

## **RESIDENTS' GUIDE**

This document sets out details about the home, our aims and objectives, the range of facilities and services we offer to residents and the terms and conditions on which we do so.

We hope that this document gives you all the information that you need, but if you would like any further particulars, please contact one of the management team who will be happy to help.

Additionally, our Statement of Purpose, (which includes the technical details of our registration), specific Policy Statements and our most recent inspection report are all readily available on request.

### **Registration**

Hunter's Lodge Retirement Home Ltd is registered with the Care Quality Commission (CQC), in accordance with the Health and Social Care Act 2008, to accommodate a maximum of 36 people.

The predominant "Regulated Activity" of the Home is to provide "Accommodation for persons who require personal care".

The type of services that we provide are further defined as:

- Care home
- Hospices
- Long-term condition services
- Rehabilitation (from illness or injury)

Our registration supports us in providing services to:

- Older people
- Younger adults (usually over the age of 50 years)

And who require care and support because they have problems with:

- Mental health
- Dementia
- Physical disability
- Sensory impairment
- People who have previously misused drugs and / or alcohol

As well as caring for people who are permanent residents, we also provide day care for up to 4 people per day. Additionally we can provide respite care. However, we do not maintain a dedicated short stay room so the availability of this service is very limited. The same facilities and services will be provided as to those offered to our permanent residents.

## **About Us**

Hunter's Lodge Retirement Home Ltd, opened in February 1984 and is a privately owned, family run company. The shareholders are Krish Parmar (Managing Director), and Sheila Parmar (Director & Company Secretary)

Krish Parmar and his family have owned and continue to run many businesses. Always aiming to keep a family run ethos in mind for over 45years.

Chris Perks joined the management team in December 2015, with over 25 years of experience in the sector. He is the sole registered manager and now responsible for the day to day running of the home and ensuring that all that residents care needs are met. Chris is supported with three deputy managers Denise Sheehan, Lisa Smith and Rachel Roythorne who make up the senior management team.

At least one of the management team is always available or on-call.

## **Staffing**

In addition to the registered manager, there are deputy managers and senior members of staff. At least one is on duty at all times, who will have had an absolute minimum of 5 years' experience and have received additional training in emergency procedures and residents' specific needs and conditions.

Hunter's Lodge has always been committed to the training of all staff at all levels. We aim to achieve and maintain a team of care staff, at least 50% of whom are qualified to NVQ or QCF Diploma Level 2 as a minimum. All staff receive additional training on a regular basis, in specific areas relevant to their work role and the needs of the people in our care.

We have our own in-house trainers who are qualified to teach in various subjects. Ensuring that staff get the training that they need, but it also enables us to routinely monitor their competency and identify further training needs.

While training is undeniably essential, this type of work places such demands on staff that they also need to demonstrate a high degree of maturity, personal strength and insight. The qualities of our staff group enable them to understand residents' behaviour, respond effectively, to cope calmly with their anxieties and to handle crises confidently when they occur.

Our care staff are supported by a large team of maintenance, housekeeping and catering staff, who are also trained and able to communicate and work with residents effectively and empathetically.

## **The Building and Gardens**

Hunter's Lodge is located in the quiet village of Old Dalby, in the heart of the Vale of Belvoir.

The Home, which was originally converted from stables, provides accommodation on a split level with both stories having ground floor access. The lower ground floor is accessed by a passenger lift.

Four comfortable lounges provide a choice of seating areas for residents use, along with two Dining Rooms, a pleasant courtyard and a specially designed, sensory garden. We are especially proud of the garden area which has been carefully planned to provide a safe outdoor area, which can be enjoyed by all, either independently or with minimal support.

The home is decorated and maintained to a high standard throughout, and residents have been actively involved in choosing the brightly coloured, contemporary décor in the communal areas

A choice of single or shared room accommodation is provided in 33 bedrooms, the majority of which offer en-suite toilet facilities. The Home is wheelchair accessible throughout. All bedrooms are fitted with Yale locks on the door. On admission, the resident will be asked whether they wish to use this facility. A master key is carried by staff for use in the event of an emergency.

## **Personal Belongings**

Residents are strongly encouraged to bring personal belongings and furnishings in to the Home. Items such as ornaments, photographs and pictures ensure immediate familiarity in an unfamiliar room. Where possible, residents are encouraged to furnish their own room, but advice should be sought as to the suitability of larger items of furniture. In order to ensure residents' and staff safety, we must ensure that furnishings comply with current Fire Regulations and any electrical items brought in to the Home will be subjected to a Portable Appliance Test. We are happy to assist residents with the transportation of their belongings, however there will be a cost which is subject to negotiation.

Furniture and belongings are covered by our own insurance to the collective value of £1,000 maximum. Any additional items such as personal valuables should be insured by the resident separately. A record is kept of items brought into the Home and therefore we would ask to be informed if any item is removed, or indeed if any additional items are brought in.

