



Holmhurst Care

Residential accommodation and support for younger adults with mental health issues



(A brief guide to)

Holmhurst

28 Gordon Avenue
Portswood
Southampton
SO14 6WD

tel: 023 8034 8403

email: info@holmhurstcare.co.uk

website: www.holmhurstcare.co.uk



Our purpose:

To provide a safe and secure residential environment within which the individuals who use our service can be supported, in a way they choose, to live the most independent life possible.

Our aim is to provide a caring environment for both ladies and gentlemen, aged over 30, who have severe and enduring mental health difficulties.

We will endeavour to offer our residents a safe and comfortable environment where individuals can live independently but where support and guidance is available at all times.

We are able to provide short term, long term and respite care. We are not able to provide nursing care.

Registered Provider details:

Holmhurst Care Homes Ltd
31/33 Commercial Road
Poole,
Dorset
BH14 0HU

The relevant experience of the Registered Provider is:

To have carried on the business known as Holmhurst Care Home at 28 Gordon Avenue, Portswood, Southampton, SO14 6WD since July 2005.

Registered Manager

The name of the Registered Manager is Mrs Susan Boyes

The relevant qualifications of the Registered Manager are:

Level II Community Mental Health Awareness
Level III Introductory Certificate in Management
Level IV NVQ in Health and Social Care
Registered Managers Award

THE TEAM.....

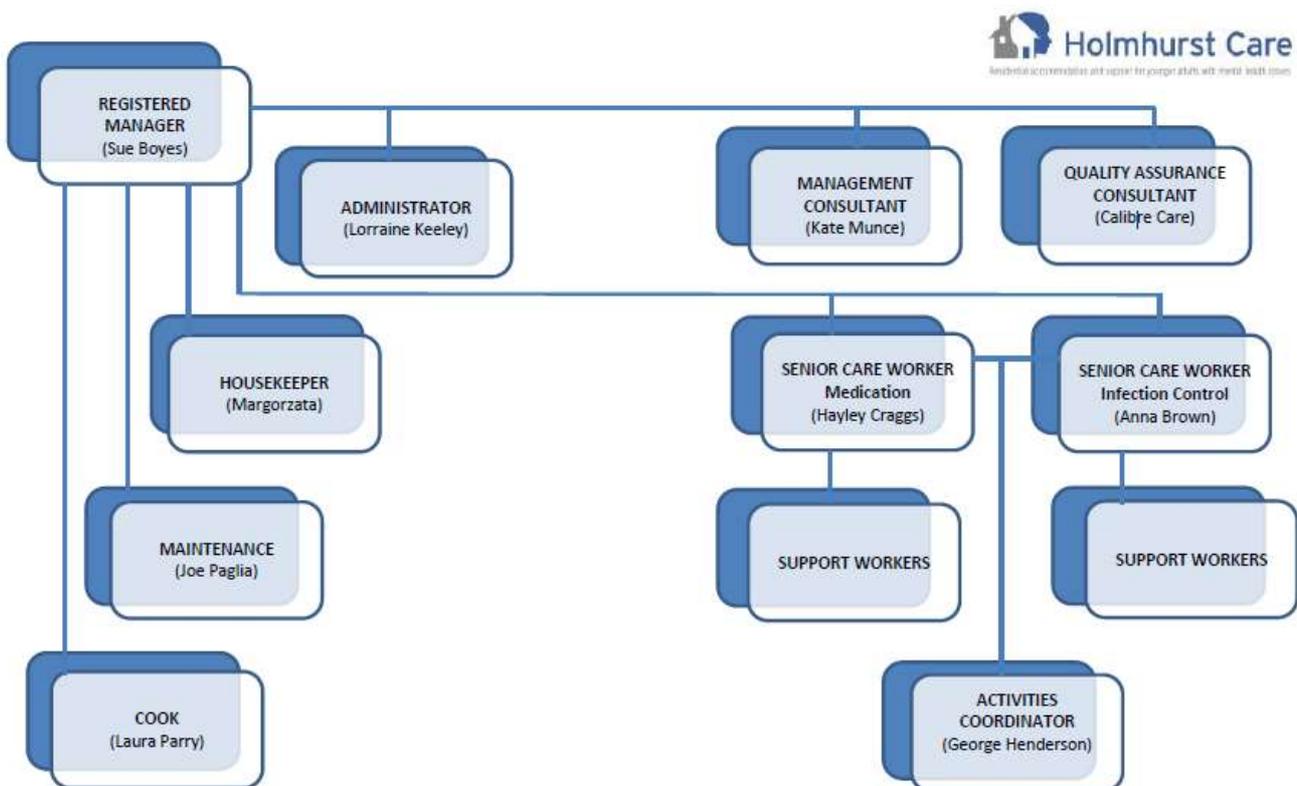
We currently have 16 members of our staff team consisting of a cook, a housekeeper, an administrator, 2 senior support workers, 10 support workers and an activity co-ordinator.

