



A GUIDE TO OLDER PERSON'S CARE



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INTRODUCTION

This guide has been designed to provide you with clear and concise information about the services we can offer in a Caring Homes residential or nursing Home and to help you make an informed choice about the type of care you, or a loved one, might benefit from.

If you require any further information or assistance we are more than happy to help you. You can call in to any of our homes at anytime for an informal chat or to look around the home.

Alternatively you may wish to speak to the Home Manager to discuss your individual situation or needs.

Although an appointment is not necessary, it is often useful to call the Home in advance so that you can be sure the Home Manager is available.

You can contact any of our team to discuss the services on offer through any of the means listed at the back of this guide.

“I love everything that's old, - old friends, old times, old manners, old books, old wine.”

Oliver Goldsmith



THE CARING HOMES GROUP FAMILY



Caring Homes Group

Is one of the largest independent national health and social care providers in the United Kingdom. The group operates care homes and services through four specialist divisions:

Caring Homes

Provides Residential, Nursing and Specialist Dementia Care Homes for Elderly People. www.caringhomes.org

Consensus

Provides Residential and Supported Living Services for Adults with Learning Disabilities and Complex Health Needs. www.consensusupport.com

Curate Hospitals

Provides Specialist Intensive Psychiatric Treatment for Younger Adults and Elderly People with enduring mental illness. www.curatehospitals.co.uk

Cheshire House Group

Provides Residential Assessment Services to Children and their Families www.cheshirehousegroup.co.uk

About Caring Homes

Caring Homes has a reputation for providing quality care in a Home from Home environment, in which staff and residents are actively involved in the day to day running of the home. Caring Homes is renowned for quality and, in recognition of this, has won a wide range of national awards and accreditations.

The Manager and staff in each of our homes have support, advice and guidance from Caring Homes' highly experienced senior management team.

By working together we pursue a culture of excellence.

The benefits to each resident and their family is the knowledge that the Home and staff are able to offer consistently high standards, are well trained and have the support and resources of a large dedicated organisation behind them.



THE CARE WE PROVIDE

There are several types of care that a Care Home can provide, each of which delivers a specific kind of support to meet individual needs. In broad terms Care Homes can provide four different types of support:

1. Residential Care.
2. Residential with Dementia Care.
3. Nursing Care.
4. Nursing with Dementia Care.

Residential Care

Delivers care and support for elderly people who want to live in a Care Home environment with their peers and do not have any additional health needs requiring nursing support. This type of care is right for older people who are able to look after their own daily needs without assistance, but who may occasionally require assistance from a care support worker.

Residential with Dementia Care

Delivers residential care and support for elderly people who remain physically able, but who are also living with a form of dementia such as Alzheimer's Disease, dementia with Lewy Bodies or vascular dementia. Increasingly, this form of care is provided in living environments that are specifically designed or adapted to meet the needs of people with dementia – with specially designed signage to aid orientation, memory boxes to identify individuals' rooms, and open living areas for additional safety. Care staff in Residential with Dementia Care services have additional specialist training.

Nursing Care

Delivers care and support of a higher level for elderly people who require more intensive physical support on a daily basis. Nursing Care services have a higher proportion of fully qualified and highly trained nursing staff and dedicated nursing equipment, such as specialist beds and assisted bathrooms.

Nursing with Dementia Care

Delivers care and support of a higher level for elderly people who require more physical support and who are also living with a form of dementia. Again, this type of service has a higher proportion of care staff, who will also have had specialist dementia training.

Creating a Care Pathway

Many of our Care Homes provide a range of care types within dedicated services at one location. This helps to create a care pathway to meet individuals' changing care needs within a single setting, providing peace of mind as residents know that they will not need to relocate to another Care Home should their care needs change in the future.

What is Dementia Care?

Providing care for elderly people living with a form of dementia is an increasingly important aspect of what all care providers do. Over 750,000 people are affected by dementia in the UK alone and this figure is set to double by 2030. At Caring Homes we are leading the way in the development of specialist dementia care. Under the leadership of Rose Magowan, our Head of Dementia Care, Caring Homes has developed a

Dementia Strategy to ensure that we provide the right support for people living with this condition.

Caring Homes' dementia strategy encompasses staff training, the design of specialist new services and, most importantly, promotes a culture where people living with dementia are encouraged to live active and meaningful lives with the right support from staff teams, family, friends and loved ones.

