



SERVICE USERS GUIDE

The Retreat Care Home





Service Users Guide

Sunshine Care Limited
The Retreat
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We offer you a warm welcome to The Retreat Care Home and hope your stay here is a pleasant one. We are fully aware of how nervous you and your family may be in your coming here, so we have put together this Guide to provide you with some information and hopefully help you settle down quickly. Any placement should be given at least four weeks to allow this.

This folder consists of:

- A summary of our Statement of Purpose – Available as a separate document
- Our Care Philosophy
- Mission Statement
- Aims and Objectives
- Quality Policy Statement
- Our Quality Care
- A Statement of Residents Rights
- Staff Code of Conduct
- Resident and Supporter Complaint Procedure
- Personal Effects
- Finding your way around
- Facilities and Services
- Who's Who
- Activities
- Outings
- What you will need to bring with you on admission
- Sample Contract / Statement of terms and conditions/ Prices
- Our latest Registration Report - Available as a separate document

CARE PHILOSOPHY

Our philosophy is to look after our residents in the best possible way, in a home from home environment, creating an atmosphere to meet all care, social, spiritual and psychological needs of the Individual.

Each resident we regard and treat as special. We recognise each person's right to air their views, voice their opinions, make choices, be informed of their condition and be given the help and understanding to accept the required treatment.

We offer at all times, sensitive and conscientious care from competent and committed well trained staff who understand the needs of elderly people. All our staff will make themselves available to chat with you as Residents, and will assist and/or advise with any problems regarding health, general queries or worries, however small that may crop up.

We believe that the named Key Worker for each Resident will give each individual the feeling of being part of the family group; and will also give each individual someone whom they come to know who will be available for them to relate to and confide in.

We are also aware of the spiritual requirements of the individual and act accordingly to ensure those needs are met.

- It is an important part of our philosophy to provide quality care.
- Respect, privacy and the dignity of each individual are uppermost in our minds.
- Care programmes are established from assessment of individual needs to meet the individual needs as identified.
- This will ensure the retention of dignity and as much independence as possible.
- This aspect has particular relevance where rehabilitation into the community is being considered.

We encourage the involvement of the families and their participation in regular assessment of the Resident, all of which add to the well being of all involved.

MISSION STATEMENT

***The Retreat is fully committed
to providing a loving, happy,
active and caring environment
for the elderly and frail,
respecting their dignity,
choices and wishes
at all times.***

***The spirit of “Small is Beautiful” reigns here because
no one is treated simply “as a cog in a large machine”.***

AIMS

The overall aims of The Retreat Care Home are to provide a caring environment. During your stay we will encourage you as an individual to lead an active and fulfilling lifestyle, respecting both your choices and wishes at all times.

We are able to provide care for twenty elderly residents. Our care group is the elderly and frail. We are able to care for slightly confused elderly residents such as those suffering from short-term memory loss. We can also care for those with physical problems who may have difficulty mobilising. Respite Care is also provided when space is available.

Due to the layout of this Grade 2 Listed building we are unable to cater for the needs of someone who is wheelchair-bound. We are also not registered to look after someone whose primary reason for us looking after them is because they have been diagnosed as suffering with dementia or other mental illness.

We provide mental stimulation in the forms of memory-recall exercises and other reality orientation aids, i.e. music, current affairs discussions and use of historical literature and media.

The Retreat also arranges lots of physical activity such as daily exercise, dancing, singing, horticulture therapy and other outdoor activities. On a very regular basis we have outings to local beauty spots and other places of client choice.

We employ loving and compassionate staff who have a genuine interest in the mental and physical well being of those for whom they care; and we only employ those who are willing to undergo further training to update their skills.

There may be circumstances in which care would be better provided elsewhere, such as when a person requires nursing care or when they require care that we are not registered to provide. The primary health care team will carry out the appropriate assessment of care needs.

OBJECTIVES

- To provide care to the elderly who may be physically or mentally frail.
- We wish to provide individual care and attention for as long as is possible, utilising the advice and guidance of the Primary Health Care Team.
- To maintain a homely, friendly, family atmosphere.
- To enable all residents to have privacy, dignity and independence.
- To give a feeling of belonging.
- To allow you the choice of how you wish to spend your day.
- To encourage you to communicate and discuss any problems with us.
- To offer environments where relatives and friends, whether old or new, can keep in close contact and feel welcome.
- To maintain previous links with the community and to ensure day care facilities can be attended as appropriate.
- To encourage entertainment, socialising, hobbies and interests (old and new).
- Formal staff training is to be maintained by ensuring regular update of procedures, and offering training courses when appropriate.
- To appreciate that you can still have a high level of fulfilment and self esteem in your life.
- To encourage you to use your right to vote, either personally or by post.

QUALITY POLICY STATEMENT

Sunshine Care offers a personal Home Care, Live-in Care and Residential Care service(s) to its clients, and as a key Service Provider we are dedicated to providing the highest standards of care. This will be achieved through the integration of efficient administrative practices with first class service standards in accordance with the requirements of the Home Service Specification of the following Purchasing/Contracting Authorities:

NHS PCT's

Plymouth City Council

Devon County Council

Cornwall County Council

Accordingly, Sunshine Care has been established with a quality orientated approach to the business, and a high degree of quality awareness is developed through all levels of staff through appropriate training and the leadership provided by management.

