

DRAKELOW HOUSE

REST HOME

64, PARSONAGE ROAD
HEATON MOOR
STOCKPORT
SK44JR

TEL – 0161 432 4033

FAX – 0161 432 4033

drakelowhouse@hotmail.com

SERVICE USER GUIDE

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SUMMARY OF STATEMENT OF PURPOSE

Drakelow House is a large Victorian detached house, which has been lovingly converted into a care home for the elderly. We aim to provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere. The home has two lounges, two dining rooms which are decorated to a high standard. The home has gardens all around the home, which are kept and maintained beautifully. The home has large airy bedrooms, single and en-suite. We provide all the facilities to ensure comfort and care of our Service Users and we are always open to suggestions as to how we can improve the service provided.

Drakelow House will now be offering residential/high dependency care. All new admissions will have a thorough pre-admission assessment completed by a senior member of staff where possible we will obtain an independent care plan from either a social worker, another care home or if the resident is in hospital. A standing hoist will be provided for extra support and assistance. This will be maintained and serviced as required. Staff will also receive full training on the use of a standing hoist. Staff levels will be determined by using the dependency tool. Training will be provided as it is identified by the Owner/Manager other than the mandatory training that is already provided.

Nurse call systems are fitted in all bedrooms along with T.V points. The majority bedrooms also have telephone points. Bathroom is fitted with a bath hoist and a nurse call system. We have also had a new shower room installed. A five-person shaft lift provides easy access to upstairs bedrooms. The home consists of ground floor and first floor only.

Highly trained and qualified staff will be on call 24 hours a day. The Home's Owner/Manager has a City and Guilds Record of Achievements in Community Care Practice, BTEC First Diploma, and her Registered Managers Award NVQ Level 4. The assistant manager has also achieved her NVQ Level 2 in Care, NVQ Level 3 in Health and Social Care and her NVQ Level 4 Registered Managers

Award. The assistant manager has also recently gained her NVQ Level 5. Both senior care assistants have completed their NVQ Level 2 in care and their Level 3 in health and social care. Also, one of the care assistants have gained their NVQ Level 3 in health and social care. We also have three care assistants that have achieved their NVQ Level 2 in care. Senior staff have all completed training in the safe handling of medication.

Staff have also completed a number, of mandatory training courses

- Basic first aid
- Manual handling
- Food hygiene
- Infection control
- Dementia
- Safeguarding
- Mental capacity & DOLS
- Fire safety

All Service Users needs are met in a friendly and efficient way, we strive to preserve and maintain their dignity, individuality and privacy. We are always sensitive to ever changing needs.

A wide range of activities are organised by staff daily, Service Users are also encouraged to pursue their own hobbies and interests.

Outside organisations are brought into the home for the residents that would like to participate there will be a fee. Each resident is always asked beforehand and are made aware of the cost.

Friends and relatives are welcome to visit always, but there is a protected meal times in place. We feel it is vital to retain contact with friends and family outside the home environment. For those people who do not have no family members either to visit or assist them with their personal affairs then the home operates an advocacy service with Age UK.

We aim to make every person stay as homely and comfortable as possible without removing dignity, privacy, the rights to make decisions and remain as an individual person.

A more detailed statement of purpose is available on request for perspective service users and their relatives and a full copy is given routinely upon admission.

FINANCIAL ARRANGEMENTS AND FEES

We are committed to providing value for money within our comprehensive and caring service

The fees charged are

En-suite bedrooms £595.00 - £635.00

Single bedrooms £495.00 - £520.00

Fees what is included?

- Fully trained staff in 24-hour attendance
- Individually designed care plan
- Good home cooking
- Provisions for special diets
- Laundry service
- GP visits when required
- Emergency call system
- Full central heating

Fees what is not included?

- Dry cleaning
- Visits from the hairdresser
- Telephone calls
- Daily delivered newspapers
- Chiropodist
- In house entertainment
- Outings and meals

LEAVING OR TEMPORARILY VACATING

If a person wishes to be discharged from then home, then 4 weeks' notice must be given of this intention, or 4 weeks paid in lieu of notice. These conditions are waived during the six weeks' trail period. If a service user temporarily moves out of the home (for example to receive hospital treatment) the bed is retained for a period of six weeks at normal rate 80% of the normal coat of the room until the person either returns home or gives up the room.

