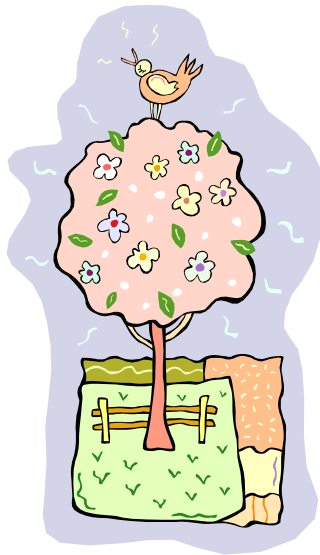


Service User Guide



Autumn House Residential Home

A guide to our service

21 - 27 Avenue Road Sandown Isle of Wight PO36 8BN tel: 01983 402125

Service User Guide

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Our Aims and Objectives

With over 30 years' experience, the management of Autumn House take pride in offering a highly professional care service for the elderly, with a very friendly and personal approach. We are pleased to accept clients for long term, respite care and day care.

Autumn House is a large Victorian Villa situated in a tree lined Avenue close to the sea front and town center of Sandown.

Autumn House aims to provide physical, emotional and spiritual care to suit individual needs and so enable the individual to pursue a healthy, satisfying and comfortable lifestyle within their abilities.

CORE VALUES OF OUR CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

PRIVACY: The right of a client to be left alone and undisturbed whenever they wish.

DIGNITY: The understanding of a client's needs and treating them with respect.

INDEPENDENCE: Allowing a client to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE: Giving a client the opportunity to select for themselves from a range of alternative options.

RIGHTS: Keeping all basic human rights available to the clients.

FULFILMENT: Enable the client to realize their own aims and help them to achieve these goals in all aspects of daily living.

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Philosophy of Care

Autumn House will endeavor to provide its clients with a secure, relaxed, and homely environment. Their care, well-being and comfort are of our prime importance.

Our caring philosophy is to:

- Promote good mental and physical health
- Treat disabilities, both mental and physical, sympathetically and with respect
- Encourage individuals to live as independently as possible within their wishes and abilities even if this entails some risks being take.
 - Develop individual care plans and continuously assess client's needs
 - Detect changes in health promptly and take the appropriate action
- Liaise with social workers, doctors, district nurses, other members of the primary health care team and the community support services
 - Provide regular meals and refreshments with some choice
- Encourage clients to maintain contact with relatives, friends and others as they wish
 - Involve the client in their care planning and in the running of their home

Care Staff within the Home will be appropriately trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate Legislation and Regulations.

A strong emphasis is placed on supporting our staff in their role.

Home Organizational Structure

Janet Holmes – Director

Carolyn Yeates - Administrator

↓
Mandy Richards –Acting Manager
Quality & Standards Manager

↓
Melissa Archer – Deputy Manager

↓
Housekeepers & Laundry

Caterer

Care Staff Team

Maintenance

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Home Management

Autumn House is operated by Autumn House Care Ltd.

Mandy Richards is acting as manager. Mandy has worked for the company for over 25 years and has previously been a registered Manager.

We like to ensure that each day runs smoothly for each client and all individual needs are met.

Most importantly, working alongside our managers, we have a dedicated team of carers all of them bringing their own personality and individual approach into the home.

Many of the staff at Autumn House have a great deal of experience and service with the home. The staff rotes are consistent so although staff shifts vary in length a familiar face is always there.

Autumn House provides a home for 44 elderly people. The service is provided for both male and female elderly persons over the age of 65 years. We do cater for differing needs and these include persons with dementia associated illness, physical disabilities and mental disorder. We will also provide a service for people under the age of sixty five if we feel that their requirements can be met within our environment.

Details of Staffing

The home employs around 32 staff including house keepers and laundry assistants. An individual team of part time kitchen staff led by a superb kitchen manager ensures the kitchen runs smoothly. The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
 - Confidentiality
- The rights of Service User's
 - Health and Safety
 - Food Hygiene and Safety
 - First Aid
- Care Assistants Responsibilities
 - Safe Guarding
 - Dementia Care

The home also sends selected staff on external training courses as well as developing a comprehensive in-house training programme.

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Accommodation

The home has 42 bedrooms; all are single except one and all have en-suite facilities. A lift is available to access the upper floor. The stair case cannot be accessed by service users unless supervised.

There is a large communal lounge and a separate dining room. Two further smaller lounges provide quiet places to be able to receive visitors. Clients are encouraged to use all these rooms; however, clients who choose to stay in their own rooms may do so. Clients will be encouraged to make themselves as comfortable as possible in the home.

Admission

Prospective clients who are interested in coming to Autumn House are encouraged to visit the home and sample the atmosphere and level of service. Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency. Clients may also enter the home for respite care and this is usually for weekly periods.

We will always assess clients wishing to come into our care to and make sure we can meet all their needs.