Our Qualifications

We currently have one member of the team studying for Level II Health and Social Care and another studying Level IV, all other support staff have already achieved either Level II or Level III. Several members of the team studied NCFE qualifications in mental health awareness, the safe administration of medication, management of diabetes and end of life care.

All members of our team have industry specific mandatory training such as fire safety, moving and handling, first aid, food hygiene, administration of medication etc. and we are committed to a high standard of ongoing training to ensure we meet the needs of our residents.

Our Organisational Structure



We operate a key-working system so that all our residents have a named Senior Support Worker as their first point of contact. The key worker is responsible for helping to ensure the needs of their named residents are met, such as arranging activities and trips, keeping bedrooms clean and tidy and making sure their residents have personal items like toiletries etc.

IT'S MOVING-IN DAY!

We know that moving can be very daunting because there are lots of things to do, new people and a new house to get used to, so we won't rush you because we want you to get used to us at your own pace.

To start with we'd like to make sure the following things are done and that you're happy with them:



- We know what you like to be called and all members of staff on duty are made aware of this.
- That your room is clean and tidy, the bed is made and you have everything you need like towels, soap etc.
- That all your lights work, your TV works properly, the room is warm enough and the call system is working in case you need to summon help urgently.
- The furniture in your room is in good condition.
- Electrical equipment has been tested to make sure it is safe.
- Your personal items are put away properly.
- You know where the nearest bathroom or toilet is.

You will be offered refreshments and a bite to eat while you get settled. You might like to meet all the other residents in which case a member of staff will introduce you and show you around the building. If you wish to spend time alone getting used to your surroundings, we can delay introductions until the next day.

The most senior person on duty will talk to you about mealtimes, medication arrangements and also our rules on smoking and alcohol.

Please be reassured there is no rush to get all these things done – we can do them over the next few days when you feel up to it.

We are keen to make Holmhurst as homely as possible but, because it is also a workplace, compromises must be made to make sure that everyone who lives and works here are kept safe.

The following couple of pages are to give you information about the checks we need to make and also how we expect you to respond in case of a fire or accident. If we all work together, hopefully this will mean that we will all stay safe.

The Manager must ensure that residents' rooms meet the standards required by the Care Quality Commission and will ensure that regular checks are carried out in relation to the following:

- The bed is clean and comfortable and in good condition
- Bed linen is clean and changed regularly
- Lighting in the room is adequate and there is a bedside lamp. The main light in the room has a shade and all bulbs are working
- Curtains and blinds fit correctly, work properly and are in good condition
- Mirrors are safely located and fixed properly
- There is at least one comfortable armchair
- Flooring is in good condition and not "taped-up", it is suitable to the circumstances
- There are no unpleasant odours within the room
- Wardrobe, chest of drawers and bedside cupboard are in good condition. The bedside cupboard has a lockable drawer in which valuables may be kept
- There is sufficient hanging space within the wardrobe
- Suitcases are not stored in the room
- There are two electrical sockets
- There are no multi-way adaptors
- The room can be locked if the resident wishes and a key is provided

FIRE



The purpose of our fire policy is to try to make sure that, if a fire occurs, everyone in the building is kept safe. Fire can rapidly destroy our property and the people in it, so we must all understand what we have to do if a fire starts. There are no second chances!!!

If you ever have to call 999 – details of the home, address and telephone number are displayed by every telephone

Overall, the person responsible for the fire procedures and arrangements is Sue Boyes

On a day to day basis the most senior person on duty will take charge if there is a fire.

