

SOUTHFIELDS HOUSE



RESIDENTIAL CARE HOME

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A WARM WELCOME
to
SOUTHFIELDS HOUSE
RESIDENTIAL CARE HOME



INVESTOR IN PEOPLE

RESIDENTS' GUIDE



July – 2004

Welcome to

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

We are a small friendly home, registered for up to 16 elderly people of either sex. Whether you are here for respite or permanent residence, we hope your stay here will be a pleasant one. Many residents, visitors and staff comment on the pleasant atmosphere that prevails at Southfields. We the Proprietors are conscious of this and consider Southfields to be an extension of our own home. We strive to develop and maintain an ethos within the home that contributes towards the achievement of our Mission through our Aims and Objectives.

We extend to you a warm welcome to Southfields House Residential Care Home.

We realise that you and your family may be apprehensive about your moving into our home whether temporarily or permanently, so we have put together these notes to provide you with some information, and help you settle down quickly and make **our** home **your** home.

The notes cover:

- ◆ Our Mission Statement, Our Care Philosophy and Aims & Objectives
- ◆ Summary of our **Brochure** known by the CSCI as a “Statement of Purpose”
- ◆ A Statement of **Residents’ Rights**
- ◆ **Who’s Who**
- ◆ **Daily Routine**
- ◆ **Organised Activities**
- ◆ **Services available to you and your family**
- ◆ **What you will need to bring with you on admission**
- ◆ **Our Policy Regarding Personal Electrical Appliances**
- ◆ **How to make a complaint**

Other documentation too bulky to be included in this guide is available on request, to be read in conjunction with this guide:

- ◆ **Fire Precautions & Emergency Procedures** in The Home.
- ◆ Our **Brochure** known by the CSCI as a “Statement of Purpose”.
- ◆ **Terms and Conditions of Residency** – This is the formal contract between you and Southfields House Residential Care Home and will have been signed and witnessed by both you or your representative and the management of Southfields. We provide you with your copy and keep a duplicate in your confidential file.
- ◆ The most recent (and all previous) **Inspection Reports**.
- ◆ Quality Reports:
 - **Fire Risk Assessment** – 19th November, 2001
 - **Tissue Viability Audit** – December 2001
 - Quality South East Pre-recognition Assessment Report for **Investors in People** 14th June 2002
 - In House quality surveys.

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MISSION STATEMENT

Our mission at SOUTHFIELDS HOUSE is to provide a secure, agreeable, and tasteful home, to folk of advancing years, who are enduring the transition from total independence, to the need for progressive assistance.

We endeavor to achieve this by providing a safe and comfortable, dignified yet stimulating, environment that is tailored to maximize each resident's physical, emotional and social capacity. We also strive to attain high standards of quality in the service we offer, the life style we lead, and the environment we create.

CARE PHILOSOPHY

Our philosophy is to care for our Residents in the best possible way, in a home from home environment, creating an atmosphere to meet the Care, Social, Spiritual and Psychological needs of the individual. Each Resident we regard and treat as an individual. We recognise each person's right to air their views, voice their opinions, make choices, be informed of their condition and be given the help and understanding to accept the required care plans.

We offer at all times, sensitive and conscientious care from competent and committed, well trained staff who understand the needs of elderly people. We are available to have a chat with the Residents, assist and/or advise them with any problems regarding health, general queries or worries, however small that may arise. We nominate a key worker to each Resident to give the individual the feeling of being part of the family group, and of having someone whom they come to know available for them to relate to, and confide in.

We are also aware of the spiritual requirements of the individual and act accordingly to ensure those needs are met.

We strive to provide quality care and to respect the privacy and the dignity of the individual. Care plans are established from assessment of individual needs to meet the individual needs as identified, ensuring the retention of dignity and as much independence as possible. This aspect has particular relevance where rehabilitation into the community is being considered.

We encourage the involvement of the families and their participation in regular assessment of the Resident, all of which add to the well being of all involved.

