

**SERVICE USERS GUIDE FOR
NORTHMORE RESIDENTIAL
CARE HOME**

2010

**REGISTERED PROVIDERS: NORTHMORE CARE LIMITED
77 BARNSOLE ROAD
GILLINGHAM
KENT. ME7 4EA**

**MR. V.K. DASSOUR & MS. S.R. DASSOUR
77 BARNSOLE ROAD
GILLINGHAM
KENT. ME7 4EA**

**REGISTERED MANAGER: MR. V.K. DASSOUR
77 BARNSOLE ROAD
GILLINGHAM
KENT. ME7 4EA**

NORTHMORE RESIDENTIAL CARE HOME

WELCOME

BY

MR. V.K. DASSOUR & MS. S.R. DASSOUR

HEADS OF HOME

On behalf of all the staff at Northmore Residential Care Home, may we welcome you as a prospective client to our home. We hope that this will be the start of a new & rewarding partnership between the home & yourselves in which we can all work together to the ultimate benefit of meeting all of your needs, present & future.

Yourselves as well as your family and friends are always welcome into the home to view at your leisure. If at any time you have any questions or queries, please do not hesitate to come into the home (prior appointment will be necessary) and talk to us. I am personally available to answer any questions you may have into the service available to you. If for any reason should we be engaged, any member of the staff team will be happy to make an appointment for you.

I hope you will find Northmore to be a happy & friendly home that will be able to meet your needs, preserve your rights, help you exercise your powers & abilities and to enhance your sense of well-being.

NORTHMORE RESIDENTIAL CARE HOME


CONTENTS PAGE


Page No:


- 4. Home Information**
- 5. Mission Statement**
- 6. About Us**
- 7. Admissions Procedures**
- 8. Provision for Older People**
- 9. Equal Opportunities Policy**
- 10. Access to Health Records**
- 11. KCHA Code of Conduct**
- 12. Statement of Facilities**
- 13-20 Contract of Residency**
- 21. Accommodation Specifications**
- 22. Clients Views**
- 23. Visiting the Home**
- 24. Written Complaints Procedures**
- 25. “ “ “**
- 26. Staff Key Worker System**
- 27. Medical & Personal Requirements**
- 28. Personal Mobility & Personal Effects**
- 29. Health & Safety**
- 30. Memberships & Other Affiliations**
- 31. Who to Contact**
- 32/33. Fees**
- 34. Inspection Reports**
- 35. Conclusion**

NORTHMORE RESIDENTIAL CARE HOME


Home Information

 **Home Address:** Northmore Residential Care Home
77 Barnsole Road
Gillingham
Kent. ME7 4EA. Telephone & Fax: 01634 573678
Email: northmore.rch@btconnect.com
Web Site: www.northmorecare.co.uk

 **Head of Home:** Mr. V.K. Dassour :BTEC HNC Caring Services
NVQ 4 Management
Dip Business Coaching
Induction Training Trainer
CRB Enhanced Disclosure on file

 **Deputy Head:** Ms. S.R. Dassour :Certificate in Supervisory Management
NVQ 3 Care
CRB Enhanced Disclosure on file

 **Senior Carer:** TBA

 **Care Staff:** Mrs. Linda Bell: CRB Enhanced Disclosure on file

Mrs. Jane Fullagar: CRB Enhanced Disclosure & POVA Checks on file

Mrs. Jayne Jefferies: CRB Enhanced Disclosure & POVA Checks on file

Miss. Caron Crowe: CRB Enhanced Disclosure & POVA Checks on file

Mrs. Rimpay Rajput: NVQ 2 Care
CRB Enhanced Disclosure & POVA Checks on file

Miss. Sara Provins: CRB Enhanced Disclosure & POVA Checks on File

Miss. Susan Harber: CRB Enhanced Disclosure & POVA Checks on File
NVQ 2 Care

Mrs. Angela Weeks: NVQ Level 2 Care
NVQ Level 3 Care
Certificate in Supervisory M'tment
Manual Handling Trainer
CRB Enhanced Disclosure on file

 **Volunteers:** Miss. Linda Brown: CRB Enhanced Disclosure on file

All staff are also continually undertaking Statutory training as required on an ongoing basis.

NORTHMORE MISSION STATEMENT

At Northmore our aim is to ensure that the following is carried out:

- ✦ To cater for older people who may be suffering from any form illness associated with old age including Dementia
- ✦ To provide care to clients as if they would find in their own homes if being looked after by a loving & caring family
- ✦ To encourage clients to have a high a quality of life as is possible within physical, mental, intellectual & emotional limitations
- ✦ To promote clients' 'Core Values'
- ✦ To make aware of the form that our client's limitations can take
- ✦ To develop skills in communicating with older people
- ✦ To understand the distress suffered by those who have age related illnesses, Dementia and the distress suffered by their family & friends
- ✦ To train all it's staff in the care of clients with age related problems
- ✦ To ensure that all care needs are fully met at all times
- ✦ To be kept in an excellent state of health in consultation with the context of being a part of a multi agency, multi disciplinary team
- ✦ To meet all dietary needs with regard to individual needs, requirements & religious beliefs
- ✦ To take into account every persons' individual physical, mental, intellectual, social, emotional & religious needs
- ✦ For all family, friends & other visitors to be welcomed whenever they wish, but also to take into account the wishes of the individual client
- ✦ To remember that older people remain real people with individual personalities & needs
- ✦ To preserve their rights as human beings
- ✦ To help clients exercise their powers & abilities
- ✦ To offer clients as good a quality of life as we possibly can
- ✦ To enhance their sense of well-being
- ✦ To promote positive self-image & independence within a supportive environment
- ✦ To offer a range of activities that takes into account individual needs & abilities
- ✦ To continually monitor clients' well-being & act accordingly
- ✦ To uphold our equal opportunities policy as far as admission to the home is concerned

