

LITTLEfair
CARE HOME

Warburton Close East Grinstead West Sussex RH19 3TX

**Service
User
Guide**

Registered Manager

Registered Provider: Littlefair Care Home Ltd.

October 2016

SERVICE USERS GUIDE

Introduction

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as “The Service Users Guide”.

The aim of this Services Users Guide is to enable you or your representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a Resident. If you would like any assistance with understanding of the Service Users Guide then please ask a member of our senior staff who will be pleased to help you.

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Information about the Home (Regulation 5) (1) (a)

Summary of the Statement of Purpose

1. A DESCRIPTION OF THE CARE HOME AND THE ENVIRONMENT

- Littlefair is situated near to the centre of East Grinstead, which can be accessed on foot without crossing any major roads. Nearby amenities include many good quality shops, a post office, a library, a theatre and a cinema. Most healthcare facilities, including the Queen Victoria Hospital are less than a mile away.
- Littlefair has regular use of the specially equipped EGBUS for outings and excursions. Public transport includes a direct train service to London (1 hr), local bus services to other major towns in the area including Crawley, Tunbridge Wells, Lingfield and Haywards Heath. There is also a very efficient and economical taxi service.
- Littlefair has 41 individual bedrooms, 2 lounges, a dining room, and a hairdressing salon /treatment room. The three separate living, recreational and dining areas are laid out around a quadrangle garden that provides a pleasant outlook. In addition there is a well-maintained and planted garden for strolling or for sitting outside.
- No matter how long or short the stay the Resident should feel that their room is their own. Long term Residents are encouraged to make it their room with their own personal taste by bringing in small items of their own furniture, pictures or perhaps a favourite chair.
 - All our rooms are single occupancy and many with en-suite facilities. All rooms are carpeted and furnished to a very high standard.
 - All rooms, toilets and bathrooms are equipped with an emergency call system.
 - TV and telephone points are fitted in every room. Direct dial access to the public telephone network for both incoming and outgoing calls can be provided immediately through our own exchange.
 - The Home is served by two passenger lifts and has level walkways throughout. Facilities also include easy access baths including a spa bath, a hoist and other special handling equipment.

- Littlefair employs a dedicated Maintenance Manger and a Housekeeping Manager to ensure that the Home is clean and well maintained.
- Our heating system is computer controlled and automatically adjusts to the outside air temperature. Air flow is maintained throughout the building by the use of automatic fire doors and controlled ventilation. The lighting levels are computer-controlled ensuring that the living and access areas are suitably lit dependent on the time of day and the required ambience.
- Littlefair has a modern digital fire alarm system. The fire station is less than 2 minutes drive.

2. AIMS OF LITTLEFAIR

- To provide personal centred care as defined by Section 49 of the Health & Social Care Act 2001, to elderly people, of both sexes, over the age of 65. Up to three service users aged 60 to 65 may also be accommodated. We provide both long-term and respite care.
- To foster an atmosphere of care and support which both enables and encourages our Residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

3. OUR QUALITY POLICY

- Littlefair is committed to providing quality services for Residents by caring, competent, well trained staff in a Homely atmosphere. This will be achieved by:
 - Staff development programme.
 - Recruitment of staff who share our values and will create a Homely atmosphere.
 - Providing such resources as may be required to ensure that training takes place and is effective.
- Our Home will provide services based upon consultation and assessment of the Residents' needs. This will be achieved by:
 - Listening to staff, Residents and others with an interest in the Home.
 - Ensuring that assessments are made which balance risks and needs.
 - Promoting a level of responsible risk-taking in daily living activity.
 - The operation of an effective care planning system.
- Our Home will involve Residents in the planning and review of the services that are provided for them to ensure that their needs are met. This will be achieved by:
 - Enabling and empowering Residents to influence the services provided in the Home by giving each Resident a real say in how services are delivered.

- Encouraging Residents to become involved in all decisions which are likely to affect them, either now or in the longer term.
- Our Home will consult people about their satisfaction with the service and suggestions for improvement. This will be achieved by:
 - (1) Residents' consultation and satisfaction surveys.
 - (2) Residents' and staff meetings.
 - (3) Management review of our quality management systems.
- Our Home will provide catering services which meet the expectations of Residents. This will be achieved by:
 - Planned, structured menus which include Residents' wishes, choices and preferences.
 - Menus which are nutritionally balanced in the view of a qualified dietician.
 - Menus which allow Residents to change their food choices.
- Our Home will ensure that Residents are fully informed about all matters which might affect their well-being. This will be achieved by:
 - Residents' meetings.
 - Key worker support.
 - Provision of notice boards or other displays which inform Residents.
- Our Home will afford all Residents and staff an equality of opportunity in respect of living or working in the Home. This will be achieved by having an Equal Opportunities Policy.
- Our Home will ensure that the Home is a safe and secure place to live. This will be achieved by:
 - Ensuring that the physical environment meets all Health and Safety standards.
 - Providing each Resident with a safe and secure place to store their valuables.
- Our Home will offer a range of social activities which meet the needs of the Residents. This will be achieved by:
 - Ensuring that activities are offered to each Resident which are appropriate to their needs, abilities or expressed wishes.
 - Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to Residents.
 - Ensuring that Residents feel comfortable to decline any or all of the activities offered by the Home.

