

Yew Tree Nursing Home.

...we are here to help

Service User Guide.

Updated April 2010.

WELCOME
To
Yew Tree Nursing Home

This guide is intended to answer questions which we find are frequently asked by Service Users upon entering the home.

We are always available to discuss any aspect of care and service provision with you but hope that the guide will help you and your family. We welcome your comments and suggestions regarding any aspect of Yew Tree Nursing Home.

The information in this guide reflects all the policies of the home – a full copy of any policy is available upon request.

Special Services for Visually Impaired Service Users

We can provide a large print or audio-tape of this information if required.

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Accidents and First Aid

If you have an accident on the premises please inform the Nurse in Charge. There is a trained First Aider and a Registered nurse on duty at all times. The accident book must be completed and a record kept of first aid given by staff. Your information is kept and audited in line with our health and safety policy and your data stored correctly to adhere to the Data Protection Act.

Activities

Both individual and group activities are organised by the Activities Organiser between 9 30am and 530pm, five days a week. Our care team undertake this role on the Activity Organisers Days off. Musical entertainment, group exercise to music, art and craft group, quizzes, board games, sing-a-long, gardening etc are all included. Daily activities and events are displayed on the notice boards in the main lounges. Special visits or special requests can be accommodated.

Admission

We encourage new residents to bring personal possessions such as pictures, ornaments, small items of furniture etc to personalise their room and make it feel like 'home'. When you arrive at Yew Tree you will be shown to your room and the nurse on duty will complete the admission paperwork (this is a lengthy process and can take several hours). You will be shown around the home and receive a general introduction to all of the staff. You will be asked about your needs and preferences. We ask you to participate in planning your care along with your family and trained staff. It can be a very unsettling time, and we understand that you may be anxious, so please feel free at any time to ask any questions, or voice any concerns you may have.

Safeguarding Venerable Adults

Keeping you safe and free from harm is our main priority. All our staff are subject to police checks via the Criminal Records Bureau which included the Protection of Vulnerable Adults register. We have stringent policies within the home, which compliment those issued by the county and ALL staff are aware of their responsibilities in relation to recognising and reporting any incident or event,

which could be classed as abuse that causes or has the potential to cause harm. Staff attend regular training sessions where they are instructed on the various types of abuse and the signs to look for to help recognise when it might be happening.

Advocates

We will need to know who your next of kin is for legal purposes and emergencies. If you have appointed a Lasting Power of Attorney or have an existing Enduring Power of Attorney, Court of Protection Order, Legal Advocate or an independent Mental Capacity Advocate (IMCA) please inform staff on admission. Please inform staff if you do not wish for general information regarding your general condition to be given to any party. Yew Tree is also registered with Care Aware a charitable organisation offering a free independent advice service which all of our service users can access; please speak to a member of staff if you wish to obtain further information.

Advanced Directives

If you have a living will or an advanced directive lodged with you solicitor please make the nurses aware of the contents as soon as you are admitted so we can ensure your wishes are carried out at all times.

Bed rails

Bed rails are provided by the home following a risk assessment of a service user's needs. We will ask that you or your advocate agree to their use and sign the risk assessment form.

Birthdays

Chef prepares a birthday cake for each resident and a small gift is given by the home. Your family are welcome to organise a small birthday party, which with prior notice we can cater for at a small additional cost. Your private use of one of the lounges can be arranged as a venue for such events.

Care Planning

You and your relatives will be actively involved in planning your care – shortly after admission we will arrange to meet with you and formally agree your care plan. This plan is available to you at all times. It is reviewed (often with social workers) after one month from admission, then on a less formal basis with the Care Manager in the home. Your care plan is kept in the nursing office and is secure at all times.

Chiropody

Visits from the state registered chiropodist are made every 6-8 weeks. The charge for a routine examination and treatment is £12.00 per resident; if more extensive treatment is required you will be advised of the additional costs involved. Treatment is given in either your bedroom or a treatment room. NHS chiropody is available to diabetics and organised by the GP.

Complaints, Comments, Suggestions

We have a very clear and easy to follow complaints procedure which is enclosed. (Appendix 1) We have a suggestion book at the main entrance, which is checked monthly – please feel free to make any comment. We will actively seek your reviews on services provided and welcome any constructive criticism, ideas and indeed praise for any aspect of care, management or service provision.

