specific day of the week. If the benefits are received by the family of the Service User, they are responsible for delivering the allowance to the Service User, who will pay the fees balance to The Home's administrator or senior staff member. Service Users must ensure that they collect a receipt for any monies paid to The Home.

Other Charges

- | Where The Home supplies items such as toiletries for purchase by Service Users, payment should if possible be made at the point of purchase in order to minimise administration costs. All such items are sold at normal retail prices. If no payment is made at the point of purchase, a credit account will be kept for the Service User and an invoice raised. A maximum credit limit will be agreed between the Service User and The Home administrator.
- | Hairdressing and/or any other complementary therapies will be charged additionally to the Service Users,

Managing your Money

- | If required, we will assist you to open a bank account in your name at a local branch of any of the high street banks of your choice, and support you to access your funds safely.

Citizenship

- | You are fully entitled to vote in the constituency in which The Home is located during all local and national elections while you are a Service User in The Home.
- | We will ensure that you are registered during the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you on the register for an election. If you wish, The Home will arrange for a postal vote.

Key Workers

- | In order for you to receive quality care, we have initiated a Key Worker system. You will be allocated a Carer who will be your key worker for your needs. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan in order to ensure that your health gains are maximised. The Key Worker will ensure that your rights and choices are respected, such as what time you like to rise and retire, what you prefer to wear, what you want to eat etc.
- | The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and

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develop a relationship between the Service User and staff based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and your social and medical circumstances, all of which will be entered into your Care Plan.

- | The Key Worker will also assess your psychological and physical capabilities. Previous work experience, hobbies, and preferences with regard to activities and food likes and dislikes will be noted and a personal programme of care and support devised accordingly. Your preferences with respect to indoor activities, including both individual and group activities, will be recorded in the Service User Plan.
- | Your Key Worker will be the point of contact for you and your principal carers/relatives, and will be available to answer any questions and to support your daily care routine. They will also arrange for meetings to review your Service User Care Plan periodically with you and your family, friends or advocate, and to measure the progress of your care programme in relation to realistic goal setting.
- | Considering that not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker assigned to you if this is appropriate.

Personal Property

- | Service Users are encouraged to bring personal belongings into The Home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and a suitable room is made available.
- | In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of that the Service User is responsible for keeping a record of their property if they so wish, and to ensure its safekeeping.
- | Lockable space is provided in each room for small items of value. By special arrangement, The Home will arrange for the safekeeping of items of value, for which it will accept responsibility.
- | The Home insures Service Users' property to a total of 250 each. Any single item of value, or property which totals more than 250, should be insured by the Service User personally.

Electrical Safety

- | All electrical equipment brought into The Home on admission or after must be presented to the Maintenance Department before use in order for its safety to be checked. Portable appliance testing as per health and safety regulations is also carried out by The Home.

Food Safety Risk and Hazard

- | We encourage Service Users to have personal food items and treats which are often brought in by visitors or purchased by individuals during trips to the local shops etc. Due to our legal responsibilities under Food Safety regulations, however, we request that Service Users ask for food to be placed in appropriate storage, such as a refrigerator. Any stored food will be individually labelled, will not be consumed by anyone else, and will be available to you at any time by simply asking a member of staff.

Service User's Checklist

- | The following checklist is meant as a guide to help with your requirements in The Home.
- | **Clothes (as a minimum):**
 - | There is no limit to the amount of appropriate clothes and footwear a Service User may wish to bring into The Home. However, consideration should be given to the available storage facilities. Please discuss this with the Manager of The Home.
 - | Where possible please ensure that the items are clearly and permanently marked with your name in order

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to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use.

- i We have our own in-house laundry facilities, and every care is taken with your clothes. Dry cleaning and specialist laundry facilities can be arranged in the community by staff at your own expense. Service Users are also encouraged and supported as part of developing their independence living skills to do their own laundry on specific days.

i **Toiletries:**

- i Service Users are responsible for providing their own toiletries and should ensure that supplies are always available. Staff may prompt Service Users if their toiletries need replenishing.
- i Personal items such as towels and face flannels and shaving materials are not provided by The Home.
- i It is important that you bring with you any items which enhance your wellbeing.
- i Please remember to bring with you all medications that you are currently using, as well as your Health Service Medical Card.

i **Inappropriate Behaviour:**

- i Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.
- i is committed to preventing inappropriate behaviours and if a Service User, carer, friend or relative has any concerns in this area they should discuss this immediately with a senior staff member, or use the formal complaints procedure.
- i Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

i **Fire Safety:**

- i We ask for your co-operation in paying attention to fire safety and fire prevention.
- i The following points should be observed:
 - n Please abide by the smoking rules; smoking is only allowed in formally designated smoking rooms.
 - n Please do not store possessions next to a source of heat.
 - n Please turn off your electrical equipment when you have finished using it.
 - n Make sure that you have all your personal electrical equipment checked by our maintenance engineer before you use it in The Home.
 - n When you are leaving The Home please notify a member of staff. We also ask that you do so when you return, so that the staff are always aware of who is on the premises.
- i Please ask your visitors to sign our visitor's book, so that staff are aware of who is on the premises.
- i A copy of The Home's Statement of Purpose must accompany this booklet. Please ask the Registered Manager for a copy if you have not been issued with one.

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.

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