4. RESIDENT'S RIGHTS

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.

- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines where possible.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

- Littlefair is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that there will be suitably qualified, competent and experienced staff, in sufficient numbers, for the health and welfare of Residents. In addition, the Homes staffing requirements has been approved by the Commission for Social Care Inspection as part of the process of registration of the Care Home.
- Full details of Names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time.

6. AGE RANGE AND SEX OF SERVICE USERS:

- Our Home provides long term and respite care services for 41 people aged over 65 years for both male and female clients. We have a variation to our registration which allows us to take up to 3 Residents of the age 60 and over. All accommodation is provided in single rooms, many of which is en – suite.

7. RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

- Our Home provides services in the following categories for both long-term and respite care:
 - Care Home providing personal care (PC).
- Our Home provides services to the following categories of Resident:
 - Old Age, not falling within any other category (OP)
 - Physical Disability, (PD) (Aged 60 to 65 – max 3 persons)
 - Physical Disability over 65 years of age (PD(E))

8. WHETHER NURSING CARE IS TO BE PROVIDED

- Our Home does not provide nursing care for service users in the Home. This means that we are not required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home. Nursing care, in agreement with the Resident's GP, will be provided by Community Nurses.

9. OUR CHARGES

- The provision of care services at Littlefair will be charged according to:
 - The size, type and facilities available in each room. A schedule of our current standard room charges is available from the Manager or the Administrator.
 - As we provide person centred care specifically tailored to your needs and reasonable requirements the fee charged for your care may vary from the standard charge. After completion of the pre-placement assessment and prior to admission, an Accommodation Agreement will be given to you with our precise fee.
 - The charge made for your care will be reviewed at least annually and also following any significant increase in your care needs which may require further additional elements of care. If we decide that an increase in the amount payable for your care is needed we will provide you with written notice as soon possible. In the case of our annual review, we will give you not less than 28 days before the increased charge is applied.
 - There may be discounts applied from time to time to the standard or other rate charged for care to reflect, for example, bulk purchasing of our services.
 - Charges for personal services such as hairdressing, chiropody, newspapers etc are provided independently and are passed on to our Residents at cost.

FACILITIES AND SERVICES

10. MEALS

- Your meals will be carefully prepared by catering staff under the direction of our Catering Manager. They will be nutritious, interesting and as varied as possible. Residents are offered choices each day and special diets including diabetic and vegetarian will be catered for.
- Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by full English or Continental breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee, 3 course evening meal and night time drinks and supper snacks.
- All meals, snacks, supplements and drinks are provided within the fees for the service. Special diets are catered for and advice of the dietician is sought where necessary. A limited quantity of alcohol is offered at special occasions.
- Residents have the choice of 2 meals at lunch and evening time. Whilst every effort is made to provide for individual Residents preferences the Home does not provide an 'a la carte menu'.

11. MEDICAL CARE

- Staff are always on duty to plan and supervise Resident's care, ensuring the highest standards at all times. Residents are encouraged to use their existing GP. Community nurses and primary care team staff visit Residents as appropriate.

12. OPTICIANS AND DENTISTS

- Opticians and dentists visit regularly although you are free to make appointments outside if you prefer.

13. CHIROPODY

- A private chiropodist visits the Littlefair monthly and this is charged for separately.

14. HAIRDRESSING

- This can be provided, at an additional charge, in our fully equipped salon although you are free to go out to a hairdresser if you wish.

15. PERSONAL TELEPHONES

- Our Home has a number of telephone lines entering the Home via a digital switchboard. The main telephone number is 01342 333900. Residents are able to avail themselves of a direct dial telephone with their own telephone number in their room at a monthly charge of £4.00 (+ £10 installation). Calls are charged at BT's standard rates.

16. ADMINISTRATION SUPPORT

- Help is available in the Home and Residents who may require a letter to be typed can avail themselves of this service.

17. BENEFITS ADVICE

- This can be provided via the Home's Administrator. Information can be obtained about Pension and Social Security Benefits.

18. SHOPPING.

- Where appropriate we encourage Residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist Residents by purchasing goods on their behalf Littlefair within the necessary safeguards of our Personal Finance Policy and Procedure. In addition a shopping trolley tours Littlefair once a week and we keep a well stocked supply of toiletries, chocolates and stamps etc. which are available upon request.

19. LAUNDRY

- Laundry is undertaken within the Home and is included in your our standard charge. The laundry equipment achieves the Care Standards and the 1998 Water Regulations. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for Residents to do their own laundry.