Effectively managing the quality of our care service is essential for business excellence. Quality is established through the standards that we set ourselves within the framework of the Commission for Social Care Inspection and of the Contracting Authority's requirements and guidelines. These standards will be defined in our Policies and Procedures. But quality must be ongoing; that is, being subject to continuous scrutiny, challenge and development. This continuous quality improvement will be achieved through on-going auditing of our Policies, Procedures and Systems. It will also be undertaken internally by our own staff as part of our daily management process.

The Directors and Management Team of the service believe that, in order to provide a quality service, the service requires high-quality staff who are suitably trained, supervised and supported. In particular, Sunshine Care believes in the following.

1. All new staff will be encouraged to read the Quality Policy as part of their induction process. Each member of staff will attend at least three days training per year.
2. Each member of staff will have a personal development plan in which their training needs are identified and a plan made as to how such needs will be met.
3. Each member of staff will be offered training to National Training Organisation standards covering training needs identified within their development plans.
4. All care support staff should show a commitment to their own continuous professional development.

The Directors and Management Team undertake to ensure through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the quality system, its direct relevance to the success of the company, and to know what is expected of them to achieve Sunshine Care's aims and objectives.

We will provide services based upon consultation and assessment of our service user's needs. This will be achieved by:

- a) Listening to staff, service users and their families and carers, purchasers of care, and other health care professionals.
- b) Ensuring that assessments are made, (or checked if they are not undertaken by ourselves), so that they balance risks and needs.
- c) Promoting a level of responsible risk-taking in daily living activity to encourage choice and independence.
- d) The operation of an effective care planning system.
- e) Involving service users and associated parties in the planning and review of the service provision to ensure that their needs are met as fully as possible.

We will consult people about their satisfaction with the service and give them the opportunity to make suggestions for improvement. This will be achieved by:

- a) Service Users' consultation and satisfaction surveys.
- b) Service Users' and Staff meetings.
- c) CSCI and Commissioning Authorities own satisfaction surveys.
- d) Management reviews of our Quality Management System as part of ISO 9002 and our own internal reviews of internal processes.

We will ensure that service users are kept informed about all matters that might affect their well-being. When we are able to we will offer a range of social activities which will meet the needs of our service users, ensuring at the same time that they feel comfortable in declining any or all of the activities offered. We will endeavour to consider the social, spiritual, cultural, mental, emotional and physical needs of those we seek to serve.

We will afford all service users and staff an equality of opportunity in respect of people living in their own homes or staff working within these environments. This will be achieved through our relevant Equal Opportunity Policies, Racial Equality Policies, and other associated policies and procedures.

We aim to make a reality our vision and our mission statement:

***To aid and relieve the infirm and sick;
whilst providing a field of service and
development
for staff who are compassionately inclined.***

To put our Heart into Health & Social Care.

We will do this by working to our values and measuring our performance against quality service standards and business priorities, objectives, outcomes and performance measures.

In doing this we will:

- Arrange high quality, best value services
- Protect and support those most in need
- Work with people who use services and families and carers to design, plan and deliver services
- Value the loyalty, skills and contribution of all staff
- Treat people fairly and with respect
- Work in partnership with other agencies and our commissioners

When dealing with people, we will:

- Be open and honest
- Take responsibility willingly
- Show respect, commitment and loyalty
- Work in partnership
- Value diversity and promote equality
- Strive for excellence

As a care organisation, we will:

- Continuously improve our performance
- Make timely decisions
- Make sure we have a skilled and flexible workforce
- Empower staff to work effectively and encourage feedback
- Acknowledge our successes and mistakes and learn from both
- Manage staff in a supportive and transparent way
- Be responsible and accountable for our actions
- Work co-operatively within and between teams
- Value every person's contribution

To make sure we do this we have produced a set of quality standards and seven business priorities and associated outcomes for 2007/2008 that we aim to meet and which our performance can be judged against. Our Quality Service Standards are grouped in the following areas:

- Assessment
- General Standards
- Residential Services for Adults
- Customer Care Standards

Assessment Standards

You can expect:

- Relevant information to be collected, and given.
- To be advised if our service is not the right option and to be signposted to appropriate services or given relevant information
- To be told about the assessment process and who is involved in it
- To be central to the assessment and care planning process
- To receive copies of the assessments and plans which have been agreed.
- Your cultural, religious and lifestyle needs to be taken into account
- As a service user to have an individual care plan in which needs and outcomes are identified and the ways in which these will be met are set out.
- Your needs to be reassessed in a planned way, the outcomes in your care plan to be reviewed, and the care plan updated at least quarterly.

General Standards

You can expect:

- We will provide information about social care to you in plain language and a format appropriate to your needs
- We will actively encourage your views and comments to help us improve our service

- We will handle your personal information in line with legislation and with due regard to your confidentiality
- We will make sure that our buildings are safe and accessible
- We will make sure that appropriate checks are made on staff we recruit to work with you
- We have in place a trained workforce who comply to a range of procedures
- We make sure all staff will have their training and performance regularly reviewed
- We will investigate and resolve complaints in line with the complaints procedure
- To be allowed to maintain responsibility for your own medication and, where unable to do this, be protected by policies and procedures for dealing with medication.

