



Hedges House

Residential Care Hotel

Residents' Guide and Statement of Purpose

October 2009



Introduction to this Guide

This guide is for use by current and prospective residents, their families and friends. It is designed to provide you with important information about the running of the home and your rights as a current or prospective service user.

If you would like any assistance with the understanding of this document, please see the Manager who will be pleased to assist you.

Telephone 01253 739930

e-mail: michelle@hedgeshouse.co.uk

A copy of the home's most recent Inspection Report can be found on the Care Quality Commission's web site (www.cqc.org.uk) and a hard copy is displayed on the Residents' Notice Board in Hedges House.

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Quality Care

The home's aim is to provide the highest quality care in a hotel style environment, and in order to achieve this, Hedges House is driven by the needs, abilities and aspirations of residents rather than the wishes of the Management, staff or any other group.

The Hedges House commitment is to achieve the stated aims and objectives of the home. Scrutiny of the services provided is welcomed.

The aim is for progressive improvement in standards of training at all levels and the home is proud to have received recognition of this in the achievement of the Investors in People Award and a 3 star (highest) accreditation by the Government regulators, the Care Quality Commission. Hedges House is in the local authority Band 1 which recognises quality of care, environment and staff.

Principles, Aims and Objectives of Hedges House

A home needs a statement of its principles, aims and objectives for several reasons:

- Providing care for vulnerable people is a highly responsible task, which needs to be securely grounded in a set of values shared by owners, managers and staff.
- Service users and potential service users, together with their families, friends, representatives and supporters, need to know the home's position regarding values which form the foundation of care. Standard 1 of the National Minimum Standard for Care Homes for Older People, effective from April 1st 2002, demands just such a statement of purpose.
- Staff and prospective staff, and everyone else who comes into contact with the home and its work, need to be made aware of the home's philosophy.

Our aim is to provide first class personal care to elderly people, of both sexes, over the age of 65 (or in exceptional circumstance, over 55, following consultation with the Care Quality Commission), who may meet at least one of the following criteria:

- The service user requires care and/or supervision of care
- The service user consistently displays a significant level of cognitive impairment and therefore requires frequent supervision
- The service user is physically frail and requires support to maintain personal care

Our aim also is to foster an atmosphere of care and support in a hotel style environment, which both enables and encourages the resident to live a full, interesting and independent lifestyle.

The staff, individually and collectively, have the skills and experience to deliver the above mentioned service and care which the home aims to offer.

Quality Policy

Our aim at Hedges House is not only to meet but exceed the National Standards for Care Homes for Older People as set out by the Department of Health.

Hedges House is committed to the following policies:

- To provide quality services by caring, competent, well-trained staff in a homely atmosphere whilst maintaining the resident's rights to privacy, choice, independence, fulfilment and dignity.
- To provide services based upon consultation and assessment of the residents needs.
- To involve residents in the planning and review of the services which are provided for them to ensure that their needs are met.
- To consult residents and their families about their satisfaction with the service provided and suggestions for improvement.
- To provide home-cooked, nutritionally balanced food of a varied nature, in ambient restaurant facilities.
- To ensure that residents are fully informed about all matters which might affect their well-being.
- To afford all residents and staff an equality of opportunity in respect of living or working in the home.
- To ensure that it is a safe and secure place in which to work or live.
- To offer a range of social activities which meet the needs of all residents, taking into consideration their social, spiritual, cultural, emotional and physical needs and ensuring that residents feel comfortable to decline any or all of the activities offered.

Hedges House - A Value Statement

- The home creates an open, positive and inclusive atmosphere.
- The registered provider and registered Manager communicate a clear sense of direction and leadership which staff and residents understand.
- There are strategies for enabling staff, residents and their families or representatives, to affect the way in which the service is delivered.
- The processes of managing and running the home are open and transparent.
- Management planning and practice encourage innovation, creativity and development.
- A commitment is made to equal opportunities in the organisation.
- Effective quality assurance and quality monitoring systems are in place to measure success in meeting the aims, objectives and statement of purpose of the home.
- Feedback is sought through questionnaires and the results of residents' surveys are published and made available to current and prospective service users, including CQC.
- The registered Manager and staff can demonstrate a commitment to lifelong learning and development for each resident, linked to implementation of is/her individual care plan.
- Policies, procedures and practices are regularly reviewed taking into consideration changing legislation and good practice advice from specialist/professional organisations.
- Residents benefit from the ethos, leadership and management of the home and the home is always run in their best interests.

Age range and sex of service users

The home provides long term, short term/respite care services for 34 people usually aged over 65 years for both male and female service users. Accommodation is provided in 30 single rooms, each of which has en-suite facilities, and 2 double rooms, each of which also has en-suite facilities.

Range of needs that the home is intended to meet

The home provides services in the following category: “Care home providing personal care”

The home provides services to the following categories of service users:

Sensory impairment

Physical disability (depending on severity)

Old age (not falling into any of the categories above)

Care Quality Commission (CQC)

The Care Quality Commission (CQC), is a National body which regulates the conduct of Care Homes in England.

Hedges House falls within the North West Region although all complaints/enquiries should be directed to the Head Office as follows:

Care Quality Commission (North West)

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA

Telephone: 03000 616161 Fax: 03000616172 E-mail : enquiries.northwest@cqc.org.uk

Please Note:

A copy of the home’s most recent Inspection Report can be found on the above web site and a hard copy is displayed on the Residents’ Notice Board in Hedges House.

A description of Hedges House

Hedges House is an elegant Lytham town house, originally the residence of one of Queen Victoria’s favourite court photographers, Harry Hedges.

Lytham is one of the Fylde Coast’s most desirable towns within easy access of neighbouring towns, St Annes, Blackpool, Preston and the motorways.

Hedges House is situated on Church road, within walking distance of Lytham centre, the promenade, the famous windmill and green, and Lowther gardens.

Hedges House Residential Care Hotel has recently benefited from a thorough refurbishment and modernisation programme, ensuring the highest standards in facilities, comfort and care.

