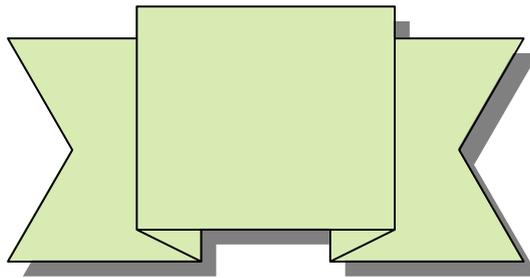


SHOLDEN HALL RESIDENTIAL RETREAT

**DIGNIFIED CARE FOR THE ELDERLY AND OLDER
PEOPLE REQUIRING DEMENTIA CARE**



Service User Guide

SHOLDEN HALL RESIDENTIAL RETREAT
LONDON ROAD
SHOLDEN
DEAL
KENT
CT14 0AB

TELEPHONE: 01304 375445

Revised August 2018

1. Introduction to the Home

Sholden Hall Residential Home, is a residential and dementia care home, situated in an attractive setting close to public transport, local shop, local church and is a short way from the town of Deal.

The Home is owned by Mr Stephen & Dr Amanda Jackson and the Manager is Mrs Shirley Oxley, an Experienced Manager who has been involved in the Care Industry since 1990. All are committed to ensuring that the home provides the highest standard of care.

The Home has 17 single and 5 double rooms and is registered for 27, the home is designed to provide a service for older people, and those living with dementia. It is set in its own grounds,

With a large, private lawn area for residents to relax in and enjoy. Ample parking is available for visitors who are always welcome and actively encouraged to stay and spend time with their loved ones.

Most rooms are designed for single occupancy - two rooms being ideal for married couples/double occupancy - many with en-suite facilities. All rooms are comfortably carpeted and furnished including televisions. Residents may personalise their rooms by bringing small items of furniture including a favourite armchair if they wish. A telephone can be installed in the room if required but the account will be the responsibility of the resident or representative. There are two communal lounges and dining areas as well as a conservatory, all comfortably furnished and situated on the ground floor for easy access by all residents.

In addition, further meeting/seating areas are available in two locations around the building to provide areas for entertaining relatives. Additional bathrooms and shower wet rooms equipped with a variety of bathing apparatus to suit our residents' needs are also available. Good home cooking of the finest quality is provided and special diets are catered for with prior consultation. Throughout the year we have many parties and gatherings for our residents including a Fireworks Night, Christmas party and Summer BBQ's. Residents are encouraged to suggest activities which can include relatives and guest participation through regular structured meetings as well as informal consultation.

At all times we endeavour to give our clients their own choice, rights and independence, privacy and dignity. Our team of experienced and qualified staff are on duty 24 hours a day to meet all the needs of our residents.

Stimulation therapy is provided on a daily basis for those who wish, including arts and crafts, flower arranging, Namaste therapy and board games.

We are encouraging a relaxed homely atmosphere and as such our night staff sometimes wear their pyjamas at night, to attempt to support those living here in recognising night and day, this has and is proving very successful and as such we feel that residents are managing a more peaceful night's sleep. Care staff wear a simple tabard top with their name badge

1.1 Comments from Residents and Relatives & Outside agencies

"It's lovely"

"The Home is working well to provide the very highest standards and yet provide a homely atmosphere"

“The owner has made a tremendous change for the good, have improved facilities and catering”

“We have very good communications with the manager and staff.”

“Superb stuff”

“What an inspiring service, shows the investment for you to be included in Kent Excellence Project, was a wise one”.

2. Statement of Purpose

2.1 Aims and Objectives

It is the objective of Sholden Hall Residential Home to provide care to all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the home's Statement of Values. It is the objective of the home that service users shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of service users and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet these client needs the care service within the home is designed to achieve the following objectives:

□□ To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life.

□□ To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.

□□ To ensure that each service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.

□□ To ensure that the care service in whole is delivered in accordance with the Statement of

Terms and Conditions agreed at the point of moving into the home.

□□ To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met.

□□ To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the service user.

□□ To ensure that all service users receive written information on the home's procedure for handling complaints, comments and compliments, and how to use it.

2.2 Philosophy of Care

Sholden Hall Residential Home aims to provide its service users with a secure, relaxed, and homely environment in which their care, well-being and comfort is of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring 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 are encouraged to participate in the development of their individualised Service Users' Plan of Care 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, social interaction with other service users and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

CORE VALUES OF CARE

Privacy Dignity Rights

Independence Choice Fulfilment

Security Respect Equality

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 initiatives and developments in care practices as may be laid down in appropriate legislation, regulations and the Commission for Social Care Inspection guidance.

