



Chesterholm Lodge

Residential Care Home

Service User's Guide

Welcome to our Care Home by Beccy Clarke

~ Manager~

Welcome to Chesterholm Lodge residential care home for adults who have a mental illness and require support in a safe environment. We hope that this will be the beginning of a new and rewarding partnership between the Home and you- the service user. We further hope that we will be able to work together to achieve the ultimate goal of meeting all of your needs, both now and in the future.

Family, friends and representatives of service users are always welcome to view our services and facilities at their leisure. Should you have any questions about the home please do not hesitate to contact the proprietor or manager. Should you wish to visit the home we will be happy to arrange a mutually convenient appointment.

We hope that you find Chesterholm Lodge to be a warm, happy and friendly environment able to meet all of your needs. We will encourage your independence and support you to live a full and active life to the best of your capabilities. Most importantly you will be respected, treated with dignity and kindness and your individual preferences will be catered for.

The next few pages will tell you about Chesterholm Lodge, what it offers and information about services available.

Chesterholm Lodge was established in June 1986 and is registered with the Care Quality Commission to offer accommodation to 15 adults who have a mental illness past or present. We can also accommodate people who have a brain injury (through various causes) or have some form of dementia.

We aim to give our service users the kind of life they would expect if they were living in their own home supported by friends or family. Full support is offered from our care team who have a vast wealth of knowledge in mental health issues and can fully support service users to live a full and rewarding life. We encourage service users to access the community as often as they wish as well as a full programme of activities that are suitable for them. Our service users are treated with respect and dignity and their choices and preferences are always considered. Chesterholm Lodge welcomes people from different social and ethnic backgrounds and endeavours to meet the needs of each person as an individual with person centred care offered to everyone. Regular service user meetings take place which give service users a chance to air their views and make decisions about the running of the home, menus, routines etc.

All potential service users are thoroughly assessed before being offered a place; this is a two way process and ensures that the

persons needs can be met and that Chesterholm Lodge is the most suitable placement. Day visits or overnight stays are encouraged so that the potential service user can get an idea of what life might be like at Chesterholm Lodge and to see how they get on with other service users. It may be necessary to apply for funding and this can take up to 6 weeks to get put in place. A full financial assessment will also take place at some point by the Financial Assessment Team to see what (if any) contribution will need to be made by the service user.

Once you arrive at Chesterholm Lodge, a more in depth assessment of all of your needs will be completed with your input as well as any family members, friends and Care Managers. A person centred care plan is then put in place with all of your wishes and preferences around every aspect of your life taken into consideration. Changes can be made to this care document at any time.

In the interest of health and safety and for the wellbeing of staff and other service users we have a **NO SMOKING POLICY** in the home. A designated smoking area is available in the garden.

Number of Places and for whom

Chesterholm Lodge is registered to accommodate 15 service users. We operate an equal opportunities policy with regard to both service users and staff. We are committed to ensuring that no one is excluded on the grounds of his or her ethnicity, religion or culture. Therefore we will always consider how the individual and cultural needs of the service user can be best met.

Permanent placements are based on the following criteria: ~

- For self funding clients: When the manager is satisfied that the potential service user is suitable for the home and that their needs can be met then the placement can be confirmed. The weekly fee will show clearly the amount that has to be paid and an agreement will be put into place which states how and when the fees should be paid. A contract of residency will be signed and dated which makes clear what is offered as part of the weekly fee and what is considered to be a personal expense (toiletries etc). Where possible a 3rd party (friend, relative or care manager) should be involved with the financial set up and the signing of the contract.
- For referrals from Social Services or Health: Where the service user is referred from Social Services or Health then a full assessment of needs must take place at the service users current place of residence or hospital ward. Staff at Chesterholm Lodge will liaise with Social Workers and Care Managers. Once the placement is agreed then the SW or CM will start to get the necessary information together to make an application for funding. This can take up to 6 weeks depending on circumstances.
- Emergency placements will only be made in extreme cases but a full assessment will have to take place prior to admission to ensure that the persons needs can be met. The Home will liaise with Social Workers or Care Managers.

A Full Assessment of the service user and a comprehensive care plan will be produced within the first month of residency; in the

meantime a basic care place will be put in place which will ensure that all care needs are met.

Trial Period: The Home permits a trial period of 6 weeks to allow for mutual agreement and to determine whether the service user is happy and settling in the Home. This trial period allows staff to identify the preferred life style of the service user and also to become acquainted with the service user and their friends and family.

Please note that the home reserves the right to refuse admission to any potential service user if the management and staff feel that they will not be able to meet the service user's needs.

The home also reserves the right to refuse to allow any visitor who may behave in a way that it detrimental to the care home and other service users.