The accommodation comprises 32 en-suite bedrooms, four lounges (including an attractive licensed bar lounge, a garden room and two television lounges), a large restaurant and a hairdressing salon. Within the lounges, there are music and library facilities.

There are gardens to the front and side along with a decoratively block-paved rear courtyard.

Our aim is that service users live in a safe, comfortable environment with their own possessions around them. The home provides private accommodation for each service user which is furnished and equipped to ensure comfort and privacy as well as meeting the assessed needs of the service user.

Management and Staff

Registered Provider

The registered provider is Hedges House Residential Care Hotel Limited

Directors: Mr R I and Mrs A H Chadwick

Company Secretary: Mrs A H Chadwick

Registered Office: 11 Warwick Road, Old Trafford, Manchester, M16 0QQ

Registered Number: 5833856

Accountants: TFD Dunhams (address as above)

Registered Manager

The registered Manager is Michelle Neville

Qualifications and experience:

Professional Courses:

NVQ Level 4 (Registered Managers Award)

HNC Social Care

NVQ Level 4 Social Care

D/323 D/33 NVQ Assessors Award

NVQ Level 4 Management

City and Guilds 356 in Practical Caring Skills

NVQ Level 3 Customer Care

Employment Record:

Lancashire County Council (Social Services Dept) – Assistant Officer in Charge 1985-1998

Methodist Homes Care Group – Assistant Manager 1998- 2003

Isle of Iona Residential Home – Registered Manager 2003-2004

Hedges House Residential Care Home – Registered Manager – March 2004 – present

Other training:

Health and Safety

Care of Medicines

Moving and handling

Bolus feeding, flushes and gastrostomy care

Medic first aid at work

Legionnaires disease prevention

COSSH

Risk assessment

Dementia

Managing contractors

Recruitment

Residential care audit training

Supervision and appraisal

Accident reporting and investigation

Absence management

The home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, the home will ensure that there will be suitable qualified, competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents.

All staff are trained to NVQ Level 2 standard or above.

All staff have been POVA and CRB checked.

New residents are introduced to staff on admission to the home.

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Accreditations

Hedges House has been awarded the Investors in People title since 2004. The Care Quality Commission which governs and regulates the care industry has awarded Hedges House a 3 star rating which is the highest rating in their system. Hedges House is in the local authority Band 1 which recognises quality of care, environment and staff.

Activities and Clubs

Interests, hobbies, activities, days out and clubs all form part of the normal day at Hedges House. Whilst everyone is encouraged to join in, the wishes of those residents who do not wish to participate will, of course, be respected.

Alcohol

Hedges House has an attractive licensed bar lounge where residents may purchase alcoholic beverages. Residents may also bring alcoholic drinks into the home, for their own consumption.

Bathing

The home has a modern, luxurious bathing system, a further assisted bathroom and an assisted shower room.

Care Plans

Each resident has an individual care plan which is compiled by staff in consultation with the resident, his/her family and any other person significantly involved with the resident's well-being. Care plans are reviewed regularly and are tailored to meet the changing needs of each individual resident.

Chiropody

A chiropodist visits every 6 weeks, and treatment is paid for by the individual resident.

Complaints

It is hoped that residents and their families will be happy with the services and care provided by Hedges House. However, if problems do arise, they are usually speedily resolved. If the complainant is still dissatisfied with the situation, a formal complaints procedure is in place. The Care Quality Commission investigate such complaints and can be contacted on 03000 616161 or enquiries.northwest@cqc.org.uk.

Confidentiality

Hedges House has a strict confidentiality policy to protect both residents and staff. No information will be passed to other agencies without first seeking the permission of the resident. The only exception to this rule would be in a situation where there would be a serious risk of harm or abuse.

Dentist

Due to NHS restrictions, residents are encouraged where possible, to maintain contact with their own dental practitioner. In exceptional circumstances, it could be arranged for a dentist to visit the home.

Diets

Special diets including diabetic, gluten-free and vegetarian can be accommodated in consultation with the Manager and the Chef.

Doctors

Residents are able to choose their own GP but would be accepted on the list of Holland House, if they would like a local doctor.

Drinks

Morning coffee is served at 10.00 am and afternoon tea at 3.00 pm in the lounges, gardens or residents' rooms. Supper drinks are served in the evening. Additionally, residents may avail themselves of drinks and snacks at most times, by requesting these from the care staff.

Dry Cleaning

Staff will take and collect dry cleaning for residents. Payment for dry cleaning is at additional cost.

Electrical Appliances

Electrical appliances brought into Hedges House must be tested for safety before it can be used in the building.

Entertainment

See activities and clubs

Hedges House Residential Care Hotel

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Equal Opportunity

The equal opportunities policy at Hedges House ensures that each resident receives the best and most appropriate service regardless of race, gender, sexual orientation, disability or religious belief.

Fees

Fees are agreed on admission, are payable in advance, calendar monthly on the first day of the month by standing order and are reviewed annually.

Files

Each resident has a file which is kept in the Manager's office. The file contains personal information including a care plan, financial details, medication sheets etc. Residents are welcome to read their file at any time.

Fire

The fire alarm is tested weekly and residents will be advised when the test is to take place. If the alarm sounds at any other time, the fire procedure should be followed. The fire procedure is displayed throughout the building. The fire assembly point is Ashton Street.

Furniture/Photographs

Rooms are tastefully decorated but residents may bring small items e.g. photographs and ornaments to personalise their rooms.

Going Out

Residents are able, subject to assessment, to go out of the home at any time. However, for Health and Safety and Fire purposes, staff should be informed when residents are leaving the building.

Hairdresser

A hairdresser visits Hedges House each week. This is charged as an additional service. If residents wish to go to a local hairdresser or ask their own mobile hairdresser to visit, they are welcome to do so.

Health and Safety

The Health and Safety of the building and its occupants is the responsibility of everyone. Anyone who recognises a situation which could compromise the safety of themselves or others should speak to a member of staff, all of whom are trained in matters of Health and Safety.