We have now put in place a zero tolerance of routines within the home (except for medication), we allow each individual to make their own routine through out the day and night.

2.3 Facilities and Services

The following services are offered to our residents as part of our programme of care:

- Fully trained staff in 24 hour attendance
- Monthly evaluation of all care aspects
- Good home cooking with choice of menu to include provision for special diets as required
- Laundry Service
- GP Visits
- Dentist (charged)
- Optician (charged)
- Chiropodist (charged)
- Weekly Hairdressing Visit (charged)
- Daily Newspaper (charged)
- Daily Activity Programme
- Fund Raising Activities
- Entertainment
- Communion
- Church Visits
- Residents' Meetings
- Passenger Lift
- Private telephone installation and calls (charged)

2.4 About the Registered Provider

2.4.1 Contact Information

Name: Mr Stephen & Dr Amanda Jackson

Address: Can be contacted via the Home

2.4.2 Experience and Qualifications

Experience: Dr Jackson is a registered; Nurse, Midwife, Health Visitor, Nurse and Health Visitor Tutor. In addition Dr Jackson also holds the following qualifications; Certificate in Education, B.A. (Social Sciences), M.A. (Education). With qualifications and experience of management in settings aimed at meeting the needs of the older person Dr Jackson has a PhD and is committed to bringing her knowledge and experience to the Home and providing support to both staff and residents.
Mr Jackson is a qualified solicitor, now retired.

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2.6 About the Registered Manager

2.6.1 Contact Information

Name: Mrs Shirley Oxley

Address: Can be contacted via the Home

Tel No: 01304 375445

Fax No: as above

Email: shirleyoxley3@gmail.com

2.6.2 Experience and Qualifications

Experience: Shirley has a wealth of experience in the private sector, with a proven track record in the care industry.

2.7 Staff

Senior Care Assistants

All have statutory required training.

NVQ level 2 is held by some of the senior carers and all others are working towards it.

Cornerstones

Dementia care Mapping

Care Staff

All have statutory required training

The carers have a wide variety of

experience and backgrounds. All have undertaken in house training as standard, covering all mandatory training.

Dementia Care Mapping

Cleaners

Fire Instruction

Maintain high standards of cleanliness throughout the home.

Chef

Food Hygiene

Experience in catering

2.7.1 Staff Training

All staff are competent to care for the individual client condition.

All staff receive regular in-house training covering a wide range of care issues.

Regular study days are taken to keep the staff updated with new procedures and legislation.

2.8 Organisational Structure

Proprietor: Dr & Mr Jackson

Registered Manager: Mrs Shirley Oxley

Domestic Staff

Senior Health Care Assistant

Chef

Health Care Assistants

2.9 Your Needs

2.9.1 Age Range and Sex of Residents

Sholden Hall provides accommodation suited to an older age group, and can also accept residents with dementia. Male and female residents are catered for at Sholden Hall with any special requirements being identified during the assessment.

2.9.2 The Range of Needs we Meet

We are able to take residents suffering from a wide variety of conditions such as:

- Dementia
- Parkinson's Disease
- Diabetes
- Respite Care

This list is not exclusive and all potential residents will undergo a pre-admission assessment prior to moving to the home. Where needs cannot be met, the client, relative or care manager will be informed immediately to enable alternatives to be sought. We like to recommend that service users visit the home and question the staff as to how their individual needs can be met. This is not always possible however and trial periods of stay can be arranged which are highly successful and invariably become a "settling in period".

2.9.2.1 Level of Care

The Home is registered to care for the elderly with dementia and older person needs.

2.9.3 Nutrition

We provide a wholesome, nutritious, varied and appetising menu designed to fulfil the dietary requirements of the residents.

Breakfast is served when residents require. Our carers will discuss the service users' requirements on admission and the chef will be instructed accordingly.

Tea/coffee and snacks are served throughout the day.

Lunch is the main meal of the day and is served in one of the communal rooms, or residents own room as preferred, from 12.30pm. There is a choice of meal which can be provided as soft food, liquidised and a variety of other choices to suit everyone's needs, residents can choose to have their meals given to them later if they so require.

Late supper for those who wish is served with a choice of tea, coffee and night time drinks, at a time of their choosing. A carafe of water or variety of juices will be available in rooms at all times.

