

# ***SERVICE USER GUIDE***

## **THE DALES CARE HOME LIMITED**

**WOULD LIKE TO WELCOME YOU**

**TO OUR**

**RESIDENTIAL CARE HOME FOR OLDER PERSONS**



The Registered Provider:  
The Dales Care Home Limited  
Main Street  
Ellenborough  
Maryport  
Cumbria  
CA15 7DX

## **CONTENTS**

1. WELCOME
2. OUR STATEMENT OF PURPOSE
  - 2.1. OUR PROVIDER DETAILS
  - 2.2. OUR LOCATION DETAILS
3. OUR GUIDE TO THE SERVICE
  - 3.1. OUR PHILOSOPHY OF CARE
  - 3.2. OUR ORGANISATIONAL STRUCTURE
  - 3.3. OUR STAFF TEAM
    - 3.3.1. MANAGEMENT
    - 3.3.2. THE OVERALL TEAM
    - 3.3.3. SENIOR CARE STAFF
    - 3.3.4. KEY WORKER
    - 3.3.5. SUPPORTING STAFF
    - 3.3.6. CATERING
    - 3.3.7. DOMESTIC
    - 3.3.8. MAINTENANCE
    - 3.3.9 STAFF TRAINING
  - 3.4. OUR CARE SERVICES
    - 3.4.1. ADMISSION TO THE CARE HOME
    - 3.4.2. EMERGENCY ADMISSION
    - 3.4.3. GENERAL HEALTH
    - 3.4.4. GENERAL PRACTITIONER
    - 3.4.5. NURSING CARE
    - 3.4.6. MEDICATION
    - 3.4.7. CALL SYSTEM
    - 3.4.8. MEALS
    - 3.4.9. CLOTHING & PERSONAL EFFECTS
    - 3.4.10. JEWELLERY/VALUABLES
    - 3.4.11. SERVICE USERS PETTY CASH
    - 3.4.12. INSURANCE
    - 3.4.13. LOST & FOUND
  - 3.5. YOUR LIFESTYLE NEEDS
    - 3.5.1. SOCIAL ACTIVITIES, HOBBIES AND LEISURE PURSUITS
    - 3.5.2. VISITING

- 3.5.3. RECORDING EQUIPMENT AND MOBILE PHONES
  - 3.5.4. SMOKING & ALCOHOL
  - 3.5.5. CONSULTATION
  - 3.5.6. SERVICE USER OF THE DAY
  - 3.5.7. CONCERNS AND COMPLAINTS
  - 3.5.8. COMPLIMENTS
  - 3.5.9. QUALITY ASSURANCE
  - 3.5.10 GIFTS AND SIGNING LEGAL DOCUMENTS
  - 3.5.11 SPIRITUAL/PASTORAL SUPPORT
  - 3.5.12 ADVOCACY
  - 3.5.13 ADJUSTING TO LOSS
  - 3.6. OUR ENVIRONMENT
    - 3.6.1. GROUNDS
    - 3.6.2 FIRE 3.6.3. HEALTH & SAFETY
    - 3.6.4 RISK
    - 3.6.5 TOILETRIES
    - 3.6.6 NEWSPAPERS
    - 3.6.7 MAIL
    - 3.6.8 PAYPHONES / PERSONAL TELEPHONES
    - 3.6.9. TELEVISIONS
    - 3.6.10 HAIRDRESSING
    - 3.6.11 DENTURES & GLASSES
    - 3.6.12 PODIATRY, DENTIST, OPTICIAN & OTHER SERVICES
    - 3.6.13 CAR PARKING
    - 3.6.14 PETS
  - 3.7. CARE QUALITY COMMISSION
  - 3.8. COMPLAINTS PROCEDURE
  - 4.0 OUR SERVICE USERS FEEDBACK
- APPENDIX A – FIRE NOTICE
- APPENDIX B - RESIDENTS' RIGHTS
- APPENDIX C - RESIDENTS' CHARTER

## 1.0 WELCOME

On behalf of the staff, Service Users, and management of The Dales Care Home we extend you a warm welcome.

We provide private residential care for the elderly with respect, comfort and compassion. We look to meet and exceed the standards of care set out in the Health and Social Care Act 2008's "Essential Standards of Quality and Care" and we are regulated by the Care Quality Commission, a statutory body whose inspection reports are kept in the manager's office.

The Dales Care Home is a red sandstone building set in the middle of Ellenborough. Formerly a village school it has been converted into a residential care home whilst keeping the integrity of the original architecture intact.

Residents at The Dales are predominantly (but not exclusively) local people, who have lived in the surrounding area for many years. Many of our residents attended school in the building in which they now reside.

We aim to provide a comfortable and happy home that Service Users enjoy living in. We will do everything possible to respect the rights of our Service Users, particularly by observing the values of privacy, dignity, independence, choice and fulfilment, while ensuring that freedom of rights is limited only by the rights of others. We recognise that providing good care is a co-operative process and we aim to consult Service Users and, where appropriate, their relatives, friends and representatives at all times and as fully as possible.

The following document is a guide which will provide an overview of our service provision and of the Care Home. It also aims to address the most common questions / issues raised by Service Users.

Should you have any concerns or queries that are not addressed in this document, a member of the management team will be available at the Care Home on Monday to Friday 09:00 to 17:00. However please make an appointment to address more detailed queries.

A duty manager will be on call at all other times to address any emergency situations. A team leader/senior carer is available on each shift (they are dressed in dark blue tunics), for consultation with regard to direct care issues relating to Service Users.

The Dales Care Home Limited was established in 1986 by the Iredale family. It is still privately owned and ran by the same family. One of the original founder members, Graham Iredale, is the Registered Manager and other family members are actively involved in the running and management of the Home. The Dales Care Home Limited is managed by an experienced team of senior managers and senior care staff who work together on a daily basis to ensure our Service Users are supported to lead the life of their choosing in warm comfortable surroundings.

## **2. OUR STATEMENT OF PURPOSE**

### **2.1. OUR PROVIDER DETAILS**

#### **The Aims and Objectives of The Dales Care Home Limited**

The Dales Care Home is for older people; it is managed in compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

#### **Services Provided at The Dales Care Home**

The Dales Care Home is registered with the Care Quality Commission to provide care and support to up to 40 residents and is registered for the provision personal and dementia specific related care. Our most recent inspection dated 25 June 2018 rated the service as REQUIRES IMPROVEMENT overall. The inspection report is available at [www.cqc.org.uk](http://www.cqc.org.uk) or a copy is available in the home.

#### **The Registered Provider for The Dales Care Home is:**

The Dales Care Home Limited  
Main Street  
Ellenborough  
Maryport  
Cumbria  
CA15 7DX

Tel: 01900 817977

#### **The Legal Status of the service provider at The Dales Care Home Limited:**

The Dales was established in 1986 and has always been owned and run by the same family.

The Responsible Individual registered with the Care Quality Commission is the Registered Manager, Mr Graham Iredale.

#### **The Registered Manager of The Dales Care Home Limited is:**

Mr Graham Baxter Iredale

Mr Graham Iredale holds an NVQ 4 and Registered Managers Qualification.

## **2.2. OUR LOCATION DETAILS**

The Dales is a red sandstone building set in the middle of Ellenborough.