Since 1 April 2002, we are governed by the Care Standards Act 2000 (CSA). This act created the Commission for Social Care Inspection (CSCI), an independent non-governmental public body that regulates social and health care services, previously regulated by our local council. The CSCI inspectors (who replace the previous Homes Inspectors) will inspect us at least 2 times a year.

Reports of previous inspections are available on request.

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AIMS and OBJECTIVES

WE AIM TO PROVIDE A SECURE HOME BY:

- Ensuring an effective fire detection and alarm system and fire drills that all occupants of our home are regularly instructed to comprehend and observe.
- Assuring the security of occupants, and the safekeeping of their valuables, with stringent, but unobtrusive controls.
- Recurrent risk evaluation based on regular safety and security audits, ongoing reviews, and the thorough investigation of all accidents/incidents.
- Satisfying ourselves of the integrity of staff through a robust recruitment process, observation, personal references, and by ensuring awareness that dishonesty will automatically occasion dismissal.

WE AIM TO PROVIDE AN AGREEABLE AND COMFORTABLE HOME THAT SUBSTITUTES, AS MUCH AS POSSIBLE, FOR THE FAMILY HOME BY:

- Giving residents the opportunity to bring items of their own furniture, personalize and select decoration of their room, within a range of possibilities.
- Regular contact with residents and their families providing everyone with opportunities to air their views, and for the management to monitor morale and address grievances.
- Hosting a social occasion (BBQ, buffet dinner, outing, picnic, birthday party) the Proprietor and his wife, as active members of the family group, strive to nurture the family atmosphere.
- Accommodating the resident's choice of menu, as far as possible from a variety of fresh, healthy food, complemented with specialties according to demand.
- Assisting in arranging links with family (Facilitated Telephone calls, Fax, E-mail and Internet connections).

WE AIM TO PROVIDE A HOME WHERE DIGNITY IS RESPECTED BY:

- The rigorous application of policies to ensure equality of opportunities and prevention of abuse.
- Assigning a member of staff, acceptable to each resident to monitor their welfare, and act as a discreet mentor.
- Discouraging patronization whilst promoting friendly advice and emotional support when needed.
- Providing those residents who so wish it with personalized stationary and a discreet family postal address.
- Complying with all residents' reasonable requests that are realistic whilst explaining in detail, and painstakingly why those that cannot be granted, are denied.
- Providing residents with their own room key, whilst solely the Proprietors hold a master key, for emergency use only.
- Recognizing that mishaps through incontinence are inevitable and by discreetly addressing any soiling without discomfort, reproach or disclosure.

WE AIM TO PROVIDE A HOME WHERE AUTONOMY IS ENCOURAGED SO THAT RESIDENTS ACHIEVE OPTIMAL INDEPENDENCE BY:

- Encouraging residents to choose their own source of clothing, and by facilitating their choice of garments and assisting them to visit their preferred retail stores.
- Encouraging both residents and their families to participate in the design and review of Care Plans.
- Encouraging residents to lead as normal a life as possible and facilitating the entertaining of friends and relatives.
- Involving residents who demonstrate that they are fit enough, in the performance of useful tasks, in daily routine of the home.
- By encouraging residents where possible, to follow their established hobbies and pastimes.
- Encouraging communal activities, and providing a stimulating environment whilst respecting preference for privacy.

WE AIM TO PROVIDE A TASTEFUL HOME WITH HIGH QUALITY SERVICE BY:

- Maintaining a high standard of decoration, bright but tasteful decor, and functional, modern furnishings.
- Continually improving amenities within the home, the garden and those for recreation.
- Developing quality consciousness among staff to monitor services and facilities, thereby assuring that they meet our standards.
- Earning and maintaining recognition as an "Investor in People".
- Requiring staff to comport themselves with courtesy, decorum, and dignity whilst at Southfields.
- Engaging and retaining only those staff who demonstrate their commitment to our established standards of quality in respect of service, comportment, and integrity.
- Rewarding staff who display excellence or exceptional commitment to quality.

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SUMMARY OF THE STATEMENT OF PURPOSE.

