

Lavender Court Residential Home

SERVICE USER GUIDE.

**Lavender Court, 32-34 High Street,
Nafferton, East Yorkshire. YO25 4JR**

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"We have produced this information pack guide to our home to help people who are thinking of applying to come to our home, and those who already live in the home, know what to expect from us and the services we provide."

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Welcome to Lavender Court

This guide is designed to give you general information about our organisation and the services we provide. We cannot give you specific information regarding your personal circumstances within this document. Individual information will be given to you separately within your personal care plan and service user contract.

Lavender Court will work closely with yourself and your family to incorporate your health, welfare and social needs to establish and provide a bespoke care plan designed for you and you alone. We will NOT share your care plan with anyone else, unless consent is obtained by yourselves and this will be on a “needs know basis only” You are unique and will be treated as such.

Your care plan will be devised with your full agreement after a complete assessment with you to identify what support you need and when you need it. Only when you are happy with the level of support will we then formulate your care plan.

“we care because we want to”

Applications:

To make an application you should:

- ⊗ contact the home manager by letter, telephone, fax or email
- ⊗ ask for an information pack
- ⊗ visit the home and talk to residents and staff
- ⊗ confirm the application in writing
- ⊗ have a decision in writing within seven days of the application being received.

Our Mission and Purpose:

Our philosophy is;

“To provide an inclusive individual care programme which promotes optimal independence, physical and mental health within the home environment by dedicated, enthusiastic, caring and qualified carers”

The aim of this service is;

To provide innovative home care and support to people within our community who are limited in their ability whilst upholding the principles of ‘traditional’ community values.

Our objectives are;

-To provide care and support on an individual basis within the person’s own home at a level and pace specific to the person’s individual needs and abilities.

-To provide a flexible service fully responsive to the individuals needs at the times when the service is required, for as long as the individual requires the service per each visit and over the longer term.

-To provide regular, planned support by care staff trained to the highest levels which upholds the care plan and supports the individuals legal and human rights.

-To monitor the quality of our service by regular, inclusive service reviews, transparent working processes and input from outside agencies if needed.

At Lavender Court we continue to value each and every individual who comes to live here. We welcome applications from people over 65 years from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experiences. We can assure everyone who comes to live in our home that they will be treated with respect and dignity according to their individual needs and wishes.

A Description of the Accommodation and Services Provided

Lavender Court is a care home registered by the Care Quality Commission, providing high standard accommodation and care for 20 people. A family run business, located in the village of Nafferton in the East Riding of Yorkshire.

Lavender Court is a large detached building situated to the west end of a thriving village , Nafferton. Two former dwelling houses, it has been extended and adapted to provide accommodation for 18 older people. Its location makes it convenient for access to local village amenities and facilities including public transport.

There is a small car park for three vehicles to the side of the house. Rooms and facilities are on two floors. Level access is available to all ground floor external doors. There is a passenger lift. The ground floor has communal areas together with a number of bedrooms. The middle floor has bedrooms the majority are for single use, some have en suite facilities. The top floor is exclusively for staff use.

Communal bathrooms and toilets are conveniently located. There are a number of communal sitting and dining rooms. There is a secure and sunken patio garden to the rear.

The home will accommodate people admitted by virtue of old age some of whom may have memory impairment. All applications must be accompanied by a comprehensive assessment of need, which states the reasons for the referral or application and the specific services sought, eg short or long term care, respite care etc.

Accommodation

- 15 single rooms, some with en-suite,
- 2 premier rooms with additional luxury
- One double room for couples who seek to share or who mutually agree to share
- call bells in each room providing 24-hour help
- rooms decorated to high standard
- help to make rooms more personal by individuals bringing in, where practical, items of furniture and other effects

two communal lounges with TVs and a conservatory for those seeking peace and quiet for reading, etc
adapted and well-equipped bathrooms which meet all health and safety standards
a well-maintained and fully serviced lift to the upper floor
easy wheelchair access to all main areas.