ABOUT US

- ✚ At Northmore we are continually striving to ensure that the care we provide to the clients is suited to their individual needs. Regular assessments and reviews achieve this with each client having their own personal care plan in place.
- ✚ We pride ourselves on the fact that we are able to offer our clients care that they would normally find within their own homes, if being looked after by loving and caring families. This is achieved by the fact that we have staff that is trained to ensure that the right care is delivered first time, every time.
- ✚ Northmore is a small 'family style' home registered to provide care to 9 older clients over the age of 65 years. Currently we are registered to provide services to 9 clients who fall into a 'Dementia' category.
- ✚ Accommodation includes 9 single bedrooms, each having its own washing facilities. We also have 1 comfortable TV lounge, dining room, conservatory/sun room and 2 bathrooms. There are also toilets within close proximity to most bedrooms and communal areas.
- ✚ All clients are encouraged to personalise their own bedrooms. Remember their bedroom is their own 'personal space' and having things around them that remind them of family, friends and times gone by is very therapeutic and rewarding. We do not object to prospective clients bringing with them small pieces of furniture or personal items.
- ✚ There is also a small sheltered garden where clients can spend time, weather permitting.
- ✚ The home does allow smoking as long as it is within the designated areas.
- ✚ All dietary needs are fully catered for and clients have a choice of meals to choose from the varied menu. Religious and cultural preferences are fully respected as far as diet and meal times are concerned.
- ✚ We also respect individual spiritual and religious beliefs and can include this within the package of care including diet, prayer and special ceremonies during the year. Ministers of religion can also visit the home if this is what the client wishes. Access to religious services can only be guaranteed if these services are within close proximity to the home.

ADMISSIONS PROCEDURES FOR ENTRY INTO THE HOME

Northmore will provide permanent placements for older people over the age of 65 years of age who may be single or married using the following criteria:

- ✚ For individuals whether self-funding or not, a senior member of staff from the home who is suitably experienced to carry out this assessment will carry out an initial assessment. All successfully placed clients will also be expected to sign the Home's Contract of Residency Agreement once residence at the home.
- ✚ As long as the results of this initial assessment have been considered & conclude that the home can meet the individual needs of the assessed person.
- ✚ Following a referral from the local authority's social services department and that the care plan accompanying that person deems that the home is able to meet the assessed needs of the individual.
- ✚ Following an emergency placement by the local authority's social services department, and as long as the person's needs have been assessed by social services and that they can be met by the home.
- ✚ You will be allowed to decide whether you like the home via a trial period (usually 4 weeks) to allow for mutual agreement and if 'this is the place for them'. This trial period will also provide staff to get to know the individual client and their family, and to identify their wants and preferred ways of living, e.g. the time they like to get up in the morning and go to bed at night.
- ✚ If at any time during or after the 4 week trial period has ended, a client's mobility or ability to remain self mobilising deteriorates and this in turn affects the care being provided to them or makes the job of meeting their assessed needs more complex or difficult, the home after liaising with the client's family, will arrange for that client's needs to be reassessed. If after being assessed it is deemed that the client's needs are greater than that which the home can actually meet, the home will bring the client's residency to an end with a view of the client being transferred to somewhere more suited to cater for their current needs.

The home has the right to refuse admission to any individual who it feels, whose needs following the initial assessment, would not be possibly met by the home.

PROVISION FOR OLDER PEOPLE WHO SUFFER FROM AGE RELATED ILLNESSES

- ✚ Northmore Residential Care Home is registered to cater for clients on the ground of mainly old age & frailty as well as an individual who may be suffering from Dementia.
- ✚ Anyone over the age of 65, including married couples or partners, who because of physical incapacities require help with daily living, is entitled to apply for a place at the home. However, most of the clients currently being catered for are in their 80's and 90's.
- ✚ Priority is given to people who have been a resident of the local area, one of our main aims being to help clients retain their links with their community, family and friends.
- ✚ As Gillingham is a multi-cultural town, with several established ethnic communities, we operate a strong equal opportunities policy in respect of all clients and staff, and are committed to ensuring that no one is excluded on the grounds of their ethnicity, religion or culture. We thus discuss with each client how their individual and cultural needs can be met.
- ✚ Individuals may be suffering from Dementia, Arthritis, Incontinence, Memory Loss and Forgetfulness. Management and staff at the home are committed to the successful integration of all individuals within the individuals own physical & mental limitations.
- ✚ To facilitate these individuals, staff are provided with additional training & support in the areas of communication techniques and in-house training which deals with the individual needs of clients' who may have any of the above illness. The home will also endeavour to make itself aware at all times the forms that these illnesses can take and the major effect it has on people.
- ✚ Staff are also trained to understand how distressing knowledge of an illness can be on both those who have it and to their relatives and friends.

But as mentioned on the previous page, admission will be on the basis of an assessment being carried out and the home actually being able to cater for the individual's assessed needs.

