



SERVICE USER GUIDE



Doves Nest Healthcare
15 Windsor Road
Manchester M40 1QQ

Tel: 0161 681 7410
Fax: 0161 681 3612
email: care@dovesnest.co.uk
www: dovesnest.co.uk

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Welcome

We are pleased to welcome you and are delighted that you have chosen us to stay with. We appreciate just how much you are giving up to be with us and realise it will not take the place of your own home, but we will endeavour to make your stay with us happy and secure.

We have been established for many years and most of our Residents come to us because we had been recommended to them. Our reputation is important to us, but we never take it for granted, we know each day we have to earn it. We are not perfect, but we do try to get things right and always seek the highest standards - we believe you are entitled to our best.

You may feel your rights and independence have gone, this could not be further from the truth. You have all the same rights to determine how you live your life as you did before, only now you need a little help.

It is our aim to provide a customer focused service. We want to meet your individual needs and preferences. Your co-operation and participation will be vital to us achieving this objective.

We will encourage you to participate in all activities that concern you. We will respect and co-operate with any decisions you make.

We understand it will take time for you to settle and adjust to your new surroundings. We hope this booklet will answer some of your questions and inform you, in general terms, about our methods of operation. If there are any other questions you would like answering please do not hesitate to ask us.

We are continually looking at ways to improve our home and we welcome any suggestions or comments you may wish to make.

Helen Claffey

Helen E Claffey
Director

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Registration

We are a private care home, with nursing, providing a high standard of accommodation to adults with conditions related to ageing, with/without healthcare needs and adults aged 18+ with physical disabilities/complex healthcare needs who require comprehensive medical, physical, mental health support (excluding challenging behaviour) and rehabilitation after hospital discharge or support to prevent hospital admission.

Before a care home can open it must be registered with:

Commission for Social Care Inspection
Manchester, Salford, Trafford Area Office
9th Floor
Oakland House
Talbot Road
Manchester
M16 0PQ
Tel: 0161 772 1620

The Commission for Social Care Inspection have the responsibility to ensure that the home complies with and meet the Government's National Minimum Standards. (A copy is available at the home). The CSCI inspect the home in accordance with the homes rating, making un-announced visits. They have the right to access the home at any time.

The Commission for Social Care work closely with homes to ensure high standards of care are delivered. After each inspection a report is sent to the home. A copy of the latest report is available, and all previous reports can be viewed on request at the home. You may also view inspection reports on the CSCI website at www.csci.org.uk

We have contracts with the Local Authority Social Services and NHS Primary Care Trust. We have contractual obligations to meet when a resident is part funded by Social Services. Social Services will carry out a review of your placement a month following your admission to determine whether you want to make your stay at with us permanent.

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Our Philosophy of Care

Our Philosophy of Care represents the very essence of how we care for our residents, treats our customers and staff and conducts our business. It represents our beliefs and provides us with the foundation, on which we can build and fulfil our goals.

You are our main focus and we are committed to providing you with quality care that is personal to your individual needs. We are in business to serve your needs and we are committed to;

- Providing a high standard of nursing care by;
 - assessing you as a whole person and identifying areas where care is needed,
 - planning your care by identifying the objectives of care and saying how this care is to be carried out,
 - providing you with effective care, and
 - evaluating the outcome continuously to see if the care provided is succeeding.
- Treating you with due respect and courtesy.
- Remembering at all times your individuality and importance in society.
- Providing an environment where you are able to maintain the maximum level of independence and dignity.
- Providing privacy whenever you require or request it.
- Providing encouragement in supporting mobility already attained or assisting to improve mobility.
- Providing a well-balanced and varied diet supportive to good health.
- Providing a safe and secure environment where you feel at home.

If you would like more information on our philosophy of care then please feel free to speak to our General Manager.

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Your Rights

Each and everyone of us is accountable for the way in which we determine our lives. This does not change when you come to live with us. Where a Resident is unable to make decisions affecting their daily living needs we will consult with the family or endeavour to make decisions on their behalf and in their best interests.