Qualifications of the Registered Provider, Manager and Staff

Chesterholm Lodge is owned by Mr & Mrs Ramana and their son Mr B. S. Ramana (BSc MSc) on behalf of BSR LONDON LIMITED. Mrs Ramana has an extensive background in the health and care industry, where she trained as a registered Mental Health Nurse. Mr Ramana has a background and portfolio in a variety of businesses. Mr B. S. Ramana is graduated from King's College London and Newcastle University with an undergraduate degree in Cellular and Molecular Biology and a masters in Neuroscience.

The Manager is Beccy Clarke who has been at Chesterholm lodge since 2013. Beccy has a wealth of care experience and was a Senior Carer, Deputy Manager before becoming the Manager in May 2016. Beccy has HSC diplomas level 2 and 3 and has attained Level 5 Diploma in Leadership for Health and Social Care - Adults Management.

All other staff are on a continuous training plan which includes all mandatory training and any other training that they have a particular interest in. All staff have the ability and knowledge to deal with the needs of our service users. We also aim to ensure that every member of staff has at least achieved NVQ level 2/ Care Certificate.

Accommodation, Support and Facilities

Chesterholm Lodge is large detached period property built in the late 1800's. It is a building full of character, situated in a quiet residential area near to both the local shops and beach. There are numerous bus stops that will take you to Fareham or Gosport within

a 10 minute walk of the home. The High Street has many very useful shops and cafes as well as cash points and restaurants.

Accommodation is available on both the ground and first floor; a stair lift is available for anyone with mobility problems. Most rooms are en-suite, for those that are not, bathrooms are available nearby. A quiet room is available for service users to receive guests or for meetings to be held.

Fresh food is prepared and served daily and service users choose the food that they prefer to eat and the times that they want to eat it.

There is a large garden at the front of the building which is south facing. There is a large car park at the rear of the building for staff, guests and visiting health professionals.

A hairdresser, chiropodist and optician all visit the home regularly as well as a member of the local church who holds Holy Communion once a month. The hairdresser and chiropodist make a charge for their services however they are very minimal charges.

Support staff are on hand 24 hours a day to offer help, guidance or advice to service users whenever they need it.

Sizes of Communal Rooms

Room Square Area

Lounge 1 = 25.98 m²

Lounge 2/Dining room = 29.82 m²

Dining Area = 9.23 m²

Conservatory 12.05 m²

All of the bedrooms comply with the required minimum standards as required by the Care Quality Commission and in many cases well exceed these. All rooms are decorated and furnished to a high standard and service users are also able to bring their own furniture if they wish. All service users are encouraged to personalise their own rooms and are supported to do this.

Communal Areas

We have 3 communal areas, 2 are equipped with TV's and audio equipment which service users have full access to. The third is a quiet area for reading, relaxing or receiving guests.

Care Plans

The individual service users agreed plan of care provides the basis on which care and support are offered. A daily care programme is organised as a response to the service user's individual and combined needs. Each service user's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements. It includes their preferences in respect to how they like to be addressed and takes a dignified and respectful approach when considering the service users privacy and rights as an individual to live their lives without judgement. This is particularly important when considering any personal care needs that there might be.

All medical and physical and mental health needs are also noted so that any physical problems are dealt with appropriately. The home has a very good relationship with local GP's and a dedicated Nurse Practitioner calls every week to discuss the health needs of all the service users. She then liaises with the GP's and a plan of treatment is put in place.

Social interests and hobbies are considered very important; all service users are encouraged to go out daily and are supported by activities coordinators Monday to Friday. Relationships with friends and family are fully supported and encouraged. A phone is available to service users free of charge to make calls.

The care plans will also contain risk assessments for the areas of the service user's life that have a degree of risk attached to them. This ensures that the correct background actions are in place to minimise the risks but not compromise the freedom and independence of the service user.

Care Staff

Support staff, in addition to other duties, are responsible for monitoring, reviewing and coordinating the care plans for the service users. Support staff enter all relevant information into the care plans on each shift, this information is available to senior staff and is used to update the care plans. The care plans are managed on an electronic system which allows all notes to be entered as and when they happen so more information is captured. Each member of staff has a hand held device which they carry with them for the duration of their shift. All care needs for all service users are highlighted on their screens which acts as a prompt to carry out planned care actions.

The Manager and senior staff carry out reviews with service users, Care Managers and Social Workers on a regular basis as well as liaising with family members.

It's the right of each service user to expect the following: -

- That they are supported to keep their bedroom clean and tidy.
- That their clothes are marked, (labels are provided) laundered and returned to them as soon as they are ready.