Travelling from the North:

Enter Maryport on the A596 – you will travel along Curzon Street, still on the A596 heading towards Workington. You'll pass a garage on your left hand side – keep going. Turn left onto Ewanrigg Road – you will go straight over a couple of roundabouts. You will go past Victoria Cottage Hospital on your left. Follow the road round (sweeping left). The Dales is a long red sandstone building on your left, immediately after The Swan Public House.

Travelling from Cockermouth – Dearham – into Maryport:

Enter Maryport on the A594 which carries straight on to Ewanrigg Road – turn up Main Street on your left hand side. Go round a tight bend and the Dales is straight ahead of you on your right hand side – just before you get to the Swan Pub.

Travelling from Workington:

Travel along the A596 from Workington to Maryport. You will go past Flimby Village, keep going towards Maryport. Immediately after a set of traffic lights, turn right onto Ewanrigg Road. You will go straight over a couple of roundabouts on this road. You will pass Victoria Cottage Hospital on your left – follow the road round (sweeping left). The Dales is a long red sandstone building on your right, immediately after The Swan Public House

## **3.1. OUR PHILOSOPHY OF CARE**

The Dales, being family owned and run, has a very homely atmosphere. Communication is facilitated and encouraged by the warm, safe, homely and loving atmosphere of The Dales.

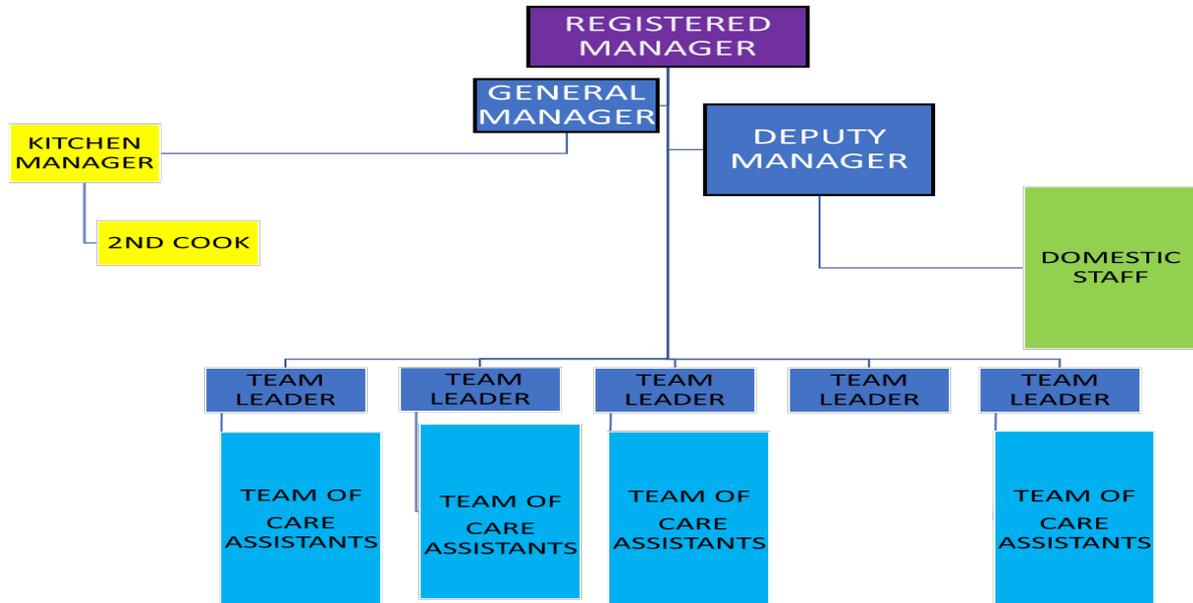
Our staff are all local people, their understanding of the importance of the Residents' personal life history is what makes this Residential Care Home unique.

The Dale's aim is to provide a well-maintained, comfortable living accommodation. We strive to ensure that residents receive the highest quality of care. The 24-hour a day care provided is supportive yet allows for independence in a relaxed, peaceful and serene atmosphere. Residents are encouraged to explore their life paths, successes and difficulties through person centred planning techniques utilised in the home.

We recognise that there is no prescribed way that a person of given age should live, behave, think or feel. We value each Service User's experience and knowledge and aim to work with them to agree a structured programme of care with each individual, or their relative or advocate, and we endeavour to deliver this care in a manner which maintains dignity and respect and recognises the Service User's fundamental rights.

We offer training and development for all our staff to ensure that they can meet the needs of each individual and we maintain a comprehensive quality assurance programme to monitor and maintain service and care standards.

## 3.2. OUR ORGANISATIONAL STRUCTURE



## 3.3 OUR STAFF TEAM

### 3.3.1 MANAGEMENT

The person officially registered to manage the Care Home is shown in section 2.1, they manage the home and day-to-day operations along with the General Manager and Deputy Manager.

The Registered Manager's qualifications are shown in section 2.1

### 3.3.2 THE OVERALL TEAM

The Care Home's total staff accompaniment is approximately 45 staff, of whom all have duties involving direct care for service users. Arrangements for staff recruitment, training and supervision accord with the relevant government guidance and with personnel good practice. We operate an equal opportunities policy to prevent discrimination between persons on the grounds of sex, race, age etc. All staff are carefully selected and references taken up.

We are aware that the Care Home's staff will always play a very important role in Service Users' welfare. To maximise this contribution, we aim to do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet Service Users' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices that both respect equal opportunities and protect Service Users' safety and welfare.
- Offer our staff a range of training that is relevant to their induction, foundation experience and further development.

Our staff are identified by the colour of their tunics:

- Registered Manager – own dress
- General Manager – own dress
- Deputy Manager and Team Leaders – navy blue tunics
- Care Assistants – light blue tunics
- Table Staff – black tunics
- Domestic Staff – green tunics
- Kitchen staff – striped catering aprons

### **3.3.3 SENIOR CARE STAFF**

The Senior members of staff are responsible for ensuring that our care meets your individual needs at all times. They will ensure that your care plan is accurate and up to date and that you and your relatives/advocate are involved in your care as much as you are able or want to be.

### **3.3.4 KEY WORKERS**

Your Key-worker is a member of the Care Assistant team who will take a special interest in you and your family. They will ensure that birthdays are remembered and celebrated, that you are involved in activities that take place in the Care Home when you want to be. They will also keep your room and personal belongings and clothing tidy and ensure that you have everything you need i.e. toiletries, clothing etc.

### **3.3.5 SUPPORTING STAFF**

The care staff are supported through the employment of the following groups of staff who provide service delivery in respect of ancillary services.

### **3.3.6 CATERING**

There are two cooks at The Dales who work individually in the provision of home cooked meals prepared on the premises. We are extremely proud of our **FIVE STAR** food hygiene rating at The Dales awarded to us by The Food Standards Agency.

### **3.3.7 DOMESTIC**

A team of domestic and laundry staff provide cleaning and laundering services (excluding dry cleaning) to service users.

### **3.3.8 MAINTENANCE**

A team of maintenance staff are employed to maintain the fabric of the building, address health and safety checks and to maintain the grounds to a high standard. The Dales is currently undergoing a major refurbishment and we appreciate your patience whilst this is being carried out.

