



SERVICE USER GUIDE



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SERVICE USER GUIDE

This book is to help you understand the rights you have as a client at [ENTER HOME NAME HERE]. If you would like us to explain it or read it to you we will be happy to do so.

We can also provide a copy of this book in large print and on audio tape if this will help you.

Or perhaps you would like some-one else like a friend or a member of your family to read it to you.

TRIAL PERIOD

When you first come to [ENTER HOME NAME HERE], it will be for a trial period. This means that you can stay at with us for a while to see how you like it and if you like our staff and the other people who live there.

You can start by visiting us for meals or to join in one of our social events if you would like to do that. You might want to stay over one night to see how you feel about your new bedroom.

If you do not like our staff or the people who live at [ENTER HOME NAME HERE], you might not want to stay. We will carefully assess new admissions to the home to ensure that they are compatible with the people who live here. Should a problem arise we will talk to you about the options that are available such as a change to a different care area with in the home.

Before we ask you to come and live at Waterside, we make sure that we can take care of you and see to the needs you have now, and any needs you may have in the future.

PHILOSOPHY OF CARE

When you come to stay at [ENTER HOME NAME HERE], we will have a meeting with you and your family, friends', social worker or anyone else you might want there. At this meeting you can tell us how you like to do things, and the way you want to do them. We will also discuss the things that you need help with.

Your family, friends' and social worker can also tell us about the things you like and the things you want to do, and perhaps the things you might want to do the future.

One of the staff at [ENTER HOME NAME HERE] will be your key-worker, this is a person who will spend time and talk to you about what you need, what you like and the places you like to go. Your key-worker will make a special plan of all these things, so that we will remember. This plan is called a care-plan.

Each month we will look at this care-plan with you and talk about how it is going. If you would like to change or add something to your care-plan, we can do it then. We will talk to you about the risks involved in some of your chosen activities and we can help to minimise these.

This means we will make sure that you will be safe and comfortable at [ENTER HOME NAME HERE]. Our staff will help and encourage you to enjoy the best life you can.

LIFE IN THE HOME

You have a right to be told of anything that might change your life in House or anything that might change every-one's life at [ENTER HOME NAME HERE]. If anything like this might happen, we will hold a meeting so we can talk about it and ask you how you feel about it.

If there is only going to be a small change at Waterside, we will not need to have a meeting, but we will tell you about it anyway.

PROTECTED MEAL TIMES

Protected meal times are used to ensure that the residents are not interrupted at meal times and to avoid overcrowding, unless you are helping to feed your relative.

It is requested that visiting at the below times should be avoided:

09.00 - 10.00

12md - 13.30

17.00 - 18.00

For the welfare of the residents your co-operation is much appreciated.

PERSONAL EFFECTS

We want you to feel like you are at home, so we would be happy if you want to bring some pictures, books, family photographs and ornaments. You may bring your own bed linen as long as it is fire retardant.

You can even fetch some of your furniture if you want to - as long as it fits into your room and it is safe and not broken.

Of course you will want to bring your clothes with you as well. We will wash and dry your clothes so your clothes will need to be labelled before admission. If you are unable to do this your key worker will do it for you. We will be careful not to damage your clothing.

When you unpack the things you have brought with you, we will make a list of all your belongings. That way we will have a record of all the things you own. We will keep this list in your personal file.

ACCESS TO INFORMATION

Any of the information which is held at Waterside about you is available for you to read at any time.

DIGNITY

If you need our help when you have a bath or shower or when you get dressed or changed, staff will treat you in the way you want. If you need our help, we will make sure that the bathroom or your bedroom door is closed, so that it is private.

Perhaps you need just a little bit of help from the staff to do these things yourself. You will always be given a bell so that you can get help if you need it. Do not worry if doing things for yourself takes longer, we do not mind waiting. We will help you as much as you want us to. We will ask you what you like to be called. You might have a nickname you like or perhaps the name your family and friends call you.

If there is something wrong or you are unhappy, sad or angry, your keyworker or a member of staff will talk to you in private and help you to sort your problems out. Staff will never shout at you or make you feel small in front of other people.

If you are not getting on with some-one who lives at [ENTER HOME NAME HERE], we will try to help you to sort out your problems or differences. We respect the individuality of all our residents.

If there is a big problem, we may ask for a meeting to help sort it out. Staff may give you advice, but they will not tell you to do something you do not want to.

DIGNITY

You will have your own room, this room is private and if you want, you can have a key so you can keep it locked. If staff knock on your door, they cannot come in until you say they can.

