

Yew Tree Nursing Home

...we are here to help you

Service User Guide

Updated February 2008

Welcome to Yew Tree Nursing Home

This guide compiled by the Home Manager and owner Dr Appiah is intended to answer questions 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 and 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.

Introduction

Aims and objectives (mission Statement) full Statement of Purpose

Philosophy of care

How we maintain our standards . (quality assurance)

External inspectors CSCI Contact details Key Inspections (latest) Reports and star ratings.

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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 the nursing home 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.

The Yew Tree 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 practices in the Birmingham area for many years both as a GP and before that as a general surgeon.

Home Manager Sharen Guise is a NMC First Level 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. Sharen completed the NVQ Registered managers award in November 2007.

Our trained nurses are lead by Care Manager Vivien Spragg 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 Alan Trim produced excellent home cooked food using the best local produce and is always happy to cater for individual requirement. Alan prepares a four-week rotating menu that is changed seasonally at least twice a year.

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 Nursing Home have identifying badges and they all wear uniforms. We also have a display board at the main entrance with included photos of all key personnel.

Trained nurses – Dark blue uniform - Second nurse on duty, mid blue tunic.

Senior Care Assistants – Pale blue uniform

Second Level Nurses – Hospital blue uniforms

Care Assistants – White tunics and black/white trousers

Kitchen Staff and Chef – White kitchen jacket

Summary of Home Facilities

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 CSCI, The Commission For Social Care Inspection, who inspects the home periodically.

The Manager's and Admissions 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. A fuller description of the home and room measurements can be found in the full statement of purpose.

Fire Safety

The home is subject to stringent fire regulations and our annual risk assessments are carried out in October (or with any changes). The fire alarm is a long continual bell and is tested every Friday morning around noon. 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 Ground floor Lounges have 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 CSCI standards. You will be made aware of any drill taking place during your stay/visit.

The last Fire Officers visit and report was conducted on 16th Feb 2008 and identified that no action or changes were required

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.

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.

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.

Advocates

We will need to know who your next of kin is for legal purposes and emergencies. If you have appointed a Power of Attorney, Enduring Power of Attorney or have a Court of Protection Order or a Legal Advocate 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.

Complaints, Comments, Suggestions

We have a very clear and easy to follow complaints procedure which is enclosed. 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 the registered provider is available to contact at:

849 Chester Road ,Erdington, Birmingham, B24OBT

The Commission for Social Care Inspection.

77 Paradise Circus , Queensway, Birmingham.B1 2DT

Tele no; 0121 600 5300 or Fax no; 0121 600 5351

A copy of the complaints procedure is enclosed.

Bed Rails

Bed Rails and Protective covers (bumpers) 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.

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. It is always available for you and authorised persons to review.

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:

0700 08:00, 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 care plan and risk assessment is in place.

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

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.

Service User Rights

Detailed in our Policy numbers 208, 209, 210, 211 – see enclosed.

Gifts to Staff

Our staff are unable to accept gifts. We do have a staff fund for donations, which is managed by the Administrator.

Residents Contracts

Following your admission Carol the Administrator will issue you with a resident contract , Terms and conditions (example enclosed). If you have any queries regarding any terms and conditions please speak with Carol who will be happy to help.

Telephones

We can arrange for a private line to be installed in your room, this is for your sole private use and BT or the service provider will bill you directly – 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 and a mobile handset.

Voting

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

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.

Religious Services

Our local ministers representing the Protestant and Roman Catholic faiths visit regularly for special services and communion. Our local Church of England 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 or religious leader at any time representing any religious denomination.

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.

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, or practically any other requested 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.

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.

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 are available from the kitchen if prescribed by the GP.

Residents Committee Friends and Family meetings.

The committee meets regularly at monthly intervals. It consists of relatives, residents and staff who come together to share views, support each other, plan activities and events, and promote the views and wishes of the service users. The committee arranges several fund raising events annually and monies raised are used for provision of non-stationary equipment that adds to the services provided. Last year both the gardens and activities resources were improved. The Activities Organiser and the Committee Treasurer or Home Administrator administers the Residents Fund.

Future dates for residents meetings are displayed on the residents notice board in the main lounge areas. Everyone is welcome to attend.

GP Visits

Dr Krick from the Gleebland Surgery in Belbroughton is the GP for the home and he visits every Friday between 1230pm and 430pm. 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. Dr Krick is happy to receive telephone calls from family representatives to discuss medical concerns if you are unable to attend. The surgery contact number is :01562730303.

Newspapers

The home purchase 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.

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.

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.

Optician

Visioncall Opticians, Bromsgrove, visit for annual NHS eye checks and the provision of glasses. 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.

Hearing Tests

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

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. The dentist contact details are Mr Graham Brown on Tele number;

Hairdresser

Our hairdresser Jane 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.

Physiotherapy

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 for the Romsley Physiotherapy Practice, prices on application.

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.

Health & Safety

Our policy is displayed in the hallway – please be vigilant, keep corridors clear – do not wedge room doors open. Report faults and hazards. Keep fire exits clear at all times.

Special Services for Visually Impaired Service Users

We can provide an audio-tape of this information if required.

Activities

Both individual and group activities are organised by the Activities Organiser between 2pm and 6pm, three days a week and 8am to 6pm two days a week. Musical entertainment, group exercise, bingo, 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.

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.

RNCC & Social Worker Review

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.

Adult Protection

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. 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.