

# THE OLD VICARAGE

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## *Statement of Purpose And Service User Guide*

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# THE OLD VICARAGE RESIDENTIAL HOME

## STATEMENT OF PURPOSE

### **AIMS AND OBJECTIVES**

The aim of the Old Vicarage is to provide the highest standard of care in a homely environment, assisting our service users to live with dignity while providing the necessary support to enable them to lead a full and active life, and to give our service users the fundamental right to self-determination and individuality.

Our objective is to enable our service users to achieve their full potential. We endeavor to achieve this by sensitive recognition and the nurturing of each individual's potential and allowing for this to change over the course of their stay in the Home.

### **FACILITIES**

The Old Vicarage offers residential care 24 hours a day. We run a small 18-bedroomed, comfortable home for men and women over 65 years of age.

The home does not offer nursing care but we have excellent support from the local Doctors' surgery, the community nurses and other health professionals. Service users may request visits from their G.P. as necessary and these visits would be in the privacy of the service user's own room. We are able to offer accommodation to service users who are catheterised, but unfortunately, not to those who are doubly incontinent.

We are able to consider potential service users who need to be encouraged or persuaded to eat and we are able to cater for varied dietary needs, i.e. diabetics or coeliacs, but we do not accept new service users who are incapable of feeding themselves.

While we are happy to offer accommodation to people with little notice, we do not have registration to enable us to accept emergency admissions. (This is where a room is permanently set up for emergencies and service users' stay on a short-term basis.) We do however, offer respite care should a room be available.

We are able to take service user's pets but this is subject to suitability and a risk assessment.

We prefer to have an "open door" policy at The Old Vicarage, meaning service users are encouraged to come and go as they please, and we will welcome visitors at any time of the day. However, the Care Standards Act 2000 does recognise that there will be occasions when a service user may not wish to see a visitor and in this situation, we would respect their right to refuse entry.

Service users are given their own mail unopened, as soon as it arrives. We have a dedicated service user's phone line, which enables us to take the phone to the service user in order that they may speak in privacy. If they wish, they may have a telephone line put directly into their own room, which would be a private arrangement between the service user and British Telecom, and would be at the service user's expense.

It is our intention to offer service users a good standard of living, in comfortable, homely conditions. All service users' rooms have the facility of an en-suite W.C. and washbasin, so they can be sure of privacy. Each room is also fitted with a digital safe to enable service users to hold their valuables safely.

We make every effort to maintain the house in good order, comfortably furnished and attractively decorated. This extends to the well-maintained garden that residents can take full advantage of, when the weather permits.



Other facilities the Home offers are a conservatory leading into the garden, a cosy lounge with an open fire and a well-presented dining room.

A full laundry service is provided on site and dry cleaning can be arranged at the service user's expense.

The Home has a selection of games, puzzles, magazines and a small library of suitable and large print books available for service users to borrow. Delivery of newspapers and magazines can also be arranged at the service user's expense.

The Home benefits from regular visits by chiropodists and opticians, although arrangements can be made for service users to visit their usual optician if appropriate.

The Home has weekly visits from a hairdresser, and service users may visit by appointment. Should a service user's regular hairdresser be available, they may wish to visit and do the service user's hair in the privacy of their own room, alternatively the service user may wish to attend their regular salon, which can also be arranged.

We provide many opportunities for service users to enjoy activities and entertainment such as walks in the garden and in the village, reminiscence sessions, bingo, music and movement, quizzes, sing-a-longs, and visits to local places of interest and lunch clubs. A short service with Holy Communion is conducted each month by the local vicar. Some service users attend local church services regularly accompanied by a relative/friend or a member of staff.

The Home, opened in 1990, offers high quality and committed management and staff. The Home's reputation testifies to the very high quality of both the care team and the support staff, none of whom are nurses but who are trained, qualified and experienced in their own particular spheres.

As a result, The Old Vicarage offers a standard of care that is recognised and appreciated by both residents and their families. Some examples of appreciative letters are attached to this statement.