### **3.3.9 STAFF TRAINING**

All staff follow a course of training to ensure that they are capable in their working practices with the majority of staff having a strong experience in the care sector. All staff are placed on a structured induction programme including statutory training to provide them with the skills to work within the Policies and Procedures of the Care Home. All staff also have training in and experience of working in specific groups of elderly care, most notable being Dementia Care, our staff mix and training programme are then encouraged to further their knowledge and qualifications through a structured programme of personal development which is managed by their team leader and the management team.

All the staff working at The Dales Care Home receive training in:

- Care Certificate or a minimum of NVQ Level 2 Health & Social Care (or are working towards this)
- Safeguarding of Vulnerable Adults
- Deprivation of Liberty Safeguarding
- Mental Capacity
- Manual Handling – theory and practical
- Basic Food Hygiene
- Health and Safety
- COSHH
- First Aid
- Hand Hygiene Training
- Safe Administration of Medication (if they administer medication)
- Fire Safety
- Person Centred Planning for Older Persons
- Caring for and Supporting Older Persons with Dementia
- Infection Control
- Person Centred Care

Other bespoke training courses are also sourced e.g. physical intervention training, Parkinsons awareness, Pressure Ulcer Prevention

The Registered Manager holds an NVQ 4 and registered manager's qualification. All of our staff have a minimum of an NVQ Level 2 in Health & Social Care (or are working towards this). A number of our Care Assistants also hold an NVQ Level 3 Health & Social Care. We have a training plan in place to maintain a competent and trained workforce able to meet the needs of residents. All new staff complete the Care Certificate or NVQ Level 2.

All training is delivered on a rolling basis, through the staff induction process and refresher training. Further specific training is delivered as required by the changing needs of residents. Training is delivered by accredited, qualified external and internal trainers.

### **3.4 OUR CARE SERVICES**

Our service aims to support individuals to do as much as they are able or willing to do for themselves and to provide help in those areas which individuals have identified needs. Individual care is planned and delivered following a comprehensive assessment of need, which involves the Service User, their family-representative-advocate and other health professionals who know the individual.

### 3.4.1 ADMISSION TO THE CARE HOME

## ADMISSION CRITERIA

The criterion for admission is by enquiries from the prospective Residents, their relatives, next of kin, GP, social services or any other appropriate persons. The Dales holds registration with the Care Quality Commission to provide care for up to 40 residents who require personal care and/or have been diagnosed with dementia. Prospective residents are initially invited for a trial stay, if requested, to sample the life and atmosphere of the Home and to assess the quality, facilities and suitability of the Home.

Residents are admitted only on the basis of a full assessment, undertaken by trained professionals, and to which the prospective resident, his/her representatives (if any), and relevant professionals have been party. All Residents moving into the Home will have had their needs assessed and be assured that these will be met.

During the initial trial period, monitoring will take place to ensure the resident is settling adequately and a full understanding of their care needs are established. The trial period is in the interests of both parties and will lead to a formal review involving the resident, relatives, registered manager (or delegated person), advocate, social worker and other professionals as appropriate. This will establish the prospective resident's wishes in relation to whether they would like to remain living in the Home. At this time, if there is full agreement, a 'Service User Contract' stating the rights and responsibilities of both parties will be signed. A person will only be admitted to the Home, if all parties involved feel that the resident's needs, can be met by the Home.

For individuals referred through care management arrangements, a copy of their Care Management Assessment (prepared by local authority social workers) and a Care Plan is obtained for need assessment purposes. For individuals who are self-funding and without Care Management Assessments or Care Plans, the individual undergoes a needs assessment with the Dales management, covering the following:

### **THE RANGE OF NEEDS MET AT THE DALES CARE HOME**

- Personal care and physical well-being
- Dementia care
- Diet and weight, including dietary preferences
- Sight, hearing and communication
- Oral health
- Foot care
- Mobility and dexterity
- History of falls
- Continence
- Medication usage
- Mental state and cognition
- Social interests, hobbies, religious and cultural needs
- Personal safety and risk
- Carer and family involvement and other social contacts/relationships.

## HOW WE MEET THE NEEDS OF OUR RESIDENTS

### Care Planning and Needs Assessment

Each user has a person-centred plan of care for daily and longer-term living. The Care Plan is generated from a comprehensive assessment drawn up with each resident and provides the basis for the care to be delivered. The resident (or appropriate designated person) is an active participant in all aspects of their Care Plan, which includes health, personal and social needs.

The Care Plan meets all the necessary clinical guidelines produced by the relevant professional bodies concerned with the care of older people and includes a risk assessment, with particular attention to prevention of falls. Each Care Plan is reviewed regularly by The Dales Registered Manager (or appointed person(s) on a monthly basis, or more frequently if required. Updating reflects changing needs and current objectives for health and personal care, which are then put into action. The plan will be drawn up and recorded in a style accessible to the service user, then agreed and signed by the service user (if capable) and/or representative (if any). The aim is for the service user's health care needs to be fully met.

### Dementia Specific Assessments of need

For residents referred to The Dales with a diagnosis of dementia a number of other issues will be addressed through the initial assessment process, including:

- Establishing a baseline of the person's life history, strengths and abilities, needs and preferences to be included in a person-centred plan.
- Addressing issues of capacity to consent for care and other issues.
- Assessing the environmental needs of the individual prior to admission to The Dales i.e. use of aids or adaptations, signs, lighting, quiet space etc.
- Assessing or identifying what ongoing medication & health review regime with specific trigger points for more frequent reviews noted and clear links to specialist team members.
- Assessing the person centred social, physical and mental health needs required by the individual to be addressed through activities or care plans.
- Specific attention will be given to the person Mental Capacity assessment. All decisions will be taken in the best interest of residents affording the maximum choice and control to residents at all times, when possible.
- The DoLS process will be explained to the potential service user's family. A DoLS is a Deprivation of Liberty Safeguarding framework. We handle all of the administration and paperwork for a DoLS application and once the application is made, in simple terms it means that we can legally stop the person from leaving the premises for their own well-being and safety.

### 3.4.2. EMERGENCY ADMISSION

Emergency admissions can be catered for in circumstances where time is of the essence and the potential Service User is in a position of risk. In these circumstances an appropriately trained member of staff will make every effort to make an assessment prior to admission. If this cannot be done as much information as possible will be collected from the referring party (a hospital, social services or family) and the Service User and their family where possible. On the basis of all information available a decision will be taken as to whether a placement can be provided. On arrival at the Home an assessment will then take place. Further to the successful completion of the assessment and the review of all relevant information the senior member of staff on duty will make an informed decision as to whether or not admission can be confirmed. We will then aim to

inform the Service User within 48 hours about key aspects, rules and routines of the service and formulate the care plan in conjunction with the Service User (or appropriate person) within a five day period.

### **3.4.3 SERVICE USER'S CARE PLAN**

#### **Person Centred Planning**

Each resident has a person-centred care plan that highlights a person's individual sense of being, their life history and their future aspirations. The person-centred plans provide opportunities for residents to build on their strengths, celebrate their lives, follow individual life paths and fulfil their aspirations. The plans put each resident at the centre of the planning process and focus the support and care offered to each resident in a person-centred way to ensure each resident is living the life that they want at The Dales.

For those residents with a strong faith, of whatever denomination, arrangements can be made within the local community for them to practice their faith. The key worker will assist residents in accessing religious services.