The National Standards require us to produce a Statement of Purpose. We have integrated this into our Brochure of which you will have received a copy. The National Standards also require us to summarise this in the Residents' Guide and although this is largely duplication and inevitably increases the length of this document, we give below a summary of the Statement of Purpose.

Organisational structure of the home

The home's management and staff, qualifications and experience – See **“WHO'S WHO?”** below.

The home operates as a single unit under the management of the proprietors who are normally present during normal office hours and during any extra activities or emergencies outside normal office hours. Mrs. Exon who likes to be called Mila (pronounced “Meela”) looks after Care, Catering, Housekeeping, Residents' Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Mrs. Brenda Bowyer (engaged 21/01/2000) is The Senior Carer who deputises for the Registered Managers in their absence and who reports directly to Mrs. Exon as Care Manager.

We operate a key worker system and residents are informed who their key worker is during admission, however this may be changed on request.

Staff duties are organized into a rota based on the following.

- One Senior Care Assistant on duty through hours of 7am to 2 pm.
- One Care Assistant on duty through office hours of 8 am to 2 pm.
- One Senior Care Assistant on duty through hours of 2 pm to 9 pm.
- One Care Assistant on duty through hours of 2 pm to 8 pm.
- One Senior Care Assistant sleeping in on call from 10pm to 7am.
- One Night Care Assistant on duty from 8 pm to 8.

Arrangements are made for staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice. All care staff follow an Induction and Foundation Program based on The National Training Organisation for Social Care (TOPSS) code of practice and are required to follow the General Social Care Council (GSCC) agreed codes of practice for social care workers and employers of social care workers describing the standards of conduct and practice within which they should work.

Residents accommodated

The home provides care and accommodation for 16 elderly persons of either sex.

The range of needs met

The home aims to provide a service for older people. We are not able to offer a nursing service to residents. However, nursing care may be available from visiting Community Nurses who are qualified to provide such services. Such arrangements must be made by agreement with the Proprietor.

Admissions

Under government regulations, potential residents needs to have their needs thoroughly assessed before entering a home; this is intended to provide each resident with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the resident that this particular home is suitable for them.

For potential residents who approach the home directly, appropriately trained staff will make a full assessment of needs, with the resident's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

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We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis.

If required, prospective residents may prefer to arrange to spend a short stay with us to ensure that this home meets with their needs and expectations. The Care Manager will discuss costs involved in such an arrangement. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we can offer advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Social activities, hobbies and leisure

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following.

1. We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
2. We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents are entitled to use the ground floor dining room and the communal lounge, the first floor combined dining/sitting/activity room and other sitting and circulating areas, and the grounds of the home, but those who so wish may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
3. We have a monthly Methodist Service in the lounge to which guests of the Preacher are also invited that provides an opportunity for residents and guests to socialize afterwards. Some residents attend merely to enjoy a singsong. We also regularly invite entertainers to give performances in the lounge. We use our easy access vehicle (a people carrier) and sometimes our Motor Caravan for outings, shopping trips and picnics. Residents' birthdays are celebrated with a small family party to which residents' families are also invited. We hope that friendships among residents will develop and that residents will enjoy being part of a family, but there is no compulsion on a resident to join in any of the communal social activities.
4. The home's facilities include a picturesque garden with log cabins and illuminated water feature, where residents can sit in security and peace. The gardens are accessible by wheel chair. We obtain large print books for those residents who wish them from the local library that can be read in either the first or ground floor dining rooms.
5. To assist with the home's social programme, a member of staff is designated as entertainments' officer and a key worker is designated to every resident both of whom will respond to residents' requests for activities and visits to libraries, shops or services in town.
6. We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining rooms and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction, as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room, and meals can be served in residents' own rooms if desired. Three full meals are provided each day. There is a regularly changed menu with three dishes from which to choose for lunch and individually chosen evening meals. Residents are always offered a choice of meals, and we will cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals

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7. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councillors, our member of parliament, representatives of voluntary organisations, neighbours and others. Naturally we respect the views of residents about whom they want to see or not to see.
8. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a resident wishes to take part in any activity that could involve risk, we will carry out a risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action that will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
9. Smoking can be a danger, as an accident with a match, lighter or cigarette could lead to fire in the Home. We therefore do not permit smoking inside Southfields House communal areas, but will consider designating specified rooms as smoking areas following risk assessment.
10. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the resident in advance.

