

Victoria House  
Service User Guide

# DELTA CARE LIMITED

## Service User Guide

2007

# VICTORIA HOUSE

25 Victoria Avenue, Brierfield, Nelson, Lancashire, BB9 5RH

Tel no. 01282 697535



## **Aims and Objectives**

The principal aim and objective is to provide residential care of the highest standard and to train and develop all staff so that they support that care, actively embracing the basic values of privacy, dignity, choice, safety, independence, equality, fulfillment regardless of ethnic origin, religion or sex.

To meet the patient's needs the service within the home is designed to achieve the following objectives:

- To deliver a service of the highest quality.
- To ensure that the Care Service is delivered flexibly.
- To ensure that each service user's needs and values are respected.
- To ensure that the Care Service is delivered in accordance with the agreed contract.

This is a brief summary of things you may wish to know about how your relative is to make their home at Victoria House.

Operations Manager

Adam Baki

Registered Manger

Margaret Thornton

Mr Adam Baki, the responsible individual, qualified with a masters in the field of management and information systems. He previously managed two nursing homes, one being an elderly mental health and dementia home. He is a registered first aider and regularly undertakes research within the health care field. He is a member of the Chartered Management Institute.

## **STAFF RATIOS**

The staff ratios within the home are in line with, and meet the minimum guidelines set out by the Commission for Social Care Inspection.

## **PHILOSOPHY OF CARE**

To share our world, remember preferences and accept individual characteristics, which will help the service user to achieve a sense of purpose, value and accomplishment.

Victoria House provides a secure homely environment, which retains and maximises individuality. Enabling residents to live life as comfortable and fulfilling as possible.

It is our philosophy to develop a setting, which is calm and friendly, where all visitors feel welcome.

## QUALITY CARE

It is our policy to provide the best quality and standards of care. We provide for a wide variety of residents, each of our residents benefits from our sophisticated care assessment process, which determines individual care needs on an ongoing basis.

This process enables our staff to develop an individual care plan specific to each residents needs. We seek to fulfill the principles of care by agreeing individual care plans with the service user/representative.

Our staff are carefully selected to ensure their personal commitment to the care of our residents. Qualified Senior Staff and trained Care staff are on duty 24 hours per day.

Visits by our G.P.'s will be arranged by senior staff. Your prescribed medication will be collected and retained for you. The control, administration and dispensing of your medication is carefully supervised and monitored by our qualified staff. Hospital appointments will be arranged by our staff.

Victoria House cannot provide care for residents who have Nursing needs.

## FEES

The fees for Victoria House are line with Social Services. The fees are paid weekly or monthly depending on the individual, for updates on fees please ask the manager.

## ACCOMADATION

The home offers 11 single rooms and 2 double rooms, which can be decorated to individual tastes. In addition the home has one television lounge, one quiet lounge and a dining room, which provides superb views of Pendle Hill.

## ALARM CALL SYSTEM

For your ease and peace of mind, alarm call points are located in all bedrooms, bathrooms and communal areas. Residents, relatives and friends are shown how to use this system so help can be summoned whenever needed.

## MEDICAL MATTERS

We actively encourage residents, where possible, to retain the services of their own General Practitioner. Where distance or other practicalities prevent this, we can arrange visits by a G.P from a local N.H.S Practice. Specialist guidance and expertise is provided by the local NHS Consultant Geriatricians.

## TELEPHONES

If you wish to have a telephone installed in your room we can arrange this. Residents are responsible for their own installation and rental charges. Telephone accounts will be sent directly to you.

## TELEVISIONS

We find that, as a rule people like to bring their own televisions with them. Where this is not the case televisions may be provided, depending on availability.

## ELECTRICAL APPLIANCES

You may bring electrical items with you, but these will need to be checked by our maintenance staff prior to use.

## MEALS AND MEAL TIMES

We retain the services of experienced cooks, who ensure that all meals are high in nutritional value, varied and well presented. Menus are changed on a regular basis and individual preferences can be accommodated within reason.

Diabetic and special diet needs can be catered for following discussion and agreement with the Manager. Mealtimes are usually set for practical purposes, but if there are particular medical or social reasons for changes these can usually be accommodated.

## DENTIST AND OPTICIAN

Residents are encouraged to continue with regular visits to their optician and dentist. The staff will assist in making appointments. If necessary a dentist or optician will visit residents in the home.

## CHIROPODIST

We have a regularly visiting Chiropodist, which is paid for by Victoria House.