A lockable item of furniture is routinely provided in each room and cash boxes are also available on request. The majority of residents at Hunter's Lodge have cognitive impairment and struggle to keep cash safe. They may take money and valuables out and then forget to put it back safely. Unless the resident has the capacity to manage and control cash and valuables, we would ask that residents do not keep significant amounts of cash or valuables in their room. The management of the home would not usually wish to accept liability for the "safe keeping" of valuables or cash but in the event that assistance is requested with this, we will be happy to discuss other options which may be appropriate.

Belongings brought into the Home will remain the property of the resident. In the event of the resident's demise, the executors should arrange for the disposal of such property.

## **Equipment**

Care has been taken to provide aids and equipment needed to help residents maintain their independence. However, we believe that we have also balanced this with maintaining a homely environment, where institutionalisation has been kept to an absolute minimum.

All rooms are fitted with Fire Detection equipment and a call bell in order that assistance can be called for at any time. Pendants that can be worn by residents are linked in to the call system, for those who may struggle to use a traditional call bell. Where residents are unable to understand or remember how to use the call bell or a pendant, pressure mats are fitted so that staff are immediately alerted when a resident moves around in their bedroom and that they may be in need of assistance.

Televisions are provided free of charge, although residents are very welcome to bring their own television with which they are often more familiar. Tea and coffee making facilities will also be provided, free of charge, upon request.

Residents have access free of charge, to equipment owned by the Home. This includes wheelchairs, walking frames and aids, hand rails, raised toilet seats, hoists, slide sheets, handling belts, etc, various pressure relieving mattresses and chair cushions, specialist cutlery and crockery. Any pressure relieving equipment provided by the Home is used according to the individually assessed needs of the residents and additional equipment is provided through the District Nurse as and when required.

The equipment provided by the Home does not negate a resident's right to access specialist equipment that is available to them from either the local authority or the NHS, if needed via the GP's, community nursing or therapy services.

## **Food**

Residents are provided with quality foods that are nourishing, appetising and plentiful and residents are encouraged to participate in menu planning. The menu is planned on an eight week cycle, with full use being made of foods that are in season. This menu is copied and circulated to residents, with additional copies displayed in lounges, the dining room and on the notice board.

Variety is important, likes and dislikes are taken in to account and special dietary needs are catered for. Alternative meals are always offered and residents are welcome to make special requests. Residents are free to either help themselves, or to call for drinks and snacks at any time of the day or night.

Care planning incorporates assessment of nutritional risk and special dietary requirements. Where a risk is identified, an appropriate course of action will also be documented and the GP will be informed. If appropriate, the GP may refer the resident to the community Dietician or Speech and Language Therapist.

As part of our care planning process, we will also gather information about any known allergies a person may have, to make sure that the food that we provide is safe. In accordance with the Food Information for Consumers Regulations, information regarding food which may contain any of the major allergens is available from any of the catering staff.

## **Social Activities in the Home**

We have four dedicated activities workers, who together with the support of care staff, ensure that residents have the opportunity to enjoy social activities and interaction whether it be time spent on a one-to-one basis or involvement in a variety of group activities. There are dedicated activity staff on duty from 10am to 9pm, every day.

As in all other aspects of our service, we aim to deliver support on a “person centred” basis. Residents' interests are recorded, and opportunities are given for stimulation through leisure and recreational activities both inside and outside the Home. These will be planned in accordance with reference to the combined needs of residents, their preferences and abilities. While residents will be encouraged to participate, their choice in this will be respected.

An updated Activities Programme is produced regularly by our Activities Co-ordinator and this is displayed next to the notice board. Copies are available on request. However, residents' preferences on the day will always override any planned activity!

We positively welcome friends and relatives to join us in any activity that we organise, so please feel free to discuss this with a member of staff.

## **Visiting**

We know the importance of strong relationships with family and friends and we welcome visitors at any reasonable time of the day. Every effort is made to achieve a friendly ambience within the Home and to encourage and respect relationships without being intrusive. Sometimes illness and disability can make visiting difficult, but staff are always on hand to help if needed.

Visitors are welcome to make use of the kitchenette which is situated next to the main kitchen in order to make themselves tea or coffee. We are also happy to provide visitors with meals and to cater for small private parties. We would normally ask for at least 24 hours notice of a request for additional meals, and at least five days notice for a request to provide refreshments for a party. There would normally be no charge for this additional service, however, if the number of guests exceeds 6 people, we would usually expect to pass on the costs of the food and drinks to the person requesting the additional meals / catering.

Visitors are also positively encouraged to join us for in-house entertainment, special events and also subject to availability of spaces, planned excursions. Children of all ages are especially welcome.

We encourage relatives and friends to take the resident out for the day, or even for a holiday. Every assistance will be given with the provision of wheelchairs, etc. If a member of staff is required to accompany the resident on these occasions, a charge will be made to cover the cost of the staff member's wages, as well as any out of pocket expenses.