2.9.4 Pets

Certain domestic pets can be accommodated by prior agreement with the Manager.

2.10 Our Policies and Procedures

2.10.1 Criteria for Admission

Prior to admission, potential residents will be comprehensively assessed to establish whether the home is able to meet their identified range of needs, and either themselves or sponsor will be given the right of choice to choose the care home and be fully involved throughout the process..

Prospective new residents should be compatible with those already living in the home.

There will be a suitable room available for occupation.

All residents will be admitted to the home on a one month trial basis / Residents may choose to be admitted for a trial period.

2.10.2 Emergency Admissions

Emergency admissions will be accepted on an initial short-term basis to allow a full assessment to be undertaken, provided there is a suitable bed available. No admissions will be made on a Friday.

Staff in the Home will undertake an in-house assessment within 48 hours of admission, following which a decision will be made as to whether or not the placement is appropriate.

2.11 Consultation Arrangements

The Home periodically holds meetings with the residents and their relatives and/or friends to which all are invited. Details of scheduled dates for meetings will be displayed.

The Proprietors, and Manager value our residents' opinion and welcome any suggestions they can provide.

2.12 Maintaining Contact with Family and Friends

The home has an "open visiting policy". This means it is possible to visit residents at any time of the day or night. It is advisable however to check with the person in charge, prior to arranging an out-of-hours visit, that the resident is awake and prepared to receive visitors.

Facilities are available for residents to meet with visitors in private.

Residents who wish to make or receive telephone calls may have access to the cordless handset, which can be taken to their bedside.

Residents, who are able to choose, are at liberty to have a private telephone line installed in their own room (charged)

A fax machine is available for residents to send or receive documents.

The staff will provide assistance if required with letter writing.

All personal mail will be delivered to residents unopened on the day it is received where possible, otherwise as soon as is practicably possible after delivery to the home.

2.13 Social Activities, Hobbies and Interests

Residents are encouraged to pursue their interests within the Home. An activities programme including

Bingo, sitting aerobics, arts and crafts, music for fitness and weekly hairdresser (chargeable) and parties is offered to all residents who wish to partake.

Regular visits from the Church, Hairdresser, Chiropodist and Library also encourage social behaviour.

2.14 Emergency Procedures and Fire Precautions

The home has a modern fire detection and alarm system installed that includes automatic smoke detectors, emergency lighting, alarm bells and fire call points. All parts of the fire detection and alarm system are routinely serviced and tested by external contractors assisted by our in-house maintenance staff.

Alarm system is tested every Friday between 9-10am; residents and visitors will be informed.

Visitors will be expected to evacuate the home and assemble at the designated assembly point.

The home is equipped with fire-fighting equipment, which includes a variety of extinguishers, that staff are trained to use. The home is divided into zones to facilitate evacuation procedures. All staff receive initial fire training as part of their induction to the home and thereafter attend a minimum of six monthly lectures on the correct action to be taken in the event of fire. This includes at least one fire drill in which evacuation techniques are practised.

Written procedures are prominently displayed around the home describing action to be taken in the event of fire.

2.15 Religious Services

The management of the home recognises the right of the individual service user to live the lifestyle of his/her choosing, subject to an appropriate Health & Safety Risk Assessment of the individual. The

Home has a comprehensive policy that summarises the arrangements in place to enable service users to attend their chosen places of worship and / or receive visits from their appropriate Ministers of Religion.

2.16 Complaints Procedure

Please find a full copy of the complaints procedure in Section 3.

2.17 Care Plan Reviews

Care plans will be discussed with the resident and their relative or advocate on admission and this will be a record of their needs to make their stay at Sholden Hall as comfortable as possible.

Arrangements will be made for regular reviews of the care plan which will involve the resident and their choice of relative/friend or other. Should any changes wish to be implemented prior to a review this can be arranged.

2.18 Accommodation

Accommodation is provided over two floors which are all accessible by a passenger lift and stair lift. There is a total of 17 single rooms, and 5 double, of these most have en-suite facilities.

There are toilets and bathrooms throughout the home, which also have assisted facilities and a separate accessible shower room.

There are two large communal lounge/diner areas; meals can be taken in the residents' own rooms if required.

2.18.1 Price Guide

Our rooms are charged from £475 per week for residential KCC, from £740 for self funding residential own room.

