

THIS HANDBOOK HAS BEEN PRESENTED TO:

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ON

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We are pleased to welcome you as a new resident here at The Coach House Nursing Home. We are committed to helping you settle into your new home as quickly as possible.

The aim of this handbook is to relate the homes philosophy, expectations, standards of care and detail your Terms and Conditions of residency.

In addition it contains general policies and procedures, which you should familiarize yourself with. Once you have read your Terms and Conditions of Admission please sign and return it in its entirety to the Administrator so it can be copied and returned to you.

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STATEMENT OF PURPOSE

We place the rights of you, the resident, at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment, and the services we provide, and to encourage you to exercise your rights to the full. We welcome into the home clients of both sexes over the age of sixty years.

Our objective is to deliver care to all residents to a standard of excellence, which embraces fundamental principles of good care practice, and this will be evaluated through the practices and conduct of the staff within the home. We are committed to the maintenance of your rights, identity and individuality and in so doing, the maintenance of your dignity at all times. We also recognize the importance of the need for privacy and choice for all. We strive to maintain a stimulating and pleasant environment, designed to help compensate for any loss of physical or psychological abilities.

This commitment is accepted and implemented by all our staff and is positively communicated to our residents, their relatives and friends, enabling us to create a spirit of trust and confidence in the professional standards that we set and in the quality of service we provide. The foundation of which are the Homes Statement of Purpose and the Residents Charter.

The following objectives are used as a guide to those responsible for the process of care within our Nursing Home:-

- Ensure all residents are involved where possible, in the planning of their care and are given the opportunity to question and discuss that care and how it is carried out.
- Ensure all residents are treated with respect and sensitivity and are addressed in an appropriate manner.
- Ensure all staff value and respect the individuals right of choice, privacy and dignity at all times.

We recognize the importance of ensuring competent and progressive nursing practices within the Home so that our qualified nurses:-

- Recognize their individual professional accountability.
- Maintain their levels of competence and keep up to date with nursing practices.
- Are involved in the standard setting and quality monitoring for the services we provide.
- Plan a systemized and individual care plan pertinent to each resident's needs and requirements.
- Provide a system of advocacy that ensures resident's needs are represented and recognised.

PRIVACY

We recognize that life in a communal setting, and the need to accept help with personal tasks, are inherently invasive of a residents ability to enjoy the pleasure of being alone and undisturbed. We therefore, strive to retain as much privacy as possible for you in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Offering a range of locations around the home for you to be alone or with selected others.
- Guaranteeing your privacy, when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about you.
- Provided a door lock to your bedroom upon request.

DIGNITY

Disabilities quickly undermine dignity, so we try to preserve respect for our residents intrinsic value in the following ways.

- Treating you as a special and valued individual.
- Helping you to present yourself to others, as you would wish through your own clothing, your personal appearance and your behaviour.
- Offering a range of activities, which enables you to express yourself as a unique individual.
- Tackling the stigma from which you may suffer through age, disability or status.
- Compensating for the effects of disabilities, which you may experience with regard to communication, physical functioning, mobility or appearance.

INDEPENDENCE

We are aware that our residents have given up a good deal of their independence in entering a group living environment. We regard it as all the more important to foster out residents remaining opportunities to think and act without reference to another person in the following ways.

- Provide as tactfully as possible human or technical assistance, when it is needed.
- Maximizing the abilities you retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping you take reasonable and fully thought-out risks.
- Promoting possibilities for you to establish and retain contacts beyond the home.
- Encouraging you to have access to, and contribute to the records of your own care.

SECURITY

Many residents have sought admission to the home as an escape from elements in their previous living arrangements, which threatened their safety or caused them fear. We, therefore, aim to provide an environment and structure of support, which responds to this need in the following ways.

- Offering assistance with tasks and in situations, which would otherwise be perilous for you.
- Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
- Protecting you from all forms of abuse and from all possible abusers.
- Creating an atmosphere in the home, which you experience as open, positive and inclusive.

For the protection and welfare of all our residents all exterior doors are monitored by the homes internal call system. The front door is kept locked at all times and any unknown persons are asked for identification.

Residents are requested to lodge valuables such as jewellery, money and bankbooks with the Administrator for safekeeping. Valuables will be kept in the homes safe and a receipt will be issued for them. It is requested that you do not carry around or keep large amounts of cash in your room, however a lockable storage container can be supplied in your room upon request.