Consulting residents about the way the home operates.

We aim to give residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and as groups about the way the home is run. We hold informal residents' meetings and carry out regular surveys of residents' and families' satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Fire precautions, emergency procedures, safe practices

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of residents and staff.

Religious observances arrangements

Services users who wish to practice their religion will be given every possible help and facility. In particular we will do the following.

- We will try to arrange transport for residents to any local place of worship if required.
- If asked to we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.
- In the public areas of the home we celebrate the major annual Christian festivals. Residents have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

Relatives, friends & representatives

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a resident wishes, family and friends may visit at any time convenient to the resident and to become involved in daily routines and activities, though mealtimes are best avoided unless dining with us.
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Concerns and complaints

See "How to make a complaint" at the end of this document.

Resident plan of care

At the time of a new resident's admission to the home, we work with the resident, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide.

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The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

At least once a month, we review each resident's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the resident's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Rooms in the home

The home has 16 of bedrooms for residents, of which all are for single occupation but 3 of which could be use for double occupation should any resident s so request and provided that we do not exceed our registration number of 16 residents. All rooms have at least 10 square metres of usable space.

The rooms in the home for communal use are as follows: ground floor lounge, ground floor dining room, first floor combined dining/sitting/activity room.

In addition there are some areas of the home which are generally for staff use only as follows: ground floor kitchens, staff day room (No: 8) and sleeping accommodation/office space on the second floor that is not part of the registered premises.

STATEMENT OF RESIDENTS' RIGHTS: - you have the right to:

1. Be fully involved, and have your family consulted, in an initial assessment process.
2. Dignity and respect.
3. Protection from abuse or maltreatment.
4. Choose how you want to be addressed.
5. Be treated as an individual.
6. Have access to a range of statutory and specialist services.
7. Choose what you want to eat or drink and where you want to eat or drink it.
8. Have access to an advocate if you are unable to express yourself.
9. Privacy in you own room.
10. Have any changes in your living arrangements discussed with you and agreed first including choices such as what time you rise and go to bed.
11. Be able to suggest improvements, complain and have access to the complaints procedure and to be represented by a family member, friend or adviser if you so desire.
12. Have visitors of your own choice.
13. Have a clear and fair residency agreement.
14. Register and vote in elections.
15. Manage your own money or appoint a power of attorney if unable to do so.
16. Mix with the local community and participate fully in social and recreational activities.
17. Choose your own GP and dentist and access outside agencies of your choice (optician, chiropodist etc.).
18. Be independent without unnecessary or unjust restriction on movement and to live your chosen lifestyle.
19. Choose to take risks that you consider acceptable and to care for yourself as far as you are able.
20. Be fully involved in your own care plan and regular reviews and receive sensitive health care and to be rehabilitated where possible.
21. Have your cultural and religious views, beliefs and needs respected.
22. Receive non-discriminatory service in respect of your race, culture, language, gender, sex, sexual orientation, disability or age.

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23. Access your own personal records and information relating to decisions made with staff that affect your life, and where necessary to be assisted in this task. (Please request this from one of the Proprietors).
24. Look after your own medicines in accordance with our Policies & Procedures.
25. Enjoy life to the full in a relaxed, warm, caring environment where physical, social, spiritual and psychological needs are met.

All staff at the home are expected to protect and uphold the above rights of residents at all times or to facilitate access to any available advocacy services wherever residents wish for representation but lack the capacity to seek representation for themselves.

WHO'S WHO?