Emergency admissions are made in exceptional circumstances. This will be at the discretion of the senior person on duty. Emergency admissions will be made after the usual assessment. If time does not allow for an assessment the admission will be made on information provided by the involved support team. The support of the admitting care team must be acknowledged and a contact number left. The client must be reviewed within 48hrs.

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Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual client

Depending on the personal financial situation, a service user can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is often needed, please ask the manager for any help required. The home issues a contract to describe the terms and conditions which will need to be signed on admission. Service users may also be required to sign a contract with social services for financial arrangements. The home supplies care for social services and this involves being registered as a provider with the relevant authority. This may vary on the locality of the service user's home area.

Fees - What is included

- Trained staff in 24 hour attendance
 - Meals and refreshments
- Provision for special diets and preferences
 - Laundry Service
 - Supervision of Personal Care

Fees – What is not included

- Hairdressing
- Dry cleaning
- Medicines and treatments
 - Toiletries
- Beverages (alcoholic) and confectionery
- Monthly visits for a private chiropodist in the home
- Private phone installation and private telephone calls
 - Visits from private therapists/consultants
 - Escorts to hospital and other appointments

A separate invoice will be sent for personal items. Toiletries and confectionery will be purchased on behalf of our clients unless they indicate otherwise.

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Security

Security in the home is maintained by a code lock on the external doors. The doors are always locked except for the one into the courtyard garden. Clients are free to come and go as they please, they will need to inform a member of staff who will be able to operate the door and ensure they are safe. For some clients it is not desirable that they be allowed out alone and this will be addressed in the care plan. The fire exits which are easily assessable are connected to an alarm so we are able to monitor their use.

We provide a high level of security yet we cannot ensure **full** security in the case of system failure or human error.

We are unable to take responsibility for clients when they are off the premises.

Private rooms are locked and operated by a door card system. This avoids other clients mistakenly entering the personal space of others. Clients can hold their own card or staff will assist them.

Maintenance

We would like to keep our home well maintained and improvements will be on going in the form of refurbishment and redecoration. As in any home some disturbance may be experienced from time to time, we always endeavour to keep this to a minimum. Maintenance of equipment and sometimes equipment failure can also cause inconvenience. We have a programme of equipment maintenance to limit such occurrences but inevitably they cannot always be prevented. We will always keep you informed and ensure repairs are as speedy as possible.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all clients within a warm and caring atmosphere, and in so doing will be sensitive to the clients ever changing needs. Clients are allocated a key worker who will assess their care needs and personal requirements to ensure we keep abreast of any changes.

Valuables

If an item of value or any money is brought into the home please ensure the office has a record of it. A safe is available where small amounts of money or Jewelry can be held. The home holds insurance for any loss or damage up to £500 per resident's subject to terms and conditions.

Smoking and Alcohol

Smoking is not allowed in the home. The Home has a designated smoking area in the outside courtyard garden to the rear of the building.

Clients will normally make their own arrangements to take their favorite drink, but, as with smoking, they may require to be supervised.

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Fire safety

The home has Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local Fire Department.

Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission. A fire exercise is carried out monthly, this ensures all staff and Clients have a comprehensive understanding of their responsibilities. The fire systems and alarms will be tested weekly by fire professionals. Records are kept of all such testing as part of the manager’s responsibilities.

All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.

Where possible, furniture, fixtures and fittings will be made of fire-resistant or fire-retardant fabrics and materials.

Security locks are automatically released on the fire alarm sounding.

Religion

Clients may attend religious services either within or outside the home, as they so desire. If services are outside the home, it may be necessary to arrange for transport and accompaniment with friends or relatives.

Clients may meet the clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings..

Contact with Family & Friends

Visitors are always welcomed however they will be required to make an appointment. The restrictions on visiting and leaving the home will change from time to time. We will advise you of the guidance as it changes. You reserve your choice as to when you would like to see your visitors. Clients who are able, and would like to, would normally be encouraged to go out of the home with visitors. There are many local cafés and tea rooms which are a level walk and make a pleasant change for clients.

Normally family, relatives and friends are encouraged to visit you regularly and maintain contact by email or telephone when visiting is not possible. We have a separate mobile phone which can be used for video calls, staff will help if necessary.

For Security and Fire Safety reasons, visitors must sign the visitor’s book on each occasion. With respect to our clients we request that visiting at meal times is avoided.

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Appointments

Appointments outside the home can be made at the client's convenience. If an escort or transport is required please ensure you make the necessary arrangements with family or friends. On occasions, an escort from the home can be arranged in these instances an hourly charge will be made.

Care Plan Review

A care plan will be drawn up when the client enters the home. The care plan is quite lengthy and detailed. Discussion with the service user and their family will ensure that all information is collected. After admission you are able to view the care plan on request and a member of staff will guide you through it. You will be invited to review the care plan generally every three months.

Once developed the care plan will be regularly reviewed to ensure that the service user's needs are being met and to address any changes, which may need to be made.

Service users and their relatives are always welcome to chat with a member of the care staff if they have any concerns.