INSURANCE

The Home carries Public liability insurance plus cover for personal property up to £500. You are advised to have items of value insured privately through your own insurance company.

CIVIL RIGHTS

Being old, having disabilities and residing in a home, all act to deprive our residents of their rights as citizens. We, therefore, work to maintain our residents place in society as fully participating and benefiting citizens in the following ways.

- Ensuring that you have the opportunity to vote in elections and to brief yourself fully on the democratic options.
- Preserving for you full and equal access to all elements of the National Health Service.
- Helping you if necessary to claim all appropriate welfare benefits and social services.
- Facilitating you to contribute to society through volunteering, helping each other and taking on roles involving responsibilities with and beyond the home.
- Assisting you to access public services such as libraries, further education and lifelong learning.

CHOICE

We aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

- Providing meals which enable you as far as possible to decide for yourself where, when, and with whom you consume food and drink of your choice.
- Offering you a wide range of leisure activities from which to choose.
- Enabling you to manage where possible your own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating you as part of a homogeneous group.
- Respecting individual, unusual or eccentric behavior.
- Retaining maximum flexibility in the routines of the daily life of the home.

FULFILMENT

We want to help our residents to realize personal aspirations and abilities in all aspects of their lives. We seek to do this in the following ways.

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting your religious, ethnic and cultural diversity.
- Helping you to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if you wish.
- Attempting always to listen and attend promptly to any desire to communicate at whatever level.

LEISURE & ACTIVITIES

We encourage you to do as much as possible for yourself and to follow your hobbies and interest as this is one of the many ways in which your physical and emotional health will be maintained. This is your home and you are encouraged to share, as you are able, in the activities of the home, but we accept the need for a careful balance between promoting freedom of choice and ensuring your safety. The activities organiser works four afternoons a week, organising an innovative program of social activities in and around the home, which in fair weather includes outings, garden parties, concerts, etc. Library and talking book facilities can be arranged.

SHOP

We have a selection of items on sale in the main reception area for the convenience of residents should they wish to make a purchase. Items include tissues, shampoo, bubble bath, toothpaste, deodorant etc. All items can be charged to your account or paid for in cash.

VISITORS

Visitors are welcome in the home any time between 10am and 8pm. If you wish to have a visitor join you for a meal you are requested to notify the person in charge twenty four hours in advance, a small additional charge will be made for visitors meals.

Visitors are encouraged to take you out although they must advise the person in charge that they intend to do so. The home accepts no responsibility for residents during such outings.

MEALS

Our chefs prepare a varied menu of fresh wholesome meals. The home strongly supports the provision of a healthy, nutritious and balanced diet that provides for all residents dietary needs and offers personal choice and pleasure. All special diets and requirements are catered for.

Breakfast:-	Served from 8am to 9am.
Lunch:-	Served from 12.15 to 1pm.
Evening meal:-	Served from 5.15 to 6pm.
Supper:-	Served from 8pm onwards.

Morning and afternoon tea/coffee is served in the lounge or bedrooms as desired. All meals may be served in the bedrooms depending upon the needs and wishes of the individual. Cold refreshments and fruit are available at all times.

The home operates a six weekly rotating menu utilizing fresh seasonal ingredients, copies of the menu can be found in the Statement of Purpose at reception.

GIFT FOOD

We have identified a possible hazard in the form of food products brought into the home by residents, their family and friends. Obviously we are unable to ascertain that these foods products have been prepared, handled or transported safely. If after being informed of the potential risks of these unknown food products, it is the express wish of the individual and or NOK that they still wish to consume said products then it will be necessary that they complete a liability waiver agreement.

HEALTH & PERSONAL CARE

We draw on expert professional guidelines for the services the home provides, in pursuit of the best possible care we will do the following.

- Produce with each individual, update regularly, and thoroughly implement a service user plan of care, based on an initial and then continuing monthly assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of your medicines.
- Take steps to safeguard your privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

You may retain your own G.P where possible. Where residents come for admission from a distance, and their own G.P is unable to visit them, our own Homes doctor will take over their medical care. You are requested to bring with you on admission the following items:-

- Medical Card.
- All medications and dressings prescribed by your own doctor.
- Out Patient appointment cards.
- Latest prescription for spectacles, and hearing aid books where applicable.
- Home address and telephone number of own G.P.

A copy of the Admission Procedure can be found in the Statement of Purpose at reception.

RELIGION

A regular communion service is held monthly, clergy of other denominations can be called upon to visit those who may wish their services. Below is a list of local places of worship.