Residential Services for Adults

As a prospective service user you can expect:

Information about the home is updated regularly and available to make sure that you can make an informed choice about where to stay to live.

As a service user you can expect the following:

- A written contract/agreement with the home which will be written in a user friendly format
- An individual plan of care which sets out how your health, social and personal care needs will be met in a way which maximises your independence
- Services to be provided in an environment that is suitable to your needs
- Services offered to be sensitive to your cultural, religious and lifestyle need
- That when meals are provided they will be nutritious and sensitive to your cultural, religious and dietary needs and a choice will be offered
- Staff to be appropriately trained and staffing levels to be set that ensure the safety of individuals
- Regular checks to be carried out to ensure the quality of services

- To be supported in maintaining contact with family, friends, representatives and the local community as you wish
- A room that will suit your needs, be safe, clean, homely and comfortable and, wherever possible, have your own possessions
- Your financial interests to be safeguarded.

In addition to these we comply with the National Minimum Standards for Residential Care for Adults.

Customer Care Standards

We will always do our best to:

- Be polite, helpful and professional
- Provide you with accurate advice and information
- If you ring us, we will answer your call promptly and divert you to the right person to deal with your enquiry
- Resolve your enquiry promptly
- If you visit us in person, we will greet you immediately and start dealing with your enquiry as soon as we have finished a telephone call
- If you have an appointment with us, we will see you on time
- If you send us a letter we will respond to you within five working days
- If you send us an e-mail we will respond to you within two working days
- Make our website easy to use and the information easy to find
- If you consider that we have not met our standards or you are not satisfied with the service you receive, we will help you make a complaint.

Keeping you informed

We are committed to keeping you informed by:

- Letting you know how we are performing against our standards
- Telling you how we have used your feedback to improve what we do or the way we do things
- Advising you about changes we plan to make to our services

Our equalities statement

We value the variety of our communities and everyone to have their fair access to our services. We are therefore committed to:

- Removing discrimination
- Promoting equal opportunities and
- Encouraging good relations with all communities that we serve

We will take responsibility for these actions by measuring how well we do against the targets we set.

Feedback

We would like you to help us to improve our services by giving us your views. We want to know when we get it wrong or you think we could do better. Your comments and complaints are always welcome.

If you have a suggestion about how we can change our services for the better or you think we are getting something right, then we would also like to hear from you. We are continually working to provide, develop and improve quality services and support for the people of Plymouth, Devon and Cornwall.

To help us we would appreciate your views on our Quality Service Standards to make sure that the services we provide take account of your expectations. You can contact us by telephoning our Plymouth offices on 01752 242454 or e-mail us at feedback@sunshinecare.co.uk or call into one of our local centres or reception areas.

QUALITY CARE

For the type of client we have residing here our level of staffing is exceptional. We have two staff on-call at night and often four or more on during the day. This means that we can easily take our clientele out at least once a week.

We have a variety of experts to call upon in the field of complementary therapies who offer in-house services such as armchair aerobics and other gentle exercises; hand massage, manicures and pedicures; stress and relaxation therapies; horticulture and occupational creative activities; dance and music therapies.

All these services are provided free of charge.

If you should choose to come and join us we would like you to keep your own G.P. However, if a client moves out of the doctor's catchment area he may not wish to continue seeing them. We have three local practices that each offers a high standard of care. These G.P's do not routinely visit the home, but they respect the expertise of our senior staff and so will readily visit when necessary.

We do not routinely inform relatives of Doctor's visits or treatments prescribed. If you wish them to be kept informed please let us know so that we can agree an appropriate way of doing so.

We have excellent relationships with the District Nurses and with other care support services such as the re-ablement team. This community team have physiotherapists and occupational therapists that will help if called upon by the G.P. There are also community speech therapists and dieticians.

A chiropodist calls every six weeks. An optician and dentist will visit when required. Some treatment is free but this depends upon individual circumstances.

The quality of the cuisine is excellent. We tailor the fare to the individual. Any meal will be served either in the client's own room or in the communal dining room according to choice.

Also choice is offered at every mealtime, though we do ask you to make this choice in advance so that we can purchase quality produce in sufficient quantities.

We love to have parties and serve super food and drink on these occasions.

RESIDENT'S CHARTER

Residents of "The Retreat" will:

- ❖ Have the right to complain and access to the complaints procedure.
- ❖ Be given encouragement to be independent.
- ❖ Have privacy and dignity respected at all times.
- ❖ Have their human, emotional and social needs respected.
- ❖ Be addressed as preferred.
- ❖ Not be discriminated against on grounds of race, religion, sex, colour or disability; and to have the support of an independent advocate.
- ❖ Have care administered in a manner they would expect to receive in their own home; and to see any personal records maintained on their behalf.
- ❖ Be encouraged to be competent in handling and administering their own medication when able.
- ❖ Have the right to sensitive nursing and social care at all times, where health can be improved/maintained and rehabilitated where possible.
- ❖ The Resident/Residents family shall be fully involved in case reviews and kept up to date with care programmes, where possible, in order that realistic decisions can be made regarding their care.
- ❖ Have the right to a personal "Key Worker". Families shall be notified of the identity of this person.