EQUAL OPPORTUNITIES POLICY

- ✦ Northmore Residential Care Home is an equal opportunities care provider. The aim of our equal opportunities policy is to ensure that no applicant receives less favorable care or treatment on the grounds of sex, disablement, marital status, creed, colour, race or ethnic origins.
- ✦ Discrimination usually amounts to exclusion in some form. We believe, quite simply, that it is wrong for people to be singled out for different treatment, merely because of personal characteristics.
- ✦ We also endeavour to ensure that no one individual is disadvantaged by personal conditions & limitations which cannot be justified.
- ✦ Admissions criteria and policy are frequently reviewed by the home to ensure that individuals are selected on the ground of assessed needs and that no other factor plays a part in this.
- ✦ All clients are given equal opportunities of access to services and facilities within as well as outside of the home.
- ✦ Northmore is committed to an ongoing programme of action to make their equal opportunities policy remain effective

ACCESS TO HEALTH RECORDS

- ✦ The Access to Health Records Act came into force on November 1991 enabling clients the right to view, copy and correct their own medical and health records written after that date
- ✦ A client whose records are held on computer also has the right to view their records under the Data Protection Act
- ✦ The Act does however allow the record holders to withhold information if they think it would cause serious harm to the physical health of the person in question or that of others. Appeals against the withholding of information may be made using the home's complaint procedure
- ✦ In the home records written by care staff, community nurses, doctors or district nurses must be made available to any client if they wish to see them. The opportunity for a client to refresh his or her memory regarding their illness must be welcomed
- ✦ Someone other than the client has also the right to view a client's records on their behalf but this must be someone who has a legal right to see these records. Therefore management at the home will not disclose information about any of its clients to any other persons until that person has been granted permission from a court of law.

KCHA CODE OF CONDUCT

As the home is a member of the Kent Care Homes Association affiliated to the National Care Homes Association, we are required to observe the following Code of Conduct:

- ✦ To act in such a manner as to enhance the reputation of care homes in general and member homes of the Association in particular
- ✦ To uphold the Resident's Charter (copy available from the home)
- ✦ To provide a standard of care that encourages clients to have as high a quality of life as possible within the limitations of their physical, intellectual and emotional needs
- ✦ To administer the home in a professional, proper and safe manner
- ✦ To keep proper records as required by the Local Association, by Government and by any other enforcing authority
- ✦ To be honest, ethical and sympathetic in all dealings with clients and their affairs
- ✦ To uphold the current policies of the Local Association
- ✦ To encourage and facilitate the monitoring of the home by Authorised Officers of the Association whenever required

Additional details regarding our membership of the KCHA are available from the home manager.

STATEMENT OF FACILITIES PROVIDED TO CLIENTS

The following facilities are provided to all clients within the agreed weekly fees:

- + Single bedrooms with furnishings
- + Dining rooms with furnishings
- + Lounge with furnishings for TV, radio and music
- + Catering facilities (staffed)
- + Laundry and Linen facilities (staffed)
- + Toilet and washing facilities
- + Cleaning and housekeeping facilities (staffed)
- + Garden and recreational facilities (indoor and outdoor)
- + Conservatory/Sun Lounge for smoking, meeting and chatting to people
- + Daily newspaper and magazine service
- + Access to any health services based on individual requirements
- + Individual plan of care including any associated risk assessments
- + Allocation of an individual key worker in consultation with the client

The following are to be funded by the client themselves:

- + Hairdressing services
- + Chiropodist (toe nail cutting service)
- + Spectacles (dependent on spectacle frames and lenses required as advised by the optician at the time of check up's)
- + Veterinary bills & the care of pets including food & other items required
- + Any outside past time or hobby pursued by any client other than what is offered by the home
- + All personal items required by the client. This could include toiletries and clothing
- + Dry cleaning of clothing

We hope all of the above provides choice and reflects our clients' interests.

CONTRACT OF RESIDENCY

The following is a copy of the home's Contract of Residency which all permanent clients will have to sign once resident at the home. Usually this will take place once the 3 month 'Trial Period' has elapsed. This document sets out the respective rights and responsibilities of the staff and management of **Northmore Care Limited** relating to clients in the home. The home will at all times, aim to reach, and indeed exceed the **National Minimum Standards**.

NORTHMORE CARE LIMITED CONTRACT OF RESIDENCY AGREEMENT

Full Name of Client

Previous Address

Date of Birth

Religion

Weight

Name & Address of Current Doctor

State of Health

Guarantor for Fees

Guarantor's Address

Next of Kin
(If Different from Guarantor)

Next of Relationship to Client

Next of Kin Address

Next of Kin Telephone Number

Agreed Weekly Fees

(Fees are payable in advance and are subject to periodic reviews, usually at the beginning of our financial year (1st April).

Room to be occupied

Will the client wish to hold the key to their own bedroom and any other lockable storage facility within their bedroom? YES/NO. If YES, has a risk assessment been carried out to determine risk? YES/NO. Please delete as applicable.

The Client, Guarantor and the care home agree to be bound by the terms of this contract (8 pages). I have fully read and understood the contents of this document. In the event of non-payment of fees from the above named client, I the below signed will be responsible for all payments outstanding.

Signed by Client

Singed by on behalf of Client

Signed by guarantor for fees

Date

On behalf of Northmore Care Limited, I have accepted the above named on the understanding that no breech of this contract is made by any persons.

Signed by care Home Proprietor/Manager

Date

Terms & Conditions of Client Contract

The home reserves the right to refuse to accept any applicant. Where weekly fees have been mentioned in this document, the period that this relates to is 7 full days. All contracts, whether verbal or written are entered into by the home subject to the following:

Residence & Payment of Fees

1. Upon payment of the weekly fees (7 full days), the proprietors undertake to provide food, light, heat, laundry and all the necessary personal care as would normally be required by a client in a residential care home (including nursing care in a dual registered or nursing home). Bedroom with furnishings, dining room with furnishings, lounges with furnishings, toilet and washing facilities, cleaning and housekeeping facilities, garden and indoor/outdoor recreational facilities, library, daily newspaper and magazine service. In respect to laundry services provided by the home, the home agrees to provide a laundry service for the client's personal belongings which are machine washable (but not including professional dry cleaning not hand washing of any item). The home shall not be held responsible for items of

clothing damaged in the normal process of laundering unless it has been negligent in providing the laundry service.

