



COMMUNITY SERVICES

Adult Resource Centres and Day Support Services

Service Users Guide

Reviewed: February 2009



**London Borough
of Hounslow**

Welcome to SANDBANKS
Care Home

Your Room Number is.....

The Group you will be joining is

.....

Your Keyworker is

.....

We hope you will be
very happy with us

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1. Welcome to Sandbanks

On behalf of the staff, we wish to welcome you to Sandbanks. We hope you will soon make Sandbanks your home. Every effort will be made by staff to help you settle in.

Our aim is to create an environment, which enables residents to retain their previous friendships, skills, hobbies and interests.

Sandbanks has accommodation for up to 25 permanent residents with the ground floor specialising in caring for 15 people who are living with the experience of dementia, including a respite service. The first floor provides a unit for 10 frail older people and a community rehabilitation unit which provides a rehabilitation programme for 8 people up to six weeks .

Please remember we are here to help you to live as independent a life as possible. For example you may prefer to have your main meal in the evening instead of lunchtime. Should you wish for anything at anytime just ask a member of staff who will be more than happy to help meet your needs and personal requirements.

Within this users guide is information that you may require and need to be aware of. Any additional information please do not hesitate in asking a member of staff.

PLEASE NOTE:

Whilst staff are employed to assist and ensure that you have a choice, they are not paid to be verbally or physically abused.

2. Homes Philosophy

The philosophy of Sandbanks is to provide a flexible and reliable service to enable people who need support with daily living activities to remain as independent as possible, in a safe and comfortable environment.

The service user is the centre of the service. We believe that the dignity and value of everyone who uses our service should be recognised and respected. We believe that they should have the right to expect that we will ensure confidentiality with regard to them and their affairs. They have a right to make complaints and to know these will be taken seriously and acted upon. They also have the right to expect a safe and reliable service which meets their specific needs and they must be sure that staff will not discriminate against them in any way on the grounds of race, creed, nationality, gender, sexual orientation or for any other reason.

In summary we will:

- Listen to people and what they say
- Practice patience, tact and persuasion
- Ensure the service users' right to privacy dignity, respect and independence
- Respect the service users' cultural and religious beliefs
- Promote the service users right to choice wherever possible
- Work with rather than for, the service user
- Avoid confrontation
- Hold six week /six monthly reviews
- Observe and report any changes in the service Users needs
- Provide an ongoing assessment process whereby changes in needs will be noted and acted upon in relation to standard of care required/provided

We cater for Older People who are frail and can no longer continue to live in their own homes even with support. We promote and maintain service users health and ensure access to health care services to meet assessed needs.

3. YOUR RIGHTS

- YOU HAVE THE RIGHT to keep up the quality of your life.
- YOU HAVE THE RIGHT to independence, choice and responsibility for your own actions.
- YOU HAVE THE RIGHT to have your dignity respected by others in every way possible and to be treated as an individual in your own right, however incapacitated or frail you may be.
- YOU HAVE THE RIGHT to privacy for yourself, your belongings and your affairs.
- YOU HAVE THE RIGHT to have your culture, religion, diet, sexual and emotional needs accepted and respected.
- YOU HAVE THE RIGHT to take risks if you choose and should expect managers and staff to respect this.
- YOU HAVE THE RIGHT to complain or for someone to complain on your behalf.
- YOU HAVE THE RIGHT those any file that may be kept on you.
- YOU HAVE THE RIGHT or your representative with your permission to a copy of your care plan or your review meeting minutes.
- YOU HAVE THE RIGHT to be protected from any unreasonable behaviour of other residents, their visitors or staff.

4. Facilities

- Small shop selling toiletries, confectionery, gifts etc.
- Pay phone plugs are outside each lounge, so calls can be made and received easily.