PROPRIETORS - known by the CSCI as the "Registered Providers" are:-

Mr David John Exon and his wife Mrs Milagros Exon

MANAGEMENT – Mr & Mrs Exon also manage the Home and are the joint "Registered Managers".

Mrs. Exon who likes to be called *Mila* (pronounced "Meela") looks after Care, Catering, Housekeeping, Residents' Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Mrs. Brenda Bowyer (engaged 21/01/2000) is The Senior Carer who deputises for the Registered Managers in their absence.

OTHER STAFF - We employ up to 12 full and part time staff (depending on the needs of our Residents). A list of current staff with photographs is posted in the Hall and you may have a copy.

STAFF QUALIFICATIONS

The Proprietors and all employees (whether part or full time) undergo regular training in all relevant aspects of Caring, Health & Safety and any other pertinent specialist areas. Within 6 weeks of engagement, all staff complete a comprehensive **Induction Program** complemented by a 6 months period in which to achieve a satisfactory understanding of **Foundation Standards** that comply with guidelines published by **The National Training Organisation for Social Care (TOPSS)**. A list of current staff qualifications is available on request.

The Proprietors purchased Southfields in April 1996 and converted it from a bankrupt Nursing Home into the successful Residential Care Home it is today. They have managed the Home between them since 1997.



David: "I have benefited from 35 years successfully managing medium sized organizations, in multi-cultural environments where the requirement was to identify the needs, understand the cultural nuances and comprehend and relate to those, often suffering from deprivation. This experience encourages me to empathize with those in need and I believe, equips me with a propensity to care for the elderly".



Mila: "I originally qualified in midwifery and practiced in my home country (Philippines) until I moved to Spain 1982 and later to England 1986 when I cared for the elderly in several Care Homes. I started up Southfields while David was working abroad and as joint proprietor, when I qualified in NVQ Management Level 4 October 1998, applied for registration as joint Manager".

Both David & Mila have taken advantage of numerous opportunities to develop and regularly update their knowledge and skill in appropriate fields, attending courses seeking advice from experts and through the Internet and achieving qualifications. They are highly committed to developing their staff team as evidenced by the recent award of the coveted "Investors in People" quality standard. They are members of the East Sussex Residential Care Homes Association, the National Care Homes Association, and Sussex Enterprise.

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Staff training and development in the core competencies of caring is achieved by outside agencies while in-house courses are run to develop and train staff in attitude and comportsment and practical skills.

DAILY ROUTINES

- 07.00 a.m. Day Staff arrive/Residents begin to rise
- 07.30 a.m. Breakfast is served until 09.00 a.m.
- 10.00 a.m. Morning Tea or Coffee
- 12.30 p.m. Lunch
- 15.00 p.m. Afternoon Tea
- 17.30 p.m. Onwards, Evening Tea
- 19.30 p.m. Bedtime drink and snack
- 20.00 p.m. Night Staff report on duty
 - In addition you may call for refreshment at any time of day or night.
 - The 14-hour "waking day" is from 07:00 a.m. until 21:00 p.m.

ORGANISED ACTIVITIES

There are various activities available that include:-

OCCUPATIONAL THERAPIST

Activities/Therapy will be made available on demand.

ACTIVITIES WITH THE STAFF (ON A DAY TO DAY BASIS)

- Chatting to Individual Residents.
- Gentle exercise.
- Painting and Manicuring finger nails.
- Playing games (on demand).
- Armchair Exercises (on demand).
- Reading letters/magazines/newspapers (on demand).
- Helping to choose Library books etc.
- Staff will endeavour to comply with any reasonable request.

MUSIC/SINGALONG

Musical entertainment – once a month and/or on demand.

CHURCH SERVICE

A monthly service with the local Methodists provides an opportunity to meet others from outside the Home. The lay preacher Don Daintree plays his accordion – so whatever your denomination, you may enjoy joining in the singsong and the tea party that follows.

OUTINGS

All outings are geared to Residents needs and capabilities and due to this a limited number of Residents can go on any one outing. We may use the Motor Caravan or the easy access vehicle, depending on demand and accessibility.