2. The weekly fees will normally be paid one month in advance (unless alternative arrangements have been made) by cash, cheque or credit transfer, which is agreed, shall cover the provision of all services referred to in Clauses 1 and Clauses 58 to 71. There will not be any extra charge, except those detailed in Clause 26, 42, 43 and 44 below. The weekly fee shall remain unchanged unless, a minimum of four weeks written notice is given by the proprietors or an amendment is agreed by all parties to this agreement.
3. The guarantor (as named on page 2 of this agreement) will be personally responsible to pay the client's fees that are more than one month in arrears upon demand without limit. The proprietors undertake to notify the guarantor in the event that these fees become overdue by more than one month.
4. Fees will be reviewed from time to time as determined by the proprietors. Any increase in the fee will be, for example, as a result of inflation, for the provision of extra care and service, or as a result of statutory provisions coming into force after the date of this Agreement.
5. Any part of the day of arrival or departure constitutes one full day's residence. A room is deemed to have been vacated as and when all personal effects have been removed, and not before. In the event of death we would ask that the client's bedroom be cleared within three days. However, if you are unable to do so, please inform the manager and arrangements can be made for us to clear the bedroom and items can be stored at the home for seven days.
6. The proprietors reserve the right to charge for any willful damage caused by the client to furniture, carpets, furnishings and decorations. This does not include damage caused by confused or incontinent clients.
7. Alcohol is permitted in the home.
8. Smoking is permitted, in specified areas.
9. Pets may not be brought into the home by the client, except with the written approval of the proprietors.
10. Relatives and visitors are welcome in the home but additional charges may be made for meals and/or accommodation.
11. Whilst there are no restrictions to visiting hours within the home, in the interests of safety and security, all visitors must notify a member of staff on their arrival and departure.
12. It is the proprietor's practice to decline personal gifts, and tipping of staff is not permitted.
13. The proprietors undertake to maintain a standard of care as required by the Commission for Social Care Inspection, by the Medway Council and the Kent County Council, Area Health Authorities and any other associations that the home may be member to. If an occasion should occur where a complaint is not resolved the client and/or family/next of kin may wish to refer it to the Registration and Inspection Services Department of the Care Quality Commission in the case of a residential care home, or to the Area Health Authority for nursing homes. The Kent Care Homes Association may also be

able to help. The addresses for these agencies are available upon request from the proprietor or from your local telephone directory.

14. This agreement shall continue in force until termination by death, or by either party giving to the other written notice of not less than four weeks before termination. Should the client leave the home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.
15. The home will become the "home" of the client for as long as the home is able to satisfy the care needs of the client.
16. In the event of death, any fees outstanding for the client will be charged to the Estate of the client, or to the guarantor as agreed above.
17. The proprietors may give notice (as outlined in Clause 14, 19, 20 & 21) requiring the client to leave the home under the following circumstances:

18.1 Non payment of fees

18.2 If, in the opinion of the proprietors, the home is unable to provide a degree of care and attention required by the client

18.3 Any circumstances or behaviour, which the proprietors feel, may be seriously detrimental to the home or to the welfare of any other client, resident at the home

In the event of this Agreement being terminated, the home undertakes to provide help obtaining alternative accommodation.

Trial Period & termination of Residency

19. The first four week of admission shall be regarded as a trial period for the benefit of the client and the proprietors. This trial period may be terminated at any time. In the event of termination, the home undertakes to provide help obtaining alternative accommodation. If during or after the trial period has finished either the client or the home's management regard the arrangement as unlikely or satisfactory for long-term care to continue, residency can be terminated with reasonable notice (usually 4 weeks) being given from either side and the client will vacate the home at a time agreed.
20. Staff and the home's management will make every effort to provide the client with a permanent place of residency wherever possible through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that the home is temporarily or permanently unable to provide continuation of medical needs. Then 4 weeks notice can be given by either side to terminate the residency.
21. In the event that management at the home find that the home is no longer able to meet the client's assessed needs or able to accommodate the client

appropriately or that the client wishes to leave the home for any reason, either side will normally give no less than 4 weeks notice to terminate the residency.

Medical and Personal Requirements

22. All clothing must be clearly marked or labeled with the client's initials and surname.
23. The client will be required, before taking up residence, to provide (in confidence) information to the proprietors on the state of their health, any treatment required and the name of their medical advisor or general practitioner. This is usually known as the "Assessment".
24. All drugs and medicines will be held and administered by the home. However, those clients who wish to, and are capable of, administering their own medication are encouraged to do so.
25. Before any client is given permission to administer their own medication, they will be required to undertake a risk assessment to determine their capability of carrying this task out safely.
26. The client shall provide, from their personal resources, medical requisites obtained from private prescription other than what the client's own doctor has prescribed, chiropody services, spectacles for self-funding clients only, veterinary bills and the upkeep of pets bought into the home, hairdressing, any past time or hobby other than what is offered by the home, cigarette and tobacco required by the client, clothing, dry cleaning of services, toiletries, improved insurance cover other than what is already provided by the home in respect of items of value and any other items of a luxury or personal nature.