All amendments to the care plan will require the authorization of a manager or a senior carer. Certain amendments may require the consultation of the Service User's GP or the external support services. All amendments to the care plan are recorded in full.

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Complaints

We are trusting that you will not have a need to complain about our service. However there may be an occasion when you feel things could be different or dealt with better.

We appreciate any feed back and you may be approached to enquire about your experiences in the home or to give us feed back in writing.

If as a client, relative or visitor, you feel that there is cause for complaint, please could you first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, please write us a note or arrange to meet with the manager. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

We are always mindful of how distressed you must be feeling in order to complain or raise any issues. We aim to get it right most of the time - sometimes things will go wrong and we need to know when they do. Please feel able to approach us rather than worrying and becoming anxious.

If you are still not satisfied or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer , then you should contact the:

Regulating Officer
Care Quality Commission
National Correspondence
City gate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Tele:-03000 616161
E Mail:- enquiries@cqc.org.uk

For those clients placed by the I.W council they have the right to make a complaint directly to :

Customer Support Team
I.O.W Council,
CountyHall
High Street,
Newport
Isle of Wight PO30 IUD Tel: 01983 821000

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Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from our staff.

Whereas funeral arrangements are usually made by the next of kin, the care staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Please give some thought to this issue it is often wise to decide the arrangements and inform the manager ahead of time. The arrangements may include the specified undertaker and the burial arrangement or cremation. This is an upsetting issue at any time but our service user's wishes are very important.

You will be given an opportunity to specify your end of life wishes at your care review . This is a sensitive area but please give some thought to help us understand your wishes.

Therapeutic Activities

The home takes into account the client's interests, skills, experiences, personality and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life. We generally have a quiz each morning in one lounge; the other activities take place in the afternoons.

Staff encourage and in certain instances help clients to pursue their hobbies and interests: We celebrate special days and occasions and will ensure our home is decorated accordingly. We have a daily magazine which provides news, puzzles and reminiscence - The Daily Sparkle. This will be found around the home each day.

Information regarding things going on in the home will be displayed.

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Monitoring & Quality

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the clients and their relatives. We regularly ask and welcome comments on the home, the staff and services we provide. The service users will have a regular meeting (3 monthly) with a senior member of staff to discuss any issues. Please help us by letting us know if any thing is not how you expected to find it.

We will perform internal audits as well as ensuring we meet compliance with all our regulators.

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users with regard to Health and Safety. However, we do permit pets and the manager will treat each case on individual circumstance.

Medication & Doctors Visits

If a client wants to take responsibility for their own medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered under the instructions of the Doctor.

We have a nominated doctor to care our clients. You can request to have an alternate doctor at Sandown Medical Centre . Our doctor visits each week. A carer will normally be present. If you would like to see the doctor unattended please indicate this at the time.

Clients who are able can also make appointments at the practice private, an escort can be provided at an hourly rate.

Telephone & Internet

The home has a phone, which can be used by the client for incoming calls and video calls.

The home is covered by a broadband connection to the internet. Clients may access this, with supervision if required.

The home has a website and a face book page which will be updated regularly. Please indicate if you do not want pictures (which include yourself/ your relative) displayed on the sites.

The office e- mail address is: office@autumnhousecare.co.uk

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Laundry

We provide a full laundry system and tailor this for each client. Laundry will be removed from your room daily unless you indicate otherwise. It will be returned to your room and replaced in your wardrobe/drawer. Please be patient with this service, we hope to be able to return items within 24 hrs but sometimes we need longer. Please arrange for all items to be marked - this will be arranged by the care staff if not otherwise advised.

If any problems are experienced please seek help straight away. This is one area which often causes unnecessary anxiety and it can normally be resolve quickly. Bed changes will be made as necessary and a least once each week.

Lost items left in pockets and unmarked clothing will be held in the laundry area.

Meals

Our kitchen manager, will make himself aware of personal tastes and prepares our menus. The menus are varied; a daily menu sheet is available and help is given to clients with choice of their meals. Special diets can be catered for. Clients are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Meal times are flexible but generally are as follows:

06.00 Tea
8.30 Breakfast
10.0 Morning Coffee
12.00 Main Meal /Light Lunch
14.30 Afternoon Tea
16.00 Light Lunch /Main Meal
18.00 Supper
21.00 Late Supper

Tea, coffee and other hot drinks are served and available 24 hours a day. Service users may arrange for visitors to enjoy a meal with them. The caterer will always be available to discuss specific needs as they arise.

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We hope you will always be able to contact us with ease.

Provider
Autumn House Care Ltd
Registered Office: 9 St Johns' Place Newport PO30 1LH
Company No: 07189110
Directors: M M & J Holmes

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Registered Manager -

For financial queries please contact our administrator, Carolyn Yeates, her direct line is 01983 407437 or email carolyn@autumnhousecare.co.uk Please leave her a message if she is out of office.

Thank you

Reviewed 17 April 2023
Reveiwed 05 October 2022