COMPLAINTS

If you are unhappy or feel the need to make a complaint we encourage you first to speak to a senior member of staff to see if the complaint can be resolved in house first. If you are still not happy or feel the complaint has not been dealt with you. You can always seek advice or make a complaint to either the Quality Team if you are a funded resident or if you are a self-funding you can make a complaint to the Local Ombudsman. Complaints also can be made to CQC. The addresses are below

Quality Team

Adult Social Care

4th Floor

Stopford House

Stockport

SK1 3XE

0161 474 4600

Asc.qualityteam@stockport.gov.uk

www.stockport.gov.uk/thequalityteam/get-in-touch-with-quality-team

or

CQC

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Or

Telephone 03000 616161

Or

Fax 03000 616171

Local Government Ombudsman

PO BOX 4771

Coventry

CV4 OEH

Telephone 0300 061 0614

Website <http://www.lgo.org.uk/adult-social-care/>

Online complaint form

http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62

END OF LIFE

Our residents are part of our care home family and we aim to ensure that they have the best quality of life for the whole of their time with us. We will ensure that they receive the best possible, warm and compassionate care in a homely environment. We will do what we can to ensure that our residents live dignified, meaningful and full lives.

When the time comes that end of life is approaching we will do all we can to ensure that we understand the wishes and preferences of our residents to provide personalised and seamless care. This includes ensuring that we know where the resident would prefer to be during the last days of their life and doing all we can to make that happen.

Our aim is to ensure that residents who wish to spend their very last days in the care home, are cared for in a familiar place surrounded by familiar faces and that they have a peaceful death in the place of their choice and that their loved ones to receive care and support.

BEREAVEMENT

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff. Whereas the next of kin usually make funeral arrangements, the home staff can be relied upon to assist and explain what is required if in any doubt, where there is no next of kin, the staff will attend to the necessary arrangements.

PETS

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all Service Users about Health & Safety. Also, as to their choice to have animals within the home. This is not to say that we do not permit pets, the manager will however treat each case dependent on the need and number of pets already at the home.

MEDICATION

If a Service User wishes to self-medicate and is safe to do so, then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Relatives are asked of their wish to provide Homely Remedies these must be discussed first with the Home Manager.

TELEPHONE

The home has a phone, which can be used by the Service Users for incoming calls in the office. It can also be used for outgoing calls at a nominated fee, complete privacy will be respected. Service Users may have their own private line through BT at the going rate.

MEALS

Meals will be varied, and favourite dishes and special diets can be catered for as well cultural requirements. All food is freshly bought, and little tinned foods are used. Service Users are encouraged to eat in the dining rooms but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks and snacks are available 24 hours a day, where possible visitors are catered for.

ADVOCACY POLICY

ADVOCACY- advocacy is a way of supporting people by adding strength to the voice of the individual. If you feel your views and wishes are not being listened to, then an advocate will be able to help you. The Advocate is independent and is only there to support you, and everything you discuss with them will be confidential and they will only act with your consent. The Advocacy Services that we can offer you to use if you wish is based at

AGE UK

56, Wellington Street

Stockport

SK1 3AQ

0161 480 1211

FAX 0161 4803735

info@ageukstockport.org.uk

why would you decide to use an advocate?

- If you have some decisions to make or concerns, you wish to address and would like someone to support you in doing so.
- If you or your relative has problems sorting out money matters, they may be able to assist you, so you retain control over your own affairs.
- they have information on all issues relating to residential and nursing care, they can help with things like lists of care homes in your area and information on funding and benefits.
- They can offer support to relatives and carers of older people who feel that they need support with the issues above.

- They are there for you if you just feel you need someone to talk to and have no one you feel able to confide.

HOW WILL THE FEES BE PAID TO THE HOME?

Some people who live in the home pay their own fees and others pay their fees through their local authority. After the fees have been paid, individuals are left with a personal allowance to spend as they wish.