Many of our newer homes are designed and built to specifically reflect the very best practice in dementia design. Stirling University's renowned model has been followed to ensure the most appropriate environment for people with dementia. Specialist dementia design features include:

- Memory boxes outside bedrooms, providing familiar visual prompts.
- PIR sensors to provide safe and environmentally responsible surroundings.

- Open and clearly signed communal areas to assist orientation.
- Open fronted furniture.
- Minimal use of reflective services, including discreet mirrors.
- Sensory gardens.

Continuing Care

Our nursing care homes are ideally equipped to provide support for elderly people who have been assessed as requiring Continuing Care by their Primary Care Trust (PCT). The specialist and ongoing training given to our multidisciplinary staff team ensures they are well placed to meet the additional care needs of an elderly person requiring continuing care.

In addition, our Home Managers have a wealth of experience in understanding and assessing individuals' care needs and as such are well placed to provide advice to families who believe that their relative may qualify for Continuing Care.

Palliative Care

Providing the very best support for an elderly person and their loved ones during their last days is something Caring Homes takes immensely seriously. Every single one of our homes is adopting the Gold Standards Framework (GSF) for end of life care, which is widely regarded as the very best form of practice.

Developed by the Specialist Palliative Care Team at the Royal Liverpool and Broadgreen University Hospitals NHS Trust and the Marie Curie Hospice, Liverpool, the GSF, formerly known as the Liverpool Care Pathway, is designed to provide the very highest level of nursing expertise during a person's last days and to enable them to remain in their Care Home setting rather than having to relocate to hospital or a hospice.

By bringing together dedicated health professionals from all fields, from physical support, to psychological care, the pathway provides a range of expertise to ensure that each individual receives the very best support in a more familiar and comfortable environment. This support extends to family members and loved ones, helping them too during this time.



OUR COMMITMENT TO BEST PRACTICE

Safeguarding & Safety

The health, safety and overall wellbeing of our residents represent our number one priority at all times. Whilst Caring Homes makes every effort to ensure that our care homes are as relaxed and homely as possible, it is necessary for us to highlight some basic health and safety requirements for the benefit of our residents, visitors and staff as follows:

We will:

- Take every action we can to prevent abuse from happening in our services.
- Respond appropriately when it is suspected that abuse has occurred.
- Ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice.

If you suspect that abuse is taking place in a Home you should contact either the Home Manager or the Care Quality Commission immediately.

In addition we will:

- Handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely.
- Manage, maintain and use medical equipment safely and ensure that all equipment is suitable, available, maintained and used correctly thereby making certain that residents, staff and others are protected.
- Make sure that each Home is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all legal requirements and operational standards.

Clinical Governance

Caring Homes' approach to clinical governance is, as one would expect, particularly robust. We have a dedicated Care Services Team tasked with monitoring and maintaining the very highest standards of care throughout the Group. Comprising a Clinical Director, Quality Manager, Regulations Manager and two Care Services Managers – all of whom have nursing and/or regulatory backgrounds, the Care Services Team reports directly to the Chief Executive and acts as our own internal care regulator.

Each year a complete internal audit of every Home is carried out and remedial action taken to correct any omissions or shortcomings in the service delivery. In addition to the planned annual internal audit, spot inspections are also carried

out at the request of our Chief Executive Officer. The Internal Audits are undertaken by our Care Services Team who report directly to our Clinical Director, who in turn reports directly to our Chief Executive Officer. The Care Services Team is renowned for carrying out thorough inspections, above and beyond the standards required of the Care Quality Commission.

Working with Care Regulators

There are three care regulatory services for older people's homes in England, Scotland and Wales. The regulator for England is the Care Quality Commission (CQC); the regulator for Scotland is Social Care and Social Work Improvement Scotland (SCSWIS); the regulator for Wales is the Care and Social Services Inspectorate Wales (CSSIW).

Each regulator not only registers our care homes within their geographical remit, but inspects as well. A report of the latest inspection for each Home is available on request or can be found on the relevant

regulator's website, details of which are on the final page of this guide.

Honest and Open Communication

We issue a survey each year to all our residents and their nominated representatives to ascertain their opinion of the service provided at each of our homes. This can be done anonymously if you wish. All information will be fed back to you about what we do well, what we could do better and how we will achieve that.

In addition, informal comments leaflets are available if you wish to make suggestions or comment on anything specific outside of the annual quality survey.