During your stay with us, you continue to have the right to:-

- express opinions in all matters that affect your daily activities.
- vote in local and General elections.
- attend church or arrange visits from the local clergy.
- privacy of personal space and over your personal affairs.
- decide who you associate with in the home.
- decide whether or not you participate in social activities.
- remain in your room if you so wish.
- choose the time you go to bed and the time you get up in the morning.
- choose when and where you eat your meals.
- entertain visitors at any reasonable time in your room or the communal areas.
- access your personal files and care plan.
- participate in your care planning.
- choose your own GP.
- handle your own personal affairs and finances.
- complain if you feel we are not meeting your needs.

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Your Preferences

We will endeavour to provide adequate information or assistance to enable you to make an appropriate and informed choice which may affect your care and personal affairs.

You have the right to exercise your choice in:

- how you are addressed.
- the clothing you buy or wear.
- how much assistance you require.
- when and where you have a bath.
- what time you go to bed and what time you get up.
- the medication you take.
- when and where you have meals.
- who you socialise with.
- attending social functions and activities.
- your care plan and any actions we take to deliver care.

Trial Visits

To help you make an informed choice about our home, we welcome you to come and spend sometime with us, have lunch and get to know the home, residents and staff.

Your initial six weeks will be considered a trial period, this will give us both an opportunity to discuss your care and social needs and any concerns you may have. It will also determine if your placement will be permanent.

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Caring for You

Prior to admission, you would have had a Local Authority and/or NHS nursing assessment to determine your needs. Our Care Management Team will have gathered information and carried out their own assessment to ensure we were able to meet your needs. This is important as it enables us to provide you with quality care appropriate to your needs. You will receive a letter from us telling you that we can meet your needs.

The result of the assessment was the start of your plan of care. The plan of care records the level of assistance you will need, lists any medical problems you may have and the necessary treatments you may require.

During your stay with us your progress will be monitored and your plan of care will be updated. You will be involved in the on-going development of your plan of care.

The Team

We have a care team that has qualified and experienced care staff working a 24 hour period to attend to your needs. The team's responsibilities include:

- the delivery of care,
- managing your personal and environmental needs,
- ensuring your psychological and social well-being,
- assessing, monitoring and recording your dietary needs,
- preparing, cooking and serving a nutritious, well balanced diet,
- maintaining a safe, clean and hygienic environment, and
- providing a laundry service.

Key People

General Manager (Navy trousers and tunic)

Our General Manager acts for the good of all our residents. The General Manager will take responsibility, together with the Directors, to secure and sustain the home and ensure, through high standards of professional practice, a caring environment, conducive to your social, spiritual, environmental, health and welfare needs.

Nurse Managers (Navy trousers and Royal Blue tunic)

The Nurse Managers are the people, responsible and accountable for all nursing issues and will take responsibility with the General Manager to ensure that all your nursing and psychological needs are met. The Nurse Managers are responsible for the care team and consulting with medical practitioners involved in your care.

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Senior Care Assistant

The Senior Care Assistants, work under the guidance of the Nurse. They are trained to a high level and are responsible for assisting you with your daily living needs. Your Senior Care Assistant will work closely with the Care Management Team to ensure that you receive a consistent, holistic and high standard of care.

Key Worker

From time to time a key worker will be assigned to you, this will be for occasions when you need most help. The key worker will be responsible for ensuring that all your daily living needs are met and that you have everything you need to make your stay as comfortable as possible.

Advocacy Service

Our General Manager represents our residents and acts in your best interests. The General Manager will provide support and guidance with personal, social and welfare matters. We hold 'Residents and Relative' meetings and this is a good opportunity to make suggestions, voice your opinions or express any concerns you may have. You do not need to wait for these meetings to let us know your views.

We try very hard to provide a service that meets your needs which is why we hold regular meetings with residents, your comments and suggestions are very important to us and assist us to improve our service.

Age Concern and Manchester Social Services offer Advocacy services. The service is designed for people who cannot manage their financial affairs. If you would like more information regarding their services the General Manager will be happy to provide it.

Fees

Fees for accommodation are payable, monthly in advance unless otherwise agreed. Payment may be made by standing order or cheque. Our preferred method of payment is standing order, as this allows us to receive our money promptly and reduces our administration costs. Accounts not settled within 7 days of receipt of invoice will incur interest charged at our clearing bank base rate plus 4% p.a.

Fees will be reviewed from time to time as determined by the Company. We aim to inform you of any changes a month prior to the proposed change. However, this may not always be possible due to influences beyond our control.