A review of the care plan is essentially a review of the service provided and an opportunity for the resident to be consulted about the service they receive. Care Plans are reviewed by the Service User's key worker on a monthly basis, or sooner if needed. The review should include the resident and their family members (or advocate), the care staff. The social worker, GP, and community nurse will be consulted. Minutes of review meetings will be kept with the Care Plan on the resident's file.

### **3.4.4 GENERAL HEALTH**

Our Service will promote and maintain our Service User's health and ensure access to health care services. In particular, it will do the following:

- Support self-care whenever possible and appropriate
- Maintain personal and oral hygiene
- Identify areas of risk, such as pressure sores, and take appropriate action
- Seek and act on advice on continence and ensure that the necessary aids and equipment are made available and used
- Monitor psychological health and ensure that preventative and restorative care is provided
- Provide appropriate opportunities for exercise and physical activities
- Identify and act on any risk of falling
- Regularly assess and act on the Service User's nutritional needs and monitor weight gain or loss
- Enable Service Users to register with the local GP, subject to the GP's agreement
- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital community healthcare as required
- Ensure access to hearing tests and sight tests and to appropriate aids
- Provide information and advice about entitlements to health care
- Inform the Service Users next of kin or representative of serious illness or death

### **3.4.5 GENERAL PRACTITIONER**

Maryport Health Services supply medical cover for our Service Users. Their full details are included within the Service Users care plan. There is an out of hours service available for all Service Users. However, Service Users staying at The Dales on a Respite basis may remain with their own GP, but we register them as a temporary resident with Maryport Health Services for the duration of their stay at The Dales.

It is the responsibility of the General Practitioner to review each Service User on a periodic basis, or when medical conditions require attention. A Doctor or Paramedic from Maryport Health Services visits The Dales routinely every Tuesday. Service Users treated under the NHS will receive drugs, medication and paramedical services as provided under the NHS. If a Service User wishes to register with a doctor as a private patient, the supply of drugs, treatment, medication, and any other associated charges will be the Service User's responsibility. We do not accept any responsibility and will have no liability for the advice given or actions taken by any Medical Practitioner.

### **3.4.1 NURSING CARE**

Nursing needs are not met by the staff employed in the Care Home, but are provided by the District Nursing team who attend the Care Home on request. We do not accept any responsibility and will have no liability for the advice given or actions taken by any Medical Practitioner. Please note this also places a limit to the level of nursing needs that the Care Home is able to meet. This being the case, when the Care Home feels needs have surpassed the capabilities of the Care Home arrangements must be made for a more suitable placement to be identified to ensure the safety of the Service User.

### **3.4.6 MEDICATION**

The Care Home maintains a clear policy and stringent procedures in accordance with the Department of Health guidelines for all aspects of the handling of Service User's medication. Records are kept of whether each Service User wishes to deal with their own medication or pass that responsibility to staff and of any medication in use whether or not it is self-administered.

All drugs and medication must be handed to the senior person on duty at the time of admission who is trained in the administration of medication. If requested, the Service User may, at the discretion of the Manager, be permitted to look after their own medication further to a successful assessment of ability being completed. In such cases, the Care Home cannot be held responsible for the safe keeping and dispensing of the medication. In such cases, a lockable drawer/cupboard will be provided in the service user's room and this must be used to store all medications.

### **3.4.7 CALL BELL SYSTEM**

In each Service User's room, there is a call system which is kept within reach of the Service User. When used it will activate the call bell system to alert carers to the fact you require some help. This can be used day or night. This takes the form of a wall mounted box with a call button, and an extension lead can be attached.

If the resident is assessed as being unable to use the call bell system, or is at particularly high risk of falls, a sensor will also be placed in their room.

### **3.4.8 MEALS**

Communal meals are served in the two dining rooms. Breakfast is at 08:30 onwards, lunch at 13:00 and supper at 17:00 or thereabouts. The meals are served in the manner and style of good old-fashioned English cooking. Fresh local ingredients are used and meals are prepared on the premises from scratch. We have experienced dining room staff. The meals are a pleasurable experience; great attention is paid to residents with special dietary needs and those who require assisted feeding. The pace is slow and leisurely. Discreet monitoring of food intake ensures that appropriate nutrition is maintained.

Particular attention is given to the health and nutritional needs of residents diagnosed with dementia. Individual needs are assessed and reflected in the care plan for action. Such actions could include preparing food in a different way, assisting with feeding, providing meals away from the dining area or providing a specialist diet.

An approximate guide to mealtimes is as follows:

Breakfast:	07:00 to 10:00
Lunch:	13:00 to 14:00
Supper:	17:00 to 18:00

Hot drinks and snacks are available at any time on request. Meals are usually served in the dining room but can be served in your own room if you prefer.

### **3.4.9 CLOTHING AND PERSONAL EFFECTS**

We have a laundry on site that operates 365 days a year. However, to make the job of the laundry staff a little easier we do make a few simple requests.

All items must be clearly marked before admission with the Service User's name on name tabs (or permanent marker in a discrete area of the garment).

We also ask that all clothes are of machine washable fabric and tumble dryer fabric, as we do not have dry cleaning facilities. We would ask you not to bring any hand knitted woollens, particularly delicate fabrics etc. as they could possibly be spoilt if they were inadvertently put into a washing machine. Clothes sometimes need to be washed at high temperatures to avoid the risk of cross infection and because clothes are laundered more frequently and at higher temperatures, it is inevitable that clothing will have to be replaced on a more regular basis than normal.

Clothing that your relative is used to wearing and that is comfortable is best. Even though there is a regular laundry service, several changes of clothing and a good supply of night clothes and underwear are required to ensure that adequate clothing is available at all times. Please don't forget that shoes, slippers and jackets will also need marking.

### **3.4.10 JEWELLERY/VALUABLES**

It is inadvisable for jewellery / valuables to be brought into the Care Home and we would recommend that wedding rings be engraved on the inside if at all possible. A drawer is provided in each room that we encourage you to use. It is not advisable for large sums of money to be kept in Service User rooms, just a little pocket change if the Service User wishes.

We would encourage Service Users not to bring in items of significant value, but to leave them with relatives and bring them to the Care Home on special occasions.

The staff will attempt to provide security for Service User's possessions but no responsibility can be accepted for items retained in Service User rooms.

### **3.4.11 SERVICE USER PETTY CASH**

Records of sundry expenses e.g. hairdressing, chiropody, newspapers etc will be logged in the main office and invoiced to the Service User (or their family) periodically.

If you wish to keep a small amount of cash to pay for other items, we will support you to securely manage these funds. The home will be able to hold a small amount of money for each service user (if they so wish) in a secure safe on the premises as "Petty Cash". This will only be accessible by a senior member of the management team. Service Users or their family/representative/advocates can have access to these monies and supporting documentation whenever they wish. We would stress that we do not wish to hold large sums of money on site. All monies will be signed into the Service Users Petty Cash record sheet on receipt. We will also keep a full record of all incurred expenditure together with receipts.

### **3.4.12 INSURANCE**

The service insurance policy provides insurance for personal items on each and every occasion to a level of £500.00 with an excess of £50.00 (the excess being payable by the Service User). This will protect the personal effects of the Service User's. The nominated insurance company will consider claims on merit, claims are made within the policies and procedures set out by the insurance company. Their decision is final and the Care Home will not provide cover for any items not covered by insurance. Should you require insurance for specific items or items of great value please ensure that suitable arrangements are made prior to the items being brought to the Care Home.