New friendships are also important and we support this through introducing residents to others with similar interests and hobbies, organising outings and providing access to activities; this all helps to assist in promoting communication and participation.

## **Free Wi-Fi**

Wi-fi is installed throughout the Home and is freely available for residents and their visitors. The password to connect to the network is “**hunters2010**”.

We also have a large, touch screen computer which residents are helped to use to access their email account and use the internet.

Every resident has their own email address which provides them with a means to stay in touch with family and friends. This can be used to send and receive emails, photos, and even links to favourite things on social media sites such as YouTube.

The software system that we use is called “SimplyUnite”. This software flags up a message to activity staff whenever an email comes for a resident. Staff will always make sure that the resident is supported as much or as little as necessary to be able to make full use of this facility. As well as the touch screen computer, we also have an I-Pad which residents can use in the privacy of their own room.

A free “App” is also available for use on smart phones which allows relatives and friends to send messages and photos quickly and easily from their smart phone. Just search for SimplyUnite in your “app store”.

Please email us at [office@hunterslodge.org](mailto:office@hunterslodge.org) if you require any further information.

## **Community Facilities**

We have close links with the village primary school and residents enjoy attending sporting events, concerts and special celebrations (e.g. harvest festival and carol service).

Various groups hold regular meetings in the village and residents can be assisted with transport if they wish to attend. A parish magazine is delivered to the Home on a monthly basis and this provides details of the local events that are on offer.

## **Religious Needs**

It is the right of every resident to continue to attend a place of worship of his or her particular faith and staff will ensure that assistance is given where needed.

The Old Dalby parish priest visits the home regularly and gives Holy Communion. For those that are able to attend church services, St John the Baptist church is located opposite the home.

We are also happy to arrange visits from other religious and cultural organisations, in accordance with the resident’s preferences and faith.

## **Household Pets**

Hunter’s Lodge has been recognised by the Cinnamon Trust as a “Pet Friendly” care home. We recognise the benefits of pets in people’s lives and every consideration will be given in the accommodation of small domestic animals or birds. While residents will be given all reasonable assistance in their care, Hunter’s Lodge cannot accept any legal liability or responsibility. Where there is an additional cost in the care of the pet (i.e. food, grooming,

additional staff hours, vets bills), these will be agreed with the resident and or their family members in advance.

### **Policy On Smoking And Alcohol**

In accordance with The Smoke-free (Premises and Enforcement) Regulations 2006, we are not permitted to allow residents to smoke in any indoor communal area. Due to exemptions in the Regulations, residents may smoke in their bedroom, providing that it is a single room. Residents may also smoke anywhere outside the premises.

However, due to health and safety considerations, smoking may need to be restricted to designated areas and be subject to staff supervision. If supervision is assessed as necessary, we would ask that relatives and friends do not leave lighters or matches with the resident.

Sherry, wine and beer is provided with lunch and in the evening for those that enjoy it. Where alcohol intake may have a negative effect on the resident's health and well-being this will be recorded in their care plan. A resident has a right to make unwise choices, and as long as they have the mental capacity to understand the risks, staff will not restrict alcohol intake. Where the resident lacks capacity and alcohol intake is restricted, this will be in accordance with the principles of "best interests" and will be documented in their care plan.

### **Medication**

The majority of residents prefer that the home takes over the supply, storage and responsibility of administering medication. Only senior staff carry out this role, following a full training programme which includes completing an accredited qualification. This, together with a state of the art computerised medication management system ensures that medication is given safely, in accordance with the resident's needs.

Where a resident prefers to retain responsibility for their own tablets and medicines, and we are satisfied that they are safely able to do so, they will be given every assistance. Management will monitor the resident's ability to administer their own medication, and in the event of any concern being raised, the matter will be discussed with the resident and their G.P.

### **'Homely Remedies' and Sweets**

We keep certain common "Homely Remedies" (e.g. over-the-counter medicines such as cough mixture, vitamins, tonics, paracetamol, aspirin, indigestion remedies, etc) in stock and have a written agreement with the home's GP practice concerning the administration of these.

Where we have accepted responsibility for the administration of medication, we would request that friends and relatives do not bring household remedies in for residents without first informing us of this, as these can interact with other prescribed medications.

We would also impress upon visitors the dangers in giving sweets, chocolate, and other foods to residents who are diabetic, or whose diet is restricted due to other medical conditions, or who may have swallowing difficulty. If in doubt, advice can be sought from the Senior on duty.

## **How Care Needs Are Assessed**

The prospective resident is encouraged to visit the home for the day at least once prior to admission and then to stay for a trial period of up to three months, in order to ensure that the facilities, care and support meets their needs.

It is our policy to avoid unplanned admissions, however, there may be occasions when an emergency arises for an individual and subject to availability, we will act quickly and flexibly in order to attempt to meet their needs.