These prices are EXCLUSIVE of the following:

- Toiletries
- Newspapers
- Hairdressing
- Chiropody

Invoices will be sent out monthly in advance. The above is purely a guide and is negotiable dependant

on circumstances and needs. Residents who are Kent County Council or part Kent County Council funded are decided by the local authorities under individual personal circumstances, Sholden Hall also has a third party top up fee of £16.63 per week.

2.18.2 Room Size Guide

RM	SINGLE/DOUBLE	ROOM SIZE MSQ	TV POINT	PHONE POINT	ALARM CALL	EN-SUITE	POWER SOCKETS
1	DOUBLE	20.6	YES	YES	YES	YES	3
2	DOUBLE	30.6	YES	NO	YES	YES	6
3	DOUBLE	25.1	YES	NO	YES	NO	3
4	SINGLE	16.8	YES	NO	YES	YES	4
5	SINGLE	13	YES	NO	YES	YES	4
6	SINGLE	13	YES	NO	YES	YES	4
7	SINGLE	13	YES	YES	YES	YES	4
8	SINGLE	13	YES	NO	YES	YES	4
9	SINGLE	13.3	YES	NO	YES	YES	4
10	SINGLE	13.3	YES	NO	YES	YES	4
11	SINGLE	13.3	YES	YES	YES	YES	4
12	SINGLE	13.3	YES	NO	YES	YES	4
12A	SINGLE	18.5	YES	NO	YES	YES	4
14	SINGLE	22.2	YES	NO	YES	YES	4
15	SINGLE	16.55	YES	NO	YES	YES	4
16	DOUBLE	24.5	YES	YES	YES	YES	6
17	DOUBLE	32.2	YES	YES	YES	YES	6
18	SINGLE	17.3	YES	YES	YES	YES	4
19	SINGLE	15	YES	NO	YES	NO	4
20	SINGLE	13.1	YES	NO	YES	NO	4
21	SINGLE	13.1	YES	NO	YES	NO	4
22	SINGLE	13.1	YES	NO	YES	NO	4

2.19 Privacy and Dignity

The staff at the home will at all times respect the right to individual privacy. All staff are trained in the principles of maintaining privacy and dignity as laid down in our aims and objectives.

3. Complaints Procedure

Are you unhappy about the care your relative or friend is receiving?

At Sholden Hall we all try very hard to ensure that we deliver only the very best care, service and attention to our clients and their families. We believe that relatives deserve to be treated with the utmost respect and should be given every assistance by our staff to cope with any difficulties that might arise from their relatives' stay in our home.

We sincerely hope that any complaints will be of a nature that can be dealt with quickly and courteously at the time any particular incident occurs, however, we will respond to any complaint immediately, and advise in writing the result of our investigation of the complaint within 28 days.

Our policy is to encourage residents, relatives, friends and representatives of residents to feel free to express their opinion on any aspect of the running of the home. In this way wishes of all parties can be taken into consideration and ongoing improvements can be made.

If possible the problem should be discussed with the resident's carer, who will do their best to resolve the problem quickly and satisfactorily. Should it not be possible to resolve the matter informally then residents or their representatives have the right to see the manager privately. If at this stage the issue can still not be resolved, the complaint should be sent in writing to:

The Proprietors
28, Claremont Road
Redhill
Surry
RH1 2JT

A complaint may also be made directly to the Care Quality Commission. The Home is registered with the CQC under the provisions of the Health and Social care Act 2008 and its regulations.

CQC is at 151 Buckingham Palace Road, London, Sw1W 9SZ
Telephone: 03000 616161

And also Kent County Council
Adult Social Care Contracts
2nd Floor, Brenchley House, Week St, Maidstone. Kent ME14 IRF 01622
221820

4. Terms and Conditions

The acceptance of a person to stay in a care home involves a special relationship of intimate care. You are assured that we do our utmost to care for our clients in all circumstances. However, to do so we have to maintain an extensive establishment at substantial financial cost and therefore we have to define the relationship in business terms.

Listed below are our basic conditions of admission for our mutual benefit.

Individual Needs Portrayal Assessment

- All drugs, medications and treatment creams must be handed in on admission. Relatives and visitors must not bring in medication or food without consulting the Manager or person in charge
- Clients are asked to discuss smoking arrangements on admission. Smoking is restricted to the garden area.. Guests and visitors are also asked to comply with this rule.
- At the date of admission the fees will be discussed in accordance with current fee levels.

All fees are payable monthly in advance on the first day of each invoicing period.