### **3.4.13 LOST AND FOUND**

If any items are lost, please inform a member of the management team. Likewise, please let us know if lost items turn up again. Lost property is not the responsibility of the Care Home.

If any items have been found in the Care Home, it should be handed into the office and if valuable (and small enough) placed in the safe, until such time as it is claimed.

## 3.5 YOUR LIFESTYLE NEEDS

### 3.5.1

# SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

## **Quality of Life**

Residents' quality of life is the main concern of the staff at The Dales Care Home. Their philosophy is to look after the residents in a caring and sympathetic way, so that their privacy and dignity are respected, and to encourage active independence wherever possible taking into the account the challenges presented by people with Dementia and the requirements of the Mental Capacity Act 2005 (implemented 2009). Choice and control is afforded to all residents at all times.

Residents can come and go as they wish, to the extent that they are able and it is safe for them to do so, for example, to go shopping, or on visits, or go out with friends and relatives. They are actively encouraged to keep up old and new hobbies and interests.

The Care Assistants do their utmost to stimulate the residents. The lounges have televisions and residents are encouraged to watch great events together e.g. Royal Weddings.

## **General Activities**

Hobbies for Residents at the home include reading to themselves painting, craftwork, writing, singing and open discussions, gardening, walks in the garden and reminiscence groups. Telephoning family and friends, playing crosswords, card games, draughts and chess are always popular, as is keeping up old professional interests.

Transport and refreshments is provided for residents on excursions as part of their weekly fee, although some entrance fees may need to be paid for by residents. Residents will be informed of any charges prior to choosing to participate in any excursion.

Newspapers and magazines can be ordered for residents, as they prefer. The cost of these will be added to resident's sundry invoices which are generally sent out on a monthly basis. Hairdressers and chiropodists visit the home regularly and residents can purchase services or items if they wish to.

## **Dementia Care and Activities**

Specific attention is given to using person centred plans in a practical stimulating way to assist with caring for residents who have been diagnosed with dementia. The Dales recognises that supporting all residents to take part in activities will help the residents maintain their skills, remain alert and be interested in their surroundings. The home also recognises the importance of enabling residents to complete small tasks to offer a sense of achievement; express feelings and most of all have some fun.

All residents are able to participate in activities as they wish, and no distinction is made between residents with a diagnosis of dementia or without this diagnosis. The activities that are supported at The Dales are a combination of shared group activities and one to one time between residents, the Care Assistants, volunteers and family members. Current activities include:

- Reminiscence sessions – discussing the old days, looking at picture, slide shows, listening to music, feeling, touching and discussing everyday objects used in the past
- Visits from local people or social groups.
- Visits from local entertainers
- Animal petting sessions
- Domino sessions, puzzle sessions, card games, board games etc.
- Film matinees – with pop corn
- Other individual activities are identified through person centred plans and provided as required, this is specifically important for residents diagnosed with dementia.

### **Physical fitness and well being**

Keep fit classes are held on a weekly basis. In addition, all residents are encouraged to go on daily walks and keep as active as possible. The hairdresser comes every Wednesday for both males and females. Shopping trips are undertaken where needed. Residents are frequently invited to accompany the Care Staff on such trips if they so wish. Newspapers are delivered daily.

### **Friendships**

Residents tend to develop new friendships and renew old ones. Socialising between the residents occurs and the similar histories and wartime experiences generate deep bonds and friendships and create moments of great joy and sadness.

Regular reviews of person-centred plans ensure that residents past friendships and new friendships are recognised and celebrated regularly on an individual basis. This approach to reminiscing over old friends is especially important for residents diagnosed with dementia.

### **Daily Living**

Whilst the routines of daily living and activities are timetabled and structured to an extent, flexibility is always possible, depending on residents' wishes, preferences and capacity. Residents have the opportunity to exercise their choice in relation to leisure and social activities and cultural interests, food, meals and mealtimes, routines of daily living, personal and social relationships, and religious observance.

Residents' interests are recorded and they are given opportunities for stimulation through leisure and recreational activities in and outside the Home to suit their needs, preferences and capacities. Particular consideration is given to people with cognitive impairments, those with dementia, visual, hearing or dual sensory impairments and other physical disabilities.

### **3.5.2 VISITING**

## **Visiting Times**

The Dales welcomes relatives and friends of all the residents.

Residents receive visitors at any reasonable time. Residents are allowed to receive visitors in private and can choose whom they see and do not see. The staff at The Dales do not impose restrictions on visitors except when requested to do so by residents, whose wishes are duly noted and adhered to; or for the safety of the residents during a safeguarding investigation.

Although, the Home's intention, as far as possible, is to operate an open-door policy, anyone intending to visit a resident should contact the Home in advance:

Mr Graham Iredale – Registered Manager

The Dales Care Home Limited  
Tel: 01900 817977

Email: [admin@thedales.org](mailto:admin@thedales.org)

Subject to a prior arrangement, we welcome relatives and friends to share meals with the resident and to take part in the daily routines that the resident may have.

### **3.5.3 RECORDING EQUIPMENT AND MOBILE PHONES**

We have an obligation to protect the privacy and dignity of all our service users.

In light of this obligation the use of mobile phones, cameras, or any other image or voice recording equipment able to take static photographic images, moving images, or voice recordings is strictly prohibited within the building or grounds of The Dales, unless prior permission from the management has been sought.. As such we would ask that such items are left outside of The Dales. Mobile phones should be turned off before entering the Care Home.

Any person seen using such equipment for these purposes will be asked to immediately stop and will be asked to delete all media taken and evidence the same. This matter will then be referred to the management team for any further action.

We welcome you/your visitors taking photographs for personal reasons but ask that before doing so, that you refer to the manager for guidance.

### **3.5.4 SMOKING AND ALCOHOL**

Service Users who wish to smoke may do so in the garden areas. You may also bring in alcohol to your relative if you wish, but we do ask that you give these items plus any matches or cigarette lighters to care staff for safe keeping, and to comply with health and safety policies and procedures. Alcohol can have an adverse reaction to some medications and it is advisable that you consult your GP before bringing it into the Care Home.

## CONSULTATION WITH RESIDENTS

The Dales will consult with residents through:

- Daily conversations
- Regular resident Meetings.
- Regular Relative, Advocate and social/ key worker Meetings.
- The Care Planning and Review Process.
- Resident Satisfaction Surveys.

### **Resident Meetings:**

The genuine involvement of residents in influencing the way services are delivered is critical to the way our service is seen at The Dales. It is part of our philosophy of care. Talking to residents about the care and service they receive, is an essential part of the Managers and the Care Staff's role. A formal setting to allow this process to take place is the residents meeting.

Residents meetings should be held at the Home regularly. Minutes of the meeting will be taken and made available to all residents, relatives, and advocates and available for scrutiny through appropriate internal or external audit and scrutiny.

The residents meeting will be a real opportunity for residents to be consulted on the service they are receiving and to influence the way the service is delivered. Ideally, a member of the resident's group should chair the meeting with the agenda set by the residents. Where this is not possible, the Manager or Deputy Manager should facilitate meetings, with all residents given full opportunity to participate in the meetings.