If at any time you are concerned or dissatisfied with ANYTHING, however small or trivial please bring it to our attention immediately. All staff are trained in dealing with complaints – if you prefer you can talk directly to the Home Manager (at anytime) on 07764 906068, Dr Appiah or our Care Manager.

Complimentary Therapies

We can arrange therapists to visit on a private cost per visit basis. Reflexology, aromatherapy, hand/body/head massage services are available on request.

Confidentiality

You can be assured that Staff at Yew Tree Nursing Home are trained and aware of the rules regarding confidentiality. Information regarding your care needs will be passed to staff in the office areas only and all details are treated in the strictest confidence. We will ensure that any requests regarding confidentiality are adhered to. Only those people who are authorised by you will be able to have access to confidential information.

Data Protection.

All data created and kept by the home is subject to the data protection act. Your notes are available to you and those approved by you at any time. Other professionals involved in your care may seek your permission and involve you in any entry they make in your file. Carol Sabell is the Data Protection Officer for Yew Trees.

Dentist

A domiciliary dental practitioner visits the home for annual checks and in emergencies. You may arrange for your own dentist to continue to visit if you prefer.

Electrical Equipment

You are welcome to bring into the home small electrical items e.g. portable TV, radio, DVD, CD players and shavers etc. These are subject to approval by the Home Manager and all items will need to be PAT tested by an approved contractor appointed by the company.

Entertainment & Recreation

We will assist wherever possible to enable you to continue with any recreational activity or hobby you enjoy and can advise you of community facilities suitable for disabled users that are available to you locally. Professional entertainers and specialist visitors e.g. Age Concern therapists are regular visitors at Yew Tree and we welcome any suggestions you may have for recreational activities. We have a

cinema licence which enables us to public showings of films and videos and we have recently purchased a 50in plasma TV and a Wii games console. Internet access is available via our wireless contract

Facilities of the home

Yew Tree Nursing Home was originally a 29 bed unit which was extended to 35 beds in June 2006 and accepts patients with many different and complex needs. The home was built for the purpose of a nursing home in 1993 and is registered with CQC who inspects the home periodically. The latest report is available in the entrance hall.

The Manager's and Administrator's Office are situated at the main entrance and the Nurses office is located on the ground floor next to Room 5.

Within the home there are four lounge areas, four bathrooms, one shower room and many disabled toilets. Twenty-six of our bedrooms have en-suite facilities. We have a purpose built kitchen and laundry facilities, hairdressing room and treatment room. All our exits are secure. You can feel free to use any area of the home at any time. The grounds are maintained by external contractors and are accessible to wheelchairs. Please see the enclosed Statement of Purpose for full details. (Appendix 6)

Fire Safety.

The home is subject to stringent fire regulations and annual risk assessment. The fire alarm is a long continual bell and is tested every Friday around midday. The Assembly Point is at the Main Entrance. If you hear the alarm, please do not panic-guidance will be given staff on duty will follow the "procedure for visitors" displayed in main lounge areas, a copy of which is enclosed. Residents will be protected or assisted as required and the New Lounge has been designated as the internal place of safety.

Fire training and fire drills are carried out at staff training sessions in the home. ALL staff are trained in fire prevention and evacuation procedures to the CQC standards. You will be made aware of any drill taking place during your stay/visit.

Gifts to Staff.

Staff are unable to accept individual gifts; however, we do have a staff fund for donations, which is managed by the Administrator.

GP Visits.

Dr Krick from the Gleebland Surgery in Belbroughton is the GP for the home and he visits every Friday. Dr Krick provides emergency call-outs with two other local surgeries and you can request a special visit at anytime. You may keep your own GP if they can provide on-call services. Registration will be organised by the home on admission.

Hairdresser

Our hairdresser visits the home on Wednesdays. Please let us know if you require her services on a regular basis or for a special occasion – prices are displayed on the notice board. The hairdressing room is on the 1st floor or if you prefer you can be seen in your own room.

Health & Safety

Our policy on Health and Safety is displayed in the hallway – please be vigilant, keep corridors clear – do not wedge doors open - keep fire exits clear at all times and report any faults or hazards you observe.