The New Life Church Assembly of God
Pentecostal Church
Ripon 01765 605444

St. Wilfreds Church
Roman Catholic
Ripon 07165 603614

Ripon Cathedral
Church of England
Ripon 01765 603462

Allhallowgate Methodist Church
Methodist
Ripon 01765 602439

St. John The Evangelist
Harrogate
01423 565129

Bilton Grange United Reformed Church
Harrogate
01423 521088

Jewish Synagogue
Harrogate
01423 507070

Baptist Church
Harrogate
01423 565282

CHIROPODIST

The Homes chiropodist visits monthly, a charge for this service is levied to your account on a monthly basis. If you wish to retain your own chiropodist you are free to do so.

HAIRDRESSER

We have a dedicated hairdressing room utilized by the homes own hairdresser who visits three times a week, a charge for this service is levied to your account on a monthly basis. Alternatively if you wish to retain your own hairdresser they are welcome to use the Homes facilities.

COMPLIMENTARY THERAPYS

Arrangements for visits by other professionals can be made on request such as:-

Physiotherapist, Optician, Dentist, Occupational Therapist, Osteopath, Reflexologist, Aromatherapist, Manicurist, Beauty Therapist etc.

LAUNDRY

There is an in-house laundry available for all personal laundry. You are requested to have all personal clothing labeled clearly with your name and initials prior to admission. Relatives are requested to have any additional items brought to the Home clearly marked with your name, including such items as: tights, stockings and underwear. Whilst every effort will be made to care for items of personal clothing, the home cannot accept responsibility for damage to delicate clothing during laundering, or for loss of items not clearly marked with their owner's name.

NEWSPAPERS

Newspapers and periodicals can be ordered from reception for daily delivery. A charge for this service is levied to your account on a monthly basis.

NEWSLETTER

We produce a newsletter on a monthly basis, the aim of which is to keep everyone informed of events and happenings throughout the home. It also gives residents an open forum in which to air their views and the opportunity of making suggestions on areas that may need altering or improving.

Topics covered in the current newsletter are as follows:

<i>Refurbishments</i>	Any areas of the home undergoing re-decoration or alteration.
<i>Regulations</i>	Any changes or new regulations that need to be implemented.
<i>Outing</i>	Details of organised trips.
<i>Visitors</i>	Dates and times of Communion, chiropody etc.
<i>Birthday</i>	Forthcoming residents and staff anniversaries.
<i>Suggestions</i>	Ideas that have come back either verbally or via questionnaires.
<i>Staff News</i>	Participating in raising monies for charity, gaining qualifications etc.
<i>General</i>	Any other comments or information that would be beneficial in being conveyed

TAXI TOKENS

Everyone in the home is entitled to tokens which can be used to pay for private taxis or for the Age Concern bus which takes some of our residents to a coffee morning held once a month in Melmerby. Presently you are entitled to £18.40 worth of tokens per year. We have enclosed an application form and permission to collect slip at the end of this handbook. Both forms need to be signed and returned to reception so we can obtain these tokens. If you would like to retain your tokens please let us know, otherwise they will be used to fund group bus trips. The more forms returned the more trips we can arrange.

TELEPHONE SYSTEM

The home is equipped with a direct dial telephone system similar to one you would find in a hotel. If you would like to have a telephone in your own room please enquire at reception.

All incoming calls to the home are answered through an automated switchboard in reception; this facility enables a caller to either dial a room extension directly or to hold and speak to a member of staff. If a caller wishes to contact a room extension on Bishop wing directly they would need to prefix the room number with 2 (i.e. To dial directly to Room 3 a caller would dial 203, Room 12 would be 212, etc). The same applies to Church wing only those rooms are prefixed with 3 (i.e. To dial directly to Room 8 on Church wing a caller would dial 308). Having this facility does enable friends and family who may not live in the area or are unable to visit as often as they would wish, to keep in touch, with the added benefit that there are no line rental charges involved.

To make a telephone call from your own room you will first need to pre-fix the number you are calling with 9 e.g. (9 01765 600541). The telephone system logs all calls made from every room extension, and all calls made carry a charge (similar tariff to that of a BT phone box).

There is a pay phone for relatives and visitors use, which is situated on the wall on the ground floor of Bishop wing. The instructions on how to use it are above the telephone.