Additional Healthcare Services

Specialist services are provided to ensure that all your healthcare needs are met.

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Chiropody *

Physiotherapy

Opticians *

Dental *

Dietician

**There may be a small fee for these services*

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Life in the Home

Shortly after your arrival we will show you around the home and introduce you to the care team and residents. Our General Manager will then spend some time with you to answer any initial questions or queries you have and outline some of the policies and procedures we have in the home that will affect you.

The home has a choice of single and shared accommodation offering en-suite and shower facilities. All rooms are spacious, bright; and tastefully decorated and furnished to a high standard. Each room has a bed, bed table, lockable bedside cabinet, chest of drawers, wardrobe and chair. You will be encouraged to personalise your accommodation. What furniture you can bring will depend on your care needs and the room available. This can be discussed with our General Manager.

There are a range of living areas, including communal lounges, a conservatory, dining room, multi-sensory interactive room, hydrotherapy room, computer room, aromatherapy/reflexology room, specialist bathing facilities including wet rooms. There are large outside areas for you to sit with family or friend or socialise with other Residents if that is your choice.

Two passenger lifts and two staircases on either side of the building provide access to all floors. There are gardens and car park facilities for your convenience.

The lower ground floor is also the functional heart of the home. It houses service areas such as the laundry room and kitchen and it is for this reason that we ask all residents to take care when in the vicinity of the kitchen area.

The Nursecall

We will introduce you to the Nurse Call System. You will find a nurse call point next to your bed, in the lounges, dining room, bathrooms and toilets etc. Some have leads attached so that they can be operated remotely.

When you press the button you will activate the nurse call alarm panel. Our care staff will respond to your call. We aim to attend all calls within three minutes, however, there will be occasions, particularly in the evening, when we are busy attending to other residents who cannot be left, or we may be dealing with an emergency, so it will take a little longer. At those times we ask for your co-operation and patience. We will inform you when we may take longer to attend to your needs.

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Newsletter

Periodically you will receive a copy of the Grapevine. The Grapevine is prepared for you and includes the latest information about the home and its forthcoming activities.

Residents and Relatives meetings

We hold meetings at intervals during the year. The meetings are a forum for you to air your views and assist us to improve your home. The dates for the meetings will be announced in the monthly Journal and displayed throughout the home.

It is important that you attend these meetings as your views and suggestions matter to us.

Securing your belongings

Upon admission we will document all items belonging to you in your inventory booklet. This will include clothing, jewellery, ornaments, pictures and items of furniture etc.

When new items are brought into the home, especially at birthdays and Christmas, we need to include these in your inventory, so please inform your team leader of any new item(s) which need to be added.

We recommend that items of value be left in the safe keeping of Relatives. If that is not possible then they can be left in safe keeping in the office in the Home.

We would ask relatives to ensure that your name is on all items of clothing. This will enable us to identify your belongings and return them to your room.

Clothing and laundry

We provide a laundry service to all Residents. We have special washing machines to deal with our requirements.

For health and safety reasons some of our washing has to be washed at high temperatures. This causes certain fabrics to shrink or loose shape. When choosing clothing please bear this in mind.

We would recommend that items of clothing such as lambs wool, angora or other delicate fabrics be taken home and washed by Relatives.

We would ask that all items of clothing are labelled with your name on them. If you are unable to obtain labels or tags, a marker pen will suffice. This will enable us to identify your clothing and return it to you.

Unmarked clothing is placed in a bag in the laundry. If you find an item of clothing missing, a Relative can look through the bag to reclaim it.

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Mobility

It is our policy to improve or maintain your mobility and maximise your independence. Our Physiotherapist usually attends the home twice weekly. You will be assessed and a mobility plan will be prepared for you, this will tell us the level of assistance you require.

Your mobility will be continually assessed by the care management team. The physiotherapist will be given a weekly report on each Resident.

If you have problems standing when transferring you from one position to another we must use the hoist. We may also use other techniques to assist in transferring and moving and these will be discussed with you at the time.

We have a number of special bathing facilities, including a shower. You will be able to decide on which is most the suitable and comfortable for you.

For more information look at our **moving and handling policy**.