RESIDENT'S CHARTER

- ❖ Have the right to enjoy life to the full in a relaxed, warm, caring environment where physical, social, spiritual and psychological needs are met.
- ❖ Have free access to all community services.
- ❖ Be encouraged to discuss care needs with the owner of the home and be ensured of adequate care administered by appropriately trained staff.
- ❖ Be made to feel at home as visitors will be encouraged at any reasonable time. Also personal belongings will be encouraged to be brought in if feasible.
- ❖ Have their dietary choice respected.
- ❖ Have the right to consult their solicitor and be able to complain about the quality of care received in the home. This will be actively encouraged!
- ❖ Be given a Contract of Residence and a Handbook.
- ❖ Be free to practice the religion of their choice.
- ❖ Have personal, emotional, social and cultural preferences accounted for in their care.

STAFF CODE OF CONDUCT

- ❖ All staff are expected to show courtesy and consideration to the client, their family and friends at all times.
- ❖ Staff must co-operate as fully as possible with other agencies or professionals involved in the care of the client.
- ❖ Staff must carry out their duties in an unobtrusive manner and must respect the client's privacy.
- ❖ The client should be addressed by their title, e.g. Mr, Mrs, etc., unless otherwise instructed by the client or their representative.
- ❖ Staff are not permitted to smoke accept in the designated smoking area.
- ❖ Gifts, loans of money or other gratuities, must not be accepted from the client or their relatives.
- ❖ Staff should maintain a professional appearance whilst on duty in accordance with the homes dress code. Excessive make-up or jewellery should be avoided.

- ❖ Staff must work within the guidance of the company policy on confidentiality and must ensure that the homes reputation and the privacy and dignity of the client are maintained.

RESIDENT AND SUPPORTER COMPLAINT PROCEDURE

In a large family home, like this one, there are bound to be times when you are unhappy about something or someone. Please do not keep your grievances to yourself. We aim to please you and deal with your complaints. Your personal Key Worker is there to offer you support in bringing the matter to light.

If you have a complaint or concern, the person to discuss it with in the first instance is the Care Manager or Deputy Manager on duty. He/she is responsible for acknowledging your complaint usually within 48 hours and responding to it, usually within 7 days. To provide peace of mind that we have recognised your complaint we will keep a written record of it that you may inspect. The “Comments, Complaints and Suggestions Book” is kept in the Entrance Hallway and you can also write into it anonymously. We will also keep a written record of what we have done to satisfy the matter.

There is the possibility that we may not satisfy you, although we will always try to do our best. If you wish to contact a more senior person to take your complaint to then please write about or discuss the matter with Mr Paul Constantine. He is responsible for acknowledging your complaint, usually within 48 hours and responding to it, usually within 7 days.

You will be encouraged to express your opinions on the whole range of our services every six months when we ask you to fill in a Client Feedback Form. The results of this are displayed on your notice board in the Entrance Hallway.

RESIDENT AND SUPPORTER COMPLAINT PROCEDURE

If you remain unhappy with the situation you are free to contact the Registration Officer at the Commission for Social Care Inspectorate Office. This is a national body which regulates the conduct of Care Homes in England. There are a number of Regional Offices from which Commissioners carry out their duties. Our Care Home is part of the South West Region and the Commission for Social Care Inspection Offices are located at:

Colston 33
33 Colston Avenue
Bristol

BS1 4UA

Tel: 0117 930 7110
Fax: 0117 930 7112
E-mail: enquiries.southwest@csci.gsi.gov.uk

You can also contact your Care Manager at Social Services, if you have one; or contact your local Social Services office or ring Care Direct on 0800 444 000.

PERSONAL EFFECTS

Mr Constantine must inspect all electrical items brought into the Home by Clients as to their safety before their use. Electrical appliances, such as televisions, must be checked and certified as safe by a qualified electrician upon admission. This can be arranged for you at a small charge.

All electrical items will be tested on an annual basis and will have a "Test Certificate" to show that the appliance is safe to use.

At the discretion of the Home, items of furniture may be brought in by our clients, subject to inspection as to condition and defects liable to render the article unsafe or unfit.

Transportation insurance and eventual removal of such items shall be the Client's responsibility or that of the executors.

The Home is insured at the rate of £500 per Client for valuable effects left in their rooms. All items over £10 in value need to be itemised, but insurance does not extend to a Client's cash securities and other monies.

All valuable assets must be declared and put on the inventory, and also declared and the inventory adjusted accordingly when items are removed, for insurance purposes. Safekeeping of special items can be arranged.

If a Client chooses to look after their own money then they do so at their own risk.

The Client shall from his/her own resources provide for hairdressing, newspapers, clothing, toilet requisites, refreshments on outings, and other items of luxury or personal nature.

Telephone calls will be charged for at the appropriate current BT domestic day rate.

FINDING YOUR WAY AROUND

The “Retreat” is an elegant country home built in 1760 and is situated in the quiet countryside. Originally it was a dower house for a local landed family. Recently converted without losing any of its former character, charm and spacious atmosphere, it provides accommodation for up to twenty elderly people.