Prior to a new resident moving in to the home, where at all possible, an experienced member of our staff team will visit them to carry out an "Assessment of Need". Information will be gathered from the person, their relatives and any medical professionals involved in their care. This information will be documented and will form the basis of our Care Plan.

A prospective resident will only be accepted if the management feels confident that we can provide the level of care required. If subsequent to admission it is found that information relating to the resident's abilities, behaviour or care needs has been grossly inaccurate or withheld, we reserve the right to withdraw our offer of care.

We will also ask the resident and/or their family to help us with completing a "Getting to Know Me" booklet. This helps us to understand the things that have been important to the person, and the sorts of things that interest them, their likes and dislikes. This helps the staff to understand and get to know the person better.

Once a person has become resident in to the home, staff will continue to gather information from them about their personal preferences and choices about how their care is delivered. Where the resident is unable to give us this information, information will be sought from their relatives / representatives.

Following a period of 4 weeks, a full care plan including any relevant risk assessments, will be written. This will contain all the information needed so that staff know how each resident wants to live, what is important to them, what their aims are, and how they want to be supported.

The resident and / or their relative / representative will be asked to read the care plan and tell us if anything is missing, inaccurate or needs to be changed. Once they are satisfied that the care plan is a true record of their care needs and wishes, they will be asked to sign the front page to show their approval.

The care plan, and risk assessments, will be reviewed routinely on a two monthly basis, but if any changes in need occur in the meantime, staff will immediately respond to this and then record the change in the care plan.

If there is a slight change in care needs these will be recorded on our copy of the care plan, and the resident or their representative can be given an amended copy if required.

If there is a significant change in care needs the care plan will be reviewed immediately and these changes will be discussed with the resident or their representative.

If a resident or their relative wants to change anything in the care plan, they can request a review at any time by speaking to a senior member of staff.



## **Provision Of Health Care**

Hunter's Lodge is registered as a Care Home, where 24 hour care is provided within the concept of 'family care', in a homely environment. We do not employ any qualified nurses and we are not registered to provide Nursing Care. Medical and nursing care is provided by the Doctors and District Nurses who regularly visit the Home. Other health care professionals, such as specialist consultants are also called upon for advice, or to make domiciliary visits as and when the GP's feel it appropriate. Most residents are registered with the Long Clawson Medical Practice, due to our location. However, there is no requirement to change GP practice, if the current doctor agrees that they can make house-calls if needed.

All medical treatment and consultation will be given in private. All residents are able to talk privately to their own GP or nurse, or to have a Senior member of staff with them if they so wish.

Wherever possible, we will undertake to care for residents who become ill, however, an occasion may arise whereby the GP feels that hospital admission is necessary. In this event, the matter will be fully discussed with the resident and their relatives and Hunter's Lodge staff will provide every assistance. If hospital treatment is required, the resident's room will be held until such time as they return home.

Where a relative of the resident is not available, we will aim to provide staff escorts for emergency admissions to hospital. This is for a fee of £12 per hour per staff member, plus any additional costs such as taxis that may be incurred. A staff escort may be provided in the event of emergency admission to hospital for a maximum of two hours. We will never leave a vulnerable resident in a position which has an adverse effect on their safety and well-being, but we would seek support from a family member if a member of staff is required for longer than 2 hours.

The charge is applied to help contribute to the extra staff cover that may be required in the home during their absence.

Where a relative needs assistance to support a resident to attend appointments for health care, e.g. GP, hospital outpatients, dentist, chiropodist, etc a member of staff will be made available if possible, either to drive or to assist with personal care. Again, a charge of £12 per hour per staff member will be made. Additional costs incurred such as taxis will be applied. Where possible we will aim to use the home's own transportation at 50p per mile to help keep costs low.

## **End of Life Care**

Hunter's Lodge has been formally audited against the Gold Standards Framework and has been accredited with the highest level of achievement - "Beacon Status".

We work closely with residents and their relatives to ensure that the care needed at the end of life is planned in advance and that the care that we give meets the needs of the resident. Such care will be given in the residents own room and not in any special unit; we will endeavour to ensure that all cultural and religious needs are met.

We will liaise with GP's and community nurses to ensure that the resident is comfortable and that their dignity is preserved. Every facility and assistance will be given to relatives who wish to stay with, or be actively involved in, the care of the resident at the end of their life.

The management of Hunter's Lodge will do their utmost to support relatives and will ensure full consultation at all times. In the absence of any instruction, or in the event of us being unable to contact relatives within 24 hours of the death of a resident, we will contact a local funeral director. The expenses incurred will be the responsibility of the resident's estate.

### **Aims & Objectives**

Hunter's Lodge is a multi-category care home, registered with CQC. We aim to provide a high standard of care, delivered by well trained staff who promote independence and as high a quality of life as possible in a happy and homely environment.