- Private telephones can be installed in your room and residents are responsible for all aspects of installation and charges.
- All laundry is done on the premises, this is included in your weekly charges, dry cleaning can be arranged as required, but is not included and you will be required to pay for this separately.
- Visiting Library Service.
- Newspapers on request -This is not included in your charges.
- District Nurses visit twice a week.
- Hairdresser visits every Wednesday – This is not included in your charges.
- Holy Communion is held in the Home (non-denominational) all efforts will be made for you to continue worshipping at the place of your choice.
- Mobile clothes shop visits periodically with a good selection.
- Your personal mail will be given to you on the day it arrives at Sandbanks. Staff will help you with reading or writing replies if required.
- Arrangements can be made for an Optician and chiropodist to visit you at the home.
- We operate a non-smoking policy in all our lounges. Smoking is only permitted in the designated conservatory area.
- Your bedroom door is fitted with a lock to which you may be given a key. Another key is kept in the office for use in emergencies.

5. Staffing

The person in charge of the home is the registered manager. There is also an assistant managers and 4 seniors, who help ensure the smooth running of the home on a day to day basis.

We have a number of carers who cover both days and nights. They work on a roster system providing our twenty four hour care service. There are a minimum of seven care staff during the morning and of an afternoon. There are also three member of staff working throughout the night. This means there is always a member of staff available for you to call on for assistance if you wish to have a warm drink, use the toilet or just to have a chat. All rooms have a call system which you will be shown how to use.

We also have cooks providing nourishing home made meals and domestic and laundry staff who ensure a high standard of cleanliness and hygiene throughout the home. A handyman is here carrying out a maintenance programme and minor repairs.

The manager of the home is qualified and holds the Register Managers Award.

It is our aim that all staff are appropriately trained and that care staff will hold a qualification in care (minimum NVQ 2).

This is in addition to our core training which consists of:

- Manual Handling
- First Aid
- Fire Safety
- Health & Safety
- Food Hygiene
- Infection Control
- Adult Protection
- Medication Competence

6. Moving In

Moving is a difficult time for all of us and anyone who is considering moving into a residential home may have many questions. We want you move to be as easy for you as possible. We hope you your family

and your friends, will find this brochure helpful. However, should you discover a subject we have not mentioned which is of particular concern to you, please do not hesitate to ask us and we will do our best to provide further information.

Your first six weeks in the home is a “**Trial Period.**”

This is to allow you some time to decide whether or not you wish to continue to live here. After the initial six weeks, we will set a date with you and hold a **Review Meeting.**

Review Meeting.

We invite you, and your relatives, together with your Social Worker to hear your views as to how well you and the home suit each other! This is an opportunity for you to voice any problems or queries that you might have had during your stay and to discuss them in confidence. Also at this meeting a decision with regards to fee, payments and who will manage your financial affairs will be made.

We will be able to advise you on how the **charges** for your accommodation are assessed.

It may be necessary for us to hold certain information, which is personal to you. You are able to access this information if you so wish. This process will be discussed with you at the review.

If after the meeting you decide to make Sandbanks your permanent place of residence, we then offer you the opportunity to go back to your home and spend some quiet time with your relatives or keyworker. This will give you the opportunity to sort out and decide what personal items and pieces of furniture you would like to bring with you.

There will be a review meeting held every six months in order to monitor any change to your care and needs.

Other Meetings

We hold Regular Residents meeting in which your views and requests are put forward to management for implementation wherever possible.

Charges

You may wish to continue to draw your pension if you wish, or you may want to allow your relatives or us to draw it for you. The decision is yours.

You will always have some money left from your pension for your personal use after you have paid your fees. There is no need to worry, as residents are never asked to pay more than they have.

Medication

If you were happy to look after your medication yourself without supervision, we would encourage you to do so. However, if you feel that you would prefer staff to help you and store your medication then this can be arranged. Staff would then ensure you receive your medication as prescribed by your doctor. (we use Boots Monitored Dosage System for the medication we dispense)

It may be possible for you to keep your existing doctor, if not, we will help you choose a new one locally.