We will respect your right to privacy and to be treated as an individual at all times. We will address you by the name you wish to be addressed by. We will always knock before entering your room. We will respect your right to be left alone and undisturbed if you wish. We will treat you in a civilised manner at all times.

How to Make a Complaint

We understand that, however high our standards, there may be times when a person is dissatisfied with the service they receive. It is important that they are able to voice those concerns, have the matter investigated and receive feedback on what actions have been taken to remedy the situation.

By handling complaints in this way we aim to ensure that a positive outcome is achieved for all concerned.

Caring Homes promotes a policy that enables any resident, family member or visitor to our homes or member of staff, to lodge a complaint or raise a concern about any aspect of our service.

However, we recognise that many people find it difficult to make a complaint: Caring Homes is therefore committed to making the process as easy as possible, for all concerned.

Details of how a complaint can be raised are displayed around the Home and are also replicated below for your information.

Complaints Procedure

We aim to deal quickly and effectively with any complaint from a resident, relative or visitor. The procedure is as follows:

1. The Home Manager will ensure that all staff understand the procedure for and importance of recording verbal complaints and concerns, as well as more formal complaints.
2. Any member of staff who receives a complaint will record the details on a complaint form, if verbally communicated, including the date of the complaint/concern, the name of the person who made the complaint, a brief outline of the complaint and any immediate action taken to resolve the complaint.
3. The complaint will be communicated as soon as possible to the relevant Manager.
4. A written record will be kept of the complaint at all stages in the complaint file and all complaints will be recorded in the home's Complaint Log form.
5. Where possible the complainant will be encouraged to approach the Home Manager in the first instance. Our Managers operate an open door policy. However, anyone making a complaint has the right to contact, in the first instance, the CQC, Social Services or the Local Government Ombudsman, contact details for whom are displayed at each home.
6. Should the complaint be of a nature which is more complex, and the Manager cannot come to an agreeable outcome with the involved parties, the Regional Manager, Operations Director or Clinical Director will consider the complaint and work with all parties to come to an acceptable resolution.
7. All complaints will be acknowledged by letter as soon as practicably possible but in any event within 10 working days. Where possible the letter will include the name of the investigating officer.

The complainant should receive a full reply **within 28 days** of the complaint

being received. The reply will detail the result of the investigation and what action will be taken.

If the complaint is of a very serious nature, it may take longer than 28 days to investigate. In such cases, a letter will be sent to the complainant within this time period explaining the reason for any delay and an estimated time for completion of the investigation.

Further details of Caring Homes' Complaints Policy can be found at Appendix 1.



DAILY LIFE AT CARING HOMES

Philosophy of Care and Aims of our Care Homes

We are committed to a culture of excellence. Residents are respected as individuals with the ability to make positive contributions to the communities in which they reside. Residents are treated with respect and dignity within a safe, stable and comfortable environment, which provides stimulation, access to the community and encourages independence by delivering appropriate unobtrusive support in line with their individual needs.

Our philosophy of care is to provide each individual in our care with a dedicated individual care and support plan, tailored to meeting their needs. Comprehensive needs assessments and life history analyses are undertaken to provide the foundation from which a personalised care and support programme is designed.

Day to Day Life at the Heart of the Community

At Caring Homes, we believe that our residents can do amazing things.

Caring Homes recognises the importance of maintaining a person's wellbeing when they enter a care home, where former routines of daily activity and recreational skills can be easily lost or forgotten.

As a provider of health and social care, we fully recognise that the transition to a care service is a major life change and our aim is to ensure that "life quality" is promoted to the highest possible level with meaningful and enjoyable activities and continued social contact. We firmly believe that the move to a Care Home should be celebrated as the next step in an individual's life journey, where new opportunities open up and cherished activities are supported.

Meaningful and Fulfilling Activities

Each Home employs an Activities Coordinator who explores resident's favoured activities and hobbies, and works with all residents to create activities programmes that reflect their interests. Participation in activities and hobbies is at each residents required level.

Caring Homes has created a dedicated "5 a Day" approach to activities. In addition to providing a choice of healthy and wholesome food, with 5-a-day portions of fruit and vegetables, we also use the **5-a-day** principle in relation to the provision of activities.