General Health

27. The home will promote and maintain all clients' health and ensure access to all health care services, in particular it will do the following in the context of being part of a multi-agency team:
28. Support self-care and encourage empowerment where possible
29. Maintain personal and oral hygiene
30. Identify pressure sores or the risk of them developing and undertake appropriate action
31. Seek and act upon advice on continence and ensure that the necessary aids and equipment are provided and being used
32. Monitor psychological health and ensure that a preventative and restorative approach in aiding care and recovery are provided
33. Identify and act upon any risk of clients falling
34. Regularly assess and act on clients' nutritional needs and monitor weight loss and gain on a monthly basis
35. Enable clients to register with a GP of their choice, where possible
36. Allow access to medical, nursing (if appropriate), dental, pharmaceutical, chiropody and therapeutic services as well as hospital and community health care, as required

37. Ensure access to hearing and sight tests and to appropriate aids
38. Provide information and advice about entitlements to health care
39. Immediately inform client's next of kin or representatives of serious illness or death

The home shall not be liable if there is any interruption to the service where the interruption arises due to events beyond the reasonable control of the home unless the home has been negligent or has breached any duty it may owe to the client (either arising under this contract or by virtue of any other duty imposed or implied by law).

Personal Mobility and Personal Effects

40. Unless there is a risk to the client, there is freedom to come and go as the client wishes. However the home shall not be responsible for the client once they are outside the premises if the client leaves the premises and is not accompanied by a member of staff of the home, unless the home has been negligent or has breached any duty it may owe to the client (either arising under this contract or by virtue of any other duty imposed or implied by law).
41. Items of monetary value should be handed to the management of the home for safe keeping at the beginning of the residency. This will be the responsibility of either the client or their representatives. Staff will attempt to provide security for clients' possessions but no responsibility can be accepted by the home, its insurers or any of its staff for items retained in clients' own bedrooms, or which have not already been given to management for safe keeping. (The client agrees) to be responsible for insuring to full replacement value all personal furniture and belongings. The home shall not be responsible in any way for cash, credit cards, cheques, certificates, bonds, deeds, documents or [personal effects of the client unless the home has been negligent or fraudulent or breached this agreement in respect of the client's belongings.
42. At the discretion of the proprietors, items of furniture or electrical equipment may be bought in by the client, subject to inspection to make sure if the item is safe and fit to use. Transportation, insurance and the eventual removal of such items shall be the client's, their Executor's or Guarantor's responsibility.
43. Clients or their representatives will be responsible for the payment of any portable electrical item that is tested for electrical safety by the home. This may include audio, visual, lighting and computer equipment.
44. Basic insurance cover (£1000.00 limit per client) will be provided by the home for any item that becomes lost, missing or damaged if the loss occurs within the home or its grounds. If the client requires improved cover in respect of personal effects, electrical items, furniture, jewellery and money, this will be provided at the client's own expense. Any insurance payment that may be made by our insurers is purely at their discretion. The home will only make them aware of the circumstances surrounding a loss.

45. Items lost or damaged outside of the home will not be covered by the home's insurance policy.

Insurance cover (if any) is provided by the home with regards to personal possessions, and is as follows:

Insurance Company GR Patrick

Policy Number A107GRP06679

Clients' personal effects cover limited to £1000.00

46. The client should make a Will prior to admission. The proprietors and staff will not act as witnesses to any client's Will. Under no circumstances will the proprietors or any member of staff become an executor of a client's Will.

47. Fire precautions, for the safety of the clients, staff and all other visitors, it is essential to have practice drills every six months. ALL clients (with assistance, where required or needed) are expected to participate.

48. Pets may be bought into the home but this matter should be discussed with the management of the home prior to admission.

Access to Religious Services and Facilities

49. Although the home encourages continued religious participation and practice of religious beliefs and rites, the visiting of places of religious worship and attendance of ministers of religion visiting individual clients at the home, cannot be guaranteed if these facilities are not located within close proximity to the home. In these circumstances, clients and/or their representatives will have to make alternative arrangements prior to taking up residency at the home.

Clients Core Values

The following values and client expectations will be respected and upheld at all times by management and staff at the home. They include the following:

50. Fulfillment- The realization of personal aspirations and abilities in all aspects of daily life

51. Independence- The opportunity to think and act without reference to another person including a willingness to incur a degree of calculated risk taking

52. Dignity- As a recognition of the respect and intrinsic value of people, regardless of circumstances or standing in personal life, their uniqueness and their personal needs will be treated with respect

53. Choice- The opportunity to select from a wide range of options

54. Rights- The maintenance of all entitlements associated with citizenship

55. Privacy- All individuals have the right to be left alone and undisturbed and free from intrusion or public attention into their affairs
56. Confidentiality- Confidentiality is essential in the day to day running of a good home. This will be observed at all times
57. Civil Rights- Working to maintain our clients' place in society as is possible and participating and benefiting as citizens will all the associated rights and benefits

Individual Accommodation

The home will provide private accommodation for each service user which is furnished and equipped to assure comfort and privacy, and meets the assessed needs of the service user. No tenancy of any kind is intended to be created in respect of the room and the control of the room occupied by the client shall remain within the home. The client and/or their representatives shall be consulted by the home and given four weeks notice in the event of a proposed change of room and the reasons of the proposed change by the home. The following will be provided in each service user's bedroom:

58. A clean comfortable bed, minimum 900mm wide, at a suitable, safe height for the service user, and bed linen
59. Curtains or blinds
60. Mirror
61. Overhead lighting and bedside lighting
62. Comfortable seating for 2 people
63. Drawers and enclosed space for hanging clothes
64. At least 2 accessible double electric sockets or equivalent if a need for this has been identified or if it what the client wishes
65. A bedside table
66. Wash hand basin (unless en-suit w.c. and a whb is provided)
67. Carpeted floor or equivalent
68. Doors to service users' bedrooms fitted with locks suited to service users' needs and capabilities and accessible to staff in emergencies
69. Service users are provided with keys, if this is what they or their representatives wish, unless their risk assessments suggests otherwise
70. Lockable storage space for medication, money, valuables and is provided with a key which he or she can retain, unless the reasons for not doing so is explained in their care plan
71. Screening is provided in double rooms to ensure privacy for personal care

The proprietors will be pleased to consider how to help by providing additional services, if required.