We are hoping to share this beautiful home with people who would enjoy living there as much as we do. Hopefully, by living in the “Retreat”, you will be relieved of the burdens of running one’s own home. We believe the care we offer will in no way detract from our guest’s freedom to enjoy the surroundings, excellent varied food and the company of others who have the same objectives in mind.

Without detracting from the elegance of “The Retreat”, a lot of our bedrooms have been installed with toilet, washbasin and bidet en - suite. Our guests will be encouraged to surround themselves with their own personal possessions.

All our bedrooms, mostly en-suite, have the individual character you would expect from a Georgian Country House. Nearly all the rooms are spacious, have quality décor and are furnished with taste.

Each room has a call bell system and a client-controlled central heating system.

Many of these rooms have wonderful views over the woods, the moors, and overlook our extensive gardens. Visitors to our home are struck by the good vibration and atmosphere they feel on first impression.

We endeavour to make everyone feel welcome and at home.

FACILITIES & SERVICES AVAILABLE

There is a large lounge with T. V and library, which overlooks the south facing ornamental garden. This lounge has two areas: the rear section is the quieter area most of the time. We have a large spacious dining room in which you can enjoy your meals, but if preferred, you may dine in your own rooms. This is an ideal meeting place for family and friends.

We have a large enclosed Georgian Rose Garden for you to enjoy in the warmer weather. The main Lawn can be used for croquet and other recreation. We have some interesting features in the gardens including a pond. You are welcome to use the grounds for entertaining friends and family. Children and domestic animals must be strictly supervised by those responsible for their care for their protection and to protect our free-ranging bantam chickens.

Newspapers are available and can be ordered on your behalf and delivered every day. Residents are responsible for payment.

RELIGION

Our local Plymstock Chapel visit each month to conduct a service. This is held in the Lounge. Please feel free to make your own religious arrangements and please let us know if we can be of any assistance.

MEALS

Wherever possible we aim to please. On admission one of our cooks will come and chat with you to find out your likes and dislikes. If you are on a special diet we will discuss the issues with you so that we can try to get things right.

Breakfast

You may choose what you would like to eat.

Lunch

There is a set menu, however if we are aware you do not like the meal the cook will prepare you something else.

Evening meal

This consists of a light meal, if you do not wish to eat it you may have something else.

Biscuits are served with all drinks and biscuits, cake or scones are served with your late evening drink. If you should require a drink or any other service outside these times please call for a member of staff.

We would like everyone to have their meals in the Dining room, however if you wish you may eat in your room. Residents may invite friends and family to meals if they wish however you must give the cook adequate notice. A small charge will be made. Packed meals can be arranged when you are going out for the day.

Meals will generally be between:

Breakfast from 7.30am to 8.30am

Midmorning coffee/tea at 10am

Lunch from 12.00pm to 1.00pm

Afternoon tea at 2.30pm

Evening meal from 4.30 to 5.30pm

Evening refreshments at 7pm

However the above is flexible. Please give adequate notice of your requirements.

TELEPHONE & CALL BELL SYSTEM

Call bells are located beside your bed and in the bathrooms and toilets if you require assistance. This call bell system is for you to use IN EMERGENCIES OR WHEN YOU HAVE A NEED TO CALL ATTENTION.

You can use the telephone in your bedroom internally to call the staff, in the Pantry or elsewhere, when you require refreshments or non-urgent attention.

There are telephone lines connected to each bedroom, and we have cordless phones that can be carried to every room. There is also a payphone located in the extension lobby.

The main incoming telephone line is: (01752) 402566.

Each Resident also has their personal incoming telephone number.

You will only be billed for outgoing calls or reversed charge calls.

CARING & KEY WORKER SYSTEM

The care staff will carry out all your basic needs.

If you require it they will help you wash and dress in the mornings and get undressed in the evenings.

You may choose when and how many times you wish to bathe.

You will be allocated your own Key Worker who will attend to your special personal requirements, i.e. sorting out your shopping; and is someone who will represent you if you have any difficulties.

Your rooms will be cleaned daily unless you wish to do your own.

CLOTHING & LAUNDRY

Any clothing repairs (mending) you may have can be given to your Key Worker, who will organise its repair on your behalf, for which a small charge will be made.

Your clothing will be marked using Names Tapes or Marker Pen to ensure your own clothes do not go astray.

Full laundry services will be provided apart from those items that need special care. Our Laundry is a busy place so we would appreciate Machine Washable clothing to avoid the possibility of clothing being ruined in the wash.

HAIRDRESSING

The Hairdresser is available to do your hair each week. Accounts are paid direct to the Hairdresser or paid on your behalf either from your personal account or added to your fees account.

TELEVISION

TV's are available to have in your room. There are televisions in the Lounges but they are only used occasionally. Residents may bring their own TV's if they wish to do so.

TRANSPORT

We have two cars available for use for trips to the shops or GP surgery. However, we will need to charge an appropriate amount to cover staff and vehicle costs for this service.

Normal hospital visiting should be arranged through the Ambulance Service.