7. Fire Safety

The home is fitted with a modern Fire Alarm System and all doors are Fire Proof. Regular Fire Drills and Evacuations take place and Inspections of all Fire Equipment carried out.

Your Keyworker will show you the nearest fire exits to your living accommodation. Alarms are sounded regularly so you will become familiar with the sound.

8. Visitors

Your friends and relatives will be welcome to visit at anytime. However, it would be appreciated if when visiting during mealtimes, they join you in your bedroom or the function room. This affords other residents privacy and dignity and saves the lounges becoming overcrowded. You may also wish to remember that some residents do not have any visitors, so seeing yours could make them feel excluded, different or upset.

9. Gifts and Presents

Please do not try to offer staff any presents or money as this will place them in the embarrassing position of having to refuse and they wouldn't wish to offend you in doing this. It is the policy of the London Borough of Hounslow that no member of staff can accept gifts, no matter how small.

10. Complaints

If you have a complaint, which can be dealt with easily, i.e. room not cleaned to your satisfaction, you may discuss this with your keyworker or the senior on duty.

The customers' Guide to Complaints

These guidance notes are intended to help you understand and use the complaints procedure.

There are up to three stages to the complaints procedure.

1. Investigation and settlement of the complaint
2. Independent investigation if settlement of the complaint is not achieved.
3. Review by Panel if complaint is not settled at stage 2

Q. I've sent in my complaint – what happens now?

A. We will contact you within 2 days of receiving your complaint to meet and discuss the problem. If you do not want to discuss it with a member of the staff that you know, you can ask to discuss it with the manager.

You are welcome to bring a friend to support you, or we will find an independent advocate. If you need us to assist in finding an advocate or want other help such as interpreting, then the meeting may take a little longer to arrange. We will respond to all complaints within 10 working days.

Q. What will happen at the meeting?

A. You will be invited to discuss your complaint with a member of staff or the manager. The aim will be to put right what you are complaining about. Staff will then write a statement of the complaint and its outcome and you will be sent a copy. If you wish, you can ask

for a trial period of between 10 and 30 days. We hope we can sort out the problem at this stage.

Q. What happens if I feel the problem is still unsolved?

A. You need to let the manager or the complaints officer know that you are not satisfied. We will pass the statement of your complaint to the complaints officer who is a senior manager in Social Services. The complaints officer will ask a person who has no responsibility for dealing with the problem to look into the complaint. This person will then send a report to the complaints officer.

The complaints officer will discuss the report with the assistant director responsible for the service about which you have complained. The complaints officer will then write and tell you what has been decided. This stage could take up to 30 days.

Q. Suppose I am not happy with the decision.

A. You should let the complaints officer know you are not satisfied within 15 days of receiving the letter.

Q. What happens next?

A. The complaints officer will then appoint at least 3 people to make up a Review Panel.

- One of these people will be someone who is not employed by the Local Authority
- One will be a Councillor
- One will be a Social Services Manager who has no direct responsibility for the complaint.
- The panel will meet within 20 days. They may ask you and the social services staff concerned to come and give your views.

Within 1 day of the meeting, the Panel must produce a report making recommendations to the Director of Social Services. You will receive a copy of this report.

The Director will consider the report and contact you within 10 days to tell you what has been decided.

Q. What can I do if I am still not satisfied with the way in which the complaint has been dealt with?

A. You have the right to take the matter to the Ombudsman. The Ombudsman will investigate whether the complaint has been properly looked into.

Information and leaflets about the complaints procedure and the ombudsman services are available at libraries, the civic centre and the Citizens Advice Bureau.