Eating and drinking

Your diet is very important to you for a number of reasons, one because we enjoy our food, but mainly, because food and drink is essential to good health.

We provide a wide range menu and prepare a variety of special diets. Our menus change twice yearly to accommodate seasons. Our food is purchased on a daily and weekly basis and we use mostly fresh produce.

There may be occasions when the food on the menu is not to your taste, or you just don't feel like it. If that is so, please ask for something else. It is no trouble to us, but we would ask that you give us a little time to prepare your choice. We prepare 40 meals plus at meal times, and there are some of our residents who require our assistance to eat their meals.

Drinking plenty of fluids is important too. While it may make you go to the toilet more often, it flushes the bladder and reduces the risk of urinary infections, common in older people. Drinks are available throughout the day, tea and coffee is served in the morning and afternoon. The bedtime drink will depend on your choice and a selection of sandwiches or toast will be available. You may even enjoy a hot toddies or alcoholic drink before bedtime, if so please ask our chef.

There are no restrictions to keeping alcoholic drinks in your room.

Using the bathroom

For your information we operate a two hourly toileting programme. This is recognised by the medical profession as the length of time an adult may wish to

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use the bathroom. This means that unless a Resident informs us of their toileting needs we shall ask Residents if they wish to use the bathroom every two hours.

Incontinence aids are provided by the home and we receive an allowance towards some patient incontinence products. These items are not used as a substitute for a toileting programme. They are used to maintain dignity and personal comfort.

Incontinence aids are expensive and their disposal is costly. Our employees are asked to use incontinence aids effectively and for dignity and comfort.

Fire safety

Before we can be registered as a nursing home we have to meet Building Regulations and Health and Safety Regulations. The home is fully compliant with all requirements under these regulations

We have policies and procedures in place that compliment the safety features of the home and together they dramatically reduce the risk from fire.

The fire drill

Our staff are trained in fire drill procedures and have regular fire drills to ensure they can respond effectively and efficiently in the event of a fire alarm sounding.

We take our fire drill very seriously and practice it at regular intervals. Most of the practice sessions are done with employees only, however there will be instances where we will involve residents also. This gives the residents and staff valuable experience during the stressful event of the fire drill.

The alarm system

We have an electronic fire alarm installed in the home and this is tested every week. The reason for this is to check it is operating correctly and to ensure Residents and Employees are familiar with the warning sound that it gives. Electronic sensors are situated throughout the building, there is one in every room and along the corridors. Manual alarm points are also located along all the corridors.

Assessing and monitoring our safety equipment is a task we carry out weekly.

Safe use of Portable Electrical Appliances

It is important that ALL electrical appliances brought into the home are tested for electrical safety before they are used. We reserve the right to refuse permission of the use of any portable appliances that is deemed unfit for use by our engineer. The reason for this policy is to ensure the safety of our residents and staff at all times. To do this we need your co-operation. When you or a relative or friend bring

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a new piece of electrical equipment into the home, please inform a member of the care team so that the equipment can be logged and inspected for electrical safety

Security

Security System

Although the home is staffed 24 hours a day, we felt it was our duty to install a security system that would assist the staff in securing the home. The CCTV system has also been installed to monitor the entrances and car parking areas.

Visitors

We need your co-operation, and ask that all visitors to the home use the designated entrance and always sign in and out.

General Maintenance Activities

From time to time it will be necessary to carry out minor repairs and re-decoration to areas of the home. We try to organise these activities so that they will have minimum impact on you, however, there may be occasions when you encounter some disruption.

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Your Questions Answered

Q *Who do I approach if I have a problem or query?*

A In the first instance ask to see our General Manager. If the matter is serious and the General Manager is not available then speak to the Nurse in Charge who will deal with the matter or bring the matter to the attention of the General Manager or Directors.

Q *Can I keep my own G.P.?*

A Yes, if your G.P. will agree. If they do not then we have an excellent selection of local G.P's who look after many of our residents, and they will be happy to put you on their register.

Q *Can I determine the level of care I need?*

A Yes, you maintain control over, and continue making decisions, about the personal aspects of your life.

Q *Do I attend pre-arranged hospital appointments on my own?*

A We would ensure that you are escorted to the hospital by either a member of the care team or by your family or friends.