MAIL

Mail is delivered each day from Monday to Saturday and handed out over the morning. If you have a letter to post please hand it to a carer and they will either take it to the Office or post it for you.

There are shops in Hooe Village, for all your needs, within walking distance; and also there is a frequent public bus service into Plymouth. When residents are going out of the grounds they should inform a member of staff and sign in and out.

Acceptable risks are negotiated with residents.

FINANCES

If you have any problems regarding fee structure or payment, pensions etc. Please do not speak to the Carer on Duty, but ask to see the Business Manager.

Payment can be made by Standing Order. If an alternative method of payment has been agreed please try to make this payment to the Office between 9.00 a.m. and 1.00 p.m. Monday – Friday.

If you do not manage to make office hours you may hand your payment in to the Carer on Duty, but please make sure you obtain a receipt.

VISITORS

Visiting times are unrestricted, however for security reasons we would prefer them to be made after 9.30am and before 8.00pm. We do ask if they could avoid coming at meal times. These are 12.00pm to 1.30 pm and 4.30 pm to 5.30 pm. However if visitors do wish to come in and help their relatives with their meals they will be made welcome. Coffee and tea are available to you; no charge is made for this. On visiting you are free to wander around or find a quiet spot for your visit. Please make use of the Lounge, Dining Room, and Patio. Please let your carer know when you are leaving the building.

WHO'S WHO

DIRECTORS/OWNERS: Paul & Sue Constantine (SRN)
REGISTERED MANAGER: Paul Constantine BSc (Hons.1st)
CARE HOME MANAGER: Leanne Gale

SUPPORT WORKERS
COOK
HOUSEKEEPER(S)
HANDY PERSONS

A list of staff with photographs can be seen in the Extension Lobby Area.

OUR STAFF

Mr Paul Constantine and Mrs Sue Constantine are the owners. Because both of us have a caring disposition we took the opportunity to purchase The Retreat, as an empty property that had previously been used as a Nursing Home, to make a living and to provide a loving environment that would promote the maximum independence of each client.

Paul and Sue have the NVQ 4 Registered Managers Award. Together, along with other competent members of staff, they also run a comprehensive in-house training programmes. We identify the training needs of all staff and produce individual training plans that are regularly re-assessed during staff supervisions. Over half of our staff have completed their NVQ 2 and/or NVQ 3 in Care.

ACTIVITIES

Our policy on Therapeutic Activities takes into account each individual client's skills, interests, experiences, personalities, and medical condition.

The home offers a wide range of activities designed to encourage each person to remain mobile and to take an interest in life. This is a fresh enlivening rebirth for many of our clients. We endeavour to have some form of organised activity session each day.

Our happy staff encourages residents to pursue their hobbies and interests, helping them where necessary. We have Cheese & Wine Parties to which you may invite your special acquaintances. Interesting Talks are held on a variety of different subjects.

Please let us know of any games you would like to play. If the staff have time they will join in. We especially enjoy music and singing.

All outings are geared to Residents needs and capabilities and due to this a limited number of Residents can go on any one outing.

WHAT YOU WILL NEED ON ADMISSION

It is most important that a member of management checks what you bring into the home so that a full inventory may be drawn up and also so that there is no danger of a health and safety hazard to yourself or others in the home.

Our Laundry service is done on a daily basis so it is unnecessary to bring large amounts of clothes. You are welcome to bring small items of sentimental value, such as pictures, ornaments, etc, which will help you settle and make you feel at home. Paul Constantine will put your pictures up and our friendly staff will help you settle in.

If you use any aids like walking sticks, wheelchairs etc. please bring them with you. If you wear glasses, hearing aids etc. please ensure they are marked with your name.

The personal retention of a lot of money is unnecessary and its loss could prove embarrassing. Any monies can be held on your behalf and recorded accordingly. A personal account can be kept in the Office and topped up as necessary. This would enable you to pay, for example, for hairdressing or buy from the weekly mobile trolley selling such items as sweets, tissues, toiletries etc. without having to carry money on your person. If you find you need money while you are staying here, we will be only too pleased to help.

If you are bringing in jewellery please ensure the items are registered with your personal possessions. Items such as these can be held in a secure place and recorded accordingly.

We can only assume responsibility for items that have been safeguarded in this manner.

The Company's Insurance limit for Residents personal items is £500.00. It may be advisable to speak to the Home Manager regarding items valued above this amount. If you have any queries please do not hesitate to ask the Carer on Duty.

Please bring in with you any medication you normally take.

Sample Terms and Conditions

THIS AGREEMENT is between The Retreat Care Home (hereinafter called “the home”) and (hereinafter called “the service user”) relating to the acceptance of accommodation in the aforesaid home.

We try to provide a comfortable and happy home and hope that residents will enjoy living here. We will do everything possible to respect the rights of older people in this home, particularly by observing the values of privacy, dignity, independence, choice, civil rights and fulfilment which can be threatened by living in a communal environment and having to cope with disabilities. We recognise that providing good care is a co-operative process and so we will attempt to consult residents and, where appropriate, their relatives, friends and representatives at all times and as fully as possible. In accepting this Agreement the Resident agrees that no tenancy of any kind is created for the occupancy of the room; the control of which will remain at all times vested in the Care Home, and the benefit of this agreement shall be personal to the service user only and not assignable by him.