NURSE CALL SYSTEM

The control panel for the nurse call system is located in the main reception. When a call point is activated in a bedroom, toilet, lounge, bathroom, etc a red light will be displayed on the panel next to a number, which corresponds to the number of the room calling. The call will also register on the pagers, which all staff are required to carry with them.

When a pager receives a call it emits a series of alert tones, the red light flashes and the call is displayed. Once a call has been made and is received by the pagers it will continue to emit a series of alert tones, periodically, until the call has been cancelled at the call point that it originated from. The call cannot be cancelled from any other place other than the point it originated from so you can be assured that a member of staff will attend to your request. Under normal circumstances calls will be answered within three minutes of activation wherever possible.

If emergency assistance is required (activated by an attending member of staff only) the pagers will register an emergency alert, the alert tones are much quicker and EMERGENCY is displayed under the usual message and staff will respond instantly.

STAFFING

We are aware that the homes staff will always play a very important role in your welfare. To maximize this contribution, we will do the following.

- Provide an appropriate number of staff with the relevant mix of skills and qualifications in health and social care to meet your needs.
- Observe recruitment policies and practices, which both respect equal opportunities and protect your safety and welfare.
- Offer our staff a range of training, which is relevant to their induction, foundation experience and further development.

A staff development and training file is on display at the front desk, which holds certificates awarded to our staff on completion of courses attended, this is updated regularly.

All staff are required to wear the homes uniform, either tunics and trousers or dresses. The tunics or dresses are colour coded to delineate grade/job role.

- Dark blue – Matron & Deputy
- Hospital blue – Registered Nurse
- Light blue – Care assistant
- White – Care assistant (male)
- Grey – Care assistant undergoing induction
- Burgundy – Housekeeping/Domestic

To assist recognition by residents and visitors all members of staff wear name badges.

GIVING OF GIFTS / GRATUITIES

It is of some concern that residents within our care may place members of staff in an invidious position by asking them to accept a gift/money, or to ask for assistance with the preparation of wills, deeds of gift, or any other document purporting to pass property. Of equal concern is the instance where you may wish to bequeath to employees gifts, which could then be subsequently disputed by relatives or other beneficiaries. You will appreciate that this could cause embarrassment and legal issues both to the members of staff concerned and to the Home.

In order to reduce the risk of accusations that perhaps undue influence has been used by an employee, the management would like to draw your attention to the dangers which could exist. We would like to stress that staff have been instructed that under no circumstances should they accept gifts or money from clients or bequests from their wills. If however, a client is insistent on making a gift then they will be advised to seek independent advice and to discuss the matter with relatives and the management of the home.

In addition, employees have been instructed that they must not help with or offer advice upon the preparation of wills, deeds of gift, or any other document purporting to pass property. If you wish to make a will, then information about where independent advice and assistance can be obtained will be made available by the management. Excepting management, staff will not act as witness to any residents will, and in no circumstances will any member of staff become an executor of a resident's estate.

THE ENVIRONMENT

The Coach House is an attractive detached period property combining traditional charm and character with the very latest in building standards and fire regulations. The home is situated in beautiful parkland surroundings at Sharow Cross, only minutes from Ripon centre and within easy access to all local amenities. The private and tranquil gardens are extensive, well maintained and easily accessible for the less able.

The homes principle rooms consist of three lounges, a garden room and a dining room all on the ground floor. These spacious rooms benefit from large picture windows with delightful views. Every possible care has been taken with furnishings and décor, in order that they are both functional and pleasing to the eye. We have forty single rooms and one twin bedded room all individually furnished and decorated to a very high standard. Every bedroom has en-suite facilities and is equipped with nurse call system, colour television, and telephone if required.

You are encouraged to bring your own furniture, furnishings and electrical equipment into the home, in order to further personalize your room. It must be noted that electrical appliances are subject to testing in order to ensure safety, any items found to be unsafe must either be repaired or replaced. Furnishings and furniture must comply with fire resistance standards, any items that are suspected of being a fire risk will not be accepted in the home.

It is our aim to provide the best possible standards of accommodation, to this end we will do the following.

1. Maintain the buildings and grounds in a safe condition.
2. Make detailed arrangements for the communal areas of the home to be safe and comfortable.
3. Supply toilet, washing and bathing facilities suitable for the residents for whom we care.
4. Arrange for specialist equipment to be available to maximize residents independence.
5. Provide individual accommodation, which meets or exceeds the National Minimum Standards.
6. Ensure that the home is kept clean, hygienic and free from unpleasant odors, with systems in place to control the spread of infection.