### **Resident and Employee Satisfaction Surveys:**

As part of the process of monitoring the service we provide, it is essential that every resident be consulted and their views sought on the service they receive.

In accordance with quality assurance monitoring and the requirement of the Care Quality Commission, a survey will be carried out annually, as a method of obtaining feedback on the service we provide. The results will be discussed at resident and staff meetings.

## Developing Contact between Service Users and their Relatives

It is the policy of the Home for residents to maintain and develop contact with family, friends and the local community, as they wish and in accordance with their preferences. Although encouraged for all residents, this is particularly important for residents diagnosed with dementia.

Residents are encouraged to see their relatives and friends in private if they so wish. Their rooms can be used for this purpose or one of the lounges or the café.

The Dales hopes to encourage residents to feel at home in the environment, and that visiting family and friends are at all times comfortable with the care arrangements in place. The management will always, as far as possible, be available to discuss issues and concerns that may arise.

Relatives and friends are encouraged to play an active part in the Service user's needs to feel supported and comfortable within the environment and atmosphere that exists in the Home.

### **3.5.6 SERVICE USER OF THE DAY**

We aim to highlight one Service User every day to be "Service User of the Day". Their care plan will be reviewed and feedback sought of family, friends or advocates and clinicians as required.

### **3.5.7 CONCERNS AND COMPLAINTS**

We endeavour to satisfy our Service Users but even in the best run Care Homes there may sometimes be occasions when you may feel that you need to raise an issue. To aid you with this, the service has a complaints procedure that you can access.

We welcome all comments and wish to hear any concerns that you have as early as possible. Do not let things go on to the point at which your concerns become a complaint. Please talk to either your key-worker, or a member of the management team, who will listen to your concerns and act appropriately.

### **3.5.8 COMPLIMENTS**

Just as we realise the need to address any concerns you may have, we also welcome any compliments. It is always good for the staff to know that their hard work and effort is appreciated as we pride ourselves in making a real Home. To aid you to do this there is a "Comments" mail-box in the lower corridor of the Care Home. Please feel free to 'post' your comments, these are reviewed on a regular basis.

### **3.5.9 QUALITY ASSURANCE**

As part of our internal monitoring process, management conduct a daily walkabout of the home each weekday. Any issues identified are recorded and any actions necessary are appropriately delegated. A follow up check then takes place to ensure that appropriate action has been taken.

The Dales has recently introduced a new Quality Assurance process which ties in with our Infection Prevention and Control measures. Environmental and equipment cleanliness is regularly audited at periodic intervals determined by NHS Best Practice. It is then evaluated to ensure we comply with all statutory guidelines.

### **3.5.10 GIFTS AND THE SIGNING OF LEGAL DOCUMENTS**

The Company and/or any of the Company's employees or staff are not permitted to accept gifts from Service Users or to sign as a witness any legal documentation, which relates to a Service User.

### **3.5.11 SPIRITUAL / PASTORAL SUPPORT**

Service Users who wish to practice their religion will be given every possible help and facility. Particular care will be taken to try meet the needs of Service Users from minority faiths. These should be discussed with the management before admission. We will assist in the arrangement of transport for Service Users to any local place of worship. If requested, we can make contact with any local place of worship on a Service Users behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a Service User who would like this. In the public areas of the Care Home, we celebrate the major Christian festivals. Service Users have the opportunity to participate or not as they wish.

### **3.5.12 ADVOCACY**

As every Service User has the right to be respected, listened to and involved in decisions that affect their lives we will work to ensure that when required, access to advocacy services is fully supported.

### **3.5.13 ADJUSTING TO LOSS**

It is entirely natural to feel a sense of loss and bereavement when one's loved one enters a Care Home for either short or long term care. We acknowledge these feelings and our care staff are available to give support and reassurance. To assist you through this time we will try to involve you in the completion of documentation. This will involve paperwork such as Lifestyles & Interests, Care Plans / Programmes, Food & Drink Preferences, and Waking & Rising times.

In order to minimise the trauma during any time of loss, and after discussion and agreement with your relative, please provide the manager with written details of any personal funeral preferences or details of arrangements already made so that these maybe adhered to at such a time as they are needed.

## **3.6 OUR ENVIRONMENT**

Our Service Users will have exclusive use of an allocated room, which will be treated as far as possible as his or her private space. Should you wish to personalise your bedroom you are more than welcome to do so to create a more homely feel. Pictures, photographs or ornaments can be brought into the Service User room (these can be mounted on walls by our maintenance person, just let the manager know your wishes). We would also ask you not to use 'blue tack' or sellotape as it marks/stains the walls. Please inform the staff if any electrical items are brought in to the Care Home on admission or during your stay, as these must be P.A.T tested prior to being used in the Care Home, please ensure this is carried out prior to bringing the item to the Care Home.

Furnishing of the Service User rooms will include at least the following:

- A clean, comfortable bed suitable for the Service User's needs
- Bed linen and towels
- Curtains or blinds
- A mirror
- Overhead and bedside lighting
- A comfortable chair
- Drawers and enclosed hanging space for clothes
- Accessible electric sockets for appliances
- En-suite facilities – with WC and wash hand basin

Small items of personal furniture may be brought into the Care Home with the prior agreement of the management while taking into account the physical space available within a room. Such items should be clearly marked with the name of the Service User. Transportation, insurance and eventual removal of such items shall be at the responsibility of the Service User or their executors. You must ensure that all furniture complies with the Fire Regulations.

### **3.6.1 ACCOMMODATION AND SURROUNDINGS**

All Residents have their own rooms and there are facilities for married couples. There are 40 rooms of mixed sizes. Depending on which part of the home the room is located, when a room is vacated, it is offered to the next incoming resident. Choice is offered whenever available. All comforts are provided. Each bedroom is en-suite with hot and cold taps

There are also several communal rooms that residents can take advantage of, the café, various lounges, a drawing room with a grand piano, and the TV room.

Toilets and bathrooms are situated strategically throughout the Care Home and are fitted with hoists, bath chairs, walk in baths, grab rails, raised toilet seats and other mobility aids as required. In addition, a bathroom is fitted with hairdressing equipment to allow a full professional hairdressing service to be provided.

The ethos of The Dales is to be person centred. Televisions are installed in all bedrooms (unless the resident does not wish to have a TV in their room) and radios are available also. Newspapers are available for everyone to read. There are books and games available for Residents to read/use.

There are also landscaped gardens available for Service Users that are wheelchair accessible.

In addition there are some areas of the Care Home that are generally only for staff use these are as follows: Kitchen and stores, laundry, sluice room, staff toilet and manager's offices.

The objective at The Dales is for it to be a “Home from home”. Conversations take place on a daily basis with Residents, whose views are sought and highly valued. Their ideas are included in any changes and amendments to the care setting. Respect for the privacy and dignity of all Residents is paramount at all times and is demonstrated within The Dale’s Philosophy of Care, Residents’ Rights and the Residents’ Charter.

### **3.6.2 FIRE**

The fire alarm system is tested each week, with notice being given prior to it being set off. At all other times should the alarm sound, please remain calm and wait for instructions from staff or follow the instructions as set out below. You should also make yourself familiar with the fire exits located around the building. Completion of the Visitors’ Book in the Reception Area will aid staff in an emergency situation. To comply with fire regulations and for the safety and comfort of Service Users and staff, smoking is not permitted.