No variations of the above written contract shall be of any effect unless agreed in writing by all parties to this Agreement.

ACCOMODATION SPECIFICATIONS

The following descriptions and sizes of the rooms listed below were correct at the time of this current Service User Guide being published:

✚ Ground Floor	Size
Main Television lounge	5.0m x 3.8m
Bedroom No. 1 (Single Room) with basin	3.3m x 3.0m
Dining room	3.5m x 3.4m
Kitchen	3.0m x 3.0m
Conservatory/Sun Room	5.8m x 2.0m
Garden Area with accessible flower beds	
WC No. 1 with wash basin & Shower (Assisted)	
WC No. 2 with wash basin	
Stairs to first floor via client chair lift	

✚ First Floor	Size
Main Bathroom with hoist (Staff Assisted)	
Bedroom No. 2 (Single Room) with basin	3.2m x 3.0m
Bedroom No. 3 (Single Room) with basin	4.5m x 2.3m
Bedroom No. 4 (Single Room) with basin	4.1m x 2.4m
Bedroom No. 5 (Single Room) with basin	4.9m x 3.4m
Bedroom No. 6 (Single Room) with basin	3.7m x 2.9m
Bedroom No. 7 (Single Room) with basin	3.7m x 2.8m
Linen Room (Not for clients. Use)	2.5m x 2.5m
WC No. 1 with wash hand basin	
Stairs to second floor via client chair lift	

✚ Second Floor	Size
Bedroom No. 8 (Single Room) with basin	3.8m x 3.0m
Bedroom No. 9 (Single Room) with basin	4.8m x 2.5m
Bathroom No. 2 with hoist (Staff Assisted)	

Although some doorway widths of rooms at the home do not meet the required national standard of 800mm clear opening width, doorways into communal areas, service users' individual bedrooms, bathing facilities and other spaces where clients may wish to spend time are of sufficient width to allow wheelchair users adequate access. Although we do not object wheelchair users whose main source of independent mobility is a wheelchair from choosing our home as their place of permanent residence, it must be stressed that not all wheelchair users may find the home suitable to meet all of their individual assessed needs.

EXISTING CLIENTS' & THEIR FAMILIES & FRIENDS VIEWS ON THE WAY THE HOME IS RUN

- ✦ Northmore is committed to the ongoing success of the home and to ensure that all present and future clients receive a high standard of care at all times. One of the methods that we use to ensure that all clients', their families and friends views are taken into account on a regular basis, is to send them what are known as Quality Assurance questionnaires.
- ✦ These ensure that their views are being taken into account, individual identified needs are being met, that all staff are committed to their jobs, to ensure the ongoing improvement of care and having policies and procedures in place that allow staff to do their jobs more effectively.
- ✦ Prospective clients and/or their representatives are more than welcome to view the Quality Assurance questionnaires and the responses that we have had back from present clients and their family and friends. The identity of the clients in question will be kept confidential for obvious reasons.
- ✦ If you wish to view any Quality Assurance questionnaire, please inform a member of management at the time of your planned visit to the home.
- ✦ You may also wish to speak to some of the present clients in order to seek their own views on the service currently being provided to them.
- ✦ Clients are asked on a regular basis how they feel about the service being provided to them. On more general matters, through separate meetings with clients and/or their relatives.
- ✦ The views of visitors coming into the home are also sought via questionnaires known as Visitor Satisfaction Questionnaires. These are to be found in the main hallway of the home. Staff, upon your arrival or departure, should offer one of these for you to complete and return to them. If this is not the case, please do not hesitate in asking for one. Again, as before, the views of all concerned with the home are important to us.
- ✦ Views may also be shared with us by complementing us on the service being provided to you. These may be entered into the 'Compliments Book' which is available to you from any member of staff at the home.

VISITING THE HOME FOR FAMILY AND FRIENDS

- ✦ The home openly encourages family and friends to visit their relatives and loved ones as often as possible. This gives the client a sense of actually being wanted, loved and allows them to have a link to life outside of the home.
- ✦ We exercise an open visiting policy between the hours of 8.00am and 8.00pm. Family and friend wishing to visit outside these hours will not be refused but we do ask that a prior appointment be made. This is just purely for security reasons and no other purpose. Other visitors wanting to visit clients will only be allowed on the permission of firstly the client, then by appointment with the manager or proprietors.
- ✦ Any clients who wish to entertain their visitors between the hours stated are at liberty to do so providing they seek permission, which will be automatically granted unless it is deemed it would be detrimental to the client themselves, any other client, member of staff or the home itself.
- ✦ Visitors wanting to visit outside 8.00am and 8.00pm are to phone the home and notify staff giving their name, relation to the client and expected time of arrival. Failure to do this may mean a visitor not being allowed to visit. Again, this is purely done as a precautionary measure.
- ✦ In the instant where a client being unwell, close relatives and friends will have open visiting rights during the time they are unwell. If in the unlikely event of an outbreak of an infectious disease or illness, all visitors will not be allowed to visit the home until the appropriate authorities have given the all clear.
- ✦ The home also encourages continued contact and interaction between clients and their young relatives.
- ✦ Whilst we endeavour to achieve a safe and risk free environment for all our clients, potential hazards inevitably exist within the home, particularly for children. We refer to chair lifts, wheel chairs, walking frames, lifting equipment, individual clients' bedrooms and kitchen areas.
- ✦ We therefore request that all visiting relatives and friends accept responsibility at all times for accompanying children and minors.

