

ROSE VILLA CARE LTD
SERVICE USER GUIDE
AND
STATEMENT OF
PURPOSE

IF YOU REQUIRE A PERSONAL COPY OF ANY OF OUR
DOCUMENTATION PLEASE ASK A MEMBER OF STAFF

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ABOUT ROSE VILLA CARE LTD

INTRODUCTION

Rose Villa has been owned by Mr Welland since 1983 and is the Registered Individual. The Manager's are Mrs Roberts and Mrs Randell. Using their joint experience, they guide staff in the working and running of Rose Villa. This experience is supported by in-house and professional training including National Vocational Qualifications. Rose Villa fully embraces these qualifications and encourages all staff to achieve their fullest potential.

Rose Villa is an independent Residential Care Home registered with the Quality Care Commission. We provide day care, respite care, and permanent residential care. Our capacity is 20 Residents. The Home is run on a friendly, informal basis. We believe that everyone is unique, with individual wants and needs. We provide a Care service to both the private and public sectors. Rose Villa has a friendly, homely atmosphere, Caring for men and women who, for various reasons, cannot do all the things that daily independent life requires. At Rose Villa we do not provide Nursing Care. We do, however, provide specialist care for people with dementia, Alzheimer's disease, or some long term mental health problems. Our aims and objectives are to provide a comfortable, safe and caring environment for ladies and gentlemen who feel that for reasons of age, frailty, mental health problems, or simply loneliness, they are no longer able to live alone.

Before someone comes to stay with us here at Rose Villa, there are certain things we need to know. We need to make an initial assessment of the Care a prospective resident may require, the type of social activities and hobbies they enjoy. What religious needs they may have. Also, we make available to them what they can expect from us. We do this by way of our admission procedure, visits to the home, and a trial period.

The Home has no bias towards any particular creed, colour or religion. Competent and caring staff are employed in sufficient numbers both day and night. Every assistance is given to residents to help them maintain as full and active life as possible, but when necessary, willing help is given with personal needs such as washing, dressing, feeding, toileting needs, etc. The wishes of the resident are always respected, as is their need for personal privacy. The Home is concerned with the mental well-being of the residents as well as the physical well-being, and to this end, every assistance is given with personal problems.

When a member of staff or management is unable to deal with a particular problem, professional help is sought from outside the home. This can include advocacy if required. In short, the Home provides as homely an environment as possible with very few rules and regulations where a Resident may live happily and in comfort.

The Home does not accept Residents who require constant Nursing Care. We are however, able to offer the same Care as would be given by a caring relative in the residents own home, with the support of his or her own doctor, the district nursing service and the community psychiatric nurses. Should a Resident become ill, he or she would be cared for by staff in the Home until such a time that his or her doctor felt it would be more beneficial to that person to receive more specialised nursing care as would be offered by a hospital or nursing home. Any specialised Care is only given by the instruction and supervision of Health Care Professionals.

All facilities at Rose Villa are available to all residents. In addition, outside activities are advertised as they occur. Time is available when staff can spend time interacting with the Residents. Newspapers are delivered daily. Outside entertainment is provided (musicians etc) a hairdresser visits weekly and a chiropodist every six weeks.

The Home has an open atmosphere, whereby the residents and relatives can contribute ideas at any time. Rose Villa also runs its own Quality Assurance programme by circulating questionnaires to residents and relatives once a year. We also consistently monitor the general mood within the home.

Rose Villa is open to visitors at any time. For security you will be logged on to our thumb secure system to enter the Home via the front door. You will be required to sign in and out in our visitors log book. If you wish to visit during 'silent hours' i.e. between 7.30 pm and 7.30 a.m., you will be asked for identification. This is to protect the Residents and our care staff. All visitors are offered refreshments upon arrival. A meal is also provided if you wish to stay and eat with us.

Rose Villa has 8 single rooms and 6 double rooms. All room sizes are within the National Care Standards minimum sizing. We have a bathroom with bath hoist and walk in shower room, 4 further toilets, a split dining room/lounge, large conservatory overlooking the garden and a kitchen. A full passenger lift to the first floor and a wireless nurse call system.

All risk assessments are carried out and reviewed by our own private Company. The Home is inspected by environmental health and CQC. We are rated by CQC in all 5 areas "Good" with an overall rating of "Good". We are recommended by the Care Home Association with a score of 9.2 out of 10. This can be found www.carehomes.co.uk which will link you to our own web site and CQC latest inspection report. There is also on this site very helpful information for all aspects of help.

Privacy locks are fitted to all bedrooms, and Residents may hold their own key if they wish to do so. Privacy screening is used in all double rooms. Staff will knock on bedroom, bathroom and toilet doors before entering.

