

Service Users Guide

**Galtres Care Home
Ox Carr Lane
Strensall
York
North Yorkshire
YO32 5TD**

Home Manager:

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A copy of the most recent Inspection Report **Regulation 5. (1) d.** is available on request

SERVICE USERS GUIDE

Introduction

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

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

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

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask a member of our senior staff who will be pleased to help you.

SUMMARY OF THE STATEMENT OF PURPOSE

1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Galtres Care Home is situated on the outskirts of the village of Strensall about 7 miles from York, in the County of North Yorkshire.

The village has many amenities, a village hall, shops, and pubs. The Garrison Church which is situated opposite Galtres and the Methodist Chapel are within easy walking distance and we have an excellent bus service operating between York and Strensall. Transport is provided for outings and appointments.

Galtres Care Home is a family run home for 20 elderly people who are accommodated in three companion rooms and fourteen single rooms. All rooms have washing facilities, some have ensuite shower and toilet and all have a staff call system.

Galtres Care Home is equipped with lifting and bathing aids to meet the needs of client's individual needs. Other aids and equipment are assessed and provided by Occupational Therapist and District Nurses.

Residents are encouraged to bring in personal items of furniture to personalise their own space as long as it meets safety standards. Galtres Care Home provides furniture that meets the minimum standards.

Galtres Care Home is cleaned on a daily basis and the proprietors strive to maintain the building and the environment to a high standard.

Galtres Care Home is centrally heated and all radiators are regulated and have individual thermostat controls. All rooms have adequate ventilation.

There is a full fire detection and alarm system that is maintained and complies with regulation.

2. AIMS OF THE HOME

To provide quality services for residents by caring, competent, well trained staff.

To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a

lifestyle as possible with rules and regulations being kept to a minimum. Residents of both sexes over the age of 65 can be accommodated.

3. OUR QUALITY

Galtres Care Home is committed to providing quality services for residents, by caring, competent and well-trained staff in a homely atmosphere.

This will be achieved by:

- ◆ Staff development and training programme.
- ◆ Providing such resources as may be required to ensure that training takes place and are effective.
- ◆ Recruitment of staff that share our values and will care for residents to a high standard.

Galtres Care Home will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- ◆ Listening to staff, residents and others with an interest in the Home.
- ◆ Ensuring that assessments are made which balance risks and needs.
- ◆ Promoting a level of responsible risk-taking in daily living activity.
- ◆ The operation of an effective care planning system.

Galtres Care Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- ◆ Enabling and empowering residents to influence the services provided in the home by giving each resident a real say in how services are delivered.
- ◆ Encouraging residents to become involved in all decisions, which are likely to affect them, either now or in the longer term.

Galtres Care Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- ◆ Residents' reviews and satisfaction surveys.
- ◆ Staff meetings.

Galtres Care Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- ◆ Planned, structured menus, which include residents' wishes, choices and preferences.
- ◆ Menus which are nutritionally balanced.
- ◆ Menus which allow residents to change their food choices.

Galtres Care Home will ensure that residents are fully informed about all matters which might affect their well being.

This will be achieved by:

- ◆ Residents' reviews
- ◆ Keyworker support.
- ◆ Provision of notice boards or other displays, which inform residents.

Galtres Care Home will offer a range of social activities, which meet the needs of the residents.

This will be achieved by:

- ◆ Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- ◆ Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- ◆ Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

Galtres Care Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- ◆ Ensuring that the physical environment meets all Health and Safety standards.
- ◆ Providing each resident with a safe and secure place to store his or her valuables.

Galtres Care Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- ◆ An Equal Opportunities Policy.

4. RESIDENT'S RIGHTS

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

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Galtres Care Home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that as is reasonably possible there will be suitably qualified competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. Full details of Names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time.

We have a mixture of both mature and younger members of staff with varying degrees of experience from care assistants to seniors and team leaders. We employ 1 Manager, 4 Team Leaders, 8 day Care staff, 6 night Care Assistants, 2 Cooks, 2 Domestic Assistants and 1 Office Manager.

We aim to have our Team Leaders qualified to NVQ Level 3 in Care and Senior carers and all Care assistants to Level 2 in Care. Both our Cooks hold Food Hygiene qualifications.

We employ a training manager who delivers in house training and ensures that all staff complete the TOPSS induction and foundation courses. Training includes Food Hygiene, First Aid, Dealing with Dementia, Infection Control, Safe Handling of Medicines, Staff Supervisory courses and any others that are relevant to caring for older people.

Information regarding the Home Manager

The Manager, Mrs Marshall has the Registered Managers Award, an NVQ Level 3 and NVQ Level 4 in Care. She has worked at Galtres Care Home since 1992 and has a particular interest in dementia related illnesses.

Information relating to the registered providers

Mrs Gill Conroy is a qualified general nurse with psychiatric experience and also holds the City & Guilds Certificate for Advanced Management for Care.

Mr Conroy holds an advanced plumbing and heating qualification and worked in the building industry for 25 years. He is responsible for the financial affairs and maintenance programme of

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Galtres Care Home intends to remain financially viable, comply with all relevant legislation, to re-invest in the home and remain fit for the future.

6. AGE RANGE AND SEX OF SERVICE USERS

Our Care Home provides long term care for 20 clients aged over 65 years for both male and female.