A copy of the homes physical environment can be found in the Statement of Purpose at reception.

FIRE PRECAUTIONS

It is the homes belief that staff, residents and visitors within the home should be as safe as possible from the threat of fire or from injury in the case of an outbreak of fire. The best way to ensure that this state of safety exists is to have robust fire policies and procedures in place, to ensure that staff are well trained to cope with an outbreak of fire or an alarm situation.

Daily checks are carried out to ensure that where required fire doors are closed, exits and stairways are unobstructed, all unnecessary electrical equipment is turned off and storerooms are kept locked shut.

The weekly check, which ensures the alarm system is functioning correctly throughout the building is usually carried out each Friday. To do this an alarm condition, lasting no longer than 30 seconds, is activated by triggering in rotation one of the break glass points, residents and visitors need not take any action.

Once a month, usually on a Friday, we have an unannounced fire drill where the alarm sounds for approximately 2 minutes. This drill is for staff training purposes only and again you do not need to take any action. The nurse on duty will try, where possible, to inform all visitors when a drill will be taking place.

Everyone should be made aware of what to do in the event of a fire, instruction regarding these procedures are posted throughout the building for the benefit of visitors.

Those who wish, and are allowed to smoke may only do so in the designated area, under supervision and at your own risk. All combustible materials and lighters etc must be lodged with the home for safekeeping. Visitors should familiarize themselves with fire exits and drills. Lifts should never be used in the event of a fire or emergency.

FIRE EVACUATION PLAN

Since emergencies can and do occur, preplanning is necessary to prevent a disaster. However we are aware that during emergencies there is an urgent need for rapid decisions, due to shortages of time, resources and trained personnel which can lead to chaos during an emergency. Circumstances in an emergency mean that normal channels of communication cannot be relied upon to function routinely, thus prior planning and implementation of procedures is an important factor in how an incident is handled.

We have adopted the progressive horizontal evacuation method. This method will be used for residents who can walk or are wheelchair bound. It works on the principle of moving residents from an area affected by fire, through as many fire resisting barriers as possible to a fire protected area on the same floor where they can wait in a place of safety whilst the fire is dealt with or to await further evacuation by the fire brigade.

We also adopt the delayed evacuation method for residents who are bed bound. These residents will remain in their rooms behind the fire doors whilst the fire is dealt with or until further evacuation is needed.

If the fire brigade is not able to contain the fire then all residents will be evacuated from the building.

FINANCIAL ARRANGEMENTS

We are committed to providing value for money within our comprehensive and caring service
The fees charged are dependent on:

- The type of room/facilities required.
- The type of care package and needs of the individual.

Depending on the personal financial situation, a resident can either pay the fees privately, four weeks in advance, or receive benefits organized via social services.

A copy of our Terms and Conditions is annexed at the end of this handbook.

BANK DETAILS

If you wish to pay your fees by standing order our bank details are below. Incidentals will then be invoiced separately on a quarterly basis.

BANK: BARCLAYS
ADDRESS: RIPON BRANCH, PO BOX 76,
HARROGATE, HG1 1TQ
BENEFICIARY: THE COACH HOUSE NURSING HOME
ACCOUNT NO: 40252379
SORT CODE: 20-37-13
FREQUENCY: EVERY FOUR WEEKS

NHS FUNDED NURSING CARE

Private paying residents coming into nursing care are, on the whole, entitled to the NHS Funded Nursing Care payment. These monies are not means tested which means this allowance is payable irrespective of the amount of capital or income an individual has or receives. There is more information and a form annexed at the end of this handbook, the form needs to be filled in and returned to reception if you wish to apply and be considered for this payment.

The enclosed form requests that the local PCT carry out an assessment of your nursing needs to determine whether you meet the criteria for receipt of the Funded Nursing Care payment. Upon completion of this assessment both you and the Home we will be notified as to whether you then qualify for this allowance.

The NHS pay these monies directly to the Home every four weeks, four weeks in arrears. Once we are in receipt of the monies we issue you with a re-imburement cheque, from which we deduct a small administrative charge of £3.50 per week.

The NHS has produced an information booklet for anyone living or going into nursing care. We have copies of this booklet available; if you wish a copy please ask at reception.

COMPLAINTS

Despite everything that we do to provide a secure and homely environment, we know that you may become dissatisfied from time to time. Therefore we have policies in place detailing how to make a complaint and the way in which these are dealt with.