- a) To comply with the Care Homes Regulations and the outcomes described in the "Essential Standards of Quality and Safety".
- b) To deliver care sensitively and flexibly, ensuring respect and privacy, dignity and independence as far as possible, irrespective of the residents' physical or mental infirmity
- c) To maintain a stimulating environment for residents through social interaction and involvement in all aspects of the running of the Home.
- d) To provide safety and security that protects our residents at all times, while ensuring that our care does not become overly paternalistic or unreasonably restrictive.
- e) To provide food that is nutritionally balanced, appetizing and plentiful, taking into account likes, dislikes and special dietary needs.
- f) To ensure that the premises are clean, odour free, safe, healthy, homely and welcoming
- g) To maintain a robust recruitment process, and then train and equip our staff to enable the aims and objectives to become a reality for each resident
- h) To maintain our training and procedures to ensure continued multi category registration
- i) To communicate and consult regularly and effectively with residents, relatives, staff and key stakeholders in order to ensure that the stated aims and objectives are maintained.
- j) To manage Hunters Lodge in a way that ensures the long term security of the Home.

### **Philosophy Of The Home**

We aim to provide a high standard of care in a happy and homely environment, promoting independence and as high a quality of life as possible with the support of well trained and led care staff. Our philosophy is based upon a belief that all Residents have the right to be treated as individuals. Whilst we require staff to work within basic guidelines and routines this does not institutionalise care.

Residents choose how they wish to be addressed. Although first names are often used between residents and staff, this is not an automatic assumption, even though this practice may be consistent with a family atmosphere.

In order to retain dignity, self-respect and levels of ability, all residents will be encouraged in maintaining independence, to whatever degree possible, in every aspect. Residents are actively encouraged to take part in decision-making regarding their own care and the running of the Home. The Home has achieved Leicestershire County Council's Dignity in Care award.

In accordance with the principles of the Mental Capacity Act (2005) and good practice guidance, responsible risk taking is regarded as normal and residents will not be

discouraged from undertaking activities solely on the grounds that there is an element of risk. Those who are competent to judge the risk to themselves' will be free to make their own decisions, so long as their actions do not threaten the safety of others.

Hunter's Lodge is "Home" to the residents and the management will agree to all residents' reasonable requests in the use of the Home and its facilities. The accommodation at Hunter's Lodge is entirely for the use of the residents and their guests.

Our residents' need for privacy will be respected at all times, and we recognise the importance of personal and private space and time. It is understood that some residents accustomed to living on their own, may not wish to spend all their time in communal areas, but will prefer to spend time in their private rooms. Meals are also served to the resident in his/her own room if so desired. Companionship will be encouraged, but the most important criteria is the wishes and needs of the resident.

## **Safeguarding**

As a high quality care service that respects people's dignity the management of Hunter's Lodge has a zero tolerance of all forms of abuse and is passionately committed to the protection of residents, prevention of abuse and will respond swiftly and decisively in the event that any abuse is suspected. The safety and well being of residents will always take absolute priority above anything else. This means that:-

- We are committed to providing a safe environment for our residents, (and any vulnerable visitors) where they are empowered to make individual choices and to carry on their lives as they so choose.
- Any form of abuse of power or privilege, whether perpetrated by staff, visitors or residents, will be dealt with promptly.
- Any restrictions which may be imposed upon a resident, due to their inability to make informed decisions, will be made in the interest of their well being, and not for the convenience of others, and will be agreed within the normal Care Planning process. Social Services will also be asked to give guidance and / or "Authorisation" in the event that a resident's care involves depriving them of their liberty to ensure that their well-being and rights are safeguarded.
- All staff are trained in the home's policy and that of the Leicester, Leicestershire and Rutland Multi-Agency Safeguarding Adults Partnership.
- Any resident / relative / visitor / member of staff will have free access to report any concerns directly to the management.
- The manager will investigate any complaint irrespective of seriousness in full and will report back to the complainant on his / her findings. The management will take every necessary course of action in order to protect the safety and wellbeing of residents
- In accordance with local policy guidelines, the management of Hunter's Lodge will report any notable concerns either to Leicestershire County Council or the Police, depending upon the nature of the allegations / suspicions.
- Any action or investigation taken by any of these agencies will take precedence over any investigation made by the management of Hunter's Lodge and care will be taken not to "contaminate" any evidence. However, the management of Hunter's Lodge is ultimately responsible for ensuring the ongoing safety and well-being of residents, and as such, will take any action deemed essential to protect those in our care.

## **Consultation**

The opinions of residents, relatives, friends and staff are of great importance to us; as such, we positively welcome constructive criticism and suggestions for improvement at all times. Only through proper consultation can we ensure that our Aims and Objectives are upheld and that the Home is meeting all realistic expectations.