## **CONSULTATION**

Our management encourages service users to make known their wishes and preferences in all aspects of the Home's organisation. This would include such matters as times for getting up, breakfast and bed times, dishes to be introduced or dropped from the menu, preferred activities and entertainment to be arranged, and so on. Any issues can always be mentioned to a member of the care staff, for transmission to the manager, alternatively carers can arrange for the manager to visit an individual resident to discuss issues face to face.

Service users' meetings are held regularly, where service users are consulted on the operation of the Home. These meetings also enable service users to have their say about changes that have been requested which might not be universally acceptable.

## **PRIVACY AND DIGNITY**

The home believes that privacy is an absolute right of every service user and an essential aspect in the safeguarding of each individual's personal dignity.

Service users are treated with sensitivity, respect and thoughtfulness. Anyone entering a service user's room will always knock before entering. Service users are addressed by their title or preferred name and treated as an individual. Whenever possible, service users are encouraged to do things for themselves. If private or personal issues arise with service users these are discussed in a private environment. Service users are always treated in a proper and sensitive way when performing intimate care tasks.

## **CARE PLANNING**

Person-centred care plans are prepared in consultation with the service user, their relative/representative and all other appropriate external social or healthcare professionals wherever possible. This enables us to develop an all-round comprehensive view of the service user's physical, spiritual and emotional needs, which enables the Home's management to produce a comprehensive assessment of all aspects of the service user's health, personal and social care requirements.

Each individual service user has a person-centred plan of care, which covers every aspect of their daily living. These are reviewed monthly by the management or more often should the service user's requirements change, in consultation with the service user, their relative/representative and all other appropriate external social or healthcare professionals wherever possible. Details of reviews are documented and recommendations acted upon.

## **KEY WORKER SYSTEM**

Each service user is appointed a key worker on admission, and the key worker's responsibilities are as follows:

- To communicate with their assigned service users on each shift attended and offer help with tasks. These tasks could be personal shopping, letter writing and reading, arranging appointments or assisting with recreational pursuits.
- To offer the service users assistance with other personal affairs such as contacting relatives/friends.
- To obtain shopping or organise for shopping to be done for the service user.
- To be a companion to the service user – someone the service user feels he/she can talk to about any issue, confident in the knowledge that the discussion will not be repeated to anyone else unless that is what the service user wishes.
- To voice service users' concerns regarding issues connected with the running of the home, for example, a change in policy or practice which the service user was not happy with.
- To record in the key worker section of the service user's personal file, the duties that the key worker has completed for them.

- To advise the senior carer or the manager of the home if a concern is identified involving the physical, psychological or emotional well-being of the service user. This would be accomplished within the confines of the National Care Standards Act, paying particular attention to a service user's right to privacy and confidentiality.

## **FIRE PRECAUTIONS**

The Home has a Fire Alarm System fitted with heat and smoke detectors, sounders, break glass points, a control panel and an emergency lighting system. There are fire extinguishers, fire blankets, fire exit notices and fire emergency notices placed in strategic points throughout the Home. Staff are regularly instructed on fire prevention/drills policy. Service users are informed of the emergency procedures on admission and a person-centred fire notice is produced for each service user, taking into account their mobility. The fire alarms are tested weekly and the fire alarm system, fire fighting equipment and emergency lighting system are all regularly maintained by qualified maintenance engineers.

## **COMPLAINTS POLICY**

1. The Home is committed to providing high-quality services and to constantly seeking ways to improve that quality.
2. Your comments, complaints, suggestions or compliments are always welcome at the Home and we take pride in responding to them quickly, effectively and honestly.
3. Any dissatisfaction and all comments, compliments, suggestions or complaints should be made to the Home manager, Mrs. Nicole Trinder.
3. Complaints will be treated seriously and dealt with as soon as possible.
4. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
5. An acknowledgement letter will respond to written complaints within two days. The home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
6. If the complaint cannot be resolved satisfactorily within the home it will be referred on to the Care Quality Commission.
7. Service users may complain directly to the Care Quality Commission. Their contact details are:

**Care Quality Commission**  
**South West Region**  
**Citygate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**  
**Telephone: 03000 616161**  
**Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)**  
**Web: [www.cqc.org.uk](http://www.cqc.org.uk)**

We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

## STAFF NUMBERS

At any given time staff members on duty are as follows:

	<b>Morning</b>	<b>Afternoon</b>	<b>Night</b>
Managers	1	1	1
Senior Carers	1	1	
Carers	2	2	2 (1 sleeping and 1 awake)
Cook	1		
Cleaners	1		
General Assistant	1		

## STAFF QUALIFICATIONS

Nicole Trinder	Registered Manager	NVQ 2 Health & Social Care NVQ 4 Leadership & Management Cert in Safe Handling of Medicines
Hatty Hembrow	Senior Carer	NVQ 3 Health & Social Care
Agnes Cabiles	Senior Carer	NVQ 3 Health & Social Care
Hayley Miles	Day Carer	NVQ 2 Health & Social Care
Mary Duncan	Day Carer	NVQ 2 Health & Social Care (started Feb-09)
Sandra Goodliffe	Day Carer	NVQ 2 Health & Social Care (started Feb-10)
Emma Gilling	Junior Day Carer	
Maureen Millard	Day Carer (Bank)	
Sheila Young	Night Carer	C&G Community Care Practice Cert in Safe Handling of Medicines
Glenice Lodge	Night Carer	Former RGN
Mary Caddick	Night Carer	NVQ 2 Health & Social Care (started Nov-09)

All of the care staff have undergone mandatory training, and attended courses and received certificates in Health and Hygiene for Food Handlers, First Aid, Dealing with Dementia and other forms of mental impairment, Manual Handling, Recognising Abuse, Health and Safety, and Administration of Medication.

We are constantly researching new courses for our staff and their training is ongoing.

All certificates obtained by our staff are available for inspection, along with the latest CQC inspection report in the main hallway of the Home.

## PASSENGER LIFT

The Home has a shaft lift to take five persons, or two people and a wheelchair. This serves all the upstairs rooms, except bedrooms 12, 14 and 15, which are accessed by short stair-way.

## DOORWAYS

All doorways in the house are wide enough to be accessible by wheelchairs, though for practical purposes rooms 12, 14 and 15 would not be suitable for wheelchair users.






## ROOM NUMBERS, SIZES, BATH AND SHOWER AND OTHER FACILITIES

17 of our 18 bedrooms are single rooms, or 94%. This exceeds the National Standards which requires at least 80%.

Room Number / Name	Size m <sup>2</sup>	En suite	Garden Access  View 
GROUND FLOOR			
Conservatory	20.13		 
Lounge	22.54		 
Dining Room	28.52		
Hallway	14.43		
Bedroom 1		✓	
Bedroom 2		✓	
Bedroom 3	14.26	✓	
Bedroom 4	10.36	✓	
Bedroom 5	10.36	✓	
Bedroom 6	10.36	✓	
Bedroom 7	10.36	✓	
Bedroom 8	11.6	✓	
Bedroom 19	12.27	✓	

Bathroom with bath lift

### FIRST FLOOR

Bedroom 9	9.36	✓	
Bedroom 10	10.44	✓	
Bedroom 11	12.88	✓	
Bedroom 12	14.04	✓	
Bedroom 14	12.48	✓	
Bedroom 15	10.45	✓	
Bedroom 16	17.64	Private bathroom	
Bedroom 17	9.9	Private bathroom	
Bedroom 18	11.34	Private bathroom	

Bathroom with walk-in bath and shower above

Bathroom with bath lift

## ADMISSION PROCEDURE

Prior to admission, prospective service users who meet the registration criteria will undergo a pre-admission assessment by a member of management. The assessment is designed to ensure that the Home is able to sufficiently cater for their individual needs and will assist in the preparation of the personal-centred care plan.