Examples of outings are listed below.

- A drive around the countryside (e.g. Beachy Head, Birling Gap).
- Afternoon Tea in the countryside (e.g. Alfriston)
- Visit to a Garden Centre, Zoo (Drusilla's), Museum.
- Visit to a Carol Service, Pantomime or Play until 21:00 p.m.

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SERVICES AVAILABLE TO YOU AND YOUR FAMILY

MEDICAL

You will be allocated a GP if your present Doctor cannot look after you when you come to the Southfields. It could be one of a number of doctors whose area covers the Southfields.

We have regular contact with the following surgeries:

Arlington Rd. Medical Centre.	Enys Road Surgery	College Road Surgery
Seaside Medical Centre.	Green Street Surgery	Princes Health Clinic
Bolton Road Surgery		

We will make contact with your surgery.

OPTICIANS

Hamblins & Boots Ophthalmic Services.

Mr. Ben Mirkin – National Specialist in Domiciliary Care Service Swindon, Wilts.

Mrs. Joan Broad – Ophthalmist, Heahtfield.

DENTISTS

Dental appointments will be arranged as required with your usual dentist if possible, or the community dentist.

NURSING

We are not a Nursing Home and are therefore do not admit nursing cases to our Care Home. However, should a Resident fall ill they would be permitted to remain with us as long as we were able to satisfactorily meet their care needs together with the assistance of community services such as the District Nurse, and with the approval of their GP.

FAMILIES PLEASE NOTE: Should you wish to enquire about your relative please always ask to speak to the **Senior Carer on duty**.

CARING – CARE STAFF

Shortly after admission, a senior member of staff will be nominated as your key worker. The Care Staff will attend to all your basic care needs. They help you wash and dress in the mornings and get undressed in the evenings should you so require. You may choose when and how many times you wish to bathe.

Any clothing repairs (mending) you may have can be given to any Care staff who will arrange repair on your behalf, for which a small charge may be made.

Your clothing will be marked to ensure your own clothes do not go astray. The relevant charge for name tapes and also a small charge will be made for sewing.

CALL SYSTEM

We have a state of the art “wireless” call system that operates either by pressing the orange bar or a remote bell push. In an emergency the 2 green buttons pushed simultaneously will sound the emergency call thereby summoning emergency assistance. There are call points in every room, bathroom and WC.

In principle, the call system is for use when in urgent need of assistance however, staff will respond to a call for whatever reason.

When you press your call button a radio signal is sent to the alarm receiver and a sound is heard that will alert the Carers who will check the receiver to see which room number flashes up. They will come to your aid and will normally cancel the call on arrival.

NEWSPAPERS

Are available and can be ordered on your behalf and delivered every day. Residents are responsible for payment.

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RELIGION

You may of course, practice whatever religion you wish. Please feel free to make your own arrangements concerning your religion and let us know if we can be of any assistance. Priests often administer communion in Residents' rooms. Our local Methodist preacher visits one Wednesday afternoon each month to conduct a service that is usually attended by members of the Methodist Group from outside the Home. This is held in the Lounge.

MAIL

Mail is delivered from Monday to Saturday and distributed during the morning. If you have mail to post please hand it to your Carer who will arrange to have it posted for you. We can provide limited typing services and scan documents. Any of our documents can be reproduced for you in any size, style or colour of print you may require.

TELEPHONE

There is a pay phone in the hall for calling out or receive calls. Exceptionally, the portable telephone can be brought to you to receive calls from outside.

Should you require a private phone to be connected in your room, please speak to the Care Manager who will make the arrangements for you with O₂. Accounts for personal telephones will be sent to you direct from the service provider (e.g. O₂, Cable & Wireless etc).

We can also arrange for you to receive faxes (01323 722802) or emails via our web site (www.southfieldshouse.com) addressed to mail@southfieldshouse.com.

HAIRDRESSING

A Hairdresser is available to look after your hair by appointment. Accounts are paid direct to the Hairdresser, or paid on your behalf either from your personal cash float or added to your account.