The Activity Co-ordinators assist in arranging residents' meetings; this is the main forum for residents to discuss any matters relating to the services and facilities provided by the home, entertainment programmes, menus, staffing, etc. Wherever possible, residents' requests and recommendations are acted upon. Minutes of these meetings are formally recorded.

We have an open door policy whereby residents or their relatives have access to a member of the management team in order for them to raise queries with us. This ensures that we can respond to any concerns quickly and effectively, and that we are supporting the resident in the best way possible.

We publish a Newsletter every eight weeks, which is circulated to all residents and their immediate "Next of Kin". We are always happy to add others to the mailing list which is circulated either by post or by email. This helps to keep everyone regularly updated with any changes, news or events.

We undertake a Quality Assurance audit during the course of each year, which includes the issuing of Questionnaires to residents, relatives, and stakeholders e.g. GPs, requesting their views and comments on the operation of the Home. The results of this survey are published and circulated.

We are inspected by the Care Quality Commission (CQC). Our Inspection reports are available on request or can be downloaded from the internet at [www.cqc.org.uk](http://www.cqc.org.uk). Here, you can also share your experience of the care and service that we provide and this feedback will inform our next inspection report.

Information can also be found on the NHS Choices website at [www.nhs.uk/](http://www.nhs.uk/)

## **Advocacy**

For some residents, advocates and interpreters may be necessary to ensure that they understand communications and information, about their rights and the services available to them. Residents with disabilities may find themselves in a vulnerable position where their power to exercise choice is limited. Good advocacy enables and "empowers" individuals in the process of obtaining the same access to services and resources as other citizens.

The Leicestershire Community Projects Trust Advocacy Service (Telephone 0116 2229522) is available to anyone who is in receipt of adult social care services, or trying to get help from them. They provide an "issue based" response in order to empower people and maximise their independence. If the help needed can't be provided by this specific service, they will usually be able to put you in touch with a service that can.

There are certain situations that may arise that may require the input of an independent advocate by law. These matters are covered by the Mental Capacity Act 2005. Where such situations arise, the management will arrange for a referral and residents and relatives will be advised accordingly.

## **Data Protection & Access To Personal Files**

The Home is registered with the Information Commissioner in accordance with the Data Protection Act. In furtherance of this and the Access to Personal Files Act, all residents are entitled to inspect their personal records held by Hunter's Lodge. These may be accessed at any time, by asking the senior on duty.

All data regarding residents is maintained under strict confidentiality guidelines and will only be shared with other people with the consent of the resident. Any instructions given to us regarding such consent will be recorded on the resident's care plan. If relatives request access to the personal files of a resident, it would be necessary for us to obtain the permission of the resident concerned, unless they (the relative) has been awarded Power Of Attorney, or have been appointed as a Deputy by the Court of Protection.

Where the resident lacks capacity, we would make a best interest decision about who should have full access to that person's care records. This would usually be limited to the Next of Kin.

You are advised that the Care Quality Commission (the Government department responsible for the Registration and Inspection of all care homes) has powers to demand access to all the records that we are legally required to keep. This includes personal and medical information regarding residents. In order to protect residents, information may also be shared with Leicestershire County Council. We are also required to share personal information with the local authority or NHS body responsible for funding a resident's care. If a resident, or their nominated representative, have any concerns or objection to us sharing personal information with these bodies, they should discuss this with a member of the management team.

## **Personal Finances**

Finance is a very private and personal matter and we positively discourage any involvement in the handling of residents' personal monies and affairs. Therefore, no employee or officer of the Company, are able to accept responsibility for a Resident's finances. Residents who have the capacity to manage their own affairs will be given the support they need to be able to do so.

The management at Hunter's Lodge is able to give informal advice upon state benefits and Local Authority and NHS funding that may be available and if necessary will assist with the completion of application forms.

All residents are strongly advised to make a Will prior to moving into the Home. We would ask to be informed of the name of the resident's executor or solicitor.

There are a number of information booklets available in our leaflet display from a number of different reputable organisations that are registered to provide financial advice.

## **Legal Advice - Consulting A Solicitor**

Residents requiring legal advice are able to visit their own solicitor, or receive a private visit from them at the Home. The management will assist with the necessary arrangements if asked to do so. However, such meetings are private, and management and staff would not wish to become involved. If for any reason a signature needs to be witnessed, assistance should be sought from the management.

## **Fees**

Our fees range from £782 to £1000 per week, dependant on the accommodation and level of care required. The fee includes the cost of providing standard accommodation (all meals, snacks and drinks including lunchtime / evening sherry, wine or beer; laundry (excluding dry cleaning), all activities and outings organised by us) and services plus the cost of meeting the individual resident's care needs. As the care needs of each resident are varied and different types of bedroom are available, the fees charged to each resident may differ.