Should you ever wish to discuss **any concerns** you have in relation to the standards of care practices at Sandbanks with the Commission, you may write to them at this address:

COMMISSION FOR SOCIAL CARE INSPECTION
4th Floor,
Caledonian House,
223 Pentonville Road
London
N1 9NG

Tel: 020 7239 0330
Fax: 020 7239 0309

Please note that the Commission for Social Care Inspectorate regularly inspects us. A copy of the most recent report is held in the back of our Statement of Purpose, which is located in the foyer alongside the visitors book.

Copies of previous inspection reports are obtainable from the Managers Office.

11. Meals

You will be introduced to other residents in your lounge group and shown your place at the table for meals. There is a varied choice of menu, meal times are flexible, but you may use the following times as a guide.

Breakfast	8 am -10 am approximately
Lunch	1 pm approximately
Tea	5.30 pm approximately
Supper	8 pm – 9 pm approximately

Cooked breakfasts are available on request. As are any drinks or snacks. Morning, afternoon and evening drinks will be made by care staff, however you are more than welcome to make a drink or snack for yourself at anytime, or a member of staff will happily assist you if you need any help.

Meals can be taken in your room on request. Each unit has a Kitchen with Cooker, Microwave and Fridge The kitchen is fully equipped, the fridge and cupboards contain items to make light meals or sandwiches.

12. Activities

We have a varied 7 day activities programme within the home for both groups and individuals. An activities leader works in the home 3 days a week. An example of some of the activities that regularly take place:

- Bingo – There is a small fee
- Coffee mornings
- Arts & Crafts
- Cooking
- Board & Card Games
- Quizzes
- Outings – There is a charge

Entertainment

Variety shows and theme evenings are arranged throughout the year. As a home we try to maintain links with the community and participate in local events whenever possible.

13. Advocacy

It may be at some point you will need someone to support you in making choices and decisions or complaints if you do not have a friend or relative available to help.

With this in mind we have included in this guide a list of external agencies whom you may wish to call upon.

OLDER PEOPLES SERVICES - ADVOCACY SUPPORT

NAMES AND ADDRESSES

What is Advocacy? - Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtains services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

<p>Age Concern (Feltham, Hanworth, Bedfont) Contact: Anne Rogers Chief officer Feltham lodge, Harlington Road West Feltham, TW14 OJJ Telephone 02087515829 E-Mail: Ageconcern@feltham24.fsbusiness Mon –Friday 9.a.m-5 p.m.</p>	<p>Almadiyya Muslim Association Contact: Mr A W Mirza 327 Martindale Road Hounslow TW4 7HG Telephone 02085770221/02082301651 Fax 023082309637</p>
<p>Age Concern Hounslow Stephen Hawkins Alexandra House, Albany road Brentford TW8ONE Telephone 02085606969 Fax 02085609119 Mon-Friday 10-5pm</p>	<p>Alzheimer’s Society Hounslow Jennie Whitford Brentford Community Resource Centre 241,High Street, Brentford Middlesex, TW8 OWE Telephone 02085801057 Fax 02085801044 E/Mail Dementia Services@aol.com Webb. www.Alzheimers.org.com 9am – 5 pm Mon To Friday</p>
<p>Age Concern Chiswick Jean Fogg Oxford Road North Chiswick W4 4DP Telephone 02087427007 (office) Telephone 02089941747 (outer hours) Mon –Thursday 10-4</p>	<p>Ashra Hounslow respite care for the Asian community The Dominica Centre 112,The Green South UB2 4BQ Telephone 02088140838 Fax 02088140838 Webb. www.taha.org.uk Mon/Friday 10.4</p>
<p>Afro-Euro Cultural Link Contact Mr Yusuf Ssenyonga 40 Rosemary Ave Hounslow TW4 7JF Telephone 02088908940 E-Mail iyudssew@aol.com Evenings and Weekends for Advice.</p>	<p>Asian Women Counselling Service (TAWCS) Unit B Fairfield Works Fairfield House TWE 1UZ Telephone 02085706568 Fax 0208 5706568 E/Mail tawcs@aha.org.uk</p>