Personal care and support

a personal care and support plan based on a thorough assessment of people's needs
regular discussions with the person over their needs and wants
monthly reviews of the care plan
a working partnership with the resident and their relatives and friends
a named care staff member (key worker) to co-ordinate the plans of care.

Health care

hairdresser visits weekly, or when to suit and a private chiropodist once every 4-6 weeks or on request
assessment of any need for aids and appliances by a NHS occupational therapist
all community health services, including complementary therapies, eg physiotherapy, occupational therapy, community nursing, dentist, optician, in line with individual needs
safe handling of all medication prescribed or used by the person; with the person being given the opportunity to be responsible for their own medication.

Dining

meals, served in the dining room or on request in a resident's own room
hot and cold drinks and light refreshments from kitchenettes at all times of the day
a choice of healthy and nutritious meals and catering for any special dietary requirements.

Leisure activities

newspapers, ordered or delivered daily to a resident's room
a pleasant garden, patios and sitting areas
an activities co-ordinator to organise stimulating and wide-ranging shared activities and to help individuals follow their individual interests and hobbies
overnight accommodation for visitors, if available.

Facilities

adequate car parking for visitors
a personal laundry facility and laundry service
a pay phone
help for people who wish to follow their religion by putting them in touch with local churches and ministers, etc.

Local amenities

encouragement and help for residents to attend local facilities and services in line with their wishes and needs
escorts, including a reliable taxi service, for residents who wish to make trips outside of the home.

Overview of our service and your care and support;

The manager will arrange to visit you at a place and time that is convenient and complete an assessment of your needs. This is called the Person Centred Plan of Care and this will outline all of the help and support you need and when you need it.

During this assessment you will be asked various questions about yourself and how you manage. There are no trick questions and you shouldn't be nervous about this, it is designed to help you. The questions will be about the help you need and when you need it. This will also include any help you may need to move about.

The manager will also complete a risk assessment with you. During this you will again be asked questions about how you manage and the help you need. This assessment helps to make sure that any help and support we give you is safe and not likely to cause you or your carers any harm. This is especially important if you need help with moving or have poor mobility.

When these assessments are complete, an individual Care Plan will be devised to meet your needs and you will be given a copy along with assessments to read and sign. These copies will then stay within the home for our carers to refer to when they provide you with the care that you may need.

We will also hold other information such as daily report notes in the home within your care notes. This will be used by our carers each time they come to help you. They will record what they have done and this will form a valid part of the communication link between us and others who may help you such as family members, your Doctor and or nurse if you have one.

Your assessments will be reviewed after three months and yearly thereafter unless your needs change significantly within this period. If this happens then your assessments will be reviewed as a matter of urgency and your care plan changed accordingly.

We will then give you a Service User Contract which will be reviewed yearly. This states the terms and conditions under which our carers will help you and details what you can expect from us.

If you have been referred to us in an emergency we will work with you as quickly as possible to complete your assessments and care plan. We will give you these and your contract within 72 hours of you first using our service.

Throughout the time we help you, our carers will monitor your abilities and health. They will report back to us if they have any concerns about you and we will strive to

ensure you are safe and receive any additional help you may need from other sources.

Our Services are Tailor Made for You;

We provide individual care plans and support for individuals. This means that we assess you and plan your care and support for you and you alone. This is irrespective of who you are, your age, gender, religious beliefs and cultural needs. If you need our help you will get bespoke help just for you. Some of the things we can help with include:

- Washing
- Shaving
- Dressing
- Assistance with continence
- Help with taking medication
(within given systems)
- Assistance to eat and drink
- Help to get up/go to bed
- Help to have a bath/ shower

The Standards and Quality you can expect:

We are committed to maintaining and improving the quality of our service. We have a comprehensive Quality Policies and Procedures Manual, which is constantly under review and revision. All significant policies are contained here including our complaints procedure. An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by our regular reviews with individual residents and on more general matters through separate meetings with residents and relatives.