CHIROPODY

Our Private Chiropodist Mr. M. A. Lipton, Inst.CH.Pod, M.A.Ch.Pod, visits every six weeks (*or three monthly depending on needs*).

TRANSPORT

We have an easy access vehicle (MPV) that can be used by arrangement to collect and return Residents to special appointments or occasional shopping trips. (Advance warning please). Emergency hospitalisation is arranged through the Emergency Services.

PHYSIOTHERAPIST & OCCUPATIONAL THERAPIST

Consultations can be arranged on request through the Primary Care Trust.

MEALS

Wherever possible, we aim to please. We believe that meals should be a pleasurable experience. On admission we will discuss with you your likes and dislikes. If you are on a special diet we will ask a Dietician from the local Hospital to come and see you and us to get things right.

- **Breakfast** – You may choose what you would like to eat. *Most Residents prefer to eat Breakfast in their rooms.*
- **Lunch** – There is a choice of three set dishes, however if we are aware that you do not like the set meal, the cook will prepare something else for you.
- **Evening meal** – This normally consists of a light meal, if you prefer, you may have something else.
- **Biscuits** are served with all drinks and cakes or scones are served with Afternoon Tea. If you should require a drink or any other service outside these times please call for a member of staff.
- You may have your meals in one of the 2 Dining rooms (one on each floor) or in your room.

Residents may invite friends and family to meals if they wish, however please give us adequate notice. A small charge will be made.

Welcome to

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

KITCHEN FACILITIES

Our kitchen is managed in accordance with directives and standards specified by the Environmental Health Authorities, and for reasons of Health and Safety is not accessible to Residents.

If you wish it, and following satisfactory (regularly reviewed) Risk Assessment, you may be permitted to have a kettle and beverage making facilities in your room.

TELEVISION

TV's are available to have in your room, and there are televisions and video players in the Lounges for use on demand. Residents may bring their own TV's if they wish. *Please remember that the sound from a TV can carry through doors and walls, if too loud.*

VISITING

Visitors may visit anytime of the day, but we do ask that they avoid coming at the mid day meal time. They are most welcome, if they wish to come in and help their relatives with their meals. Coffee and tea are available to you, at no charge. On visiting you are free to wander around or find a quiet spot for your visit. Please make use of the Lounge, Dining Room, and Garden. As we are responsible for your welfare, please sign the Visitors' Book and let care staff know when you are leaving the building.

Pets may be admitted in accordance with our PROCEDURE FOR THE CARE and ADMISSION OF DOMESTIC PETS. **Please arrange in advance if you wish visitors to bring pets to the home.** Any dogs brought onto the site must be strictly controlled and should not under any circumstances be allowed to roam free within the grounds or premises.

RESPITE CARE

Some of our Residents may not be permanent, but here for short-term respite care.

LAUNDRY

A full Laundry service is available, but please ensure that all your clothing is marked to avoid their loss. We can provide name tapes at a small charge. Machine Washable clothing minimizes the possibility of clothing being ruined in the wash.

TOILETRIES

We would appreciate it if you could bring adequate personal toiletries on arrival and replenish as necessary during shopping trips or on request from care staff.

MEDICATION

During your initial assessment we shall agree with you whether you are to be self medicating* or have your medication administered by our staff through the well established "NOMAD" system operated by MOSS CHEMISTS. With this system your medication is supplied monthly directly to us in pre-packed cassettes. We are responsible for ordering the medication prescribed by your GP through the repeat prescription system by contact with your surgery. The medication is then automatically delivered with any modifications to dosage that your GP may have made.

The Carer on Duty brings the medication to you at the prescribed times and is required to ensure that you satisfactorily take your medication. We can only give you medication that has been prescribed for you by your Doctor and can not (by law) administer any "home remedies". If you require medication outside normal administration hours day or night, please ask the Carer on Duty.