An emergency plan detailing actions to be taken in the event of any unforeseen event interrupting business continuity is available in the Home Manager's office.

Hearing Tests

Private audiologists hearing tests can be arranged and for NHS treatment via your GP.

IT provision

The home is connected to the internet and supervised access for service users is available. Alternatively we can assist you in obtaining your own connection.

Inspections.

Carried out by Care Quality Commission (CQC). From April 2009 CQC took over from CSCI Their visits are unannounced and vary in frequency depending on their risk assessment and annual quality assurance audits of our service.

They can be contacted on 03000616161 they allocate a lead inspector for each service. Our inspection officer is Sally Seal.

Infection Prevention and Control.

Staff at Yew Trees are trained to deal with any infections present in the home and are trained to ensure the risk of transmitting infection from one resident to another is kept to a minimum. Effective hand washing is the best way to prevent spread of infection. We provide alcohol gel at the entrance and in main areas of the home and encourage visitors to use this before and after any direct contact with residents.

If we need to deal with any specific infection outbreak or need to inform you as a resident or visitor of any identified risk we will ensure notices of change are posted in relevant areas. Individual instruction, information and guidance can be obtained from the nurse in charge.

In the rare event of an outbreak of infection or episode of pandemic flu. We will take advice from the Department of Health and the Health Protection Agency.

Kitchen Entry Policy

Visitors to the home are welcome to use the designated areas in the kitchen to make tea/coffee for themselves and service users. Any of the staff will assist you if you need help. Please pay attention to the kitchen entry policy displayed on the kitchen door and visitors notice board to ensure we maintain strict standards for food hygiene. No charge is made to visitors for these beverages. A small charge is made for lunch or dinner if requested by visitors this charge is displayed on the entrance hall notice board.

Laundry

All laundry is done on site by our own staff please ensure all clothes are labelled and easily machine washable.

Laundry is collected by the housekeeping staff and returned to rooms usually within 2 days, your relatives may wish to launder delicate items themselves and laundry bins can be provided in your bedroom for this purpose. Dry cleaning is done off-site and is chargeable. Please let staff know if you require any special arrangements.

Legal Advice

We can arrange for a solicitor of your choice to visit you at the home. We are unable to advise on the making of wills but can facilitate a professional to advise you.

Library Services & Talking books

A range of books is available in the home and we can arrange for special requests to be ordered from the local library service.

Mail

When mail is received personal letters will be passed to you unopened, the same day by staff. Staff may at your request help you open and read your post and assist you in making any response.

If you wish to post mail, please pass sealed correspondence to the administrator who will ensure it reaches the post office the same day.

Meals and Mealtimes

We will complete a menu preference sheet with you on admission. Meals are served:

07:00 – 09:30 breakfast

12:30 – 13:30 lunch

17:00 – 19:00 tea

20:00 – 22:00 supper

Staff are able to prepare snacks at any time during the day. Breakfast is a choice of cereals, toast, full cooked breakfast twice a week, or practically any other item. Our main hot meal is at lunchtime and there is always a choice. We work to a four week menu rota, a sample is included. We can meet any special requests and are happy to cater for your relatives, and they are welcome to join you for a meal at any time – please give notice to the chef where possible.

Medication

When you come into the home all medicines are checked against your prescription and kept in the drugs trolley. Drugs are administered by trained staff at drug rounds throughout the day.

Drug round times:

7:00, 8:00, 13:00, 18:00 and 22:00. Medications can be given at other times, if you have any specific request please see the nurse in charge. No medication should be kept in bedrooms unless a self medication plan and risk assessment is in place. If you would prefer to give your own medication please discuss this with the Nurse in Charge.

Our pharmacist, Lloyds pharmacy based in Rubery provides a delivery service for medication and any toiletries we require at a 10% discount. The cost of any toiletries will be detailed on the monthly invoice.

Money and Pensions

Company policy is that we do not become involved with individual Service User's financial affairs and do not hold or collect pension monies. Should a Service User require assistance with financial matters we will assist in finding an independent advocate to act on their behalf.