We provide staff with regular supervision and training .We take all complaints seriously and try to do something about them all residents

and relatives know about their right to make a formal complaint and how the complaints procedure works

Lavender Court is inspected regularly by officers from the Care Quality Commission, a body set up by the Government to ensure high standards of care in homes and through other social care services.

Staffing, Qualifications and Training:

- The Manager and Director of the company has over 25 years of experience in the care sector and holds various national qualifications including Registered Managers Award Level 4
- We employ a deputy manager, 14 care assistants (full-time/part-time), 2 cooks, 2 domestic staff, a laundry assistant and a part time maintenance person.
- All staff receive the necessary criminal records checks and clearance from the Independent Safeguarding Authority's Vetting and Barring list before starting their employment with the home.
- We aim to have three care staff and a manager on duty during the day. Two care staff are on duty in the evening, one member of staff at tea times. At night there is two waking night staff and one member of staff on call.
- The home encourages care staff to spend as much individual time with residents as their other duties allow.
- All of our support staff receive training in the home's philosophy and values.
- The home is fully committed to staff learning and development.
- Both senior care staff hold Level 3 National Vocational Qualifications in Health and Care and 6 of the care staff have Level 2 NVQ, which means the home has more than 50% of its staff with approved qualifications.
- Several other staff are working towards their NVQs or Diploma in Health and Social Care.

All staff have achieved the learning outcomes of the Common Induction Standards. In the last 12 months, they have received training in adult safeguarding provided by the local authority and refresher training in various aspects of health and safety. Their training is regularly updated.

Key Contract Terms

When people move in they have one month built into their occupancy agreement to decide whether 'this is the place for them'. This first month then provides an opportunity for staff to get to know the individual service user and their family, and to identify their wants and preferred ways of living, for example: the time they like to get up in a morning and go to bed at night.

During this period the person's care and support requirements are also assessed and discussed and then developed into an agreed plan. This will include discussion and assessment of any risks to which the service user or staff may be exposed to as a result of making their own choices and decisions. It also includes discussion, with the agreement of the service user, with any relatives or representatives who may be involved with the person's care needs and plans. The aim is to achieve a plan of care with which everyone is happy.

Pricing Structure

Fees range from £420.00 to £600.00 per week, payable four weeks in advance. Some or all of these fees may be paid by the local authority and/or the health service.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services the staff may provide as part of their normal duty. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, tapes, books and magazines and for additional service provided at Lavender Court such as Hairdressing and Chiropody, Service users are free to make their own arrangements for buying such services.

Fees will be reviewed every year or more often if it is necessary to make changes to the service plan.

Useful Information and Addresses

A copy of our Complaints Procedure is included in this information pack. In the event of you wishing to make a complaint, or needing further information on your rights and the standards you can expect, you may wish to contact the following organizations:

The Care Quality Commission

St Nicholas Building

St Nicholas Street

Newcastle upon Tyne

NE1 1NB

TEL: 03000 616161

E-Mail: northerneastern@cqc.org.uk

The Local Social Service Care Management Team

West Hull care management team

Hull City Council

Lindsey Place

Arcon Drive

Anlaby Road

Kingston Upon Hull

HU4 6AJ

East care management team

Hull City Council

Pashby House

James Reckitt Avenue

Kingston Upon Hull

HU8 7TH

Central care management team

Hull City Council

48 Pearson Park

Kingston Upon Hull

HU5 2TG

North care management team (to be used for existing customers only)

Hull City Council

49 Kinloss Garth
Bransholme
Hull
HU7 4LY

Opening times: Monday to Thursday, 8.30am - 5pm, Friday, 8.30am - 4.30pm

Emergency Duty Team Opening Hours

In all cases of emergency outside of normal office hours please contact the emergency duty team.

Telephone: 01482 788 080

The emergency duty team are available -

Weekdays: From 5.30pm until 9am Monday to Friday

Weekends: From 5.30pm Friday until 9am Monday

Messages left outside of the above listed hours will NOT be picked up until the office opens.