****There is a special procedure for assessment for self medication requiring your GP's consent, your signing a disclaimer and a consent form.***

Welcome to

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

FINANCIAL QUERIES

If you have any problems regarding fee structure or payment, pensions etc. Please do **not** speak to the Carer on Duty, but ask to see the Registered Manager/Proprietor. Payment should be made in accordance with the terms agreed with you and stated in the Terms & Conditions of Residency.

STAIR LIFT

There are two stair cases at Southfields House, one of which has a Stair Lift. This is driven by an electric battery and normally operated by our staff. However, if you feel confident enough to operate it yourself, please contact your Key Worker who will arrange for you to receive the necessary safety and operating instructions. **DO NOT USE THE LIFT IF THE FIRE ALARM BELL HAS SOUNDED.**

WHAT YOU WILL NEED ON ADMISSION

Within reason, in consideration of the room size, and within the constraints of Health & Safety Regulations, you may bring in anything you like. However it is important that you make sure everything of value is marked with your name.

Our Laundry service is performed on a regular basis so it is unnecessary to bring large amounts of clothes.

You are welcome to bring any suitably sized pieces furniture, paintings, pictures, ornaments etc. to help you settle in and make you feel at home. Your Carer will arrange to have your pictures hung and help you settle in. *However, once again we have to consider Health & Safety Regulations and compliance with Fire Regulations.*

If you use any aids like walking sticks, wheelchairs etc. please bring them with you. If you wear glasses, hearing aids etc. please ensure they are marked with your name.

The personal retention of a lot of money is unnecessary and its loss could prove embarrassing. Any cash can be held on your behalf, recorded on a personal account in the office, and topped up as necessary. This would enable you to pay, for example, for hairdressing or chiropody. If you find you need money while you are staying here, we will be only too pleased to help cash cheques.

If you are bringing in jewellery please ensure the items are registered with your personal possessions. Items such as these can be held in a secure place and recorded accordingly. We can only assume responsibility for items that have been safeguarded in this manner. *A small lockable facility to keep in your room is available on request.*

The Home's Insurance limit for Residents personal jewellery is £500 and for personal cash the limit is £25. Please speak to the Proprietor regarding items valued above this amount. If you have any queries please do not hesitate to ask the Carer on Duty.

Please bring in with you any medication you normally take.

Welcome to

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

POLICY REGARDING PERSONAL ELECTRICAL APPLIANCES

We are required by Health & Safety regulations to ensure that all electrical and mechanical equipment is of the highest standard from a safety point of view.

In order to comply with this requirement all electrically powered equipment i.e. TVs, radio's, irons, hair dryers, vacuum cleaners, washing machines etc. must be examined and regularly certified as safe by a competent expert. All equipment that is property of the Southfields House complies with these Standards and Specifications.

Any personal equipment that is to be used must also be checked and certified as safe by a competent expert.

FIRE PRECAUTIONS & EMERGENCY PROCEDURES IN THE HOME

Although we anticipate you will not be faced with a fire or other emergency, it is important that you understand and comply with the Fire Precautions and Emergency Procedures. Please see separate documents.

HOW TO MAKE A COMPLAINT

In any organised community, there are bound to be times when you are unhappy about something or someone. Please do not keep your grievances to yourself. We aim to please you and deal with your complaints.

- ❖ In the first instance, please make your complaint as soon as you can either during or after the event. You should either speak to your carer or to the Senior Carer on Duty. If you feel this is inadequate please ask to speak to Registered Manager or Proprietor.
- ❖ If your family wish to make a complaint, in the first instance please speak to the Registered Manager or the most Senior Member of Staff on Duty, and then if necessary, lodge the complaint in writing to the Proprietor.
- ❖ If the Home management is unable to resolve the matter, the complaint may be pursued by writing to the Commission for Social Care Inspection at the following address:

Commission for Social Care Inspection, Ivy House, 3 Ivy Terrace, Eastbourne, East Sussex, BN21 4QT.

Telephone No: 01323 636200 Fax: 01323 636256

Only by being made aware of problems can we improve our service provision. We hope you will soon settle down and enjoy your stay with us.

Signed: _____

Date: _____