Unless:

- They are worried you may be ill or
- There was a loud bang in your room and staff think you may have fallen over.

Because your room is private, you can invite your guests in, but we would ask that they always sign the visitors' book. You have the right to refuse to see visitors.

If you want us to, we will help you keep your room the way you like it. Domestic assistant is available 7 days a week. The room you are given when you come to [ENTER HOME NAME HERE] is yours to live in for the time you are here. But if there is an emergency, say, your room needs urgent repair or another reason, we may have to ask you to move to another room.

There are regular resident/relatives' meetings at [ENTER HOME NAME HERE] and all issues with-in the home are discussed.

INDEPENDENCE & CHOICE

When there are choices to be made in your life you have the right to make these choices and will be supported to do so, like what clothes to wear, food to eat, friends to have, when to go to bed and when to get up, what to do with your spare time and decisions about your life. If you want staff to help you make these choices, we will, we will not make you do anything you do not want to. You will be treated as an individual person at [ENTER HOME NAME HERE] and we will respect your personal choices and preferences.

Please be aware that all of the people living at [ENTER HOME NAME HERE] will be referred for a Deprivation of Liberties assessment. Please see the Manager for further information.

FINANCE

We like you to be in charge of your money, and how you spend it or save it. We will help you do this as much as you want us to. All bedrooms have a locking drawer to keep your valuables and money safe.

At [ENTER HOME NAME HERE] we offer a safe keeping facility and can look after your money until you need it. All transactions will be recorded and you can check your account at anytime. Each time you want to take out some of your money we write it down in a book that you can sign. That way you will remember what you have taken out.

MEDICINES

We will always explain about any medicine or tablets you may have to take, and if it is possible, you will be able to take them yourself. Perhaps you would like us to remind you when to take it or, if you prefer, we will keep it and give it to you at the right times. If you wish to take your own medication we will complete a risk assessment. All medication is kept in your own locked drug cabinet in your room.

SECURITY

We know that sometimes you might need help when you go out shopping or have to meet people outside. We know that maybe there are things you want to do yourself, so we will help as much as you want us to, as long as we can keep you safe. Please never go anywhere without telling the staff at [ENTER HOME NAME HERE] first. We would worry if we did not know where you were. We like to keep the home safe for everyone – so if you see something that is not right - perhaps someone forgets to shut the front door or leaves something dangerous lying around. Please tell us straight away and we will make sure that is made safe and kept safe.

If you want us to look after something special for you, we will keep it safe or you might want staff to help you look after it safely in your bedroom in a locked cupboard. We advise you to give any items of value to a relative for safe keeping.

CITIZENSHIP

Because you are a person you have rights. These are certain things that no-one can stop you from doing. You have rights inside [ENTER HOME NAME HERE] and you have rights outside. We will help you know and understand what these rights are.

IMPORTANT PEOPLE IN YOUR LIFE

We like you to keep in touch with your family and friends, so if you want you can phone them at any time, or they can phone you. Of course we will be pleased to see them if they visit you at [ENTER HOME NAME HERE].

Your family or guests can visit you whenever you would like them to. We will provide them with drinks and meals can be ordered for them. We would also like anyone who visits you to sign our visitors' book.

INSURANCE

[ENTER HOME NAME HERE] has an insurance policy so that you do not have to worry if things get damaged.

FIRE REGULATIONS

The staff at [ENTER HOME NAME HERE] has frequent training to ensure that they know how to ensure your safety in the event of a fire. We test the fire alarms every Wednesday morning. So please do not panic if you hear the fire bell.

HOUSE RULES

These are the rules at [ENTER HOME NAME HERE].

We make sure that we all understand these rules so that we know what we can do, and what we should not do. That way everyone at [ENTER HOME NAME HERE] is comfortable and safe.

SMOKING

Smoking is only allowed in ONE inside area at [ENTER HOME NAME HERE] and smoking is NOT allowed in bedrooms or in communal areas. You may also smoke in the garden if you wish.

ALCOHOL

You can have alcohol in your room, as long as you do not drink too much and upset the people who live with you. Sometimes when there is a special occasion, like Christmas, the New Year or a birthday, almost everyone drinks some beer or wine together in the lounge or dining room or bar!

PETS

If you have a pet where you live now, before you can bring it to [ENTER HOME NAME HERE] we have to make sure that:

- Your pet will be able to live at [ENTER HOME NAME HERE].
- You can look after your pet all by yourself, or with just a little help from the staff.
- You will have to pay for your pet's food and if your pet needs to see a vet, you must ensure you have enough money to pay the bill.
- Your pet does not frighten or upset any of the people living at the home or does not make them ill.
- Your pet does not cause a health risk either inside or outside of the home.
- If your pet is safe to come into [ENTER HOME NAME HERE], it will be treated as your own personal property.