WRITTEN COMPLAINTS PROCEDURES FOR CLIENTS, THEIR FAMILY & FRIENDS

The following outlines the home's written complaints procedures in the event of a complaint being made by a client, their family or friends, once resident at the home:

- ✚ If you feel that any aspect of the care you are provided with once resident at the home is in your opinion, not what it should be or of substandard quality you should expect the following to take place.
- ✚ Your complain should always be investigated by the home
- ✚ You should always be given a satisfactory answer to what is/has been done
- ✚ This answer should be given within 21 days of the home first receiving the complaint
- ✚ The home should keep a record of what happened and how they responded
- ✚ You should not be made to feel afraid of the consequences of complaining

If any of the above is not taking place you should speak to the home's management who should be able to give you an answer.

You should take the following steps in the event of a complaint being made:

- ✚ If you are a client at the home and are not happy with any aspect of the way the home is run or the care that you are being provided with, but feel you cannot deal with the complaint yourself, get a friend or relative to help you
- ✚ If the complaint is about the way you are being treated or the behaviour of staff at the home let them know immediately
- ✚ Let the home manager or owner know about any complaint that you may have
- ✚ If you feel that a criminal offence has been committed you should contact the police

If you are still not satisfied with any of the previous steps your next step is to do the following:

- ✚ Inform the Registration & Inspection authority of the Care Quality Commission. The home should have the address and telephone numbers
- ✚ You should do this in writing, by telephone or in person
- ✚ You may want a Registration & Inspection Officer to come and speak to you in private
- ✚ When they have gathered all the information, they will carry out a full investigation
- ✚ The home will be informed that a complaint has been made against them

- ✦ You can remain anonymous but this usually makes the investigation more difficult to carry out
- ✦ If the complaints concern allegations of abuse the investigation will not normally be carried out by Registration & Inspection but will be passed over to the appropriate authorities
- ✦ When the investigation has been completed you should receive the result of the inquiry in writing

- ✦ Please remember to remain calm when making a complaint. It makes the problem seem even worse if you are in an angry or distressed state. You will find it a lot easier to make your points clear if you stay calm. If you cannot deal with making the complaint, get a friend or relative to do it for you.

Finally, although most home owners and managers value complaints as it helps them improve the quality of service they provide, remember they will be equally pleased to know when they are doing things right!

STAFF KEY WORKER SYSTEM

- ✦ At Northmore we operate what is known to us as a Key Worker System. This approach to the care that our clients receive is to ensure that each client receives one-to-one care to their own individual needs.
- ✦ Each client has the choice of who caters for their own individual needs, and it is that care workers responsibility to ensure that all aspects of their client's needs are being met.

This would include the following:

- ✦ Clients rooms being kept clean and tidy
 - ✦ All items of individual clothing marked and not going missing
 - ✦ Responsibilities for bathing client (if choice of client)
 - ✦ To ensure the client has an adequate supply of toiletries
 - ✦ Tending to finger nails, hair, shaving and general appearance
 - ✦ To make themselves familiar with individual clients' details including likes, dislikes, allergies, cultural preferences, hobbies, etc
 - ✦ To keep the client active and motivated during the day
 - ✦ Informing management of marked differences in clients' health or well-being
 - ✦ Monitoring, reviewing and gathering information on individual clients
 - ✦ Sitting in on review meetings with clients and/or their relatives
 - ✦ Communicating with outside professionals, who may be involved with the individual client
 - ✦ Being offered regular supervision and appraisal from their manager or superior
- ✦ To ensure that the Key Worker System is working and that the client is getting the personal care they require working standards are randomly checked at least once a month. This is to ensure that all members of staff remain responsible for ensuring that the Key Worker System is running effectively.
- ✦ Clients will obviously have a choice, depending on their mental ability to make one, of whom they would like as their individual Key Worker. This will be upheld and respected at all times.

MEDICAL & PERSONAL REQUIREMENTS

- ✚ All clothing must be clearly marked or labelled with the client's initials or preferred mode of address. All drugs and/or medications required by the individual client would be held and administered by the home. However, those clients who wish to, and are assessed as capable of administering their own medications, are encouraged to do so.
- ✚ Before any client is allowed to administer their own medications, they will be required to undertake a risk assessment to determine their capability of carrying this task out safely.
- ✚ The client shall provide, from their own personal resources, medical requisites obtained from private prescriptions, hairdressing, clothing, toiletries and other items of a luxury or personal nature.

PERSONAL MOBILITY & PERSONAL EFFECTS

- ✚ Unless there is a risk to the client, there is freedom to come and go as the client wishes. However the home shall not be responsible for the client once they are outside the premises if the client leaves the premises and is not accompanied by a member of staff of the home, unless the home has been negligent or has breached any duty it may owe to the client (either arising under this contract or by virtue of any other duty imposed or implied by law).
- ✚ At the discretion of the proprietors the client, subject to inspection to make sure that the item is safe and fit for its intended purpose, may bring with them small items of furniture or electrical equipment. Transportation, insurance and the eventual removal of such items shall remain the responsibility of the client, their Executors or Guarantors or somebody who has right of Attorney over the client.
- ✚ Basic insurance cover will be provided by the home for any item that becomes lost, missing or damaged if a loss or damage occurs within the home or its grounds. If the client requires improved cover in respect of personal item such as jewellery and money, this will be provided for the client but at their own expense.
- ✚ The client agrees to be responsible for insuring to full replacement value all personal furniture and belongings. The home shall not be responsible in any way for cash, credit cards, cheques, certificates, bonds, deeds, documents or personal effects of the client unless the home has been negligent or fraudulent or breached the client's contract of residency.
- ✚ Items lost or damaged outside of the home will not be covered by the home's insurance policy.
- ✚ The client should have a Will in place prior to admission. The proprietor, Manager or staff at the home will not, except in extreme emergencies, act as witnesses to any clients' Will. Under no circumstances will any member of staff at the home become an Executor of any clients' Will.
- ✚ Pets may not be brought into the home by any client, except with the written approval of the manager or proprietors.