A structured framework of activity sessions, personal talks, group workshops, demonstrations, external visits, and entertainment is available for residents to choose from, enabling each resident

to make personalised lifestyle choices. These choices are presented in the form of a **Lifestyle Schedule**, which is compiled by our dedicated Activity Coordinators every quarter. The schedule reflects our residents' individual preferences, hobbies and interests, and is constantly evolving as new lifestyle choices are introduced by new residents; offering revitalising experiences for one and all.

Making Things Easy for Families

We operate an open visiting policy in line with the preferences of each resident. Close relatives and friends are welcome to visit between 9am and 8pm, 7 days per week; there are no restrictions on the length of a visit unless a resident has specific preferences.

Visiting times may be further extended across the 24 hour period under certain circumstances with agreement from the Home Manager and with the consent of the resident as appropriate.

All visitors are required to sign in and out using the visitor's book in reception.

Communicating with the People that Matter

Our staff will always listen to what you and your family have to say and will provide you with as much feedback as they are practically and legally able to.

Personalised Care, Treatment and Support

Within a Caring Homes' home, care is based around individual need. Some residents only have modest care requirements and may simply enjoy living in a secure and caring environment, whilst others may need 24 hour nursing assistance. Whatever the need, care is delivered with patience, kindness and understanding.

We will:

Reduce any risks associated with the care, treatment and support we provide to you by:

- Assessing your needs and planning and delivering your care, treatment and support so that you are safe and your welfare is protected, taking account of published research and guidance.

Reduce the risks of poor nutrition and hydration by:

- Encouraging and supporting you to receive adequate nutrition and hydration.
- Providing choices of food and drink to meet your needs whatever they may be:
- Ensuring that the food and drink we provide is wholesome, nutritious and supports your health.

Cooperate and share information with others involved in your care, treatment and support, for example, the Primary Care trust or Social Services Department, while having regard to confidentiality:

This will occur when:

- We are either sharing or transferring responsibility for your care, treatment or support.

- We need to work together to respond to emergency situations.
- We are supporting you to access the health and social care services you need.

Making Sure it's Right for You

We know that moving, especially when you are older, is one of the biggest decisions you will make. That is why we are more than happy to offer trial stays where residents can take some time to decide whether a Home is right for them. You may want to stay with us for a day or prefer a longer period. Whichever your preference, we will work with you to meet your expectations. The Home Manager will be happy to discuss this further.

Prior to admission, each new resident is encouraged to visit the Home to ensure that the Home meets their care needs and personal preferences.

Our Home Manager will also wish to discuss the personal preferences of each resident and whatever care and other needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

Individualised Care Plans

We prepare a personal care plan for each resident, which is regularly reviewed to make sure their needs are met. Residents and, where appropriate their families, are actively involved in the decisions regarding their care.

Personal Choice

As far as possible we encourage you to decide how you wish to live during your stay with us. You choose when you want to get up and go to bed, which activities you wish to join in with and what and where you prefer to eat. We do, of course, encourage all of our residents to maintain active and involved lives within the Home community, but we always respect the fact that the decision is yours to make.



SUPPORT WITH CARE FEES

All independent care homes charge a fee for residential or nursing care. In many cases this fee is paid either in full, or in part, by a resident's local authority or by the NHS. Even if you are a private fee paying resident, it may be possible to get financial support for your fees.

The funding arrangements for Care Home fees are different across England, Scotland and Wales. To find out if you are eligible for help with care fees you should contact your Council's Social Services team, who will help you to complete a financial assessment. If you have any concerns about how you have been treated by Social Services or disagree with any decisions they make, there are a number of independent organisations who can provide help and advice, including;

- **Citizens Advice Bureau** (visit their website at www.citizensadvice.org.uk to find your nearest branch).

- **Counsel & Care** – the national independent charity supporting older people, their families and carers. Counsel and Care provides a range of very helpful guides on care fees and your rights, available from their website at www.counselandcare.org.uk

Receiving financial support from Social Services need not affect your decision on which Care Home you would like to choose. If the support does not cover all the costs you can choose to pay the difference.

In very broad terms, if you live in England, require residential care and have capital assets and savings of less than £14,250, you will not be required to use any of these savings to pay for your care. However, you will be required to contribute all of your weekly income barring £22.60.

If your savings and capital are worth between £14,250 and £23,250, your

Council will pay part of your fees and you will be required to make a contribution equivalent to £1 for every £250 between £14,250 and £23,250 you hold in savings. Again, you will be required to contribute a significant proportion of your income too.