OUR AIMS AND OBJECTIVES

We aim to provide our Residents with a service of Care of the highest quality within a homely environment. We strive to offer a flexible, efficient and professional service which is

tailored to meet each person's individual needs. We will treat each Resident with respect and remain sensitive to his/her individual needs and abilities. We aim to promote all Resident's independence and personal dignity.

CHARTER OF RIGHTS

We respect the right of each resident to lead as independent and fulfilling life as possible. We have set out a Charter of Rights which we believe should be the minimum entitlement for everyone. Our care staff are sensitive to, and will observe, the following standards which we have identified:

- It is the right of every Resident to make informed choices and to take risks; there are a certain amount of risks associated with each aspect of our lives. Each Resident is an individual and has the right to fulfil his/her potential for personal choice of lifestyle and opportunities.
- Each Resident has the right to a Care Service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
- Each Resident has the right to refuse anybody entry to their room. This will include a Care Worker where the resident feels an element of incompatibility where he/she perceives it.
- Each Resident has the right of access to their personal Care Records, and to annotate them accordingly. He/she has the right to be consulted with respect to the Care Services provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the Resident is unable to make his/her wishes known directly, an appointed advocate may fulfil this purpose.
- Each Resident has the right to details of the contract with respect to the Care Services offered, including the costs involved.
- Each Resident has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
- Each Resident has the right to complain about any element of the Care Service, and to do so without fear of any intimidation, recrimination or reprisals.

HOW WE MAINTAIN OUR STANDARDS

Every aspect of managing Rose Villa is set out in a comprehensive set of specific Policy Documents. These Policies ensure that we meet the statutory requirements for managing the Care Home, and covers all aspects of staffing, caring for our residents and the preservation of health and safety standards where appropriate. All of our policies are regularly reviewed to ensure that they are kept up to date and in line with latest legislation and regulations. Our master Policy Manual is available and may be consulted at any time upon request.

We have embodied Quality in our way of life and in everything we do. We define "quality" as delivering a service of Care appropriate to each individual person's needs. We manage a comprehensive Self Assessment System which requires all our Policies and work practices to be audited at least annually to ensure that we maintain the Standards we have set ourselves. Any non-conforming areas are corrected and reviewed for any other action that we may need to take to ensure that the problem is not repeated in the future.

In addition to our own self-assessments, we also receive inspections from the Care Quality Commission to ensure that we are operating as we should. Copies of the latest inspection report may be consulted upon request, or downloaded from the CQC website.

ABOUT OUR STAFF

We recognize that Carers may be people with whom you can form a special relationship, and for this reason we take great care in selecting staff with whom you feel completely comfortable.

STAFF ON DUTY

During the day, there are varying numbers of staff on duty, according to the tasks to be undertaken including a chef, housekeeper and handyman. The Responsible Individual and Managers are on call 24hrs for emergencies. At night, we have 2 staff members on awake duty.

QUALIFICATIONS AND TRAINING

As a minimum, a new member of staff has to achieve an induction program. All staff members have to undertake statutory training carried out by a professional body. We positively encourage our staff to achieve at least NVQ 2 in Care. Updates on training and specialized training are always ongoing.

CONTRACTUAL AND PERSONAL ISSUES

CONTRACT AND CONDITIONS

Our terms and conditions for the Care Service are embodied in our Contract document which forms the basis of your agreement with us. You have free access to copies of any such document and any other records concerning your Care at any time. Please ask the Manager, who will be able to explain in more detail.

INSURANCE

The care home is fully insured for Public Liability and Professional Indemnity and also for small amounts of personal effects. However, we do respectfully suggest that if you have something of value, that you take out insurance to cover it.

SCHEDULE OF FEES

Fees are available by request.

Fees include personal care, laundry, food and some activities.

CONFIDENTIALITY

Our care staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us. We will not actively seek confidential information from you unless we feel that it is in your best interests, i.e. to enable us to prepare a better care plan for you. We undertake not to disclose any of it to an unauthorized third party without your express permission, except in an emergency or crisis situation. When this happens, we will always keep you informed of any discussions that have taken place and this will be recorded in your care records to which you may have access at any time. The Resident or Representative will be asked to sign "Permission to Share Document"

CARE PLANS AND RECORDS

A Care Plan is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your Care Plan. We then decide how the staff can properly meet those needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we are delivering the right Care. We will always seek your opinions and input when developing the Care Plan and making changes or amendments to ensure you are fully satisfied with the Care you receive from us. We also recognize the value in involving family members, relatives and friends in your care plan, and we will (with your permission) invite your family and friends to participate in the care planning process. We will generate records of care, risk assessment, GP/hospital attendance, medication records and care tasks performed on a daily basis. You have the right to have access to these records at any time.