## STATEMENTS FROM RESIDENTS AND FAMILIES

Here are some extracts from letters written by service users and their families:

*"This isn't me being here with people looking after me, I'm here living with my friends."*

*"It's a happy, happy place."*

*"Ask for anything, they'll do it, you only have to ask."*

*"We are spoilt!"*



*"I have a very pleasant room. The view from my window would be hard to equal by many residential homes I am sure. The size of the room is very suitable for me to keep all my own bits and pieces plus the furnishings supplied by the management."*

*"The standard and availability of care is excellent. I could not want anything better. I am so pleased that with help from your staff I am still able to keep walking."*

*"Food is of good quality, plentiful and varied. No doubt it is difficult to produce meals for so many with varied appetites."*

*"My mother has been with you at The Old Vicarage for nearly four years now and hopefully will celebrate her 101st birthday with you. I brought her to you straight from hospital and from the day she arrived she was made to feel welcome and we, the family, were amazed how she settled in so quickly. This was entirely due to the care and kindness given to her by the staff."*

*"It is good for us to know that she is regularly checked on during the night and that someone is always there to call on when she needs help. Mum continues to tell me often how caring staff are, and also how she enjoys their company, the joking and the attention. The carers are very willing to accompany her on walks round the garden and down the road, as well as spend time with her having a chat. They are always friendly, pleasant, helpful and determined to make sure Mum is happy."*

*"I feel the home is an ideal size, not too large and not too small, a friendly place for the residents to call their home."*



*"We want to write and say how satisfied we are with the care that Mother is receiving from you and your staff. There is no doubt that she settled in very quickly and is much more contented and less frustrated than before. This reflects the care, attention and good company that she enjoys in the warm comfortable and relaxing surroundings of The Old Vicarage. She also appreciates the well-kept and interestingly planted garden and loves to sit outside when it is sunny. The garden is indeed a welcome bonus."*

*"We are delighted with the standard of care she has received. The management and staff have invariably been welcoming, friendly and willing to discuss her general well-being and particular needs."*

*"I also appreciate the efforts made to provide mental stimulation with occasional quizzes and visits from the reminiscence lady. The Friday exercise sessions must be beneficial."*

*"I have no hesitation in recommending The Old Vicarage to anyone considering a need for residential care."*

*"They help me live the life I want to and are very caring."*

*"It's as close as I can get to living in my own home now that I need care and support."*

*"The staff always treat me with respect. I sometimes feel like the lady of the manor."*

*"Thank you so much for managing such a wonderful home for mum to spend her last few years in. A better place could not be found anywhere."*

*"Thank you for your care and dedication and making my Dad's final months as pleasant and happy as possible."*

*"I thought the care and attention I received was excellent, especially the kind staff."*

*"Thank you for all the care and love you have given to my mother during her stay with you. Thank you all for all the support you have given me. Your love and compassion shines through."*

# DAILY SCHEDULE

From 6 a.m.	Breakfast on trays in rooms
7.30 a.m.	Morning shift come on duty
7.45 a.m.	Baths and personal care begins
8.30 a.m.	Papers delivered
10.00 a.m.	Tea and coffee round
10.30 a.m.	Room cleaning and returning of Laundry
12 noon	Lunch in dining room
1.30 p.m.	Afternoon shift come on duty
2.00 p.m.	Tea and coffee round
3.00 p.m.	Activity (Refer to activity sheet on Residents notice board)
5.00 p.m.	Tea served in dining room
7.00 p.m.	Drinks round (whisky, sherry, tea and coffee)
7.30 p.m.	Night shift come on duty

# RESIDENTS CHARTER

Residents living in The Old Vicarage Residential Home have the right to:-

1. Dignity and respect from all staff, of all beliefs and choices of lifestyle and in all circumstances
2. Kindness
3. Privacy
4. Confidentiality in all matters, personal and medical, and protection of interests, social and legal
5. Freedom of movement and activity, subject only to safety
6. Freedom of choice, so far as is practicable
7. A homely and safe environment
8. Feel and be treated as a valued member of the small community of the Residential Home
9. Have visitors whenever and wherever wanted
10. Associate with others and build up relationships, both inside and outside the Home
11. Have spiritual, emotional and physical needs met and respected
12. A high standard of care, be given details of medical condition on request: to have a key worker or named care assistant, and to choose own General Practitioner and Dentist
13. Be consulted on all aspects of living in the Home and care received, and have the right to say "No"
14. Go to bed at their chosen time and to have a lie-in and breakfast in bed
15. Have free access to the Senior Carer, Deputy Manager, Manager, Proprietor and Inspectorate easily, to have complaints taken seriously and dealt with promptly and fully