If your savings and capital exceed £23,250, you will be expected to pay all of the fees until your money reduces to this limit.

These levels may be changed by the Government from time to time.

However, there are many other criteria that can be taken into account when making fee contribution decisions. We strongly recommend that you seek independent advice on your individual circumstances. Independent financial advice for funding care can be found at www.payingforcare.co.uk

INVESTING IN OUR STAFF

The Best Staff for the Most Important People

A key factor in the way in which we can achieve the highest possible standards of care in our care homes is the staff we employ, how they are trained and how they deliver your care.

In order to ensure we have the very best staff at Caring Homes we:

- Have appropriate recruitment procedures in place.
- Ensure that all relevant checks are carried out when we recruit staff.
- Ensure that staff are registered with the relevant professional regulatory or professional body as necessary.
- Make sure that there are sufficient staff with the right experience, qualifications and skills to support and care for you.

- Make sure that our staff are properly trained, supervised, appraised and properly supported to provide care and treatment to all our residents.
- Have a mechanism in place to appropriately deal with staff who are thought to be no longer fit to work in health and social care services.

Managing the Home

The Home Manager is the key person within each Care Home and, along with the senior management team within Caring Homes, has a responsibility for all matters relating to residents' care. Therefore it is essential that we ensure this person is the right person for the job.

Caring Homes will ensure that each Home Manager, Regional Operations Manager and Operations Director connected to the Home is:

- Registered with the relevant care regulator as appropriate and is of good character and integrity, is physically and mentally fit and has the necessary qualifications, skills and experience to carry out their role effectively.
- Able to undertake appropriate training to remain competent and with the latest and necessary skills.
- Able to access the financial resources needed to provide and continue to provide the services as described.



GENERAL INFORMATION

Administration Details

Care fees are dependent upon the choice of room available and the individual's specific care requirements and needs. This will be discussed and agreed prior to admission as will a deposit and arrangements for paying fees.

You may be entitled to assistance with Care Home fees from Social Services, your Primary Care Trust or State Benefits, or a combination of these. A leaflet that explains the Government's rules surrounding fees and funding assistance is enclosed within this pack.

Additional Services and Support

Each Home is able to provide a number of additional services / items which are not covered by the weekly fee.

Items and additional services that are often available for a small additional charge include:

- Hairdressing.
- Private Podiatry (Non NHS Chiropody).
- Newspapers.
- Toiletries.

Local Doctors

General Practitioners from local practices visit each of our care homes on a regular basis or by appointment. Residents may choose to retain their own family GP; alternatively we can make the necessary introduction to a new practice.

Your Finances

Whilst we cannot accept responsibility for residents' personal finances, in some circumstances we are able to hold small amounts of personal monies on behalf of residents to meet their immediate needs if requested. The amount you ask us to look after should be kept to a minimum but can be regularly topped up as required.

All such monies are kept secure in one bank account for all residents in the Home with separate records for each resident recording the amount held on their behalf, and details of deposits and withdrawals made. The bank account is a non interest bearing account. So no interest is earned on any monies you ask us to look after.

We also undertake to provide easy and flexible access to your monies. However, it must be noted that we are unable to subsidise expenditure from monies held

if you have insufficient money within the account.

All expenditure must be authorised by you, the resident or, where applicable, by a previously designated representative before payment is made.

Additional Insurance

Caring Homes has a limited insurance policy covering resident's personal effects. The nominated insurance company will consider claims on merit. Caring Homes strongly advises that you take out insurance cover for all personal assets whether in the Home or not.

Each Home has a safe for the storage of small amounts of cash and valuable items.

Further details are available upon request.

Our Commitment to the Highest Standards

Caring Homes aims to deliver the best possible quality of care to all of our residents, in all of our homes, all of the time:

We will:

- Maintain and respect your privacy, dignity and independence.
- Involve you in decisions about your care, treatment and support, and provide appropriate information to enable you to make informed decisions.
- Support you to understand the care, treatment and support that we provide.
- Be considerate and respectful to you.
- Encourage you to care for yourself where this is possible, and to decide how you want to live your life.
- Encourage you to be involved in how the Home is run.
- Have systems in place to gain and review your consent for the care we are providing to you and act upon it.
- Provide clear and comprehensive information about any fees, contracts and terms and conditions, where you are paying for the cost of your care and treatment.

In order to achieve the above we must continually monitor and audit the services we provide, listen to the comments of others, including our regulators and those that receive our services and act accordingly to continually improve the service we give.