MUSIC & NOISE

You can play a musical instrument or your stereo all day if you wish. But so that no-one is disturbed, we ask you to be aware of the volume between 11pm at night and 8am in the morning.

CONTRACT

We will give you a contract. This is a piece of paper that explains what you and [ENTER HOME NAME HERE] can do for each other. It also explains what you and we must not do. To make sure everything runs smoothly, we make a list of how we deal with different things at [ENTER HOME NAME HERE]. This list is called Terms and Conditions. This helps you and us.

You, your Care Manager and family have been supplied with our current Service User Guide which includes our Statement of Purpose.

Minster Care Group, The Old Stables, 1 Grove Hill Road, Harrow HA1 3AA

[ENTER HOME NAME HERE], [ENTER ADDRESS LINE 1], [ENTER ADDRESS LINE 2], [ENTER TOWN/CITY], [ENTER COUNTY] [ENTER POSTCODE]

CQC National Customer Service Centre, Citygate, Newcastle upon Tyne NE1 4PA

TERMINATION

We will give you a contract. This is a piece of paper that explains what you and [ENTER HOME NAME HERE] can do for each other. It also explains what you and we must not do.

If you wish to leave [ENTER HOME NAME HERE], we would like you to give us one month's notice. That means we would like you to pay your fees for that month, even if you leave before the end of it.

SERVICES

So that you can live at [ENTER HOME NAME HERE], your family, your social worker and the Manager of [ENTER HOME NAME HERE] get together and have a meeting. They can work out how much it will cost for you to stay at Waterside.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP Visits
- Call System
- Entertainment
- Portable Electrical Safety checks on personal items

Fees - What is not included

- Dry Cleaning
- Appointments with the hairdresser at the home
- Visits for a private chiropodist to the home
- Private phone installation and calls
- Outside recreational activities
- Shopping
- Toiletries
- Papers/magazines

- Pet food
- Vets bills

SERVICE FEES

This means the money you pay to stay at Waterside. Your fees are worked out on the things that only you need.

BASIC COSTS ARE £[ENTER WEEKLY PRICE HERE]

We look at the fees that you pay once a year in March. Sometimes we have to review your fees at other times too, say for example, if we have to ask extra staff to look after you. If we have to increase your fees, we will tell you a month before we want you to pay.

STANDARDS

Standards are rules that we at [ENTER HOME NAME HERE] have to make sure we keep. These standards are given to us by the Care Act 2015 and the Care Quality Commission Inspectorate (Care Quality Commission).

We at [ENTER HOME NAME HERE] aim to give you the best care we can, and at the same time make sure you live your life in the way that you would like and be treated in the way you want to be.

If you would like to talk to the Care Quality Commission they can be contacted at:
CQC National Customer Service Centre, Citygate, Newcastle upon Tyne NE1 4PA

ADVOCACY & COMPLAINTS

You have a right to ask someone to speak for you. This person is called an advocate and you can choose the person you want. Independent advocates can be contacted on 0121 520 8070.

You can ask us to help you if you want to. An advocate can help you if you have a complaint about something.

If you would like to make a complaint it is important that you chose someone to make the complaint to. You need to tell them what the complaint is about and why you want to make that complaint. That person will help you to speak to the right person about your complaint which could be to the homes manager, your social worker or the Care Quality Commission Inspections.

All complaints received by the home manager will be recorded and you will receive written confirmation within 5 days. All complaints are taken seriously and are thoroughly investigated. You will receive a full written response within 28 days.

When you have made your complaint the right person will help you to sort out the complaint and to make sure you feel happy again. It is very important that you make complaints so that things can be improved.

Your complaint can be sent direct to the Operations Director.

OPERATIONS DIRECTOR - Colin Farebrother

Minster Care Group, The Old Stables, 1 Grove Hill Road, Harrow HA1 3AA

Tel: 020 8864 9566

This person will respond in the same time frames as above.

If you would like to talk to the Care Quality Commission they can be contacted at:

CQC National Customer Service Centre, Citygate, Newcastle upon Tyne NE1 4PA

TEL: 03000 616161

If you are still not satisfied you can take the matter up with the ombudsman.

The Ombudsman, Mill Bank Tower, Mill Bank, London SW1 4UP