Residence

Residence in the home for the first four weeks will be on a trial basis. If during or at the end of the period either the service user or the home’s management regards the arrangement as unlikely to be satisfactory for the long term, residence can be terminated with reasonable notice from either side and the service user will vacate the home at a time agreed. This period of trial may be extended for a further four weeks at the home’s discretion.

Permanent Residence

The staff and management of the home will make every effort to provide the service user with a permanent place of residence including 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 for the service user’s medical or nursing needs.

Termination

In the event that either the management of the home finds that the home is no longer able to accommodate the service user appropriately or the service user wishes to leave the home for any reason, either side will normally give four weeks' notice of termination of residence. A shorter period of notice will be applicable only in situations involving emergencies. Should the resident leave the Home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required. The home may give notice to the service user of termination of this agreement as outlined above, requiring the service user to leave the home under the following circumstances:

Non-payment of fees

If, having consulted the Resident and taken advice from the appropriate member of the primary health care team, e.g. GP, District Nursing Team or Social Worker, concerning the present and future care needs of the Resident, the Home is no longer able to meet the resident's needs. Any circumstances or behaviour that the Home feels may be seriously detrimental to the Home or welfare of other Residents.

Residents, or their named advocate(s), will be required to provide true and accurate information to the Proprietor on the state of their health, any treatment required, the name of their medical adviser, and also details of their next-of-kin or other person to contact in the event of an emergency. If false information is supplied then this will be considered sufficient reason to cancel this contract forthwith.

Absences

Should at any time a Resident require hospital treatment or be otherwise temporarily absent from the Home then the Home will retain the accommodation for six weeks at a weekly charge of 80% of the current fees, after which time the full fees may be charged, unless two weeks written termination of contract is given by either party to the other. The home undertakes to keep a service user's room empty during a resident's absence.

Fees

Fees for Private Residents are payable four-weekly or calendar monthly in advance. Those whose finances are being handled by Social Services will have their contribution automatically paid. Any "top-up" from the Social Service's rate to our fee will be invoiced monthly in advance to the person who agrees to take responsibility for this.

The weekly charge shall be the sum of Pounds (£.....) per week for Room This weekly charge shall remain unchanged unless "The Home" gives two weeks written notice to the Resident, or all parties jointly amend this agreement hereto. If a service user requires additional care it may be necessary to increase the fee. Fees will be reviewed from time to time as determined by "The Home". Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs that "The Home" experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof. If rooms are changed then a new fee may need to be negotiated or his designated representative will pay the fees.

Fees for periods of less than a week are calculated at a daily rate of 1/7 of the weekly fee, with part days calculated at the full daily rate. Invoices will be raised on the basis of admittance to the home at 11.00 am on the service user's first day of stay and their departure by 11.00 am on their last day.

In the event of death of the service user any fees outstanding will be charged to their estate. Third parties who agree to accept responsibility to meet the service user's fees, in whole or in part, must sign below to this effect.

Fees include all care and accommodation costs, food and drink, heating and lighting, laundry done on the premises, and any other staff services. Fees do not cover the costs of newspapers and periodicals, hairdressing, dry cleaning, chiropody, treatment by dentists or opticians, or the purchase of clothing and personal effects, toilet requisites, mending/repairing to clothing and other items of luxury or personal nature. We do not take responsibility for all items of clothing of a luxury nature requiring specialist care and cleaning. All transport costs including an attendance allowance will be charged for all visits (i.e. hospital, dental, optician etc). If specialised care equipment is required for special care needs that the home does not possess, or is unable to borrow, then the onus may fall upon the service user or their family to supply that equipment.

Telephone calls will be charged at the current BT domestic rate. A nominal charge may be made to cover refreshments or meals when clients are on outings organised by the home. At the discretion of the management a charge may be made to cover expenses for a service user's personal trips out if this involves staff time and/or the home's transport.

Residents are discouraged from giving tips and gratuities to members of staff. The home reserves the right to charge for any damage caused by the service user to furniture, carpets, fittings and decorations that is considered to be excessive for a care home environment or non-accidental.

Insurance

The Home is insured at the rate of £500 per person for valuable effects left in the Resident's rooms. All items over £10 in value need to be itemised, but insurance does not extend to a Resident's cash securities and other monies. All valuable assets must be declared upon admission for insurance purposes.

Personal Possessions

Service users are encouraged to have personal possessions, subject to health and safety and fire risk assessments, which remain their property. Pets can be kept at "The Retreat" only with the approval of the management. All clothing must be clearly marked and or labelled with the Residents surname and initials. The home will make every effort to prevent damage to clothing.

Items of significant value should be passed to the management for safekeeping. The staff will attempt to provide security for service users' possessions but no responsibility can be accepted for items retained in service users' own rooms.

Health and Safety

The management will ensure as far as practical the health, safety and welfare of service users, including compliance with relevant legislation and the Department of Health guidance. To comply with fire regulations, and for the safety and comfort of service users and staff, smoking is not permitted within the buildings and only in designated areas in the grounds.