Home Details

• Bedrails

Bedrails, where used, are fitted to manufacturer's instructions and should always have a bumper in place when the resident is in bed. We ask that relatives and visitors do not tamper with bedrails or bumpers, but request assistance from a member of staff as required.

• Escorts

Should you need to attend a hospital outpatient's appointment (or similar) and you require an escort, every effort should be made for a relative or friend to accompany you. In the event of an emergency admission to hospital, it is highly unlikely that a member of staff will be able to accompany you.

Our care homes operate on the number of staff required to deliver person centred care to each individual. If a member of staff leaves the Care Home to provide an escort service, the staffing levels are then reduced, which is unfair on other residents. Written details of your condition will be provided for the paramedic and hospital staff so that they are fully aware of your situation. In addition, the nominated family member will be contracted as soon as possible.

High Standards in Health and Safety

• Fire safety

We ask that all visitors and residents, where able, make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated rendezvous point.

We would also draw to your attention to the fact that it is not permissible for bedroom doors to be propped or wedged open at any time. Some rooms are fitted with portable devices which hold the door open, but release when the alarm sounds.

These are acceptable for use during the day time only and are provided by the Home as necessary.

• Infection control

In order to minimise the risk of cross infection, residents are asked to bring in their own personal hygiene items such as nail clippers, hair brushes, shaving items etc.

To further support good practice, we ask that all visitors to the Home make use of the alcohol gel dispensers provided at convenient locations at all of our homes and follow hand washing advice guidance.

• Moving & handling

Our staff are trained to ensure that residents are moved in such a manner as to minimise the risk of injury to both the resident and members of staff involved.

We therefore ask that relatives and visitors do not attempt to lift or mobilise residents who are unable to do so for themselves, but that they request assistance from a member of staff, who will be more than happy to help.

• Window restrictions

If a window is fitted with a restrictor that limits the amount it can be opened, it is not permissible for any resident or visitor to override the mechanism.

• Personal refrigerators

Due to the hazard associated with the storage and use of food, the use of personal fridges is restricted to cold drinks. Caring Homes cannot take responsibility for any food item stored in personal fridges, or for the consequences of any food poisoning resulting from this. Personal fridges are classed as "portable electrical appliances".

• Portable electrical appliances

All portable electrical appliances, including televisions, brought into the Home must be either less than one year old or have a current electrical appliance certificate (your local electrician can facilitate this).

All such items must be discussed with the Home Manager before being bought into use. This enables the Home Manager to assess the risk and take all reasonable steps to prevent accidents.

- **Medication**

In the vast majority of cases, residents' medication is ordered, stored and administered by the Care Home staff. It is therefore essential that relatives and visitors do not give residents additional medication items, or leave such items in residents' bedrooms. All drugs, medication and treatment creams brought into the Home should be handed to the senior person on duty.

- **Sundry equipment / medical aids**

Any equipment or medical aid used prior to admission must be discussed with the Home Manager before being brought to the care home. We are required to ensure the correct servicing, maintenance and use of all equipment, and therefore need to be aware of all items in the home. Examples would include wheelchairs, moving equipment and recliners.

- **Security awareness**

Many homes have keypad entry systems, and whilst it is appropriate to give the code to regular visitors, if it becomes widely known, it becomes meaningless as

a security measure. Entry codes will be changed from time to time to maintain security, but we ask regular visitors to assist us in not giving the code to any strangers or less frequent visitors to the care home.

We also ask that if any visitor to the Home sees anything or anybody suspicious, that they alert staff immediately.

Furniture and Other Personal Items

Whilst it is important that residents are able to personalise their rooms, we must ask that any items of furniture that you wish to bring into the Home are discussed with the Home Manager. All soft furnishings must be fire retardant.

We would ask that, if you decide to rearrange furniture, you discuss this with the Home Manager first to ensure that safety, including access to nurse call systems, is not compromised.

You will be able to display pictures in your room and our site maintenance

officer can help with these tasks.

- **Clothing**

In order to avoid clothing being mislaid, we would ask that all personal clothing is clearly marked or labelled. This applies not only at admission but to all clothing brought into the Home during your stay. We have excellent on-site laundries at our homes that can cope with all "Easy care" type fabrics. Items that are more difficult to launder, such as cashmere and pure new wool are best avoided, although we can arrange for dry cleaning should this be necessary. The Home cannot accept responsibility for any lost garments that are not clearly labelled.