Copy of our latest Inspection Report

Complaint Policy

Policy Statement

The right to make a complaint about any aspect of treatment or care is an important part of the client's right as a consumer of health care. Complaints are welcomed in line with the Home's policy, where opportunity exists to improve, modify and enhance the quality of care. This opportunity is intended to ensure that complaints are dealt with appropriately and comments by service users, their relatives and carers are taken seriously with full investigation as appropriate.

The home supports the concept that most complaints, if dealt with promptly, openly and honestly, can be resolved at local level between the complainant and the home. If this fails to resolve the complaint, the matter will be referred to the National Care Standards Commission and legal advice will be taken as necessary, the policy does not exist to apportion blame or possible negligence leading to compensation. It is not part of the home's disciplinary policy.

The home adheres Care Quality Commissions Essential Standards

Aim

The aim of the home is to ensure that its complaint procedure is properly and effectively implemented and that consumers feel confident that their complaints are listened to and investigated promptly and fairly.

Goals

The goals of the home are to ensure:

- Consumers, their representative and carers are aware of the home's complaint procedure, which provides the opportunity for them to register their complaints satisfactorily.
- A designated person will be responsible for the admission of the procedure.
- Written complaints are acknowledged within two working days wherever possible.
- Written complaints are investigated within twenty-eight days.
- All complaints will be responded to in writing.
- We will endeavour to deal with all complaints promptly, sensitively, effectively and sympathetically to all parties.

The named complaint manager is: Rachel Wallace

Complaints should be brought to the attention of a member of staff at the earliest opportunity. In the event of a serious complaint, the Home operates a formal 'complaints procedure' and matters should be brought to the attention of the Home's management to enable matters to be rectified as soon as possible.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

Verbal Complaints:

Verbal complaints; no matter how seemingly unimportant should be taken seriously.

Frontline staff should respond immediately when confronted with a complaint and seek to resolve the problem.

If the complaint cannot be resolved the home manager must be informed.

The complainant must be treated respectfully, courteously and sympathetically.

Staff should be composed and co-operative towards the complainant.

Staff involved in the complaint shall be given the opportunity to put forward their case, without implicating other members of staff.

If the complaint is being made on behalf of the service user by an advocate, it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. It is very easy to assume that the advocate has the right or that power to act for the service user. If in doubt it should be assumed that the service user's explicit permission is obtained prior to discussing the complaint with the advocate.

After talking the problem through, the home manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through another meeting or by letter).

If the suggested plan of action is not acceptable to the complainant then the member of staff or home manager should ask the complainant to put their complaint in writing to the home and give them a copy of the home's complaints procedure.

In both cases details of the complaints should be recorded in the complaint book.

Written Complaints

Preliminary Steps

The home manager will deal with written complaints. Complaints should be entered into the complainant book and an acknowledgement should be sent to the complainant within two working days.

If necessary further information should be obtained from the complainant to substantiate the allegations. A person, who lodges a complaint on behalf of the service user, should be advised to obtain written consent from the service user.

If the complaint raises potential litigation, advice should be sought from the homes legal advisors, should this result in litigation; all investigations under the home complaints procedure should cease henceforth.

Verbal complaints will be responded to immediately. All comments will be considered carefully and responded to a positive and professional manner.

An acknowledgement letter will be sent in relation to written complaints within two days. A thorough investigation will be carried out and the complainant will be sent a letter detailing result of the investigation within 28 days. Any delay in the investigations will result in the complainant being informed of the impending delay as quickly as possible.

Complaints that cannot be resolved within the home will be referred to the Care Quality Commission.

Service users may refer their complaint directly to the Care Quality Commission..

Complaints are viewed as an opportunity to identify any shortcomings and rectify them appropriately. You can assist us by identifying any problems and informing us as soon as possible so that these problems can be rectified. We welcome your comments and suggestions so we can continue to facilitate a high standard of care and improve on our standard of care still further.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Care Quality Commission (NorthEastern)

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA

Telephone: 03000 616161 Fax: 03000616172 E-mail : enquiries.northeastern@cqc.org.uk