POLICY STATEMENT

The home believes that if you wish to make a complaint or register a concern you should find it easy to do so. It is the homes policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by you, your relatives and carers are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation and forms no part of the homes disciplinary policy.

The home believes that failure to listen to, or acknowledge complaints, will lead to an aggravation of problems, resident dissatisfaction and possible legal proceedings. The home supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the home. If this fails due to either the home or the complainant being dissatisfied with the result, the complaint will be referred to the Commission for Social Care Inspection and legal advice will be taken as necessary.

AIM

The aim of the home is to ensure that its complaints procedure is properly and effectively implemented and that you feel confident that your complaints and worries are listened to and acted upon promptly and fairly.

OBJECTIVES

The goals of the home are to ensure the following:

- You, your representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.
- Matron will be responsible for the administration of these procedures.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within twenty-eight days.
- All complaints are responded to in writing by the home.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to residents, their families and staff.

INFORMAL COMPLAINTS

These are day-to-day complaints, which can usually be resolved relatively simply.

The person complaining should direct the complaint in the first instance to the nurse in charge of the shift.

The nurse in charge will discuss the matter with the complainant and try and resolve the problem there and then. If appropriate, details of the complaint will be noted in the resident's personal file.

If it is not possible to resolve the complaint, arrangements will be made for the matter to be brought to the attention of Matron who will, if appropriate, arrange a meeting with the complainant to investigate the complaint in more depth and again attempt to resolve the matter. The report from the nurse in charge to Matron must contain the following information:

- Time & date of complaint.
- Complainants name, address & telephone number.
- Description of complaint.
- Description of action taken at the time of complaint to resolve the situation.
- Name(s) of staff or other people who became involved.

If the matter still cannot be resolved, the complaint should be dealt with as a Formal Complaint using the following procedure.

FORMAL COMPLAINTS

These complaints are usually of a more serious nature, which are not able to be resolved by the informal procedure.

All formal complaints should preferably be made in writing and addressed to Matron. On receipt of a formal complaint Matron will:

- Contact the proprietors and arrange a meeting for further discussion and advisement.
- Acknowledge the receipt of the letter of complaint promptly.
- Advise the complainant in writing of the action that will be taken to investigate and resolve the complaint.
- Conduct an investigation into the matters surrounding the complaint and try to find a satisfactory solution.
- Unless specifically requested otherwise, record the details of the complaint and the solution if any, both in the patient's file and the homes complaints book.

FURTHER ACTION

If after exhausting the homes complaints procedure the matter still remains unresolved then the complainant has the right to take the complaint to the Commission for Social Care Inspection at the following address:

St Nicholas Building
St. Nicholas Street
Newcastle upon Tyne
NE1 1NB
Enquires.northeastern@csci.gsi.gov.uk