Hospital Appointments

Transport will be arranged for residents who have outpatient appointments. Staff will accompany them to these appointments if family or friends are not available.

Insurance

Hedges House has public liability and contents insurance which covers the residents and their belongings. Money (up to £100) can be kept in the safe in the Manager's office. Valuable items belonging to residents must be covered on the resident's own insurance policy.

Inspection Report

A copy of the home's latest inspection report can be found on web site of the Care Quality Commission – www.cqc.org.uk and a hard copy is displayed on the notice board in Hedges House. There is also a link on the Hedges House web site at www.hedgeshouse.co.uk

Internet

There is wireless internet available throughout the home and a personal computer use by residents is situated in the garden room. If a resident wishes to bring their own lap top computer, they are welcome to do so.

Key Workers

Residents are encouraged to develop relationships with all staff. However, every resident has a nominated key worker who takes a special responsibility for their welfare.

Laundry

All laundry is carried out on the premises. Dirty laundry is collected from the resident's room and returned freshly laundered, usually the same day. To ensure the smooth running of this process, residents are asked to ensure that all clothing is adequately marked.

Library

There is a library lounge situated on the ground floor with a comprehensive selection of books, some with large print. The local library is a short walk into Lytham and residents who are able, are encouraged to join.

Lift

There is a 2-person passenger lift to all floors at Hedges House. In the event of fire, the lift must not be used.

Locks

All rooms are fitted with locks to ensure the resident's privacy and the security of their personal belongings. Staff members hold a master key to all rooms which would only be used in case of an emergency.

Lounges

There are four lounges including an attractive licensed bar lounge, a garden room and two television rooms. Within the lounges there are music and library facilities. All lounges are available for use by residents and their visitors.

Meal Times

Breakfast is served in the restaurant at 8.45 am. Breakfast may be served in residents rooms by request. Lunch is served in the restaurant at 12.00 noon. High tea is served in the restaurant at 4.30 pm. Supper is served in the lounges or in residents' rooms during the evening.

Medication

Drugs are administered by staff all of whom have received training in this practice. Residents who wish to take responsibility for their own medication may do so (on assessment).

Newspapers

Newspapers are delivered to Hedges House daily and are charged for additionally.

Notice Board

The residents' notice board is in the corridor adjacent to the bar lounge. This displays items and information of interest to residents and their visitors.

Outings

Outings to the Ribble Valley, Knowsley Safari Park, the Blackpool illuminations, for example, are organised regularly.

Optician

An optician visits Hedges House regularly and carries out sight tests for residents. There are a number of opticians in Lytham for residents who wish to use an alternative practice.

Pensions

Residents, or their families, are usually responsible for pensions, but if this is not appropriate, staff will collect them.

Pets

In order to comply with Health and Safety requirements, the management regrets that the home does not accept pets. A "pat" dog regularly visits the home.

Physiotherapist

Exercise sessions are held 3 times each fortnight by our chairiobics instructor. Specialist physiotherapy can be arranged if required.

Religion

Residents' religious beliefs are respected. Visits from clergy can be arranged and information about local places of worship and times of service, can be obtained from the office.

Residents' Meetings

Residents meetings are held regularly, this offers a chance for residents to offer opinions and become involved in the running of their home.

Shopping

Hedges House is situated within close proximity of Lytham town centre and residents are encouraged to go shopping on their own, with relatives or with a staff member if appropriate. A mobile shop selling confectionery, tissues, greetings cards and small personal items is offered every afternoon.

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Smoking

Smoking is not allowed inside the home. There is an outside smoking facility at the rear of the home and staff would supervise any resident who wishes to smoke.

Telephone

There is a pay phone in the bar lounge. Residents are able to have their own telephones installed in their rooms at their own cost, if they wish.

TV's/Licenses

All residents rooms at Hedges House have televisions with freeview facilities. Residents under 75 years of age are liable to pay for their own TV license. There are televisions in two of the lounges which are always available to residents.

Transport

Hedges House is close to the centre of Lytham and to the benefit of visiting relatives or friends, local buses can be caught to St. Annes, Blackpool, Cleveleys and Preston. Trains are available to Preston and Blackpool South stations with connections to London, Glasgow, Liverpool and Manchester.

Valuables

Valuables are not the responsibility of the home, but arrangements can be made to keep them safely.

Visitors/Overnight Guests

Visitors are always welcome at Hedges House but are asked to sign the Visitors book on arrival and departure. In the case of emergency or illness, every effort will be made to accommodate guests overnight if possible.

Web Site

The address of Hedges House web site is www.hedgeshouse.co.uk

Accommodation and the Physical Environment

In 2001 the Department of Health issued a statement of national minimum standards for care homes for older people, stipulating that “individual rooms provide a minimum standard”. These **minimum** standards are detailed in Appendix 7 (page 25) of this booklet. However at Hedges House, all 32 comfortable en-suite bedrooms far exceed these stipulations, are furnished and equipped to luxury hotel standards, with telephone point, television with freeview channels, and subject to individual assessment, tea and coffee making facilities.

The home has a modern, luxurious bathing system, a further assisted bathroom and an assisted shower room. Emergency lighting is provided throughout the home.

General maintenance of the accommodation is assessed on a daily basis.

Should anything require attention, it is dealt with as soon as possible depending on the urgency and complexity of the fault/problem.

Decoration and refurbishment is carried out on a constant and rolling basis.

The home’s fire precautions have been produced in liaison with the Fire Officer.

The home undertakes regular fire drills and reviews of fire procedures. The home operates a separate **Fire Procedure Book** which includes records of fire drills, alarm tests and records of staff training.

All members of staff are provided with information about the fire procedure at induction

Plans of the building, residents rooms and communal areas are shown at Appendix 8 (page 26) of this document.

Facilities and Services

Meals

Meals are carefully prepared by fully qualified (NVQ) catering staff and are as interesting and varied as possible. Residents are offered choices each day and special diets including diabetic, gluten free and vegetarian will be catered for.