There is no differential between fees charged to residents who are funded by the local authority and residents who are self-funded. This may result in a shortfall between the amount that the local authority is willing to pay and the fees charged by Hunter's Lodge. In these circumstances, a "third party top-up" may be payable. It is expected that the "Third party" contribution will increase on an annual basis in line with the increase determined by the Local Authority. However, in the event that the Local Authority does not maintain its rates in parallel to the cost of care, we may seek to negotiate a further increase in the third party contribution; in this event, discussions will be held with the third party at the earliest opportunity.

The weekly accommodation charge is payable four weekly in advance. Arrangements for those whose care is funded by a Local Authority or the NHS will be negotiated with the relevant agency.

Fees will normally be increased on an annual basis and one months' notice will be given. As staffing costs account for a very large majority of our expenditure, the average earnings index, will form the basis of annual increases. In the event of significant changes in services that we are reliant upon, or legislation which directly affect our costs, we reserve the right to pass these on by way of increasing fees at a rate above the average earnings index; however, any such decision will be explained in full and details of the changes in costs will be explained

## **Optional Extras**

Fees paid to the Home do not cover the following items but some of these can be purchased on behalf of the resident. Any sundry expenses incurred will be added to the next invoice for fees. For those funded by a local authority, a separate invoice will be raised every 4 weeks or as appropriate and this will be sent to the resident or the nominated representative, along with copies of receipts for any goods purchased on their behalf.

## **Chiropody:**

All residents are entitled to NHS foot care free of charge and relatives are free to make arrangements direct with the clinic at Melton Mowbray. We can provide assistance with the loan of wheelchairs etc as needed. Domiciliary visits from the NHS podiatrists can be arranged for people who have a foot health problem, if they are physically unable to go to the clinic.

The majority of residents prefer to receive their foot and toe nail care in the home, and in order to support this we have a Private Chiropodist who visits the home regularly. The cost per treatment is £9, which is payable by the resident.

Residents are welcome to arrange for their own chiropodist to attend at any time.

### Physiotherapy:

Group sessions are held on a weekly basis, with a qualified Physiotherapist; this is provided free of charge.

Residents are entitled to community (NHS) physiotherapy if prescribed by a doctor free of charge. Private sessions are also available, the cost of which will be payable by the resident.

### **Other health services:**

Regular visits are arranged with various allied health professionals, such as optical and hearing services, dentists etc. We will assist residents in every way, in order that they can access the care that they are entitled to under the NHS. Any costs over and above this will be payable by the resident.

While the home arranges regular visits from specific companies that provide services (e.g. Opticians), the resident and or their relatives are free to make arrangements with their own provider if they prefer.

### Escort duty (including out-patients and emergency hospital admissions):

Exceeding that specified under "Provision of Health Care". Where staff escorts are needed over and above this provision, a charge may be levied at £12 per hour, plus any additional costs such as travel.

### Hairdressing:

A professional Hairdresser visits the Home on a weekly basis. Details of current charges are displayed on the Residents Notice Board. Residents are welcome to arrange for their own hairdresser to attend at any time.

### Items for exclusive personal use (e.g. spirits, cigarettes, newspapers):

Although there are always newspapers available for general use, the resident may order his / her own personal newspaper or magazines if they wish to do so. The cost of such is payable by the resident.

A glass of wine, sherry or beer is provided at lunchtime and in the evening. However if the resident prefers spirits or particular named brands these should be purchased separately. Similarly, cigarettes and tobacco are not provided. We are more than happy to purchase such items on behalf of the resident from our wholesaler if requested to do so, and these are charged back at cost.

### Telephone:

Residents may, at any time, make use of the telephone, for either incoming or outgoing calls, in private. The resident may also have their own telephone line installed in their room. Arrangements may be made either direct with British Telecom, or by instruction to the management of Hunter's Lodge. The resident would be responsible for any charges made by British Telecom.

Similarly, a resident may also choose to have their own mobile phone. However, coverage in the village of Old Dalby is extremely poor, and we would advise you to try out different Mobile phone providers before entering in to any binding contracts. Additionally Wi-Fi calls can be made on such suitable devices, using the homes free Wi-Fi.

### Maintenance of personal effects:

If requested to do so, we can arrange the purchase of replacement batteries and minor repairs to personal property if required.

### Personal Clothing:

Residents' should provide personal items such as clothing including shoes, slippers, nightwear, hosiery and underwear; these should be clearly marked with permanent name tapes. Name tapes can be ordered by us at wholesale rates, the cost of such is payable by the resident.

Towels, bedding and basic toiletry items are provided by the Home, but if any specific type or brand is preferred, these should be provided by the resident.

### Temporary Vacation Of Accommodation

In the event of a resident wishing to vacate their room for the purpose of a holiday with family or friends, a rebate of £25 per week will be given after 2 consecutive weeks

If the resident is required to spend time in hospital, a retaining fee will be charged at the rate of 80% after one month has elapsed; this will be charged on a day-to-day basis.