A standing order form will be provided.

Any late payments will be charged at monthly interest of 5% over current Santander plc base rate, (calculated on a daily basis)

The fees are subject to review in April of each year and at such other times as the Management may in its discretion consider it necessary. If the fees are to be increased, the client will be given notice of such an increase and the increase will not take effect until one month from the date of the receipt of the notice by the client.

□□ Fees include accommodation, full board, laundering of personal items and care as agreed.

Registration with Doctors can be NHS or private. Clients treated under NHS will receive medical attention, drugs and medications available under the NHS. Other services can be arranged on request and will be charged as extras on the account.

□□ No gratuities shall be paid or gifts made to individual members of staff without the written consent of the management.

□□ Visitors are welcome at all reasonable times, but in the case of seriously or terminally ill residents we are happy to receive visitors at any time of day or night.

□□ Our existing insurance policies cover personal effects to the total value of £250.00 per client. If property of greater value is retained these must be covered by client's own insurance. Every care is taken, but clients are asked not to keep excessive amounts of money or valuable items in their rooms. A detailed list of such items must be handed in on admission and updated as appropriate thereafter. Valuables can be locked away for safe keeping when not in use, upon request to the Manager or Person in Charge. No responsibility can be taken for personal possessions not clearly or permanently named, for clothing items, woven name tapes stitched on or indelible laundry marked. Clients are encouraged to bring in personal items such as pictures, books, ornaments etc where practical at the discretion of the Management. If an item is defective or dangerous the management may require it to be removed. Transportation and Insurance must be the responsibility of the client. No additional apparatus for heating may be brought into the home without the permission of management. The items may be inspected as to their safety and the management reserve the right to refuse the client the use of the item. A laundry service is provided in respect of machine washable and dryable clothing. Although all due care will be taken, no responsibility will be accepted by the management for accidental damage of, or loss to, clothing.

□□ Residence in the home does not constitute a tenancy within the meaning of the rent act and the management therefore may terminate the license to occupy a particular room. Whilst every effort will be made to accommodate the client in a room allocated at the time of admission, the management reserve the right to re-locate the client to any other room in the home should this prove necessary or expedient due to repair or maintenance work or for any other reason. If a room is vacated by the client permanently before the end of the agreed period without giving at least four weeks' notice or, if the client's stay is for an fixed-term period, the management reserve the right to make a vacant room charge at the rate of 90% of the full fee on a daily basis until either the vacancy is filled or (if sooner) the date when notice or the agreed period would have expired.

Should a resident cease to be self-funding part way through a month, then the management may, at its absolute discretion, refund some or all of the fees already paid for the resident's occupation of the room.

4.1 Conditions for immediate termination of residency

> Disturbing behaviour, manifested by the resident, resulting in disruption or possible danger to the staff and other residents.

- Non payment of fees following written requests.
- A change in mental or physical health, which may require more specialized facilities.
- Following the advice of a general practitioner.
- No vacant room charge will be levied in the event of death, but if payment has been made in advance
- The management will make a refund of the outstanding balance on a pro rata basis to the clients' estate once the resident's room has been cleared of personal effects and subject to an administration fee not exceeding £200.
- The client's personal representatives are required to remove personal effects at the end of the period for which payment has been made or one week after the client's death.

□ Queries or complaints, if any, should be addressed to the Manager. If further queries or complaints arise, then these should be referred to the Provider:

28, Claremont Road
Redhill Surry RH1 2JT

If the client is still unsatisfied then they should contact CQC at the address give above.

www.cqc.org.uk

03000 616161

4.2 This is a Legally Binding Contract

Please read the conditions shown before signing this form. Failure to do so does not exclude you from compliance with them.

I have read the conditions of admission and accept them.

Clients Signature:

Print Name in full:

Date:

Manager:

(For and on behalf of Sholden Hall Residential Home)

Date:

In the case of residents on state benefits whose fees are paid by the purchaser of the services the undersigned next of kin hereby agrees to pay for any arrears which may fall due should the resident leave suddenly or, in the case of death, such arrears not being paid by the purchaser of services.

Signed:

Date:

Name (relationship):

Providers
Amanda Jackson
Stephen Jackson



General Manager
Shirley Oxley



Deputy Manager
Pamela Rowlinson



Revised August 2018

Senior staff
All care staff
Domiciliary/cooks
Handyman

All care staff
Domiciliary/cooks
Handyman

Revised August 2018