The Service User's Room

The service user will have the use of the allocated room that will be treated as far as possible as his or her private space. Service users are welcome to bring to their rooms personal items they wish to use that can be safely accommodated in the space available. At the discretion of the home, items of furniture may be brought in by the service user, subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Resident's responsibility or that of the executors. Mr Constantine must inspect all electrical items brought into the Home by Residents as to their

safety before their use. All electrical items must be tested on an annual basis by a qualified electrician and have a "Test Certificate" to show the appliance is safe to use.

Furnishing of the room will include at least the following:

- ❖ A clean comfortable bed suitable for the service user's needs.
- ❖ Bed linen.
- ❖ Curtains or blinds.
- ❖ A mirror.
- ❖ Overhead and bedside lighting.
- ❖ Arrangements to seat two people comfortably
- ❖ Drawers and enclosed hanging space for clothes.
- ❖ Two accessible double electric sockets.
- ❖ A table to sit at and a bedside table.
- ❖ A wash hand basin.
- ❖ Carpets or equivalent.
- ❖ Lockable storage space for medication, money and valuables.
- ❖ Keys to the room and the above storage place (unless a risk assessment in the care plan indicates otherwise).
- ❖ In double rooms screens to provide privacy for personal care.

If the service user has made a positive choice to share a double room and the other place in the room becomes vacant, then he or she will be offered the opportunity to move to a single room, when this becomes available, should this service user no longer wish to share the room with another person.

Health

Service users will be required, before taking up residence, to provide accurate information to the home on the state of their health and any treatment required.

The home will promote and maintain the service user's health and ensure access to health care services. In particular it will do the following:

- ❖ Support self care whenever possible.
- ❖ Maintain personal and oral hygiene.
- ❖ Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.

- ❖ Seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used.
- ❖ Monitor psychological health and ensure that preventative and restorative care are provided.
- ❖ Provide appropriate opportunities for exercise and physical activities.
- ❖ Identify risks of falling and act appropriately according to the degree of freedom the service user wishes to exercise in their life.
- ❖ Regularly assess and act on the service user's nutritional needs and monitor weight gain or loss.
- ❖ Enable service users to register with the GP of their choice, subject to the GP's agreement.
- ❖ Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care, as required.
- ❖ Ensure access to hearing tests and sight tests and to appropriate aids.
- ❖ Provide information and advice about entitlements to health care.
- ❖ Inform the service user's next of kin or chosen representative of serious illness or death.

Medication

The home maintains a clear policy and stringent procedures in accordance with Department of Health guidelines for all aspects of the handling of service users' medication. Records are kept of whether each service user wishes to deal with their own medication or pass that responsibility to staff and of any medication in use whether or not it is self-administered. If a Resident elects to retain and administer his or her own medication it must be kept in a secure place. The Home cannot accept responsibility for the misuse of medications that are kept by any resident.

Care

Service users are free to journey out alone but should write in the appropriate book as well as informing a member of staff on duty when they leave, where they are going, how long they are likely to be away and when they return. The home cannot be responsible in any way for the safety of service users who choose to leave the grounds of The Retreat, unless the service user is supervised and remains in the presence one of our carers.

The management undertakes to make available sufficient staff to meet the care needs of the service user provided they remain within our registration category.

A full assessment of care needs will be carried out before admission and needs will be reviewed regularly. A service user's plan of care will be drawn up with the full involvement of the service user and reviewed at least monthly. The plan of care will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the service user are met as fully as possible.

Visitors

Visiting times are unrestricted; however for security reasons we would prefer visits to take place between 9.30am and 8.00pm. We would also appreciate visitors avoiding meal times from 12.00pm to 1.00pm and from 4.30pm to 5.30pm. However if visitors do wish to come in and help their relatives with meals then they will be made welcome. Visitors can be provided with meals at a reasonable price and with notice; drinks are available free of charge when staff are free to serve you. In the interest of general safety visitors are asked to sign in and out and to inform staff on duty if a service user is leaving the premises with them.

Care Pricing Matrix

Care Input	Level 1	Level 2	Level 3
Toileting	£7.00	£14.00	£21.00
Washing & Dressing	£7.00	£14.00	£21.00
Bathing	£7.00	£14.00	£21.00
Mobilisation	£7.00	£14.00	£21.00
Medication	£7.00	£14.00	£21.00
Room Cleaning	£7.00	£14.00	£21.00
Attention Factor	£7.00	£14.00	£21.00

TOTAL CARE ELEMENT:

BASE ROOM RATE:

TOTAL CHARGE:

Bedroom Base Rate:

1	£490.00	14	£450.00
2	£460.00	15	£440.00
3	£460.00	16	£440.00
4	£420.00	17	£440.00
5	£460.00	18	£460.00
6	£460.00	19	£460.00
7	£490.00	20	£410.00
8	£490.00	21	£410.00
10	£460.00	22	£410.00
11	£460.00	23	£450.00
12	£460.00		

In the Event of an Emergency

The Resident is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

A. Name, address and telephone number of next of kin or nominated representative:

B. Any Social or cultural traditions that the Resident requires to keep:

SIGNED:For and behalf of "The Home"

DATE:

SIGNED: Service User

DATE:

In the case of a Resident whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED:

CAPACITY:

ADDRESS:

DATE: