



Rushall Care Home

Service User Guide

Version 1.5

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Aims and Objectives

Aims

Rushall Care Home aims to provide all Service Users with a life that is as normal as possible, giving them the opportunity to make their own choices, giving consideration to their individual health and needs. The staff are trained to offer friendly assistance when needed and to encourage independence whenever possible.

We aim to provide all Service Users with nursing in a safe warm and healthy environment without intruding on their dignity, privacy or independence and without destroying our homely atmosphere.

Objectives

To ensure that assessments of need will be used to develop individual care plans with the objective of meeting the aims of the home for each service user.

To provide each service user, with a home, equipment and competent staff to enable the aims and objectives of the home become a reality.

Privacy

The rights of a Service User to be left alone and undisturbed whenever they wish.

Dignity

The understanding of a Service Users needs and treating them with respect.

Independence

Allowing a Service User to make their own decisions and think and act for themselves.

Choice

Giving a Service User the opportunity to select for themselves from a range of alternatives options.

Rights

Keeping all basic human rights available to the Service Users.

Fulfillment

Enabling the Service User to release their own aims and helping them to achieve these goals in all aspects of daily living.

Philosophy of the Home

Our philosophy is based upon the belief that the Service Users are entitled to be treated as individuals. The care in the home should not be institutionalized by the requirements of the staff of the home to operate the procedures, laid out in the homes manual, for the safe delivery of the service. To achieve this, the needs of all Service Users will be assessed and individual care plans developed for this information.

In order to achieve the Aims and Objectives, the home must be secure, not only an environment which is the best possible in line with creative thinking currently available, but also the ongoing development of the best practices in the clinical and social care.

Staff details and training

Rushall Care Home intends to employ 1 Manager, 1 Deputy Manager, 3 Senior Care assistants, 17 Care assistants, 10 Domestic and Cooks. Staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They will be carefully screened and references checked thoroughly. The Manager will have ILM level 5 and other caring staff will have or be working towards Health and social Care level 2 or 3. During induction all staff will be trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- Health and safety & Food Hygiene
- The rights of Clients
- Personal Care Tasks
- Care Assistants Responsibilities

The Home seeks to achieve a minimum of 50% of care staff to hold a minimum of NVQ Level 2 in care. The Home also sends selected staff on external training courses for such topics as food hygiene, moving and handling, first aid etc.

Rushall Care Home will employ staff in sufficient numbers and with the relevant mix skills to meet Service User's needs. Observes recruitment policies and practices, which both respect equal opportunities and protect Service User's safety and welfare. We also offer our staff a range of training that is relevant to their induction, foundation and further development.

The manager at Rushall Care Home will promote a management approach that creates open, positive and inclusive atmosphere. Operates effective quality assurance and monitoring systems. Works on accounting and financial procedures that safeguard Service User's interests. All staff will be regularly supervised and up to date and accurate records are kept on all aspects of the home and its service users. Of paramount importance are the health, safety and welfare of Service Users.

The organizational Structure of Rushall Care Home

Chris Goss Director					
Leanne Hickman - Care Home Manager					
Stacey Bibb / Ellie Averill - Deputy Manager					
Cooks	Senior Carers	Head Housekeeper		Nurses	Administrator
	Carers	Domestics			



Nominated Individual / Manager Details

Manager

Name : Leanne Hickman

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Address : 204 Lichfield Road, Rushall Walsall, WS4 1SA

Telephone : 01922 635328

Nominated Individual

Name : Christopher Goss

Address : Hafod House, Mount Road, Tettenhall Wood, WV6 8HR

The management aims to promote a management approach that creates an open, positive and inclusive atmosphere. To operate effective quality assurance and monitoring systems. To work to accounting and financial procedures that safeguard service users' interest. To supervise all staff regularly and carefully. To keep up-to-date and accurate records on all aspects of the home and its service users.

Most of all to ensure that the health, safety and welfare of Service Users and Staff are promoted and protected.

Care Specialty of the home

Long stay or short stay care of individuals of any age requiring Nursing Care and or Dementia Care.

Accommodation

Rushall Care Home is a registered nursing home for the elderly and we aim to provide a high standard of care and accommodation for 40 clients, we have 29 single rooms and 6 double rooms for shared accommodation. Rushall care home has a quiet lounge as well as a TV lounge, a Dining Room and assisted bath and shower rooms. There is also an accessible landscaped garden. The home is open to both male and female residents.

The Environment

The physical environment of Rushall Care Home is designed for service users convenience and comfort. In particular, we will do the following:

- Maintain the grounds and buildings in a safe condition providing pleasant surroundings.
- Supply toilet, washing and bathing facilities suitable for the service user whom we care for.
- Arrange for specialist equipment to be available to maximize service users independence.
- Provide individual accommodation, which at least meets the National Minimum standards.
- Ensure that service users have safe, comfortable bedrooms with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Admission Criteria

On receipt of an application from a prospective service user an initial assessment of suitability is carried out by the Manager, Deputy Manager, Service User and their representatives. Should we feel that we cannot provide for the prospective service users needs we will decline their application. Once an initial assessment has been completed and all feel we are able to provide for the prospective service users needs, Rushall Care Home will provide both the service users needs and their representative with the opportunity to stay on a trial basis for a time period that they are comfortable with. For any service user who wishes to self medicate the home will carry out a risk assessment.