The day usually begins with an early morning cup of tea and continental breakfast, mid-morning coffee/tea and biscuits, 3-course lunch, mid afternoon tea/coffee and biscuits, 2-course evening meal and night-time drinks and supper snacks.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of a dietician is sought where necessary.

Residents have a choice of meals at lunch and tea time.

A complementary alcoholic drink is often offered for example, as an aperitif for Sunday lunch and on special occasions such as residents’ birthdays.

A licensed bar is available to residents for the limited sale of alcoholic drinks. Residents may bring in alcoholic drinks for their own consumption.

Medical Care - Care Staff

Staff are always on duty to plan and supervise residents' care, ensuring the highest standards at all times. Residents' GP's call as and when necessary. Community nurses and primary care team staff will visit residential care for residents as appropriate.

Optical Requirements

An optician visits on an annual basis although residents are welcome to make outside appointments if they wish.

Dentistry Requirements

In exceptional circumstances, it can be arranged for a dentist to visit the home. Residents are advised, where possible, to maintain contact with their own dental practitioner.

Physiotherapy

Physiotherapy can be arranged as necessary.

Chiropody

A private chiropodist visits the home every six weeks and this service is charged separately.

Hairdressing

Hedges House has its own dedicated hairdressing salon and a hairdresser visits the home every week at an additional charge, although residents may visit hairdressers of their choice if they wish.

Personal Telephones / Computers

The home has an office telephone number 01253 739930, and a separate fax number (01253 738087).

Residents have access to a pay phone, which is situated on the ground floor near the bar lounge. The telephone number is 01253 794175.

Residents are able to avail themselves of a private telephone line in their own room, the cost of the installation to be borne by the resident. Telephone bills are paid directly by the resident. Residents are welcome to use mobile telephones subject to a signal being obtained in the building. The use of personal computers/lap tops is encouraged and there is wireless internet available throughout the building.

A computer is available for the use of residents and this is situated in the garden room.

Benefits Support

Advice can be provided via the Manager. Information can be obtained about Pension and Social Security Benefits from the corresponding agencies.

Shopping

Where appropriate, residents are encouraged to go shopping on their own, with relatives or with a staff member. Where this is difficult, staff can assist residents by purchasing goods on their behalf, at appropriate times, and within the necessary safeguards of the home's personal finance policy and procedure.

A mobile shop selling confectionery, tissues, greetings cards and small personal items is offered every afternoon.

Laundry

A laundry service is provided within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water regulations.

Dry Cleaning

Dry cleaning can be provided at cost to the resident and can be arranged through the Manager.

Newspapers

Newspapers are delivered daily and at additional cost.

Kitchen Facilities

Kitchen facilities comply with the standards laid down by the Environmental Health Department. These facilities are not accessible to residents due to Health and Safety and Food Hygiene Regulations. Residents may avail themselves of drinks and snacks at most times by requesting these from the care staff.

Other Services**Arrangements for reviewing Care Plans**

The home operates a full planning and review system. On admission, each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters, but aim to enhance the resident's quality of life. A pen picture of their life history, including interests and activities is produced for each resident. Care plans are updated on a monthly basis.

Arrangements for residents to attend religious services

The home takes all responsible steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, the home will observe and ensure confidentiality in respect of religious belief or alternatively the home will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

Arrangements for social activities, hobbies and leisure interests

The home offers a variety of social activities in which residents may engage and enjoy. Residents' wishes regarding involvement in activities will be respected.

Typical activities are as follows:

- Bingo
- Crosswords
- Chairobics to music
- Reminiscence therapy
- Shopping trips to Lytham
- Regular walks to Lowther Gardens
- Drives out to the Ribble Valley for coffee and ice creams

Arrangements for pets

In order to comply with Health and Safety regulations, the management regrets that the home does not accept pets. A “pat” dog regularly visits the home.

Arrangements for residents meetings

The home is committed to ensuring that residents are fully consulted about matters which are significant to the running of the home or about matters which might affect their well-being or quality of life. The home holds regular meetings with residents when the management and staff are available to listen to the views of residents who are encouraged to express their views informally.

Arrangements for maintaining contact with relatives, friends and representatives

The home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into the home and will assist residents to maintain that contact if desired.

Visitors are, within reason, generally welcome at any time. Residents can usually receive visitors in their own room, in any of the lounges or, outside mealtimes, in the dining room.

All visitors are requested to enter their details in the Visitors Book, and to sign out on departure. Visitors should be made aware of the fact that this is in order to comply with Care Home Regulation 17 and Schedule 4 (17), Health and Safety legislation and Fire Regulations.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first, to ensure that any medication be provided and that the trip out is within the capacity of the resident.

Residents and friends are encouraged to attend any social events which the home may hold.

Arrangements for dealing with complaints

The home welcomes any comments, concerns or complaints about its services and suggestions which may improve the running of the home. Complaints or concerns about the service provided within the home will be treated seriously. A copy of the complaints procedure is included with this document and is displayed on the notice board in the hall adjacent to the bar lounge.

Residents' property

The home does not accept liability for loss of money, or loss of or damage to valuable property kept by the resident in or about the home unless such money or property has been deposited within the safe in the office. Liability can only be accepted for sums of money up to £100.

Whilst the company provides adequate insurance cover for the home, its residents and staff, expensive personal property, jewellery and larger sums of money must be adequately covered by the resident's own insurance policy.

Signing of legal documents

Employees and staff are not permitted to sign as a witness, any legal documentation relating to a resident.

Residents' Rights

The following is a summary of the rights to which we believe that all residents are entitled:

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own room door unless there are agreed reasons for not doing so.
- The right to invite whoever you choose into your own room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary, be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary, to be assisted with this.
- The right to be able to look after your own medicines, if you are able to do so.
- The right to be able to control your own finances, if you are able to do so.
- The right to make personal choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or advisor if necessary.
- The right to participate in voting elections.