## THE OLD VICARAGE, CHURCHILL, NORTH SOMERSET

### TERMS AND CONDITIONS OF RESIDENCE

The Management and Staff welcome ..... to the Old Vicarage and hope you will find it a happy and homely place to live.

The purpose of the Old Vicarage is to provide a high standard of care, comfort, cuisine and consideration to elderly people when they can no longer manage all the work and responsibility of looking after themselves in their own homes. It should be made clear that it is a Residential Care Home for the Elderly (over 65s), not a Nursing Home. The Staff are not nurses but have been carefully selected for their various qualities and experience in providing first class care with warmth and understanding. Many are undergoing training towards nationally accepted qualifications with us. The Home is staffed round the clock.

The first month of a new resident's stay is regarded as a trial period with no commitment on either side. We hope residents will feel comfortable enough to make the arrangement permanent. Staff and other residents will undoubtedly go out of their way to welcome you and help you settle in. Please bear in mind that existing residents have chosen to come and live here and make for themselves the home they want within our four walls, as you yourself may want to do. We ask you to respect their preferences and particularly to bear in mind that their room is, in effect, their home and they are entitled to privacy in it.

Permanent residents are encouraged to bring their own furniture and effects. If required by the resident, an inventory of such items will be agreed and both the resident and the Management will keep a copy. The home can accept no responsibility for loss or damage to any item so listed except that insurance cover is arranged up to £500 per claim per resident (with an excess of £100). Should the furniture and effects of the resident be valued at more than the above sum, the resident may wish to consider taking out further insurance.

Each resident's room is fitted with a safe operated by a digital keypad so that cash and valuables can be securely locked away.

### **PRIVACY AND CONFIDENTIALITY**

All residents and/or their nominated advocate will have access to their Care Plan and medical records and no other person other than those with statutory authority will have such access.

### **TV AND RADIO**

Residents normally bring their own radio and/or television. They should know that a TV licence is held by the Home, which means that they do not require their own licence. Residents who are at all deaf should know that equipment is available to enable them to hear their television without turning the volume up and possibly disturbing other residents. We can supply the name and telephone number for this service.

## **VISITORS**

Visitors are welcome at any time although lunch 12.00-1.00 p.m. and supper-time 5.00-5.45 p.m. should be avoided unless prior arrangements have been made.

## **MEDICINES**

Please bring any medicines you may be taking with you and also the dosages prescribed. We administer medication as required to each resident generally but if you wish to take charge of your own medication and be responsible for taking it according to the doctor's instructions, we are happy that you should. Residents who are responsible for their own medication must alert staff at least 3 days before repeat prescriptions are due. All incoming medicines must be booked in by the person in charge on every occasion so that dosages can be updated.

## **CLOTHES**

These should be clearly marked with name tapes, so that easy sorting and identification is possible. No responsibility is taken for any loss of clothes inadequately marked. Articles that require hand washing place an enormous additional burden on the staff. Please buy machine washable articles where at all possible and also avoid Damart underwear that will not stand either washing or tumble drying at normal temperatures.

## **PETS**

Where residents wish to bring a pet with them, arrangements can be made providing agreement can be reached with the Management team.

## **SUGGESTIONS**

Residents are encouraged to treat The Old Vicarage as home and so are encouraged to state their preferences. In the unlikely event that these are in any way contentious or may affect other residents, such suggestions would normally be put to a full meeting of residents so that all can have their say. Residents are encouraged to use the suggestion book situated in the main reception room.