20. DRY CLEANING

- This can be provided at cost and can be arranged through the Manager.

21. KITCHEN FACILITIES

- Our kitchens are built to the standards laid down by the Environmental Health Department. The Kitchen is managed by the Catering Manager. These facilities are not accessible to Residents owing to Health & Safety and Food & Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff. After a risk assessment, which is reviewed regularly, Residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

OTHER SERVICES

22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE.

- Our Home operates a full planning and review system. On admission each Resident is assessed and a plan of care formulated. This plan will cover all areas of a Resident's life and will not focus purely on problems and physical matters but aim to enhance the Resident's quality of life. A pen picture of their life history including interests and activities is produced for each Resident.

23. ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES

- Our Home takes all reasonable steps to ensure that each Resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of

religious belief or alternatively we will take such steps as may be necessary to enable Residents to attend religious services or access religious leaders, ministers or priests in private.

- A multi-denominational Christian Eucharist service is held monthly in the Home.

24. SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

- Our Home is able to provide a variety of ways that Residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process and at regular Residents meetings. The Home employs a full time activity co coordinator.

Reminiscence Hour	Massage	Board games
Bingo	Visiting Musicians	Books/Video/Music
Holy Communion	Group Trips	Cards
Relax and Exercise	Sing-a-longs	Crafts
Carpet Bowls	Flower Arranging	Discussion Groups
Word Search	Theatre Trips	Knitting
Team Quiz	Glass Bottle Painting	Lavender Bags
Bring and Share Photos	Coffee Mornings	Pets for Therapeutic Care

25. ARRANGEMENTS FOR PETS.

- Littlefair is unable to accommodate but we do encourage visits from Resident's/family pets.
- Littlefair is also Home to Billy and Bella, two beautiful cats.

26. RESIDENTS CONSULTATION ABOUT THE HOME.

- Our Home is committed to ensuring that Residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. We are organising a Residents committee and the management and staff are available to listen to the views of Residents.

27. CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

- Our Home actively encourages Residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist Residents to maintain contact if requested.
- Our Home is looked upon as a Resident's Home and hence, subject to the Resident's wishes, visitors are, within reason, generally welcome at any time.

- Normal visiting is encouraged between: 10.00am and: 8.00pm. All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4 (17), Health & Safety legislation and Fire Regulations.
- Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in the dining room.
- Visitors wishing to take Residents off the premises should speak to the Senior Member of Staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the Resident. This also needs to be noted in the Visitors Book on departure and return.
- Relatives and friends are encouraged to attend social events such as Resident's Christmas Party, Summer Garden Party, entertainment evenings etc.

28. DEALING WITH COMPLAINTS

- Littlefair welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously. Copies of the Complaints Procedure are posted on the notice boards.
- If a Resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

29. RESIDENT'S PROPERTY

- The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept by the Resident in or about the Home unless such money or property shall have been:
 - Identified to the Home in writing with a current written valuation.
 - Deposited within the Home's safe for safekeeping.
- Residents are requested not to keep items of high value, particularly money, in their rooms unless they are secured. Facilities are available in the Home safe for this purpose. Residents who wish to keep items of higher value in their rooms are strongly advised to take out their own insurance cover.

30. GIFTS AND SIGNING LEGAL DOCUMENTS

- Individual employees or staff of Littlefair are only permitted to accept gifts with the agreement of the Home Manager. They are not permitted to accept money from Residents or to sign as a witness any legal document which pertains to one of the Residents in the Home.

31. THE COMMISSION FOR SOCIAL CARE INSPECTION

- This is a National body which regulates the conduct of Care Homes in England. There are a number of Regional Offices from which Commissioners carry out their duties. You can contact the Commission for Social Care Inspection by telephone, email or by post using the following information:

Commission for Social Care Inspection
Hermitage Court
Hermitage Lane
Maidstone Kent ME16 9NT

Telephone: 01622 724950

Email:
enquiries.maidstone@csci.gsi.gov.uk

- You should also be aware that if, after following the complaints procedure, you are still unhappy with the outcome you may contact The Local Government Ombudsman, 21 Queen Anne's Gate, London SW1H 9BU. Tel: 020 7915 3210.

OTHER INFORMATION

The following information is too bulky to be included in the Services Users Guide but is available from the Manager.

Terms and Conditions of accommodation provided, including the amount and method of payment of fees. Regulation 5 (1) b

- Standard form of contract for provision of services and facilities by the Care Home to the service user. Regulation 5 (1) c
- A copy of any Local Authority Contract for publicly funded Residents Care Standards No. 2.
- A copy of the most recent Inspection Report. Regulation 5 (1) d
- In House Quality Reports Care Standards No. 33.
- Details of the Complaints Procedure. Regulation 5 (1) e

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