Hedges House places the rights of residents at the forefront of its philosophy of care and seeks to encourage them to exercise their rights to the full in the following ways:

Privacy

Privacy is retained as much as possible by:

- Assisting and addressing intimate and confidential situations as discreetly as possible.
- Encouraging residents to use their rooms as much as they wish for leisure and entertaining.
- Providing locks on storage space and bedroom doors if requested (unless the reason for not doing so is explained in the care plan).
- Guaranteeing privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.

Dignity

Respect for the values of the individual is preserved by:

- Treating everyone as a special and valued individual.
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and behaviour in public.
- Offering a range of activities which enables each resident to express themselves as a unique individual.
- Tackling the stigma from which residents may suffer through age, disability or status.
- Compensating for the effects of disabilities, which residents may experience in their communication, physical functioning, mobility or appearance.

Independence

At Hedges House, we believe that residents should be able to maintain their independence for as long as they are able to do so. This will be achieved by:

- Discreetly providing physical or technical assistance when necessary.
- Maximising the abilities for self care, for independent interaction with others, and for carrying out the tasks of daily living, unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Encouraging residents to have access to and contribute to the records of their own care.

Security

Admission to residential care is often an escape from an environment where the resident has felt threatened or frightened. Support is provided which responds to this need by:

- Offering assistance with tasks and in situations which would otherwise be perilous.
- Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints.
- Creating an open, positive and inclusive atmosphere within the home.

Civil Rights

Being elderly, having disabilities and residing in a home may, in some instances appear to deprive residents of their rights as citizens. The resident's place in society as a fully participating and benefiting citizen is maintained by:

- Ensuring that there is the opportunity to vote in elections.
- Preserving full and equal access to all elements of the National Health Service.
- Assistance in claiming all appropriate welfare benefits and social services.
- Facilitating a contribution to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

Residents have the opportunity to select from a range of options in all aspects of life by:

- Being able to choose, as far as possible, what they eat and drink, where and with whom they consume it.
- Being able to choose from a range of leisure activities.
- Being able to manage their own time and not be dictated to by set communal timetables.
- Respecting individual, unusual or eccentric behaviour of other residents.
- Retaining maximum flexibility in the routines of the daily life of the home.

Fulfilment

Residents are helped to realise personal aspirations in all aspects of their lives. This is achieved by:

- Gaining as much information as possible about histories and characteristics of each individual.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents and to encourage participation.
- Respond appropriately to the personal, intellectual, artistic and spiritual values and practices.
- Respecting religious, ethnic and cultural diversity.
- Helping to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships.
- Always attempting to listen and attend promptly to any desire to communicate at whatever level.

Appendix 1

Hedges House Residential Care Hotel Limited
37 – 39 Church Road
Lytham
Lancashire
FY8 5LL

Telephone: 01253 739930
Fax: 01253 738087
e-mail: michelle@hedgeshouse.co.uk
Manager: Michelle Neville

Terms and Conditions of Residency

Agreement

This agreement is made between Hedges House Residential Care Hotel Limited and

(for Resident)

Room No. Date:

This contract is a legal agreement which sets out the terms and conditions of residency at the home.

Introduction

Hedges House is a residential home for the elderly and is registered by the CQC (Care Quality Commission).

The home is designed to be your home from which you can run your life, do the things you want to do and make the most of your abilities. The home will do everything reasonably possible to accommodate and help you to pursue your interests, hobbies and other activities.

The decision to become a resident is an important one and for this reason, the first four weeks of your stay should be considered a trial period. After this time the Manager and the resident will decide the suitability of Hedges House in meeting your needs.

Policy

Hedges House operates policies designed to comply with all relevant law and best practice. We will provide you with services that respect your privacy, dignity, independence, choice, rights and fulfilment.

Assessment / Care Planning and Review

Our aim is to plan your care based upon an assessment of your needs. The home will adopt procedures to review your own situation regularly with the Manager at the home and other relevant professionals involved in your care.

Confidentiality

All personal records relating to you which are kept by the home will be kept strictly private and confidential. You are entitled to see such records should you wish to do so.

Fees

Fees include accommodation, full board, 24 hour care and normal laundry requirements, but exclude hairdressing, chiropody, shopping and some outings.

Personal effects

Residents may bring with them some small personal items. We regret that pets are not allowed. Residents' personal property is insured to the value of £250. If property of greater value is brought into the home, this should be covered by the resident's own insurance. Every care is taken but residents are advised not to keep excessive sums of cash or valuable items in their rooms or lockers.

Outings

Visitors are encouraged to take residents out although they must advise the person in charge that they intend to do so. We do not accept responsibility for the resident during such outings.

Smoking

Due to the risk of fire and out of courtesy for non-smoking residents, smoking is not allowed inside Hedges House. Should a resident wish to smoke, a covered, outside facility is available and smokers would be supervised by staff.

Complaints

Any complaint by a resident or their relatives concerning the running of the home or the standard of care, should be brought to the attention of the Manager who will endeavour to resolve the problem.

A record of all such complaints and the action taken will be kept for inspection by the Care Quality Commission.

Care Quality Commission (North West)

Citygate

Gallowgate

Newcastle-upon-Tyne

NE1 4PA

Telephone: 03000 616161

e-mail: enquiries.northwest@cqc.org.uk

Care

Although it is the aim of the home to care for residents until death, special circumstances, such as a continual need for medical or nursing care based upon assessment may make it necessary to ask the resident to leave, because the home is unable to provide for their needs in which case, four weeks notice will be given. In such circumstances every assistance will be given in finding appropriate alternative accommodation. Hedges House is a residential care home and is unable to offer nursing care.

The home employs trained care assistants under the control of a professionally qualified Manager. Sufficient staff will be available at all times to accommodate residents' requirements. Your views will be sought in order that the level of care that you require can be agreed. All our staff are trained to care for you, to safeguard your rights and to respect your dignity and independence. If you are not satisfied with the conduct of staff please raise your concerns with the Manager.