PREVENTION IS BETTER THAN CURE and you can help by making sure you.....

- Smoke only in designated areas
- Make sure waste bins are emptied
- Do not store or hoard inflammable items
- Make sure fire doors are always kept shut or have “dor-guards” fitted
- Do not overload electrical sockets

We’ll do our bit too by making sure

- All electrical appliances are inspected annually
- Furnishings are fire resistant
- Free standing heaters have safety switches in case they are knocked over

FIRE TRAINING AND DRILLS

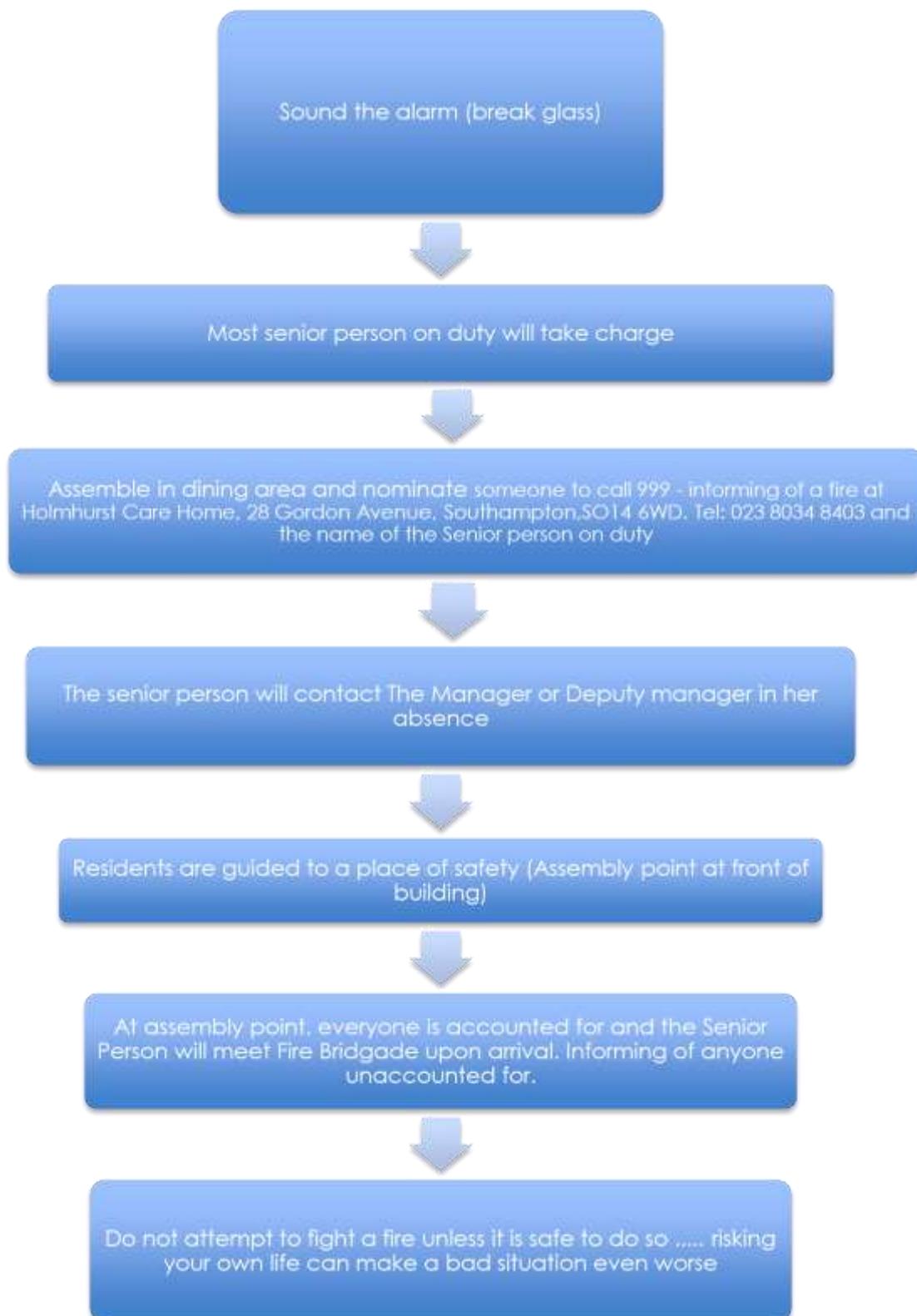


All our staff must attend fire training every six months. Residents are also very welcome to attend this training. This is so that we all know what to do if there is a fire.