## **COMPLAINTS**

Complaints should be addressed to Nicole Trinder, the Manager of the home. She will investigate the complaint in accordance with the Care Standards Act and, depending on its type and severity, an answer will be forthcoming as quickly as possible. All complaints are documented, and will be answered within 28 days, in writing if this is preferred. If the complaint is not satisfactorily resolved the resident or their representative may wish to contact:

**Care Quality Commission.**

**South West Region**

**Citygate**

**Gallowgate**

**Newcastle upon Tyne**

**NE1 4PA**

**Telephone: 03000 616161**

**Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)**

**Web: [www.cqc.org.uk](http://www.cqc.org.uk)**

## **RECORDS**

We think it prudent to hold on file full instructions as to how we should proceed in the event of the sudden death of a resident. A sheet is attached hereto and we ask you to complete it in full so that this important information is on file and available in detail immediately if needed.

## **ATTENDANCE ALLOWANCE**

We would remind you of the availability of Attendance Allowance to assist with payment of fees. On taking up residence, application should be made immediately even though the net gain for some residents will be negligible. However once the need has been established it will enable residents to move from the daytime rate to the 24-hour care rate when their health justifies this. This is most important because we do make a surcharge for people needing a lot of attention at night. The amount of this surcharge is the amount provided by Attendance Allowance at the high (24 hr) rate.

## **TEMPORARY ABSENCE**

If a resident is temporarily absent from the Home for a period of up to six weeks the full fee remains payable. If the absence lasts for longer than six weeks then the fee will be discounted by an amount dependent on the length of absence from the home up to a maximum of 80% of the full fee.

During a period of temporary absence the resident's room will not be occupied by any other resident.

## **NOTICE**

The resident, his/her advocate/representative or the Home may terminate a resident's contract by issuing one month's notice, the month to start on the day on which notice is given. Where a resident fails to give notice to the Home, the Home reserves the right to make a charge to cover the period until the room is re-occupied, any such charge not to exceed one month's fees.

The Home reserves the right to terminate a resident's contract by giving one month's written notice if:

1. The behaviour of the resident has an adverse effect on the other residents and the behaviour is not capable of being remedied.
2. Any amount due in respect of fees is not paid within 30 days of the due date (unless previously arranged with the Manager).
3. Any other term of the conditions is breached by the resident and is not capable of being remedied.
4. After exhaustive consultation the Home is unable to meet the care requirements of the resident. (The period of notice may be reduced to avoid long term damage to the resident's health and wellbeing.)

In the case of the death of a resident the terms and conditions of the contract will terminate immediately but full fees will be due up to and including the day the bedroom is vacated.

Relatives or advocates/representatives will have access to the bedroom during this period subject to making prior arrangements with the Home.

## **INSPECTION REPORT**

A copy of the latest Care Quality Commission (CQC) inspection report is displayed in the main hallway or you may wish to look at the CQC website on [www.cqc.org.uk](http://www.cqc.org.uk)

## **FEE INCREASES**

Residents can expect an annual fee increase to compensate for general cost increases including inflation. They will be notified by letter in March, and the increase will take effect in April. Supplementary fee increases may be made at any time where a resident's health deteriorates and they require more assistance.

## **FEES**

The fee quoted covers the costs of accommodation, care, meals, snacks, refreshments, use of the public telephone, laundry (but not dry cleaning), room cleaning and heating, medical requirements and some basic toiletries.

In other words it covers all the basic living expenses including any entertainment and outings. The resident is responsible for additional orders and requirements such as telephone bills (where they have a telephone fitted in their own room), links to satellite television, newspapers, magazines, hairdressing, chiropody and other supplies that are particular to the needs of the individual. The fee also includes the provision of care staff on a 24-hour basis to provide personal care as detailed in the resident's Care Plan.

All local authority-funded residents will be invoiced every four weeks for their contribution towards their contract fee, as will any person paying the resident's third party top-up fee. All cheques should be made payable to 'The Old Vicarage (Churchill) Ltd'.

All self-funded residents' fees are payable in advance and residents are urged to set up a Standing Order with their bank as soon as possible after taking up residence. Please arrange for funds to be released in time to reach our bank by the first day of each calendar month. Monthly fees will be calculated by taking the weekly fee, multiplying it by 52 and dividing by 12.