## **FIRE PRECAUTIONS AND ASSOCIATED EMERGENCIES**

Fire precautions and associated emergency procedures in The Dales are displayed throughout the home.

The home manages, implements and maintains appropriate fire precautions. The Dales is compliant with the requirements of the Local Fire Authority and the Care Quality Commission. Each resident has an individual fire evacuation plan recorded in their care plan.

Fire precaution legislation also required that the Home have the means of detection and giving warning in case of fire, the provisions of means of escape and the means of fighting fire. Furthermore, employee fire safety training is completed on an annual basis.

Regular checks, fire drills and maintenance of all fire equipment is undertaken. An external contractor carries out quarterly and annual checks and tests.

**The Homes Fire Procedure is as follows (specific procedures are available on site):**

On discovering a fire, staff must:

1. Sound the fire alarm.
2. Ring the fire brigade.
3. Locate the area of the fire from the main indicator panel situated in the main hall entrance.

4. Use an appropriate fire extinguisher to tackle the fire **if safe to do so** and accessible.
5. Close all doors as you leave the area.
6. Evacuate Residents away from the area of fire to a place of refuge – our aim is to get all residents a minimum of 2 fire doors away from the affected zone.
7. Check that all Residents are accounted for.
8. All visitors to abide by the above.
9. Designated fire evacuation points are:

**Outside – in the front shillie covered area on main street – there is a sign on the wall ‘Fire Assembly Point’.**

### **The Dementia Unit garden area**

All fire exits are marked on the doors.

#### **3.6.3 HEALTH AND SAFETY**

The management will ensure as far as is reasonably practical the health, safety and welfare of Service Users, including compliance with relevant legislation and the Department of Health guidance.

The Care Home does not restrict the Service User from leaving the premises, unless a Deprivation of Liberty Safeguarding is in place. We will not be responsible for injury to Service Users, visitors or invitees arising from the negligence of third parties or for the welfare of Service Users while not within the Care Home gardens, grounds or confines.

#### **3.6.4 RISK**

A Care Home is not without risk; Service Users have the right to take calculated risks. Risk assessments are put in place to reduce risk as far as reasonably practicable but we cannot provide holistic care without small levels of risk being present.

#### **3.6.5 TOILETRIES**

Service Users require a number of daily personal items, in particular toiletries.

Toiletries are not included in the weekly care fee and should be either brought in for the service user by their family members or can be purchased by us and invoiced to the person controlling their funds for payment; or payment can be made from the service user’s petty cash held on their behalf.

### **3.6.6 NEWSPAPERS**

Delivery of a daily newspaper / magazine can be facilitated via the local newsagent. The contact details of the local newsagent can be provided on request and family, friends can make arrangement for delivery as desired. A number of communal publications are delivered daily for the general use of all our Service Users.

### **3.6.7 MAIL**

Any mail received will be handed to you directly or delivered to your room on a daily basis. If you wish to post mail, please drop it into the main office by 4 pm each day.

### **3.6.8 TELEPHONES**

A telephone can be accessed in the home and assistance given where needed to make telephone calls. Should you require a personal telephone in your room please speak with the manager who will advise you how to proceed. The cost of this service is not included within the care fees at the Care Home. In the event of a new line being installed this must be in consultation with the Care Home.

### **3.6.9 TELEVISIONS**

Televisions are provided in communal areas. Alternatively, there is a television point in each room should you wish to bring your own. The home has procured television licences for all rooms. Please speak to a member of management if you have any queries in regard to television licences.

In line with our Health and Safety policy all electrical appliances must be P.A.T tested prior to being used in the Care Home, please ensure this is carried out prior to bringing the item to the Care Home.

### **3.6.10 HAIRDRESSING**

The hairdresser visits every Wednesday and will cut, set and perm hair as required. The cost of this service is excluded from the fees and is charged as an at cost item.

This will be invoiced along with your other sundry expenses – usually on a monthly basis.

### **3.6.11 DENTURES & GLASSES**

Please arrange for these items to be marked / engraved prior to admission.

### **3.6.12 PODIATRY, DENTIST, OPTICIAN & OTHER SUPPORT SERVICES**

All these services are arranged at regular intervals. Emergency visits are arranged if required. The cost of this service is excluded from the fees and is charged as an at cost item. Payment for podiatry services, optician, dentistry will be in arrears for service provided and in advance for any planned treatment identified during periodic visits.

The Dales has it's own mini bus which complies with the Royal Society for Prevention of Accidents (ROSPA), Minibus Safety Code of Practice, August 2015; and all transport needs of the Residents, to hospital, clinic appointments and other trips are included in the weekly fee.

### **3.6.13 CAR PARKING**

Car Parking is at the owner's risk. There is adequate on road parking and also parking areas to the front and rear of The Dales Care Home. Please can we ask you not to obstruct clear access to our main doors though, to allow for any medical practitioners and emergency services, should the need arise.

### **3.6.14 PETS**

The Dales does allow small pets into the home but this must be by prior arrangement with a member of the management team. Where a potential service user wishes to bring a pet to reside with them, the suitability of the pet and any risks posed will need to be fully assessed. Please refer to our Pets Policy and Procedure, a copy can be provided upon request from a member of the management team.

## **3.7 CARE QUALITY COMMISSION – OUR REGULATOR VIEW OF OUR SERVICE**

Our latest service review by our independent regulator is available in the lobby of the Care Home for reference and online at

<http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm>

Alternatively there is a link on the home page of our website that will take you directly to our CQC review.

## **3.8 COMPLAINTS PROCEDURE**

We want our service provision to match your needs and your expectations, and we welcome any comments you may wish to make, whether positive or negative. We encourage you to tell us what we do well and identify when there are aspects of our service provision that you are happy with.

Equally we encourage you to identify aspects of our service provision that could be better. As a Service User directly experiencing the service provision you are perfectly entitled to make comments, or complaints at any time.

If you do wish to make a complaint, a copy of our complaints procedure can be obtained from the office.

## **4.0 SERVICE USER FEEDBACK**

Feedback is regularly sought from our service users. We will display "You Said, We Did" posters in communal areas of the home to demonstrate how we have responded to suggestions and feedback from our service users.