We have weekly fire alarm checks and twice yearly drills where the whole house is evacuated. Each resident's care plans contains details of the guidance/support they will require in the event of a fire.

Our contingency plans in case of fire are displayed in 1) The Front Hall and 2) on the noticeboard outside the kitchen.

.....IF YOU FIND A FIRE Follow these instructions



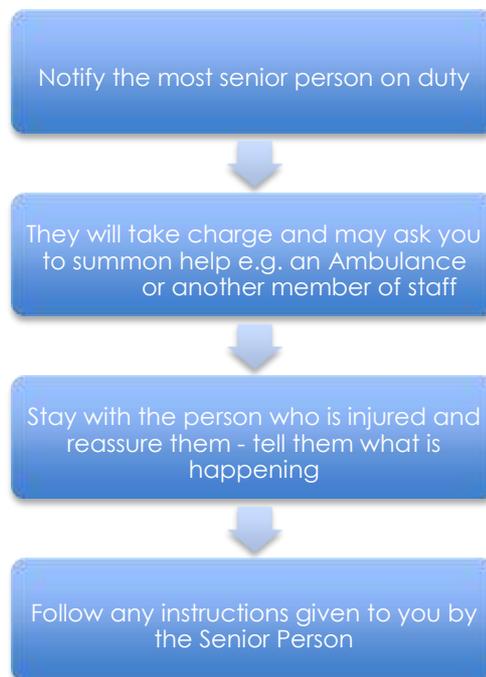
.....Around the building you will see signs headed "In case of fire" to remind you of these steps if you find a fire

EMERGENCY FIRE PACK.....

Is located by the front door and by the back door. It contains a plan of the building, location of mains electrical board and gas shut off point – it must be handed to fire crew.

ACCIDENT PROCEDURE...

If you find someone who has had an accident and is injured, please adopt the following procedure



That's the end of the scary stuff! So now we can explain some of the other aspects of life here at Holmhurst.

PLANNING YOUR SUPPORT.....

The best person to make decisions about the extent of care and support you need is You!

Soon after you come to live here, we'll start to prepare your support plan – this will mean discussing with you all aspects of your life now and what you would like your life to be like in the future. Between us we will come up with a plan and we will hold regular meetings with you, your family and friends or your Social Worker to talk about how this plan is working, what is working and whether some things need to be “tweaked” because they’re not working very well.



Some (but not all!) of the things that will be included in your support plan are:

- How much support you need with personal care and your appearance and things like prompting to brush your teeth
- Whether you have support from family and friends and if you might need some help to maintain these important relationships
- Your dietary needs (e.g. diabetic, vegetarian)
- How we can support you to help keep your room clean and tidy
- If you need help with budgeting and managing your money
- What you're like when you're feeling well and how we will know if you're becoming unwell
- How we can best support you with taking your medication
- Whether we need to support you to access the community – for example going to church or joining local clubs.

COMPLAINTS.....

Whilst we like to think everything runs smoothly all the time, obviously there are times when they don't and we like to know about these because it's the only way they get put right.

We try to view complaints as an opportunity to put things right or to make sure we do better next time – we're not interested in putting 'blame' on anybody. Usually, when something goes wrong it's a "system" rather than a "person" error and, for that reason, we would rather carry out an investigation to find out where the "system" has gone wrong.



If you have a complaint or concern, please discuss it in the first instance with a senior member of staff who will make sure it is brought to the attention of the Manager and you will have an acknowledgement of your concern, in writing, within 72 hours. We will do our utmost to resolve your concern by carrying out an investigation or whatever else needs to be done within 28 days. We will keep a written log and record of anything we do in response to your complaint and you may have access to this.

If you are not satisfied with the way your complaint has been handled and wish to pursue it further, you may write to:

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161

email: enquiries.southeast@cqc.org.uk

If you are still dissatisfied with the outcome, you can contact the Parliamentary Ombudsman:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033 (helpline open 8.30 am to 5.30 pm)

email: enquiries@ombudsman.org.uk

COMPLIMENTS.....