## PHYSIOTHERAPIST AND OCCUPATIONAL THERAPIST

Physiotherapist referrals are made by our GPs and undertaken by a visiting Physiotherapist whilst Occupational Therapy is normally conducted free of charge in house.

## HAIRDRESSER

Our hairdresser visits each week and appointments can be booked. Payment is made by residents from their own resources and charges will be notified when the appointments are booked.

## VALUABLES

Unfortunately we cannot accept responsibility for valuables or money left in your room. It is advised that all valuables are left with us for safekeeping, which will be stored in a safe.

## DOMESTIC CLEANING & LAUNDRY

Cleaning and laundry, including ironing is carried out in house, and a separate laundry area is provided for this purpose.

Victoria House has its own laundry service, which 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 with the residents' name, with name tabs. We also ask that all clothes are washable, as we do not have dry cleaning facilities. Clothes sometimes need to be washed at high temperatures to avoid 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. Please don't forget shoes and slippers, they need marking too.

## NEWSPAPERS

Victoria House purchase several Newspapers each day, however if residents wish to purchase their own they may do so at their own expense. This can be arranged with the manager.

## LETTERS

Incoming mail is delivered to resident's rooms each day. Outgoing mail can be posted for residents.

## ACTIVITIES

A wide range of functions, social activities and external trips are arranged throughout the year. We like to encourage the support of family and friends of residents in these activities as much as possible.

In addition to the many activities, which take place in the home, all our residents are encouraged to continue with their own hobbies and interests.

## **GIFTS**

Staffs are not permitted to accept any gifts or money.

## **ALCOHOL**

Alcohol is permitted in moderation providing it is monitored by the care staff and it is not incompatible with medication.

## **TRANSPORT**

Victoria House can arrange transport for residents on admission. If residents would like any additional transportation this can be arranged, the cost of which is dependant on the destination.

## **TAXIS**

Taxis can be arranged for residents, any cost incurred will be the responsibility of the resident unless specifically ordered by the home for an emergency.

## **CAR PARKING**

Car parking is provided to the side and the rear of the building.

## **VISITORS**

All visitors are requested to enter their details in the “Visitors Book” and to sign out on departure. Visitors should be aware that his is to comply with Care Home Regulation 17 & Schedule 4(17), Health & Safety legislation and Fire Regulations.

## **INSPECTIONS**

Operations Manager and other Senior Management personnel carry out routine inspections and audits, some of which are unannounced.

Service user questionnaires are completed on a regular basis, the results of these can be obtained from the home manager.

Twice a year we are inspected by the CSCI. One is an announced inspection and one unannounced.

If you wish to look at the last CSCI report this is available from the home manager. If there are any areas within these documents that you are not clear about, the home manger will willingly provide an explanation. Alternatively you can look on the CSCI website [www.csci.org.uk](http://www.csci.org.uk).

## COMPLAINTS PROCEDURE

1. If for some reason you are dissatisfied with the services provided or have a complaint / suggestion, please discuss it with the Homes Manager who will attempt to solve it for you. Hopefully, your complaint will be resolved at the source as soon as possible.
2. If the complaint remains unsolved the Relatives/Residents have the right to put these complaints in writing to:

Adam Baki

Victoria House,

25 Victoria Avenue,

Brierfield, Nelson,

BB9 5RH

Tel: 01282 697535

On receipt of your complaint / suggestion, immediate action will be taken to rectify the situation and resolve any problems which may have been encountered. You will be informed within 7 working days of the action being taken / the outcome of your suggestion.

If after an internal investigation has been carried out a satisfactory conclusion has not been reached within 7 days, the Relative/Service User can write to:

The Commission of Social Care Inspections

1<sup>st</sup> Floor, Unit 4,

Petre Road,

Accrington

Lancashire

BB5 5BR

Tel: 01257 236850

If a satisfactory conclusion is still not reached then the Local Ombudsman can be contacted.

Beverly House

17 Shipton House

York

YO3 6FZ

This will in no way effect the service you receive from Victoria House.

## SECURITY POLICY

Security is concerned with the provision of safeguards against crime and the loss or damage to property and equipment, which either belongs to the Home, the residents, staff or visitors.

The staff in our Home are asked to be vigilant about strangers on the premises, and challenge or report any suspicious persons or incidents without delay. This will then ensure that the Homes Manager can take the appropriate action to deal with the matter without delay.

During the evening, security checks are carried out, windows are closed, and the front door is locked.