- **Gifts**

Care Home staff are not permitted to receive hospitality or gifts (including gifts of money) from residents or their families at any time. If a resident or family member wishes to make a donation to a charity that supports people who work in the care sector, we would recommend the Care Professionals Benevolent Fund.

- **Pets**

Care Homes are a communal environment and the Home Manager must carefully consider the welfare of all residents, visitors and staff before agreeing to any pet residing on the premises.

In order to assist the Home Manager in their decision, Caring Homes will need to carry out a risk assessment to ensure the safety of residents, staff and the pet concerned.

Any request for a pet to enter the Home on a permanent basis must be made well in advance of admission. This ensures that the risk assessment can be undertaken and the decision confirmed before the resident, or their representative, commits to the placement.

Well behaved pets are welcome as visitors to the Home provided that:

- They are under the control of the owner at all times.
- Their needs are fully met by the owner at all times.

- They do not impact negatively upon other residents, visitors, staff or the smooth and safe operation of the home.

- **Smoking**

Some of our care homes are non-smoking and elsewhere we are phasing out interior smoking facilities. Where relevant smoking is only permitted in designated areas as advised by the Home Manager.

For residents who choose to smoke, we complete a detailed risk assessment to agree on matters such as where the smoking should take place, whether the residents needs assistance or supervision, and whether or not the resident is safe to retain smoking materials. We therefore ask that relatives and visitors do not leave residents to smoke unsupervised, or provide them with smoking materials until they have discussed the matter with a senior member of staff.

It is not permissible for visitors to smoke in any Caring Homes home. In care homes that do allow smoking, this is only allowed for residents as a special dispensation to "people living in care homes."

- **Television licensing**

The television in your bedroom can be covered by the Company communal licence if it belongs to the Company or you choose to assign the TV to us during your stay. Your details will be needed for the TV Licensing Authority which charges a nominal fee for this.

Alternatively you may be entitled to a concessionary licence if you are over 75 years of age; again we will need your details for the TV Licensing Authority.

The Home Manager will be happy to talk to you further on the issue.



APPENDIX 1 – CONCERNS, COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Policy

Caring Homes Group will endeavour to provide the highest quality service. However, we recognise that, on occasions, things do go wrong and, if they do, we are committed to putting them right. Each Home is committed to ensuring that people who use the Home, their families and other visitors are given a voice and therefore the Home will have a robust system for complaint management.

Complaints are an invaluable tool in ensuring that the Group's aims and objectives are achieved and are an integral part of its governance procedures. Our philosophy is to welcome any complaint, comment or suggestion for improvement as a positive tool in continuing self-improvement.

This philosophy is a foundation stone in the clinical governance process. The Group is committed to resolving complaints in as timely and helpful a way as possible. It guarantees that people who use the Home will not be affected by a complaint that they have made.

Please note that for the sake of clarity, all complaints regarding fees and finances should be addressed to the Finance Team by contacting:

The Credit Manager
Finance Department
Bradbury House
830 The Crescent
Colchester Business Park
Colchester
Essex CO4 9YQ

For other complaints: Procedure

We recognise the importance of the right for anyone to give voice to any concerns they may have regarding the care or related aspects of each Home. To avoid conflicts of interest for the staff we will endeavour to ensure that all those people who use the Home have access to an independent advocate where appropriate.

Information about the complaints procedure should be displayed at the Home and in a format that is accessible to people who use the Home.

As much as possible, a complaint must be made no longer than 12 months after:

- the date the event occurred or, if later,
- the date the event came to the notice of the complainant.

The Group tries to work in a way which is open, positive and inclusive. The Group may receive complaints, comments and suggestions from Service Users and their representatives, friends and relatives.

The Group provides feedback/questionnaire forms and annual evaluative summaries to record any feedback so that the Home is continually improved. Positive comments help to identify positive areas and to build on that success.

On induction staff will be trained on how to record and report received complaints.

Where the Home has several units, a Complaints file and forms should be made available on each unit.

The Home Manager should sign the Complaints log/file at least every month to ensure that entries are monitored and all reasonable actions taken.