It is really encouraging when someone is motivated enough to compliment us or a member of staff for something they feel has been done well, or “gone the extra mile”.

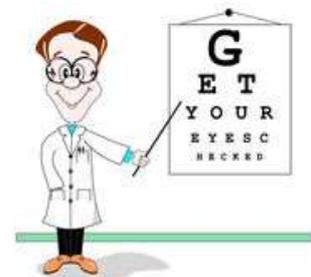
HEALTH CARE.....

We have a really good working relationship with the local GP practice Surgery at Alma Medical Centre and most of our residents are currently registered with them.

You may already be registered with another Surgery and, with their agreement, we will support you to continue to use this service.

Through the Surgery we are able to access the services of District Nurses, Occupational Therapists, Nutritionists etc.

We also support our residents to register with a local Dentist and we have a visiting Chiropodist (for which a charge is made) and a visiting optician (which is free of charge)



Some of our residents have access to Podiatry services because they have diabetes and have been referred into the service by the Practice Nurse.

We arrange annual reviews of medication for all our Residents and we are keen to make sure that all Health Care and Psychiatric appointments are kept so we provide transport for all our Residents to these important appointments.

PRIVACY.....

Individuals who live here at Holmhurst expect to enjoy the same standards of privacy we all generally expect being alone, free from intrusion or disturbance is, after all, a basic human right and needs to be reflected in our care practices and attitude.

By its very nature, being supported and cared for, can make it harder to enjoy privacy than, for example, living in one's own home independently. We need to stay alert to this and aware of its significance.



Confidentiality, trust and gossip all contribute to both the reality and perception of privacy and we take these very seriously. Consultations with those in our care by Professionals, such as GP's, Solicitors, Social Workers etc., will always take place in private unless specifically requested otherwise.

PRACTICAL PRIVACY....

Staff must knock and wait to be invited to enter a resident's room.

Residents will be able to lock their own doors (we must, however, be able to access them in case of emergency).

Residents will always be handed their own mail to open.

Residents may use the cordless telephone if they wish.

Visitors may be entertained in the resident's room if they wish (provided that no undue risk has been identified).



CONFIDENTIALITY....



Trust is essential in order for us to provide consistent high standards of care and it must not be broken.

A person's trust is not a right – it is a special privilege and means that great care and thought must be put into the handling of confidences. Staff must never divulge a confidence placed in them by a resident the only exception to this is where they believe that the resident or another person may be in danger.

DIGNITY.....

We recognise the importance of maintaining the uniqueness and character of each and every person in our care. We aim to uphold a standard of care that reflects this practice. We are careful to avoid situations for those in our care that may impact upon their self-esteem and sense of worth. The spirit of this extends to all our Staff Team, Colleagues and Visitors.

This might include being mindful of our residents personal appearance, helping them manage genuine (or perceived) “stigmas” that their circumstances may create.

We will not tolerate any practices that might impair a person's dignity but we will definitely encourage anything that contributes to a person's dignity.



QUALITY MANAGEMENT



Our aim is to provide the best standards of care for our residents and this relies on managing the activities within the home with a built in emphasis on quality.

No one person can possibly have the absolute perspective on quality because there are lots of sources of input. In order to achieve a high standard of care, we adopt the following systems:

One person is nominated for overall implementation of quality standards.

Where a team approach is taken, one person is in charge of the team.

There is at least an annual audit of all aspects of the service.

An action plan is produced from these audits.

Stakeholders (Care Managers, GP's, other Professionals) are surveyed to contribute towards the audit.

Residents are surveyed at least annually and their views are sought more frequently in less formal ways (e.g. meetings, care plan reviews).

Team members are surveyed to contribute towards the audit.

Friends, relatives, advocates are all asked to take part in an annual survey and their views are taken into account during the audit process.

AND FINALLY



We know it's not always easy when you live with lots of other people but we try to encourage everyone who lives here to respect others, accept the fact that everyone is very different and to make allowances when people aren't feeling too great.

If you're unhappy about something, speak to your key-worker or the manager – we would prefer you to talk to us first because we'll try our best to help.

Also, we won't tolerate abusive behaviour towards the staff or other residents – we all have a right to live and work in a peaceful environment.