### Termination Of Residence

We will almost always be able to offer care until death, but there may be occasions when the needs of an individual cannot continue to be met fully by care staff within the Home. This may be because a resident needs specialist nursing care (that cannot be provided by the community nurses), or if a resident displays repeated, unprovoked acts of violence against other residents, visitors or members of staff. If such a problem becomes apparent, this will be discussed fully with the resident and their relatives and advice will be sought from the medical professionals involved in the residents care.

In the event of financial difficulty, we would strongly advise that the resident or their relatives speak to a member of the management team at the earliest possible opportunity. Arrears of more than one month's fees would be impossible for us to sustain and if no reason was forthcoming, we may have no alternative but to ask the resident to leave.

In the event of a resident being asked to find alternative accommodation, one month's notice will be given and all possible assistance will be provided.

In the event of a resident wishing to vacate his / her accommodation for any reason, all possible assistance will be provided. We would require four weeks written notice in order to arrange medication etc. for transfer and fees will continue to be charged to the date that the residents room is cleared if not accomplished in the four week notice period.



## **Complaints Procedure**

We are committed to providing the highest standards of care within a happy and homely environment. We positively encourage people to tell us if they have any suggestions that will result in improvements, or if there is anything that they are not entirely happy about.

We guarantee that any concern raised will be dealt with discreetly, promptly and professionally. No one must ever have any fear of reprisal, irrespective of the nature of the complaint or the identity of the person that is being complained about.

However, if you are not sure about what to do, or who to speak to and you do not feel comfortable in approaching the Home's management, you can get confidential and independent advice from:

<b>Age UK</b>	Tel: 0800 169 2081	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>
<b>CareAware</b>	Tel 0161 707 1107	<a href="http://www.careaware.co.uk">www.careaware.co.uk</a>
<b>Action on Elder Abuse</b>	Tel: 0808 808 8141	<a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a>

## **Internal Procedure**

All complaints should be brought to our attention at the time of the problem arising so that we can resolve things quickly.

Minor problems should be brought to the attention of the Senior on duty, who will do their utmost to resolve the situation immediately. The matter will automatically be reported to a member of the senior management team so that they can ensure that any follow up action is taken.

In the event that the complaint is of a more serious nature, or if a minor complaint has not been dealt with satisfactorily, the matter should be raised directly with the owners or the registered manager. It would be preferable that the complaint is made in writing, so that we can be clear about the issue being raised, however, this should not deter anyone from raising the matter verbally in the first instance.

We would hope that in most cases, any complaint will be resolved very quickly and we would hope to be able to give an initial verbal response within 2 or 3 working days. In the event that we need to gather complex information, or speak to other people we will guarantee to respond within a maximum of 28 days.

Although initial feedback will be given verbally, where a serious concern or complaint has been made, we will always also respond in writing.

If the complaint is not resolved to your satisfaction, or if your complaint is about the Home's management, you have the right to go to the next level of the complaints procedure, by contacting the appropriate external agency.

## **Appeals / External Procedure**

The formal procedure for reporting complaints to external agencies depends on how the care provided is being funded and the seriousness of the concern.

**If you believe that we are not complying with the law you should contact:**

### **The Care Quality Commission**

Citygate, Gallowgate, Newcastle upon Tyne. NE1 4PA

Phone: 03000 616161

Fax: 03000 616171

Email: [enquiries.eastmidlands@cqc.org.uk](mailto:enquiries.eastmidlands@cqc.org.uk)

**If the care provided is funded by a local authority, or if you suspect that any resident's safety may be at immediate risk you should contact:**

### **The Customer Service Centre, Leicestershire County Council**

Adult Social Care CSC, Eastern Annex, County Hall, Glenfield, Leicestershire. LE3 8ST

Phone: 0116 305 0004

Fax: 0116 305 0010

Email: [adultsandcommunities@leics.gov.uk](mailto:adultsandcommunities@leics.gov.uk)

**If the care provided is funded by the NHS you should contact the office responsible for the placement. If in doubt please ask a member of the management team, but this will usually be:**

### **Arden and Greater East Midlands Commissioning Support Unit**

2nd Floor, St John's House, 30 East Street, Leicester. LE1 6NB

Phone 0116 295 1129

**If the care provided is privately funded by an individual, you should contact:**

### **The Local Government Ombudsman Advice Team**

Phone: 0300 061 0614 or 0845 602 1983

## **Commendations**

We also welcome positive feedback of good care practice, as this helps us to understand what people find most important about the home. It is particularly useful to know if there is a specific aspect of our care or service that has had a particularly positive impact, or if a specific member of staff has gone above and beyond your expectations.

If you feel that you would like to share a commendation about the home, this would be appreciated as it informs our formal ratings. You can do so by using either of the following links :-

<http://www.cqc.org.uk/share-your-experience-finder>

<https://www.nhs.uk/>

We always share this feedback with our team, and it has a huge impact on their job satisfaction and morale.