Newspapers

The home purchases two daily papers. If you would like a personal daily newspaper or any magazines we can arrange delivery from the village store. This cost will be added to your monthly bill.

Optician

Vision Call Opticians visit for annual NHS eye checks and the provision of spectacles. Emergency visits can be arranged by asking a member of staff.

You may arrange for your own optician to continue to visit if you prefer.

Paying for Care

We are always happy to assist with any general queries you may have in relation to your nursing fees. However, we appreciate that confidential and independent financial advice is essential and on request we can provide contact details for a number of organisations/companies that specialise in financial planning for people paying for care.

Pets

Unfortunately we are unable to accept Service Users pets into the home. We welcome visitors bringing pets for a short visit but ask that these visits are limited to their relative/friend's bedroom this is to prevent other Service Users who may have pet allergies coming into contact and becoming ill. The

Physiotherapy/ Dietician

We can access all these services via your GP if he feels a referral is necessary. We do have an excellent private physiotherapy service available from the Romsley Physiotherapy Practice, prices on application.

Relaxation

We appreciate that on occasions you may prefer some quiet time away from the company of others. We have quiet lounge areas in the home where you can enjoy some solitude or you may wish to spend time in your own room please just let us know.

Religious Services

Our local ministers representing the Protestant and Roman Catholic faiths visit regularly for special services and communion. Our local church (St Kenelms) is just half a mile away and we can provide you with the Service timetable.

If you have any specific requirements please make the staff aware – we welcome visits from your own minister at any time representing any religious denomination.

Residents Contracts

Following your admission the Administrator will issue you with a company contract of residence (Appendix 2). If you are receiving Local Authority or PCT funding the company contract does not seek to alter any of the terms and conditions agreed with that authority. A copy of the agreement between the company and local authority is available on request. If you have any queries regarding the terms and conditions please speak with the Administrator who will be happy to help.

Residents Meetings

Regular meetings are arranged for relatives, residents and staff to come together to share views, support each other, plan activities and events, and promote the views and wishes of the service users. Details of forthcoming meetings are displayed on notice-boards throughout the home. During meetings we also arrange fund raising events such as quiz nights, raffles and an annual garden party and monies raised are used for provision of non-stationary equipment that enhances the services provided. The Residents Fund bank account is held at NatWest bank in Halesowen

and is administered by the Home's Registered Manager and Administrator; bank statements etc are available for inspection on request.

Restraint

Should any Service User require any intervention involving restraint e.g. Lap belts or recliner chairs specific risk assessments and care plans will be compiled and agreed with the Next of Kin.

Quality Assurance & how we maintain our standards

The home is a member of and operates the quality assurance system of the Registered Nursing Home Association. This system audits all of the National Minimum Standards over a period of twelve months (and will continue to monitor the new Essential Standards of Quality and Safety from October 2010) as per our quality assurance plan. Quality standards and our audit results are discussed at every staff meeting and are an integral part of the management of the home. You will be periodically asked to complete a service user questionnaire along with your visitors. The outcomes of these questionnaires will be made available to service users and prospective clients. The information gathered will be correlated to form the annual Quality Assurance Audit (AQAA) that is legally required by the Commission. Key inspections, themed inspections, AQAA and other information gathered by the Commission are used to make a judgement about the home's star rating.

KLORA (Key Lines of Regulatory Assessment) is the tool used to help inspectors arrive at our star rating.

The current rating system is:-

No star = Poor

One star = Adequate

Two star = Good

Three star = Excellent (this can only be achieved after the first key inspection)

Yew Tree currently has a Three star rating =Excellent

Security

External doors are alarmed and the front door is secured with a key pad entry system. The code to gain entry will be given to your friends and family when you are admitted. All visitors are asked to sign in, identify themselves to a member of staff and observe all the security signs within the building. Automatic exterior lighting is active during the hours of darkness and night staff undertake a check of doors and windows during the evening.

Service User Rights

Detailed in our Policy numbers 208, 209, 210 (Appendix 3, 4, 5)

Smoking

We operate a strict No Smoking policy within the buildings and grounds of Yew Tree. There is a smoking shelter located at the rear of the car park which visitors and Service Users are welcome to use with agreement from the Home Manager/Nurse in Charge.