HEALTH & SAFETY

- ✚ For the safety of clients, staff and all other visitors, it is essential to have fire practice drills every six months or so. All clients, with assistance where required are expected to participate.
- ✚ All clients are expected to act in a manner that promotes their own health and safety as well as the health and safety of others at the home.
- ✚ Smoking is permitted in the home as long as it is within the designated areas. Clients are not permitted to smoke anywhere else apart from these areas.
- ✚ Failure to comply with any reasonable health and safety issues whilst at the home may lead to a client's residency being terminated.

WHAT TO DO IN THE EVENT OF A FIRE OR THE FIRE ALARM SOUNDING

- ✚ **Do not panic!**
- ✚ **Stay in the room that you are until a member of staff comes to assist you**
- ✚ **Co-operate fully with what staff ask you to do**
- ✚ **Staff will either ask you to evacuate the building or lead you to a place of safety somewhere else in the building**
- ✚ **If you do have to evacuate the building, leave by the nearest fire exit. Do this by following the fire exit signs (green with a white running man)**
- ✚ **Leave all possessions behind**
- ✚ **The nearest fire exit doors to you will probably be the front door or the back door**
- ✚ **If you do have to evacuate the building, never use the chair lifts!**
- ✚ **Do not re enter the building until you have been told that it is safe to do so**

MEMBERSHIPS AND OTHER AFFILIATIONS

We are currently members of the following professional and charitable organisations:

- + *The Medway Workforce Planning Partnership*
- + *The Kent Care Homes Association*
- + *The Alzheimer's Disease Society*
- + *The Parkinson's Disease Society*
- + *The Stroke Association*

- + We have found that being members of the above organisations helps us as far as receiving advice and help on the care that we provide to all our clients.
- + As we already care for clients who require assistance with their preferred way of daily living, it has been invaluable to us as far as receiving advice and helpful tips on the most appropriate delivery of care to these particular clients.
- + The KCHA are particularly helpful as they actively support care homes like us in continuing to deliver high standards of care.

WHO TO CONTACT

If you would like more information on Northmore Residential Care Home then give us a ring on:

- ✚ 01634 573678 or fax us the same number.
- ✚ Alternatively, you can e-mail us on: northmorerch@btconnect.com
- ✚ Visit us on our Web site at: www.northmorecare.co.uk
- ✚ Just ask for Vijay or Santosh or any other member of staff if Vijay or Santosh are not available, and we will be more than willing to have an informal meeting with you into the possibility of yourselves or someone you know coming to Northmore and being cared for in the fashion you are familiar with, to a high standard in warm, friendly and home like surrounding by people who care.

FEES

- ✦ Weekly fees will normally be paid one month in advance (unless alternative arrangements have been agreed) by cash, cheque or bank transfer.
- ✦ The weekly fee shall remain unchanged unless the proprietor gives a
- ✦ minimum of four weeks written notice or an amendment by all parties is agreed.
- ✦ The guarantor will be personally responsible to pay the client's fees that are more than one month in arrears upon demand without limit.
- ✦ Fees are usually reviewed at the start of every financial year as determined by the proprietor. Any increases will be, for example, as a result of inflation, for the provision of extra care or as a result of statutory provisions coming into force.
- ✦ The proprietor has the right to charge for any wilful damage caused by the client to furniture, carpets, fixtures and fittings and decorations. This does not include damage caused by confused or incontinent clients.

✦ ***The weekly fees currently are as follows:***

✦ **Local Authority Rates**

£444.65 Band 3 Residential/EMI per 7 day period

The above Local Authority rates have taken into account, additional 'Top-Ups' that will have to be made by individual clients or a guarantor on the clients' behalf. Top-Ups are as follows:

Band 3 Residential/EMI No Top Up

✦ **Self-Funding/Private Rates**

£480.00 Band 3 Residential/EMI per 7 day period

✦ ***The above will now be reviewed again at the beginning of the financial year or more often if it is necessary to make changes to the service plan. All concerned will be given 28 days notice of the home's intention to make any changes to the scale of fees payable.***

✦ ***The above rates will depend on whether you are a Medway Council funded, Kent County Council or a Self-Funding client. More information is available on fees payable from management at the home.***

✦ It should be noted that any decision made to pay the home additional Top-Ups will purely be made between the individuals concerned and their care manager. The home will not approach individuals directly for any Top-Up payments. The home will only make individuals aware of their current rate of fees.

INSPECTION REPORTS

- ✚ The most recent inspection report is available on request from the manager at the home.
- ✚ The most recent inspection report is also on show, hanging up in the main hallway and may be read at your leisure.

CONCLUSION

- ✦ We hope this Service User Guide has provided you with useful information and a source of reference.
- ✦ At the time of publication, details were correct but changes may be made during the year.
- ✦ This prospectus will be updated at the beginning of every financial year or more often if it is necessary to make any changes.
- ✦ We welcome any comments by readers regarding this Service Users Guide. These can be made either in person at the home or in writing to the home manager at the address given at the front of this guide.