Termination of the Agreement

Residence in a residential home does not constitute a tenancy with the meaning of the rent act. We therefore, reserve the right to terminate the occupancy of a room in Hedges House on formal written notice of four weeks. The circumstances in which these conditions would apply would only be where a resident became a serious risk to staff or other residents, or where a resident seriously disrupted the running of the home or caused unnecessary distress to the majority of residents. Equally, should a resident wish to terminate the occupancy of a room in Hedges House, four weeks written notice must be given to the Manager.

Death

In the event of the death of a resident, the next of kin and/or the legal representative will be informed. The fees will remain payable until such time as the resident's possessions have been removed from their room.

Payment of Fees

Residents fees are payable at the beginning of each month, in advance.

Charges will be reviewed annually and four weeks notice in writing will normally be given of increases.

Name of Resident

Fees to be paid by (Resident Relative Local Authority or other

Weekly cost £

Monthly cost £

Signature (Resident/Representative)

Signature (Manager)

Date

Appendix 2

Hedges House Residential Care Hotel Limited
37 – 39 Church Road
Lytham
Lancashire
FY8 5LL

Telephone: 01253 739930
Fax: 01253 738087
e-mail: michelle@hedgeshouse.co.uk
Manager: Michelle Neville

Admission Procedure (including Emergency Admissions)

Prior to admission to Hedges House, the manager will come to visit you to carry out an assessment. This procedure is for us to make sure we can meet your needs in Hedges House, you may also visit the home for the day if you wish prior to admission to give you the opportunity to meet the staff and other residents. Your family, friends or any professionals (i.e. G.P., District Nurse) are welcome to be involved in the assessment process. If you choose to move into Hedges House, the first four weeks will be classed as a trial period. (See terms and conditions of residency).

Emergency Admission

We do try to avoid emergency admissions as the assessment process cannot usually be adhered to within the timescale. However, emergency admissions may be accepted at the discretion of the Manager.

Appendix 3

Hedges House Residential Care Hotel Limited Complaints Procedure

At Hedges House we are proud of the level of service we provide to our residents and their families. However, in the unlikely event that you have cause for complaint about any aspect of our service, please report this to the Manager or a senior member of staff.

The Manager will endeavour to deal with the complaint and will notify you of the outcome, in writing within 28 days.

If you are still not completely satisfied, you may notify the Care Quality Commission at the address below:

Care Quality Commission (North West)
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Telephone: 03000 616161
e-mail: enquiries.northwest@cqc.org.uk

Appendix 4

Hedges House Visitor Questionnaire

This Questionnaire has been introduced in order for us to gain feedback from our visitors and to monitor Quality Assurance.

We would be grateful if you would complete and return to the Manager. Thank you.

Name _____

Purpose of visit to Hedges House _____

Any comments you have on our home and services provided _____

- Is the home always clean? Y N
- Do you think the home is well organised and managed? Y N
- Are you always made welcome? Y N
- Are you offered a drink? Y N
- Are you aware of the complaints procedure? Y N
- Do you think the residents look happy and cared for? Y N
- Are the staff patient? Y N
- Can you have privacy if required? Y N

- Do the staff look tidy? Y N
- Do you feel able to comment on your relatives care? Y N
- Are the staff helpful on the telephone? Y N
- Are your comments/complaints noted and dealt with if ever the need has arisen? Y N
- Are you happy with the care that is been given to your relative? Y N
- Are there ever any unpleasant odours in the home? Y N

How can the home be improved at all?

Many thanks for your time.

Appendix 5

Hedges House Resident Questionnaire

As a resident of our home your opinion on our services is of paramount importance to us. In order for us to continuously improve our service to you we would be grateful if you would complete the Questionnaire. You may ask a friend or relative to help you if you wish.

Do you enjoy the food?	<input type="radio"/> Y	<input type="radio"/> N	Is the food well presented?	<input type="radio"/> Y	<input type="radio"/> N
Is the food of a good quality?	<input type="radio"/> Y	<input type="radio"/> N	Is the food always hot?	<input type="radio"/> Y	<input type="radio"/> N
Are your likes/dislikes taken into account?	<input type="radio"/> Y	<input type="radio"/> N	Is the table always nicely laid?	<input type="radio"/> Y	<input type="radio"/> N
Are you given adequate choice at mealtimes?	<input type="radio"/> Y	<input type="radio"/> N	Are you offered regular drinks?	<input type="radio"/> Y	<input type="radio"/> N
Any other comments regarding food					

Are the staff easy to talk to?	<input type="radio"/> Y	<input type="radio"/> N	Are you happy with the way the home is run?	<input type="radio"/> Y	<input type="radio"/> N
Do the carers care for you adequately?	<input type="radio"/> Y	<input type="radio"/> N	Do the toilets have the aids you require?	<input type="radio"/> Y	<input type="radio"/> N
Are the carers polite to your visitors?	<input type="radio"/> Y	<input type="radio"/> N	Are you taken to the toilet when asked?	<input type="radio"/> Y	<input type="radio"/> N
Are you able to have your say regarding your care?	<input type="radio"/> Y	<input type="radio"/> N	Are the bathrooms and toilets clean?	<input type="radio"/> Y	<input type="radio"/> N
Are you offered activities?	<input type="radio"/> Y	<input type="radio"/> N	Is the doctor called if you are unwell?	<input type="radio"/> Y	<input type="radio"/> N
Are there any activities you would like us to do?	<input type="radio"/> Y	<input type="radio"/> N	Do you enjoy your bath?	<input type="radio"/> Y	<input type="radio"/> N
Do you have sufficient privacy?	<input type="radio"/> Y	<input type="radio"/> N	Does your bath time suit you?	<input type="radio"/> Y	<input type="radio"/> N
Do the carers knock on your door before entering your room?	<input type="radio"/> Y	<input type="radio"/> N	Can you have a lie in if you wish?	<input type="radio"/> Y	<input type="radio"/> N
Are the staff ever rude or unkind?	<input type="radio"/> Y	<input type="radio"/> N	Is your call bell answered promptly?	<input type="radio"/> Y	<input type="radio"/> N
Are you given choice of how to spend your time?	<input type="radio"/> Y	<input type="radio"/> N	Are all your needs met?	<input type="radio"/> Y	<input type="radio"/> N
Is your room pleasant and clean?	<input type="radio"/> Y	<input type="radio"/> N	Would you know who to make a complaint to?	<input type="radio"/> Y	<input type="radio"/> N
Are you warm in bed at night?	<input type="radio"/> Y	<input type="radio"/> N	Are you happy at Hedges House?	<input type="radio"/> Y	<input type="radio"/> N
Any other further comments					