Social Worker Review & Registered Nursing Care Contribution (RNCC)

If you have been admitted requiring nursing care shortly after your admission a nurse from the local PCT will visit you to assess the level of intervention you will need from a trained nurse. For self-funding residents this assessment will generate a weekly allowance towards your nursing fees. Our Administrator will be happy to discuss your individual assessment and allowances with you.

If you are in receipt of Social Services funding your social worker will visit one month after admission. When all parties have agreed the placement will become permanent. The social worker will visit annually to ensure your needs are continuing to be met.

Special Diets

All special dietary requirements including diabetic, low fat, celiac and soft diets can be provided. Dietitians do visit the home at the GP's request and provide diet sheets and advice.

Meal supplements available from the kitchen are prescribed by the GP.

Staff Team

Yew Tree is a private nursing home owned by Dr Appiah. Although Dr Appiah does not act as GP for the home, he is always on hand to offer advice and support. Dr Appiah has practiced in the Birmingham area for many years both as a GP and as a surgeon.

Home Manager Sharen Guise is a Registered Nurse and has worked for a number of years in a field of elderly care. Sharen has been manager at Yew Tree since September 1998 and has previously held a variety of management roles in the elderly care sector.

Our trained nurses are led by Care Manager Carol Lightwood and are a multi-disciplined team. As well as having considerable experience in elderly care, they offer specialist roles in areas such as Wound care, Palliative and Dementia care.

The team of Care Assistants includes staff who have undertaken formal NVQ training at levels 2 and 3 but also staff who just enjoy working with the elderly. We are lucky to have a mixed age group and we pride ourselves on having a friendly and caring workforce.

Our Chef Amanda Coglan produces excellent home cooked food using the best local produce and is always happy to cater for individual requirements. We prepare a four-week rotating menu that is changed seasonally.

The ancillary staff at Yew Tree includes Housekeeping and Kitchen assistants, an Administrator, Activities Co-ordinator and Handyman.

We all believe we are here to ensure the comfort and well-being of our residents. This philosophy is reflected throughout our establishment where many of our team members are generic workers.

Identifying Staff

Staff at Yew Tree have their photographs displayed on the board located in the entrance hall and wear identifying uniforms as follows:-

Trained Nurse in Charge	Dark blue uniform
Second Level Nurse	Mid blue uniform
Senior Care Assistants	Pale blue uniform
Care Assistants	White tunics and black/white trousers
Kitchen Staff and Chef	White kitchen jacket

Telephones

We can arrange for a private line to be installed in your room, this is for your sole private use and BT will bill you direct – please let us know if you require this service. The home's main telephone system provides a hands-free speaker facility and also available for use are a phone with large number key-pad.

Toiletries

Toiletries will be supplied at a reasonable charge and detailed on the monthly invoice. Each toiletry items will be labelled with the individual's name for their personal use. If you prefer to supply your own toiletry requisites please let us know.

Transport

We do not have a minibus at Yew Tree. Transport for social events is arranged by provision of private hire vehicles. Transport to hospital is arranged via the GP, Clinic or Out Patients Department in liaison with the nursing home.

We can recommend several good taxi services for the disabled user, please see the administrator for information.

Valuables and Property for Safe Keeping

On admission we will complete a property list. You are welcome to deposit a small amount of cash in our safe if you wish; however, access to the safe is only available during office hours. A copy of the home policy is available.

A lockable box is available for you if you wish to keep small amounts of cash or valuables in your room. We do not currently have locks on all bedroom doors, if you wish to have this facility, we are happy to provide it- please see the manager who will arrange fitting or if a lock is not required we will record your personal choices in your care plan.

Any items brought to the home need to be privately insured if their value is above £500.

Items that are subject to a charge, e.g. daily newspapers for private use or hairdressing, will be added to your invoice at monthly intervals. There is no day-to-day need for cash to be carried in the home, and as such no responsibility can be accepted for lost monies.

Voting

You are entered onto the Electoral roll once you become a permanent resident. Votes for local and general elections can be made in person or by post.

Website

The company website is www.yewtreecarehome.co.uk and our E-mail is yewtree@virgin.net. The website contains information and photographs of the home and links to the Care Quality Commission (CQC) website which provides all of our inspection reports.