Recording and reporting procedure:

All complaints, whether they are communicated verbally or in writing, must be dealt with in accordance with the following procedure:

1. The Home Manager should ensure that all staff have an understanding of the procedure and the importance of following this policy. The importance of recording verbal complaints /concerns as well as more formal complaints should be explained to staff.
2. Any member of staff who receives a complaint must record the details on a Complain Log form. If verbally communicated, this should include the date of the complaint/concern, the person who made the complaint (if permission is granted, otherwise initials only for identification), a brief outline of the complaint and any immediate action taken to resolve the complaint.
3. The complaint must be communicated as soon as possible to the relevant Home Manager.
4. A written record is to be kept of the complaint at all stages in the Complaints file and all complaints recorded on the Complaint Log form.
5. Where possible the complainant should be encouraged to approach the Home Manager in the first instance with their complaint and the Home Manager should operate an open door policy. However, it should be noted that the complainant is able to contact in the first instance CQC, Social Services or the Local Government Ombudsman, details of which will be displayed at each Home.
6. Should the complaint be of a nature which is more complex, and the Home Manager cannot come to an agreeable outcome with the parties involved, the Regional Manager, Operations Director or Clinical Director would consider the complaint and work with the parties to come to an agreement.

7. All complaints must be acknowledged by letter as soon as practicably possible, but in any event within 10 working days, unless resolved beforehand. Where possible the letter will include the name of the investigating officer.

Procedure for Investigating a Complaint:

The investigating member of staff may contact the complainant with the complainant's permission for further information, and will carry out initial enquiries. If the problem or difficulty can be sorted out in a straightforward way, the member of staff will take whatever steps are necessary, and write to inform the complainant what will be done.

If the complaint cannot be sorted out in a straightforward way, then an acknowledgement must be issued within 10 working days.

The Home Manager will then conduct a full investigation which may include more

detailed discussions with the complainant and other people. There may be formal meetings, which will be properly conducted and recorded. Any persons being interviewed may have a person of their choice to support them.

The Home Manager may need to write a report when the investigation is completed (depending on the complexity of the complaint).

The complainant should receive a satisfactory response a further 10 working days thereafter. The reply will detail the result of investigating the complaint and the action to be taken.

If the complainant considers that the complaint has not been satisfactorily resolved by the Home Manager, the complainant must be advised of the contact details of the Regional Manager, Operations Director or Clinical Director.

If the complaint is complicated and a formal investigation is required, a full response should be sent within 28 days. In exceptional cases where the complaint is of a very serious nature, a letter will be sent to the complainant within this time

period explaining the reason for any delay and an estimated time for completion of the investigation.

Where a complainant wishes for a complaint to be dealt with outside of the management of the Home, they may contact:

Care Services Managers
Bradbury House
830 The Crescent
Colchester Business Park
Colchester, Essex CO4 9YQ

Once the complaint has been fully dealt with internally, if the complainant is not satisfied with the outcome they can complain to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. The complainant can contact the LGO Advice Team for information and advice, or to register their complaint.

T: 0300 061 0614
E: advice@lgo.org.uk
W: www.lgo.org.uk

The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

The Home is regulated by CQC. At any stage complainants can contact:

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

T: 0300 061 6161

W: www.cqc.org.uk/contactus
or the relevant office of Social Services.



Compliments

- It is important that all expressions of praise, comfort or appreciation from a Service User, relative or Service User's representative in respect of any of our Homes are reported back to the appropriate member of staff.
- All compliments received either by telephone or letter will be registered and passed to the appropriate person or unit. Letters should be displayed in the Thank You folder which should be displayed in reception and record made on the Compliments log.

Monitoring

The Group should undertake to look into negative comments or complaints as quickly as possible and to provide a satisfactory and timely response to the complainant without fear of repercussions.

All complaints will be retained in the Complaints file. The complainant's name will not be recorded unless permission is given. Complaints will be monitored

to identify any patterns to ensure that appropriate lessons can be learned and improvements made.

The Complaints file shall be freely available for people who use the Home and visitors and Complaints forms shall be available for staff to complete.

The Home Manager should keep all staff informed of concerns/complaints raised and any analysis completed so that improvements can be made and standards remain high.

It is important they demonstrate that they know how to operate this policy and therefore they should keep records in the Complaints file of any "verbal" as well as "written" concerns/complaints and ensure that actions are taken and recorded to resolve these matters.

CARING HOMES

Caring Homes is part of the
Caring Homes Group

Caring Homes Group
Bradbury House
830 The Crescent
Colchester Business Park
Colchester, Essex CO4 9YQ

www.caringhomes.org