Appendix 6

Fire Precautions and Emergency Procedures in the home

The home's fire precautions have been designed with advice from the Fire Officer. However, whilst every attempt has been made to minimise the risk of fire, there can be no guarantee of safety.

The home operates a separate Fire Procedure Book which includes records of fire drills, alarm tests and staff training.

All staff are provided with information about the fire procedure at induction.

Below are copies of the Residents and Staff Fire Notices.

Fire Notice

If you discover a fire:

Raise the alarm

Leave the area of the fire closing doors behind you

Report to a member of staff

If possible evacuate the building by the safest route

Do not use the lift

Do not attempt stairs unless you are confident to do so

Do not re enter the area until told to do so by a member of staff or Fire Officer

Fire Notice (Staff)

If you hear the Fire Alarm:

Go to fire panel in bar and take instructions from senior person on duty

Dial 999 - 01253 739930

Fire alarm sounding Hedges House
37-39 Church Road
Lytham

Unlock Front and Back doors to allow fire service access

Go to Fire Zone and if safe to do so help residents to evacuate the area checking all doors are closed

If possible evacuate the building by the safest route

Do not use the lift

Do not attempt stairs unless you are confident to do so

Take a register of people in the building

Keep together in a safe area

Do not re enter the area until told to do so by a Fire Officer

Appendix 7

Accommodation and the Physical Environment

Minimum standards as laid down in The Care Homes Regulations 2001 for Accommodation and the Physical Environment are as follows:

- A clean, comfortable bed (minimum 900mm wide), at a suitable, safe height for the user. Bed linen.
- Curtains
- Mirror
- Overhead and over-bed lighting
- Comfortable seating
- Drawers and enclosed space for hanging clothes
- Double electric socket
- Over-bed table and bedside cabinet
- Carpet or equivalent
- Doors to service users' private accommodation are fitted with locks suited to service users' capabilities and accessible to staff in case of emergency
- Service users are offered keys to their accommodation unless their risk assessment suggests otherwise
- Service users taking responsibility for their own medication are provided with a lockable facility for storage
- If a service user requests lockable space for money and valuables, this would be provided together with a key which he or she can retain (unless the reason for not doing so is explained in the Care plan)
- Screening would be provided in double rooms to ensure privacy for personal care.
- Double rooms are only offered to partners, married couples or siblings.
- Arrangements can be made for service users to bring certain personal items subject to these items complying with the necessary current Fire/Health and Safety regulations
- Service users have the specialist equipment they require to maximise their independence
- Service users have access to all parts of the building and a four-person passenger lift is available to facilitate this
- The home provides grab rails and other aids in bathrooms, toilets and, where necessary, in service users' own accommodation
- Storage areas are provided for aids and equipment
- Call systems are provided in every room
- The home has the provision of a modern and luxurious bathing system
- All rooms are cleaned on a daily bases. A thorough deep clean is carried out on a rota basis.
- Heating, lighting, water supply and ventilation of service users' accommodation meet relevant environmental health and safety requirements and the needs of the individual service user
- Rooms are centrally heated
- Lighting meets recognised standards and is domestic in character
- "To prevent risk from scalding, boilers deliver water at 43 degrees centigrade"