7. RANGE OF NEEDS THAT GALTRES CARE HOME IS INTENDED TO MEET

Galtres Care Home provides services in the following categories:
Care Home providing personal care

Galtres Care Home provides services in the following categories of resident:

Old age
Dementia

8. NURSING CARE PROVISION

Galtres Care Home does not provide nursing care for residents in the Home, although the District Nurses visit our home on referral from the GP's.

FACILITIES AND SERVICES

9. MEDICAL CARE - QUALIFIED CARE STAFF

Staff are always on duty to plan and supervise residents' care, ensuring the highest standards at all times. GP's visit on request, residents may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

10. OPTICIAN AND DENTIST

Healthcall Optical, visit regularly although you are free to make appointments outside if you prefer. Strensall Dentist Practice, visit the home on request. The National Health community dentist will also visit upon request.

11. CHIROPODY.

A private chiropodist visits the Home regularly and is charged for separately. Any resident qualifying for the services of the health authority chiropodist is treated free of charge. This can only be arranged through GP referral.

12. PHYSIOTHERAPY

A Physiotherapist visits fortnightly. No charge is made to our residents for this service.

13. HAIRDRESSING

A hairdresser visits weekly at an extra charge and basic hair care is provided by the care staff. Outside appointments can also be arranged.

14. MEALS

Your meals will be carefully prepared by our catering staff. Meals are as interesting and varied as possible. Residents are offered choices each day and special diets will be catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by cooked breakfast or fruit juice, fruit, cereals and toast.

Mid-morning tea/coffee and biscuits, two course lunch, mid-afternoon tea/coffee and cakes. Two course evening meal followed by supper drinks and snacks. Fresh fruit is always available and offered daily.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. Limited quantities of alcohol are offered at the request of clients.

15. PERSONAL TELEPHONES

The business telephone number is **01904-491300**, Fax 01904 491300. Facilities are also made available for clients that require a personal line

16. ADMINISTRATION SUPPORT

This is available in the Home via our Office Manager and Senior care staff on duty.

17. BENEFITS ADVICE

Can be provided via the Manager. Information can be obtained about Pension and Social Security Benefits.

18. SHOPPING

Where appropriate we encourage residents to go shopping with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

19. LAUNDRY

A full laundry service is provided in the home within the normal fees for service.

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked.

20. DRY CLEANING

Can be provided at cost plus a service charge and can be arranged through the care staff.

21. KITCHEN FACILITIES

Comply with the standards laid down by the Environmental Health Department. Our Head Cook manages the Kitchen.

Drinks and snacks are available at any time for residents upon request.

OTHER SERVICES

22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Galtres Care Home operates a care planning and review system. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters but aim to enhance the resident's quality of life; this is then reviewed on a monthly basis. Any persons involved in the care of a resident are invited, at least annually to discuss, review and revise a care plan.

23. ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES

Galtres Care Home takes all reasonable steps to ensure that each resident wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

24. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Galtres Care Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process. The ranges of activities available are set out below:
Aromatherapy massage, exercises and games with Motivation & Co., Circle Dancing, Physiotherapy, Daily in-house activities with our Care staff.

25. ARRANGEMENTS FOR PETS

Relatives may bring pets in to the home for a visit provided they are well behaved.

26. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Galtres Care Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. Management and staff are available to listen to the views of residents.

27. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Galtres Care Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into Galtres Care Home. We will assist residents to maintain contact if requested.

Galtres Care Home is looked upon as a resident's home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time. It would however be preferred not to have visitors at meal times unless clients are in their own room or a visitor wishes to join the client for a meal.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4(17), Health & Safety legislation and Fire Regulations.

Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in one of the dining rooms.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings and outings.

28. RESIDENT'S PROPERTY

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

- ◆ **Identified to the Home in writing with a current written valuation.**
- ◆ **Deposited within the Home's safe for safekeeping.**

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk.

29. GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and / or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

30. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Galtres Care Home welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. A Complaints, and a Grumbles book are available within the home if anyone wishes to make a complaint or have any concerns about the service provided within our Home, all complaints will be treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

To all residents and their families or representatives – Care Standards Act 2000
Under the above regulations we are required to inform you in writing how a complaint about the home may be made.

You or any person acting on your behalf may report any complaint to the Proprietors, the C.Q.C. or the local Ombudsmen who will ensure that any complaint is fully investigated.

All complaints received within the home will be recorded and acknowledged by the Manager within 7 working days of receiving the complaint. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days.

If you feel that your complaint has not been dealt with correctly and still exists, you, or any person acting on your behalf, may also complain to the National Care Association.

C.Q.C. Yorkshire & Humberside
P O Box 1254
Newcastle-upon-Tyne
NE99 5AR
Tel 03000 616161
Fax 03000 616171
Email enquiries:-enquiries@yorkshirehumberside.org.uk

The local Ombudsman is at,
Beverley House,
17 Shipton Road,
York
Tel: 01904 663200

31. THE CARE QUALITY COMMISSION

This is a national body, which regulates the conduct of Care Homes in England. There are a number of regional offices from which officers carry out their duties.

Galtres Care Home is part of the **Yorkshire & Humberside Area Office** and The Care Quality Commission offices are located at:

C Q C Yorkshire & Humberside
P O 1254
Newcastle-upon-Tyne
NE99 5AR

They can be contacted at the above address or by:
Telephone: 03000 616161