The Old Vicarage bank details are as follows:

Nat west Bank PLC  
290 Wells Road  
Knowle  
Bristol  
BS99 5AT  
Account Name: The Old Vicarage (Churchill) Ltd  
Account no: 63076179 Sort code: 60-12-29

Where a Standing Order is not appropriate they should discuss an alternative arrangement with Nicole Trinder, the Home Manager.

Our terms and conditions must be agreed and signed prior to residence commencing. A photocopy of this agreement countersigned by us will be given to you for your retention.

Your contract fee for the present is £..... per week.

Your room number is .....

SIGNED (Manager).....

SIGNED (Resident).....

DATE.....

DATE.....

## THE OLD VICARAGE, CHURCHILL, NORTH SOMERSET

### TERMS AND CONDITIONS of DAY CARE

The Management and Staff welcome .....to The Old Vicarage and hope you will find it a happy and homely place to visit.

The main purpose of The Old Vicarage is to provide a high standard of care, comfort, cuisine and consideration to elderly people when they can no longer manage all the work and responsibility of looking after themselves in their own homes. It should be made clear that it is a Residential Care Home for the Elderly (over 65s), not a Nursing Home, that also provides day care services. The Staff are not nurses but have been carefully selected for their various qualities and experience in providing first class care with warmth and understanding. Many are undergoing training towards nationally accepted qualifications with us.

Staff and other residents will undoubtedly go out of their way to welcome you and help you settle when visiting. Please bear in mind that our resident service users have chosen to come and live here and make for themselves the home they want within our four walls. We ask you to respect their preferences and particularly to bear in mind that their room is their home and they are entitled to privacy in it.

#### **VALUABLES**

The home can accept no responsibility for loss or damage to any items the service user decides to bring into the home on visits, therefore service users are urged not to bring in high value items with them. There is a safe in the general office that can be used to store money if required.

#### **PRIVACY AND CONFIDENTIALITY**

All service users and/or their nominated advocate will have access to the service user's Care Plan and records and no other person other than those with statutory authority will have such access.

#### **VISITORS**

Visitors are welcome at any time although lunch 12.00-1.00 p.m. and supper-time 5.00-5.45 p.m. should be avoided unless prior arrangements have been made.

#### **MEDICINES**

Please bring any medicines you may be taking with you and also the dosages prescribed. We can assist with or administer medication as required to our service users but if you wish to take charge of your own medication and be responsible for taking it according to the doctor's instructions we are happy that you should. All incoming medicines must be booked in by the person in charge on every occasion.

#### **SUGGESTIONS**

Service users are encouraged to treat The Old Vicarage as home and so are encouraged to state their preferences. In the unlikely event that these are in any way contentious or may affect resident service users, such suggestions would normally be put to a full meeting of residents so that all can have their say. Service users are also encouraged to use the suggestion box situated in the main reception room.

## COMPLAINTS

Complaints should be addressed to Nicole Trinder, the Manager of the home. She will investigate the complaint in accordance with the Care Standards Act and, depending on its type and severity; an answer will be forthcoming as quickly as possible. All complaints are documented, and will be answered within 28 days, in writing if this is preferred. If the complaint is not satisfactorily resolved the service user or their representative may wish to contact:

**Care Quality Commission.**

**South West Region**

**Citygate**

**Gallowgate**

**Newcastle upon Tyne**

**NE1 4PA**

**Telephone: 03000 616161**

**Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)**

**Web: [www.cqc.org.uk](http://www.cqc.org.uk)**

## RECORDS

We think it prudent to hold on file full instructions as to how we should proceed in the event of the sudden death of a service user. A sheet is attached hereto and we ask you to complete it in full so that this important information is on file and available in detail immediately if needed. We will also keep confidential records about service users visits which can be made available to the service user but not to his/her advocate/representative unless the permission of the service user has been given.

## NOTICE

The service user, his/her advocate/representative or the Home may terminate a service users contract by issuing one week's notice, the week to start on the day on which notice is given. Where a service user fails to give notice the Home reserves the right to make a charge, usually one week's service fee.