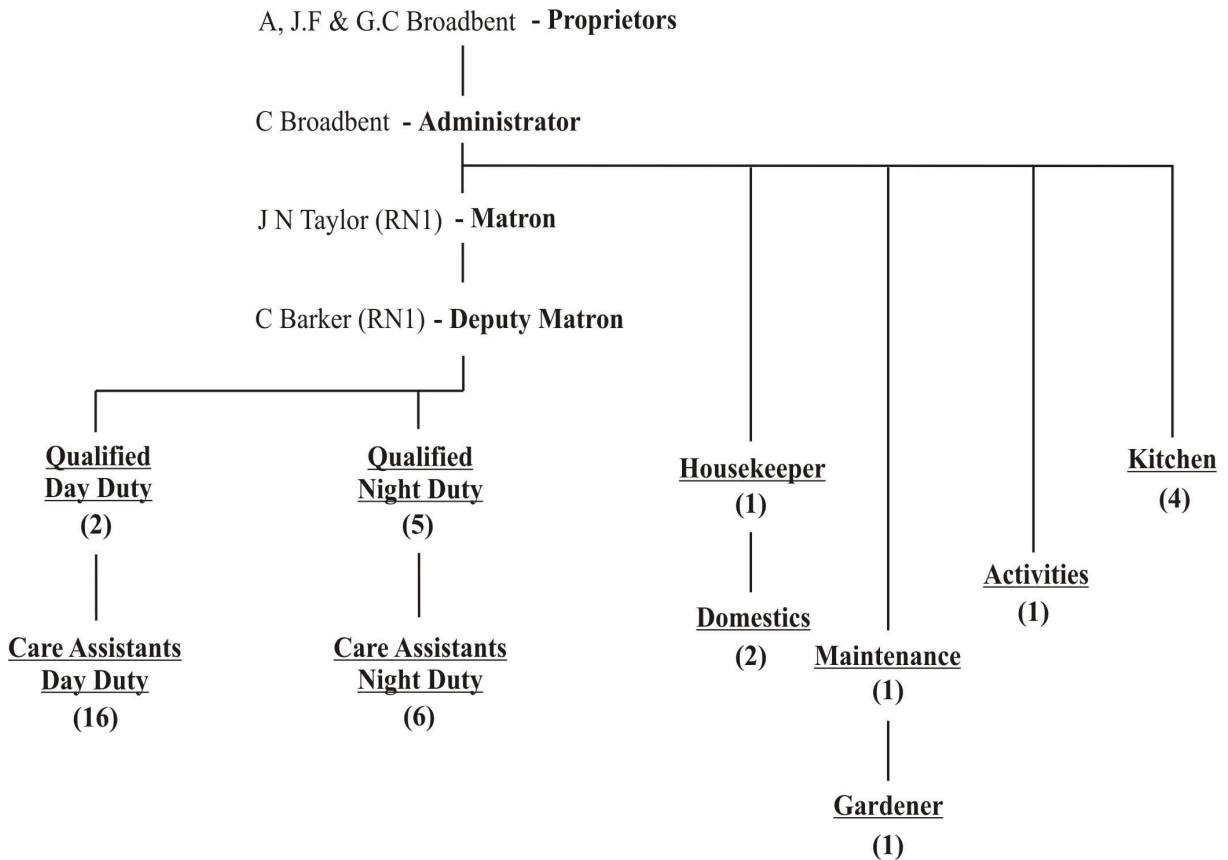
Tel: 0191 2333300
Fax: 0191 2333301

MANAGEMENT

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach, which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures, which safeguard residents interests.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

MANAGEMENT STRUCTURE



J F Broadbent – Proprietor/Administrator
Managed the home since 1991, Diploma in Business Studies, NVQ4 in Management

J N Taylor – Matron since 1991
Qualified as an RN1 in 1987, D32/33 Assessors, ENB931, ENB998, NVQ4 in Management.

C Barker – Deputy Matron since 1991
Qualified as an RN1 in 1977, D32/33 Assessors.

INSPECTION REPORTS

The home is regulated and routinely inspected by The Commission for Social Care Inspection who produce their findings in a report, a copy of the most recent inspection report can be found in the Statement of Purpose at reception or on the CSCI website www.csci.org.uk.

QUALITY ASSURANCE

We are committed to maintaining and improving the quality of our service. An important part of our approach to quality assurance is obtaining the views of our residents, their family and friends and visiting health professionals. We do this by informal meetings and questionnaires. There is an admission questionnaire at the end of this handbook, which we would appreciate you filling in.

RESIDENTS CHARTER.

RIGHTS

As someone who lives in a nursing home you enjoy the same rights and freedom as any other person of your own age who lives in the community. The management of the nursing home recognize this and wishes you and your fellow residents to know your rights on issues important in your daily life – your privacy, rights, choices, friends, interests, etc. We have therefore set out policies in these areas and how they effect you.

RESPONSIBILITIES

Your personal choices and actions have consequences, which may effect other people. No one has complete freedom to do as they please – we all have to take account of the needs of others, a nursing home is no different in this respect.

Staff in the home promote the delivery of safeguards to health, safety and well being of residents by providing skilled nursing care and support whenever it is needed.

RISKS

You are encouraged, as someone living in a nursing home, to enjoy as much independence as your particular circumstances permit. It is important to acknowledge the risks independence brings especially to those already affected by illness, age, disability, either physical or mental. These risks should be assessed and defined, as to avoid all risk would lead to an unhealthy existence. Some degree of risk is entirely normal for everyone.

RESTRICTIONS

Some individuals with severe physical or mental difficulties may be unable to exercise their rights in full. The commitment to a process for advocacy on behalf of those so affected, enables their rights to be protected in full. It is wrong to deny residents their essential rights and any restrictions should be strictly limited and reviewed regularly.