**INSTRUCTIONS IN THE EVENT OF A FIRE**

**ON HEARING FIRE BELLS**

**PLEASE GO IMMEDIATELY TO A FIRE EXIT**

**FOLLOW THE EXIT SIGNS**

**DO NOT USE THE LIFT**

**YOUR SAFE ASSEMBLY POINT IS THE  
FORECOURT AT THE FRONT OF THE BUILDING**

**STAFF WILL DIRECT YOU**

**DO NOT STAY TO COLLECT PERSONAL EFFECTS**

**NO SMOKING IN THE BUILDING**

**THANK YOU**

## **RESIDENTS' RIGHTS**

1. Residents have a right to personal independence, to come and go as they wish to the extent that they are able, for example to go on visits or stay with friends and relatives.
2. Residents have a right to care for themselves as far as they are able and willing.
3. Residents have a right to personal choice, for example, when to get up, whether to bath/shower daily, choice of menu, whether to eat in their room or the dining room, whether to pursue a hobby, join in activities, or abstain.
4. Residents have a right to have their dignity respected by others in every way possible and to be treated as individuals in their own right, whatever their abilities or disabilities.
5. Residents have a right to be consulted about daily living arrangements in Residents' meetings.
6. Residents have a right to privacy, for themselves, their belongings and their affairs.
7. Residents have a right to have their cultural, religious, sexual, emotional and other needs accepted and respected.
8. Residents have a right to facilities and services in the surrounding community as private citizens, including registration with the GP and dentist of their choice, hairdresser and chiropodist.
9. Residents have a right to mix with other people in the community, whether by going out or by inviting visitors for light refreshments etc. if they wish.
10. Residents have a right to complain to the owners if they have a grievance.
11. Residents have a right to regular reviews to assess whether all their needs are being met. Both the Resident's points of view and their care requirements will be discussed at these meetings.
12. Residents have a right to full access to their records and Care Plan.
13. Residents have a right to some risk being accepted as a normal aspect of the life of the home. For example, taking a bath / shower on their own.
14. Residents will be afforded choice and control over their lives and staff will ensure that all decision making mechanisms of the Mental Capacity Act are implemented at all times in all interactions with residents.

## RESIDENTS' CHARTER

### **Quality of Life:**

A Home is expected to be a happy place where the Residents will be encouraged to have as high a quality of life as possible, and where the Home management staff should assist in the achievement of this aim.

This means that the Residents are encouraged to make decisions regarding themselves, and assistance, if necessary, should be given to carry out the decision. This may entail the acceptance by the Resident that there may be a degree of risk, which would be minimised by the setting and care staff. Positive risk taking is a key feature of the way staff support residents in the home.

Residents, who wish to do so, should be encouraged to continue with their interests outside the Home. This will be encouraged and facilitated by the Laxton Hall staff.

### **Independence:**

A Resident may prefer to be independent in certain self-care situations in order to retain self-respect and dignity, and this will be encouraged at all times.

### **Privacy:**

Residents are entitled to privacy, and untoward invasion of their privacy can be considered an intrusion. The privacy concerned will depend on the situation. It might be dressing or undressing, washing or bathing, or it might be a private conversation with a visitor or doctor.

### **Dignity:**

A Residential Home should uphold the dignity of a Resident even though assistance and support may be needed in many ways. Management and staff are trained so that each person is supported as an individual with their own thoughts and beliefs, which should be respected. Person centred approaches are implemented at all times in everything we do.

### **Privacy in Medical Care:**

Treatment from a doctor or nurse will be given in private. All Residents are able to talk to the doctor in private. This will be encouraged and facilitated by The Dales staff.

### **Community Facilities:**

Residents are entitled to utilise all the community facilities available to people within the locality. These services include doctors, chiropodists, dentists and community nurses. These practitioners are invited to visit Residents within the privacy of the Home.

Other services i.e. the optician will be arranged on an individual basis by the Home.

### **Discussion of Care and Needs:**

A Resident has a right to discuss their Care Plan in private with a member of staff in charge and to request any changes to it.

**Staff:**

Staffing is sufficient to meet the needs and dependency of the Residents, and of a quality to cope with the wide variety of demands placed upon them.

**Visitors:**

Visitors are welcome at all reasonable times – the Dales does not have restricted visiting times.

**Legal Advice:**

If Residents require legal advice, we will support them to access this. Where a service user lacks capacity, the Home would be able to facilitate access to advocacy. Such meetings will be private and not involve the Home.

**Accommodation:**

Each Resident will have his or her own room. These will be well equipped, warm and comfortable. Services in each room should include en-suite facilities, central heating, and sufficient lighting. Each room is equipped with a call bell and/or sensor as deemed appropriate for that resident.

**Human, Emotional and Social Needs:**

Appropriate emotional support and empathy will be provided particularly when Residents feel low. Where there is a perceived need for more psychological support, this would be sought from external professionals with relevant qualifications.

The qualities needed to provide such understanding emanate from the individually selected staff of the home, and from the training and example given by the Sister in charge. Managers and staff possess these skills as part of their professionalism.

**Religion:**

Residents have the freedom to decide whether to follow a particular religion. Those wishing to attend church should be encouraged to do so. The management and staff help those Residents who prefer clergy to visit to make the necessary arrangements.

**Form of Address:**

Residents choose how they wish to be addressed. Although first names are often used between Residents and staff, this should not be automatic even though this practice may be consistent with a family atmosphere.

**Health Care:**

Care within the concept of a Home is given in a person-centred manner to each Resident. In this respect the Home should liaise with doctors and other health care professionals to ensure that correct medical care is given.

**Medicines:**

The Home has a system for the control, supply, and administration of prescription and other medicines and residents are able to take responsibility for their own medicine, if they so wish, within a risk assessment framework.

Medication, whether self or staff administered, is managed in a way that protects residents.

With all residents, who have completed a risk assessment and are capable of self-medication, will be provided with a lockable space in their room to store their medication.

**Doctor:**

Residents at The Dales will be registered with Maryport Health Services. Every Tuesday the home is visited by a Doctor, with additional visits if needed. The Deputy Manager will arrange for registration to be transferred to MHS if new residents are not already registered with MHS.

**Personal Belongings:**

Residents should be able to bring a reasonable number of personal belongings into the Home, including photographs and pictures, ornaments, and such furniture as may be agreed with the management. An inventory of Personal Belongings Form will be completed by a member of the care staff on the day of admission.

The executors should make arrangements for the disposal of such property in the event of a Resident's death.

The Home provides a place of safety for the storage of such Residents' property as may be agreed with the management, and should provide Insurance cover to a certain level.

**Telephone:**

A telephone is available for the use of Residents and phone calls from relatives and friends are encouraged. If Residents require phone in their room, this can be arranged at their expense.

**Nutrition:**

Residents are provided with nourishing, adequate and appetising food. Variety is important. Likes and dislikes are taken into account, and special dietary requirements catered for. Staff are trained in nutrition management.

**Complaints:**

The Home has a written complaints procedure, which will be invoked whenever there is a complaint, however trivial it may appear.

All complaints received will be logged and dealt with in accordance with our policy. The Dales will acknowledge all complaints received in writing, detailing what action will be taken and what timescale the process will be completed in. In every event a written response to the complainant will be made by the home within 28 days.

A record of all complaints will be kept available for inspection by the Care Quality Commission. You may wish to complain direct to them at:

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

Telephone: 03000 616161  
Fax: 03000 616171

Website contact us page: <http://www.cqc.org.uk/content/contact-us>

If you have a worry about your care or any other anxiety, please do not hesitate to speak to the Registered Manager or any other staff member, when every effort will be made to overcome this difficulty.

**Dying and Death:**

Residents are assured that at the time leading to their death, staff will treat them and their family with care, sensitivity and respect. Every effort will be made to ensure that the resident receives appropriate attention and pain relief and their spiritual needs and rites will be observed.

The Home will ensure that the resident's wishes regarding their arrangements following death will be documented and held as a matter of record.

**General Data Protection Regulations (GDPR)**

The Dales policies and procedures are compliant with the GDPR. Our Privacy Policy is available on request. Specific privacy notices are in place for the delivery of care and employee management.