On entering a Care Home there are several methods of security available to the residents to ensure the safe custody of their personal property.

A service user is provided with a lockable drawer facility where money or any item of value can be kept. The Home also has the facility of a safe where jewellery etc, can be kept. An individual record of the items stored is maintained.

Rooms have locked windows or secure windows. Locks are fitted on all bedroom doors. Residents are however advised that should they wish to have valuable items of furniture or pictures etc. in their rooms, they must ensure that they have adequate personal contents insurance.

If any loss is experienced it must be reported to the Homes Manager immediately, who will then undertake an investigation, and if necessary, report the matter to the police.

## FIRE INSTRUCTIONS

### Instructions for all Residents and Visitors to the Home

- a) In the event of a fire being discovered, the fire alarm will sound.
- b) Residents already in their rooms should remain in their rooms.
- c) Residents in other areas of the Home should remain where they are until they are instructed by a member of staff to move behind a fire door.
- d) If residents are evacuated from the building they should remain in the designated place of safety until they are instructed to return to the Home.
- e) Once the fire has been extinguished, the residents are able to return to the building with direction from the members of staff.

### Should a visitor or service user discover a fire:

- a) They should raise the alarm by breaking the glass of the nearest 'fire break glass point', to alert the staff
- b) Move to a place of safety using the nearest exit.

## **FREQUENTLY ASKED QUESTIONS AND ANSWERS**

### **Will there be room for my own furniture and personal possessions?**

All rooms are provided with typical bedroom furniture so you should not need to bring your own. You are welcome however to bring your own favourite pieces of furniture if you wish. We only ask that you check with the management first so that we can ensure that the room remains a safe and practical environment for your stay with us. You may of course bring personal items such as pictures and ornaments.

### **Will I have a key to my room door?**

Yes, keys are available for those who prefer to lock their doors. For your safety, our staff are issued with master keys' should they need to gain entry in an emergency.

### **Can I have my own telephone or access to a telephone?**

We can provide access to a telephone for residents. If you prefer to pay for a private telephone, you can arrange for one to be installed in your own room, the full cost being borne by yourself.

### **Are choices available at meal times?**

Yes, choices are available for breakfast, tea and supper. For your main meal at lunchtime you can opt for the set meal or pre-order from a range of alternatives. Special diets are catered for.

### **Are there facilities for me to prepare snacks and beverages?**

Our normal service of four meals a day plus morning coffee and afternoon tea is supplemented by hot or cold drinks on request at any time, night or day. Should you require anything else, our care staff can usually provide this on request.

### **Can I take meals in my own room?**

Yes, you can take meals in your own rooms, but we do encourage socialising at all times.

### **Will visitors, be able to join me for occasional meals?**

Yes, please let us know in advance if possible.

### **Can I have my own television in my room?**

Yes, you can bring with you a television; this would have to undergo the usual checks by our electrician.

### **Will I be able to get up, go to bed, and have baths etc. when I want to?**

Yes, every effort will be made to help you keep your own routines.

### **Can I bring a pet?**

Unfortunately, with consideration to other residents, pets are not usually allowed; however, pets may be brought by relatives or friends on visits.

### **What activities are there, i.e. outings, entertainment etc?**

There is a wide programme of events in and out of the home including in-house bingo, craft sessions, games, in-house entertainers, day trips to the seaside or

countryside, local shows etc. All these events and activities are optional and occasionally may incur a charge.

**What services are included in my fees and are there any additional costs?**

Your fees cover full board and all aspects of care including laundry, NHS appointments, chiropody and most entertainment. Extra charges are limited to external services such as dry cleaning, hairdressing, or private alternatives to NHS provisions. We may also ask for a contribution towards the cost of personal escort services (e.g. to outpatients clinic) if required.

**If I need state benefit will this meet the costs in full?**

The amount of state benefit you receive will depend on your income and the amount of any capital you may have. Your social worker will advise you on this.

**How and when might fees increase?**

There is usually an annual 'cost of living' increase in April of each year. This will always be kept as low as possible and you will be notified of any such increase at least one month in advance. There may also be an increase in fees if your assessed needs increase significantly over time.

**Are fees still payable when on holiday or in hospital?**

Normally yes, if you wish us to keep your room available for your return. However, after you have been hospitalised for six weeks your fees will be reduced by 20% until your return to Victoria House.

**Is there a contract between the Provider and myself?**

Yes, all Residents will receive an Accommodation and Service Agreement prior to admission. A sample of this contract can be found on as an appendix to this brochure.