YOU HAVE THE FOLLOWING RIGHTS:

- To have your personal dignity respected.
- To be treated as an individual.
- To personal independence, choice and responsibility for actions and to undertake for yourself those daily living tasks which you are able.
- To privacy for yourself, your belongings, your visitors and your affairs.
- To have your cultural, religious, sexual and emotional needs accepted and respected.
- To have the same access to facilities and services in the community as any other citizen.
- To maintain and develop social contacts and interests.
- To manage your own financial affairs or to be offered the opportunity to delegate that authority lawfully to an individual with the appropriate skill, education, and expertise to carry out your wishes correctly and in sympathy with your intentions.
- To have, and where possible to participate in, regular reviews of your individual circumstances, and to have a friend or adviser present if you wish so.
- To receive care planned by a qualified nurse and to participate as fully as possible in the formulation of your own individual care plans before and during your stay.
- To make decisions about your medical treatment and medication in conjunction with the qualified staff.
- To be fully informed about the services provided by the home and to be kept informed of any changes in circumstances, which might affect your well-being.
- To be represented by an advocate, if you so wish, or if you are unable to make personal representations.
- To have access to your personal file in line with the Department of Health policy and procedures.
- To have access to a formal complaints procedure and to be represented by a friend or adviser as you so wish.

HEALTH AND SAFETY POLICY STATEMENT

The Coach House Nursing Home recognises its Health and Safety duties under the Health and Safety at Work Act 1974 and further associate protective legislation, both as an employer and a company and to that end have appointed Mrs J. N. Taylor to assist as the person responsible for monitoring our Health and Safety Policy, its implantation and maintenance.

Mr J. F. Broadbent will liase with EMAS, HSE and EHO in order that Mrs Taylor is kept updated with any new legislation, which needs to be passed onto the employees and residents alike.

The Home has instituted a system for the reporting of Accidents, Diseases and Dangerous Occurrences to the Health and Safety Executive and the Registering Authority (therefore carrying out its duties as laid down by RIDDOR). Recorded documentation is kept in the Home for inspection by any Authority to view.

We accept the responsibility under the Health and safety at Work Act 1974 section 2 and will provide as far as practical:-

1. A safe place to live and work, safe systems for work, a safe healthy living environment with safe appliances for daily life.
2. Information, codes of practice, Instruction Manuals, lists of procedures, instruction and supervision as is necessary to ensure the health, safety and welfare of our residents and employees.

We will provided a structured training programme for all employees and re-train when necessary, covering any changes to the law or a circumstances change. We will keep documentary evidence of this training in compliance with the Health and Safety information for Employees Regulations.

We will promote awareness and understanding of health and safety throughout the work force. We will ensure the safety and absence of health risks in connection with the use, handling, storage and transport of articles and substances.

We will, at any reasonable time, be willing to discuss with any of our residents and employees any aspect of Health and Safety and will actively encourage their comments and suggestions for improvements in standards of practice in furtherance of complying with legislation.

The home has taken out insurance against liability for injuries etc. suffered by any of its employees, arising out of and in the course of employment, provided only that it was caused by the negligence and or breach of statutory duty on the part of the Home. This policy is prominently displayed for inspection by Employees/Authorities and residents in the main reception area.

All employees agree to comply with their duties under section 7 of the Health and Safety at work Act and co-operate with us so far as to enable us to carry out our health and safety duties towards them. Failure of our employees to comply with our Health and Safety policy procedure can lead to dismissal.

In recognition of our duties to our residents, the general public and all lawful visitors to our Home, we regard that the extent of our duties are compatible with section 5 and 7 of the Health and Safety at Work Act.

This policy and the organisation for its implementation is subject to review annually, taking into account any interim measures which may be introduced.

MOVING AND HANDLING

The **Manual Handling Operations Regulations 1992** (MHO Regulations) require that handling is avoided wherever possible, as this is the most effective way to avoid injury.

In April 1996, the Royal College of Nursing (RNC) launched a new code of practice in line with the principals of the MHO regulations, which suggests that lifting should be avoided in all but exceptional circumstances.

AIM

It is the Homes aim to eliminate, as far as possible, the risks involved with handling residents. To this end and in accordance with the above guidance we have instigated a “Minimal Handling Policy”. There are a large variety of handling aids available for use throughout the Home, which, if used correctly, will enable the effective implementation of this policy. A minimal handling policy promotes residents independence, as residents are encouraged to help themselves so far as is reasonably possible. The policy has the added benefit in that it promotes the provision of better care, in addition to limiting the risk of injury to both the carer and the residents.

It is the responsibility of the Person in Charge to make sure that a written moving & handling assessment and directive has been completed for every resident requiring moving and handling. These written assessments are reviewed and updated on a regular basis.