The Home reserves the right to terminate a service user's contract by giving one week's written notice if:

5. The behaviour of the service user has an adverse effect on the resident service users and the behaviour is not capable of being remedied.
6. Any amount due in respect of fees is not paid within 30 days of the due date. (Unless previously arranged with The Manager).
7. Any other term of the conditions is breached by the service user and is not capable of being remedied.
8. After exhaustive consultation the Home is unable to meet the care requirements of the service user.

In the case of the death of a service user the terms and conditions of the contract will terminate immediately.

## INSPECTION REPORT

A copy of the latest Care Quality Commission (CQC) inspection report is displayed in the main hallway or you may wish to look at the CQC website on [www.cqc.org.uk](http://www.cqc.org.uk)

## FEE INCREASES

Service users can expect an annual fee increase to compensate for general cost increases including inflation. They will be notified by letter in March, and the increase will take effect in April. Supplementary fee increases may be made at any time where a service user health deteriorates and they require more assistance.

## FEES

The fee quoted is to cover the costs of basic care requirements, meals, snacks, refreshments, use of the public telephone and scheduled activities. The service user is responsible for additional orders and requirements such as newspapers, Magazines, hairdressing, chiropody and other supplies that are particular to the needs of the individual. The fee also includes provision of care staff to provide personal care as detailed in the service users Care Plan.

All local authority-funded service users will be invoiced every four weeks for their contribution towards their contract fee, as will any person paying any third party top up fee. All cheques should be made payable to 'The Old Vicarage (Churchill) Ltd'.

Any alternative payment arrangement should be discussed with Nicole Trinder, the Home Manager.

Our terms and conditions must be agreed and signed prior to service commencing. A photocopy of this Agreement countersigned by us will be given to you for your retention.

Your current contract fee is £ .....per day.

SIGNED (Manager)..... SIGNED (Service user).....

DATE..... DATE.....

## ***THE OLD VICARAGE FEES***

***1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011***

### **PERMANENT RESIDENTS**

Fee levels quoted below are inclusive, that is to say we do not make any supplementary charges. The fee covers:-

- Accommodation in a furnished room with en-suite including provision of all linen including face cloths.
- Toiletries including soap, toothpaste, toothbrush, talc, bath foam, shower gel, shampoo, deoderant & steradent.
- All meals, drinks, snacks, and reasonable access to alcoholic drinks, plus hospitality for any visitors (including meals providing prior arrangement has been made with the cook).
- A variety of fresh fruit which is always available for residents to help themselves.
- Laundry but not dry-cleaning.
- Transport to appointments with the doctors or hospitals in Weston-super-Mare or Bristol, and dentists and opticians.
- The cost of telephone calls made on the Home's phone system (not including premium rated lines)
- Needless to say the cost of all care and assistance given by the staff is included in the fee and participation in all the facilities and activities the home provides.

**Single room per week - £550**

**Double room occupied by one per week - £650**

**Double room occupied by two per week - £900**

Please note, residents who expect 24-hour a day room service or who make other exceptional demands entailing expenditure may be asked to pay a premium depending on the extent of their wishes.

Residents are themselves responsible for the cost of goods and services they purchase such as newspapers and magazines, hairdressing, chiropody, dentistry, private telephones in their own bedrooms and general shopping.

### **SHORT TERM RESPITE**

**Single room per full week - £570**

**Single room up to three days - £110 per day**

**Single room for more than three days, up to one week - £100 per day**

**Double room-single occupancy - £670 per week**

### **DAY CARE**

We are able to offer local people the opportunity to spend the day here either to give themselves a little variety in their lives or to give a carer a regular break or chance to do some shopping. We are able to tailor this service to an individual's need. Frequency, time of arrival and departure, how many meals are to be taken and whether a bath will be included can all be arranged. Our basic charge is **£40 per day** but some variation is possible depending on how much staff input is involved.

***THE OLD VICARAGE RESIDENTIAL HOME, CHURCHILL***