Emergency Admission

Rushall Care Home may also enter into an arrangement when a vacant room is available and free of any restrictions that may be placed upon it. In such a situation and where the initial assessment is satisfactory, the service user may be admitted on a trial basis. At the end of

the trial basis and following a full assessment the prospective service user with the agreement from all concerned may be admitted on a long term or permanent basis.

Operation of the Home and Service User Contribution

Rushall Care Home will encourage service user to approach staff with suggestions, which will then be passed onto the appropriate person who then arranges to discuss this proposition with each service user individually at a time convenient to them. On some occasions it may be necessary to have a service user meeting in order to discuss a residents needs. Regular questionnaires will be distributed to all residents and results of the questionnaires are discussed in a meeting with management, staff, service users and changes will be implemented if practicable.

Contact with the family and friends

Service User's families, relatives and friends will be encourages to visit the service user regularly and maintain contact by letter, telephone or video chat (on Rushall's iPad) when visiting is not possible. In these cases, staff will offer to assist the Service User to respond where help may be needed.

Visitors will be welcomed at all times, and will have to notify a member of staff of their arrival and departure from the home. For security and Fire safety reasons, visitors must sign the visitors book on each occasion.

The Service User has the right to refuse to see any visitors, and this right will be respected and up-held by the Person In Charge who will, if necessary, inform the visitors of the Service User's wishes.

Rushall Care Home will provide access to a telephone should service users wish to communicate via telephone.

Professional visitors such as dentist, chiropodist and opticians etc...

Rushall has a designated dentist, chiropodist and opticians.

All service users are offered during a scheduled visit if they would like to see the dentist, chiropodist or optician and at this point a resident may decline.

These services are at an additional cost to the weekly care fees as highlighted in the resident contract, so if there are any preferences with individuals in this area, we politely request to be informed at the point of assessment / admission or the earliest available opportunity.

If Rushall has not been made aware of any preference prior to the visit and the service user has memory problems and issues with capacity; the staff in the home will act in the best interests of the service user at the time of the professional other visiting.

Service Users Plan Review

Once developed the Service Users Plan will be reviewed monthly or more frequently if required, and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan is developed with the involvement of the

service user who plays a central role in the process and will be encouraged to provide suggestions.

With permission of the Service User, family and relatives will be encouraged to participate in the Service User's daily routine as far as practicable, and will also be invited to attend formal reviews or give views/recommendations over the phone if unable to be present. Service Users and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns. If the care plan is found to be unacceptable it will be reviewed.

All amendments to the Service Users Plan are recorded in full.

Social Activities

All efforts are made to provide the Service Users with the access to social activities; however there is no pressure and each person is treated as an individual. Service Users will be encouraged to make suggestions as to which activities they may wish to engage in. Staff and management also look into currently available activities to suggest to the client group. The varied programme includes one to one and group activities. We also offer hair and beauty sessions.

Rushall Care Home will organize daily activities for residents which will be displayed via notices put up in the home. There will always be a choice of activities and they will be provided in house by staff . We also have professional entertainers attend our home to perform for our residents. Rushall loves hosting themed days and seasonal events.

At Rushall Care Home we believe in not only a high quality environment but also a stimulating environment which promotes interaction through reminiscence. Staff will be encouraged and in where possible help Service User's to pursue their hobbies and interests.



Smoking and Alcohol

The home will have designated smoking areas. With regard to alcohol, Service Users will make their own arrangements, but as with smoking may require to be supervised.

Fire Safety

Rushall Care Home will have in place policies and training on the prevention of fire and dealing with fires. Staff will be trained to understand evacuation procedures

Religion (Worship/Attendance at Religious Services)

Service Users may attend religious services either within or outside the home if as they so desire. If the services are outside the home, the Service User should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives.

Service Users have the right to meet clergy of their own denomination at any time. If required, a private room will be made available for such meeting.

Philosophy of Care incorporating Privacy and Dignity

Rushall Care Home will aim to provide its Service Users with a secure, relaxed and homely environment in which their care and well being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a caring and warm atmosphere, and in so doing will be sensitive to the Service Users ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Service Users will be encouraged to participate in the development of their individualized care plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other Service Users and with recognition of the following core values of care, which are fundamental to the philosophy of Rushall Care Home.

- Privacy
- Dignity
- Rights
- Independence
- Choice
- Fulfilment

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations and the National Care Standards Commission

Monitoring and Quality

Within Rushall Care Home, there are various systems that ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivoted to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We will regularly ask for comments on the Home, the staff and services provided. We will also annually circulate a service user's questionnaire that will assist in assuring that we continue to provide a quality service.

We also have a dedicated quality manager who visits the home on a regular basis to carry out audits and assist in developing the staff at all levels ensuring a high standard of care is achieved at all times.

Attached Documents

Complaints Policy

Visitors Policy

Sample Menu

Sample Activity Planner

Brochure