Q *What about emergency admissions to hospital?*

A See our escort policy

Q *How will I pay my fees if I am self funding, but only have a small amount of money, and a property to sell?*

A The Local Authority Social Services will assess what money you have coming in each week and will determine how much of this you can contribute towards your fees. They will determine how much you pay and the difference will be paid by them for the first 12 weeks. This is called a 12 week disregard and is not repayable by you when you sell your house. If you do not sell your property during the 12 weeks, Social Services may come to some arrangement with you to and pay the home, but you will have to reimburse them when you sell your property; or the home may come to a similar arrangement with you.

Q *What will happen if I pay my own fees and run out of money?*

A The Government say you are entitled to keep £20,000 of your savings, before your money reaches this level you must ask Social Services to review your circumstances, they will then be responsible for making a contribution towards you fees.

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Q *What is Funded Nursing Care*

A The Government says that you should receive Free Nursing Care, this means that any care delivered to you by a Qualified Nurse, should be funded by the NHS. It does not mean that your fees will be paid in full. Prior to your admission or soon after admission to the home, FNC will carry out a nursing assessment to determine the level of nursing care you will need. You will fall into one of three bandings; these are known as High, Medium or Low. The higher your nursing needs, the more funding you will receive. The money is paid directly to the home as a contribution towards you fees.

Q *Can I have my own Hairdresser?*

A Yes

Q *Can I leave the building?*

A Yes. However there may be occasions when we feel it is in your best interests if you remain in the home. The Nurse in Charge will discuss any concerns with you at the time.

Q *Can I go out for the day with family or friends?*

A Of course, we are delighted that you are able to visit family and friends. We would appreciate being informed before you leave the building, so that any medication can be prepared for you to take during your time away. Please refer to the previous question.

Q *Can I go on holiday if I wanted to?*

A Yes

Q *Can my visitors have meals with me?*

A Yes

Q *Can I give gifts to members of the Care Team?*

A It is our policy that employees must not accept a gift of any significant value from a resident or other person associated with the home. Any gift offered to our employees should be done in consultation with our General Manager.

Q *Can a member of staff be a beneficiary or executor in my Will?*

A No. We believe it is ethically wrong for any employee to accept a gift of value, gratuity or bequeath from a patient in our care. It is also company policy that employees should not enter into any arrangement, such as executor, which may be seen as improper.

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Q *When are visiting times and what are the restrictions on visiting?*

A There are no set visiting times or restrictions on visiting. This is now your home and you may have visitors at any time and for as long you wish. We do however ask that you consider the other residents. Between the hours of 8am and 8pm visitors can gain access to the building via the main reception. After 8pm the building is secured for the night, visitors are asked to contact the home and arrange access after this time.

Q *Can I bring some furniture with me?*

A We encourage you to bring anything that is familiar to you, as long as it will fit in your room and is safe.

Q *Do I have to eat with everyone else in the dining room?*

A No you can eat wherever you like, just let a member of the care team know so that the chef can prepare you a tray.

Q *Can I smoke?*

A Smoking is permitted in designated areas only. Many of our residents have medical problems and cannot tolerate smoke inhalation, so we request that smoking is restricted to these areas only. Please refer to our smoking policy

Q *Can I bring my pet with me?*

A Unfortunately, due to the medical environment we are in, it is not possible for animals to stay within the home, however they can visit for a short while with friends or relatives.

Q *Will I incur any additional costs?*

A The additional costs you are likely to pay for are:

Personal Items - toiletries, sweets, cigarettes etc.

Clothing.

Hairdressing.

Newspapers.

Telephone for personal use.

Outings and Holidays.

Dentures / Glasses if your finances exceed the Government threshold.

Chiropody.

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Q *Can I have a newspaper or magazine delivered?*

A Of course, let our General Manager know what you would like and we will arrange delivery from the local newsagent.

Q *How will I pay for personal items?*

A If the home purchases any item on behalf of a resident, we will collect the money direct from the residents personal allowance or by invoicing you at the end of each month.

Q *Will I be involved in the fire drills?*

A Every resident will be informed and reminded of the fire and evacuation procedures, and from time to time will be included in the fire drill.

Q *Does my portable radio need to be tested for electrical safety?*

A Only equipment that is or has the potential to be connected to an electrical outlet socket needs to be tested before it is connected.

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