- That they have a supply of toiletries for their own personal use (supplied by the service user)
- That they are supported to attend to all of their personal care needs, including finger nails, toenails, hair styling, shaving (where appropriate) and to maintain a generally good appearance.
- That support staff are familiar with the dietary likes and dislikes of the service user, any allergies, cultural preferences, hobbies, religious beliefs and sexual orientation.
- That they are able to pursue any personal interests or hobbies with the full support of staff.
- Any decline in physical health will be acted upon promptly.
- That their care and support is constantly monitored and reviewed to ensure that it is always appropriate and person centred.

Regular supervision and appraisal by the Manager or senior staff is an important ingredient in the success of the home.

Meals

All meals are cooked using fresh ingredients on the premises. Meals can be taken in the dining room or in the service user's own room if they prefer. Breakfast is served between 7am and 9.30 am, Lunch is at 12.30 and supper is at 5.30pm. For any service user that doesn't like this arrangement, mealtimes can be arranged to suit. All service users are asked to have some input into menu planning and alternatives are always offered at every meal time.

Activities

Activities take place in the home every day for those who choose to join in. Everyone is encouraged but not everyone enjoys arranged activities so each service user's decision is respected. Some may prefer a one to one session which is also on offer. There are 2 dedicated vehicles to take people out for social events or medical appointments.

Karaoke and entertainment is arranged once a month for those who wish to join in. Quieter activities such as dominos, quizzes, bingo and gentle exercise sessions are also on offer. Each service user has a 'Birthday Party' on their birthday each year and a special buffet supper is prepared as well a birthday cake and gifts.

User Survey and Views of the Home

We are committed to maintaining and improving the quality of our service and have contracted Compliance, Training and Health and Safety professional bodies to ensure that standards are continually met. We have a comprehensive Quality Policies and Procedures Manual which is constantly under review and revision. All significant policies are contained in the care home as well as a comprehensive complaints procedure. An important part of our approach to quality assurance is to obtain the views of all of our stakeholders, particularly those of our service users, relatives and their representatives. We do this by regular reviews and individual meetings with our service users, care managers and relatives.

Key Contract Terms - Admission, Occupancy, Termination of Contract

When a service user moves into the Home they have 6 weeks built into their occupancy agreement to decide whether this Home is suitable for them. This provides an opportunity for staff to get to know the individual service user and their family and friends and to identify their needs and preferred way of living.

During this period the person's care and support requirements are also assessed and discussed and developed into the care plan. This will include discussion, with the permission of the service user, with any relatives or representatives involved in the care planning. The aim is to achieve a plan of care with which everyone involved is happy.

Fees charged - What They Cover and Cost of Extras

Fees are charged on a monthly basis (using a daily scale) and are paid one calendar month if paying privately, or 2 weeks in arrears and 2 weeks in advance if fees are being met by the Local Authority. Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, toiletries, cigarettes or for any additional services such

as hairdressing and chiropody. The cost of a service users fees will be individually assessed according to the level of support needed.

Drugs, Medical and Homely Remedies

Drugs and Medication: -

All service users are registered with our local GP's unless other arrangements are in place.

All drugs and medication prescribed for service users will be held and administered by staff unless otherwise agreed with the service users care manager and GP.

Homely remedies may be used in consultation with the service users GP and written consent must be gained.

All service users are escorted on medical appointments by a member of staff and this service does not carry an additional charge.

Personal Effects

At the discretion of the Proprietor, Manager, and subject to inspection to ascertain the safety and fitness for intended purpose, the service user may bring to the Home, small items of furniture and, or electrical equipment. Transportation to the Home, insurance and the eventual removal of said items from the Home shall remain the responsibility of the service user, their family, executors or guarantors or someone with Power of Attorney over the client.

Basic insurance cover will be provided by the Home and gives each service user £5,000 worth of cover for personal items. Should a service user have any items of jewellery, large amounts of money or any other valuable personal items, these will remain the responsibility of the service user and the appropriate insurance should be put in place.

Chesterholm Lodge is a member of the Hampshire Care Homes Association.

We employ the service of the following organisations:

- Calibre Care for all CQC compliance
- Person Centred Software for our Person Centred Care Planning system
- Instachem Pharmacy for all medication supplies
- Care Meds for our electronic medication management system
- Citation for all Employment and Health and Safety requirements

Inspection reports are available on request and be found on our website at www.chesterholmcare.co.uk or www.CQC.org.uk

Complaints Procedure

A copy of our complaints procedure is attached to this document and outlines the procedure that has to be followed in the event of a complaint. We always strive to deal with complaints immediately and have a very good track record of running a very happy Home. Complaints can also be made directly to CQC using the web address above.

Summary

We aim to provide a warm welcoming environment for all of our service users in safe and secure surroundings. With well trained dedicated staff devoted to the service user's care and attention. The well being of our service users is of the greatest importance. We will encourage privacy, dignity, individuality and independence at all times.