THE SERVICES WE PROVIDE

WHAT YOU CAN EXPECT FROM US

At Rose Villa, you will be looked after as if you were in your own home, with the same choices, rights and expectations. We do not provide Nursing Care. Any invasive procedures are carried out by the district nursing service, G.P. and medical services as necessary. Occupational Services can be accessed for you for mobility aids. Incontinence products can be obtained for you, if needed (after an initial assessment by the incontinence service).

PERSONAL CARE

We can help you get up in the morning, washing, dressing, toileting, and help you go to bed at night. We can also help you to take medication, or we can give you your medication if you are unable to do it yourself. We can serve your food or give assistance with feeding. The emphasis at Rose Villa is to help people to stay as independent as possible.

ACTIVITIES AND SOCIAL ISSUES

We can help you with tasks such as shopping and help you to manage personal affairs such as birthdays and anniversaries. Activities are a big part of daily life at Rose Villa and happen every afternoon. You do not have to participate, but it is often a lot of fun. If you wish, you can also help with everyday tasks, such as laying the tables, folding laundry, and helping in the garden (or just supervising!) Newspapers are delivered daily. You can even get into the modern life with the internet. We have full WiFi service which allows you on the internet. Talk to your family on Skype!!!! Major activities are also held through the year such as Summer Garden Fete and Christmas Party. Your families are always welcomed. The Puppet show presented by our local church four times a year is very popular with your family, children and grandchildren. "Russ the Fuss" on his Karaoke and playing music of the past goes down well. (By the way he's the BOSS!) This is a short list of everyday activities. Watch the notice board for more or visit www.carehomes.co.uk for more info.

RELIGIOUS AND CULTURAL ISSUES

We feel it is important for people who have a faith to uphold their beliefs. We have a church service monthly and we can help you go to Church, if you wish. Communion can also be given weekly by St Margaret Mary Church in Park Gate. We also feel privileged to live in multi-cultural society. Any cultural needs will be discussed on initial assessment and these needs will be attended to. A church service is also held at the Home on a monthly basis.

YOUR VIEWS AND COMMENTS

YOUR OPINION ON THE SERVICE WE PROVIDE

We value your views and opinions on the services we provide. We firmly believe that only by asking the Residents, families and visitors can we obtain the information that we need to enable us to continually improve our service. Resident's meetings are held, and this is a good time to have your say. This is also when we discuss with you any changes happening at Rose Villa. We will also ask you, from time to time to fill in a short questionnaire about your views of our service; however, we do welcome comments from you at any time.

GIFTS AND GRATUITIES

It is only natural, if you are pleased with something, or someone, that you would want to make a reward. We are not allowed to accept gifts of money or kind from a Resident unless it is recorded through Management. A simple "Thank You" is always welcome, and is all that is needed. Your understanding in this matter is appreciated.

INVOLVING FAMILY, FRIENDS AND RELATIVES

When seeking views about our service, we always like to include the views and opinions of your family and friends. What is their perception of us? To enable us to do this, we have simple questionnaires which we ask them to complete from time to time. We encourage good and bad comments so the questionnaire does not have to include your name if you wish.

COMPLIMENTS AND COMPLAINTS

Our job is to ensure that you are looked after to the best possible Standards and that you receive the best possible Care. A compliment is always gratefully received (either verbally or in writing), it does wonders for the morale of the Staff. This also has the added benefit of a good feeling filtering throughout the Home.

Unfortunately, with all the best will in the world we don't always get things right all the time. We need you to tell us when we fall short of expected Standards. Please be assured that if you make a complaint,

you will not be discriminated against or victimized under any circumstances: At Rose Villa, we run an open and honest service. We regard complaints as a way of making things better.

HOW TO MAKE A COMPLAINT

You can speak to one of the Managers directly. She will action your complaint and refer back to you within 21 days. If you are not satisfied with the outcome, you can contact the Registered Individual Russ Welland. His contact details are available upon request. If the issue is not resolved to your satisfaction, you have recourse to contact the regulatory bodies.

HOW TO CONTACT REGULATORY AUTHORITIES

Local Government Ombudsman PO Box 4771 Coventry CU4 0EH

www.igo.org.uk. 0300 061 0614

Hampshire Safeguarding Adults Advice Line;

01962 847214

Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA 03000 616161

Thank you for choosing Rose Villa Care Home. We hope that you, your family and friends have a long and happy relationship with us where we aim to develop a partnership based upon Care and mutual trust. Please do not hesitate to ask if there is anything you