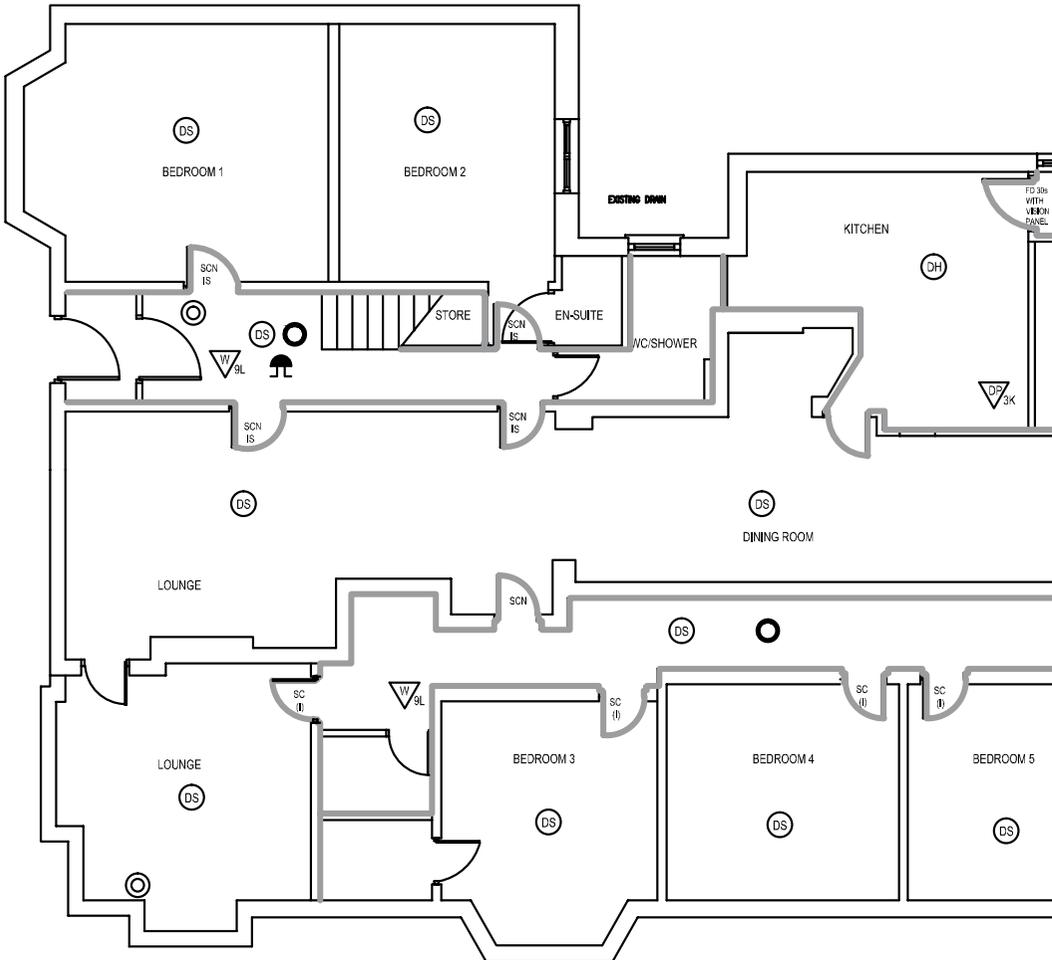
KEY

(DH) (DS)	AUTOMATIC FIRE DETECTION - HEAT OR SMOKE
SCN	SELF CLOSING DEVICES
SC/A	AUTOMATIC RELEASES
SC/M	MANUAL RELEASES
SD	SECURITY DOORS
FFF	DOORS FREE FROM FASTENINGS

1 ▽ W 2	WATER FIRE EXTINGUISHER
1 ▽ F 2	FOAM FIRE EXTINGUISHER
▽ DP 10	DRY POWDER FIRE EXTINGUISHER
▽ CO 5	CARBON FIRE EXTINGUISHER

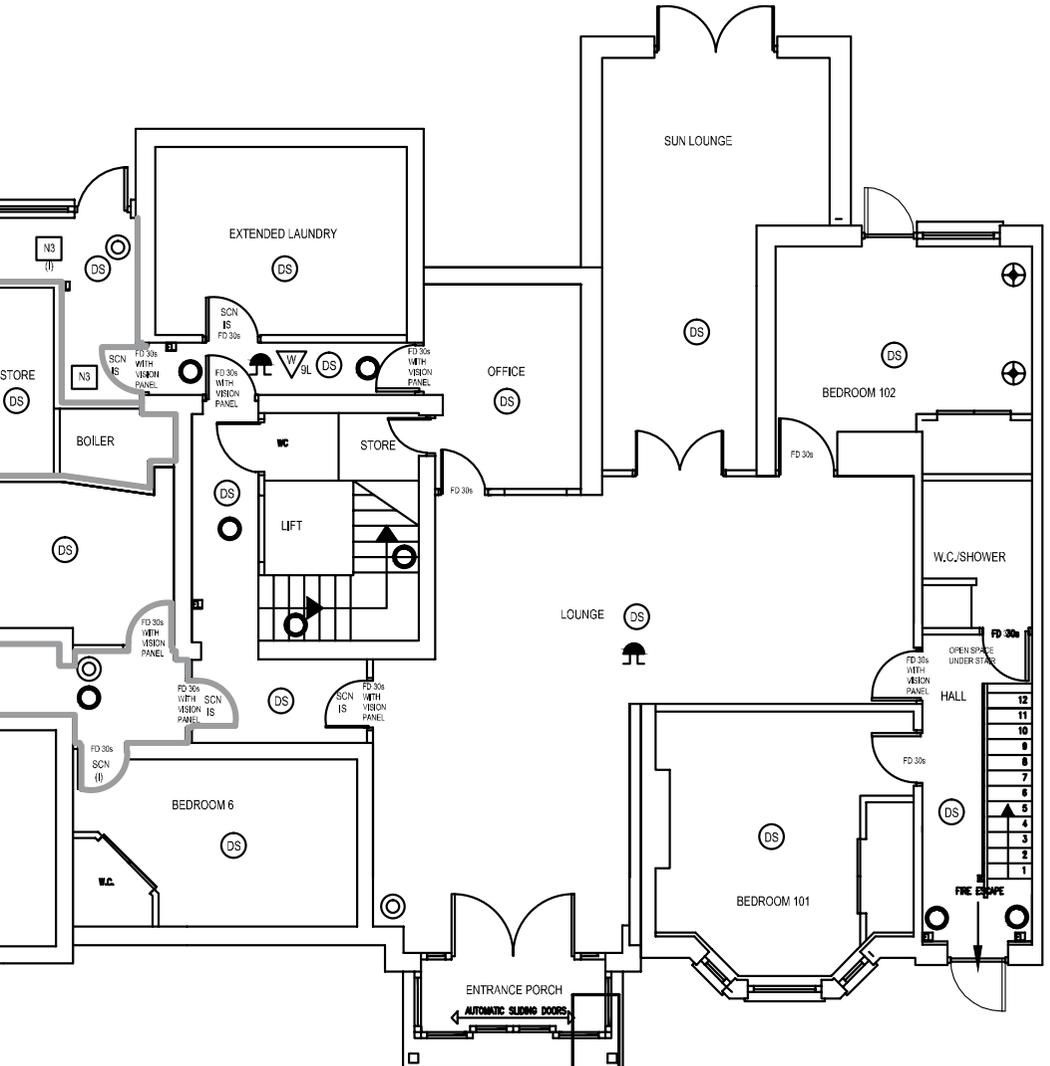
IP	FIRE ALARM INDICATOR PANEL
⊙	FIRE ALARM CALL POINTS
⦿	EMERGENCY LIGHTS
LS	INTUMESCENT STRIP

Appendix 8



	AUDIBLE WARNING DEVICE
	NOTICES ON DOORS
	FIRE RESISTING DOORS

Ground Floor Plan

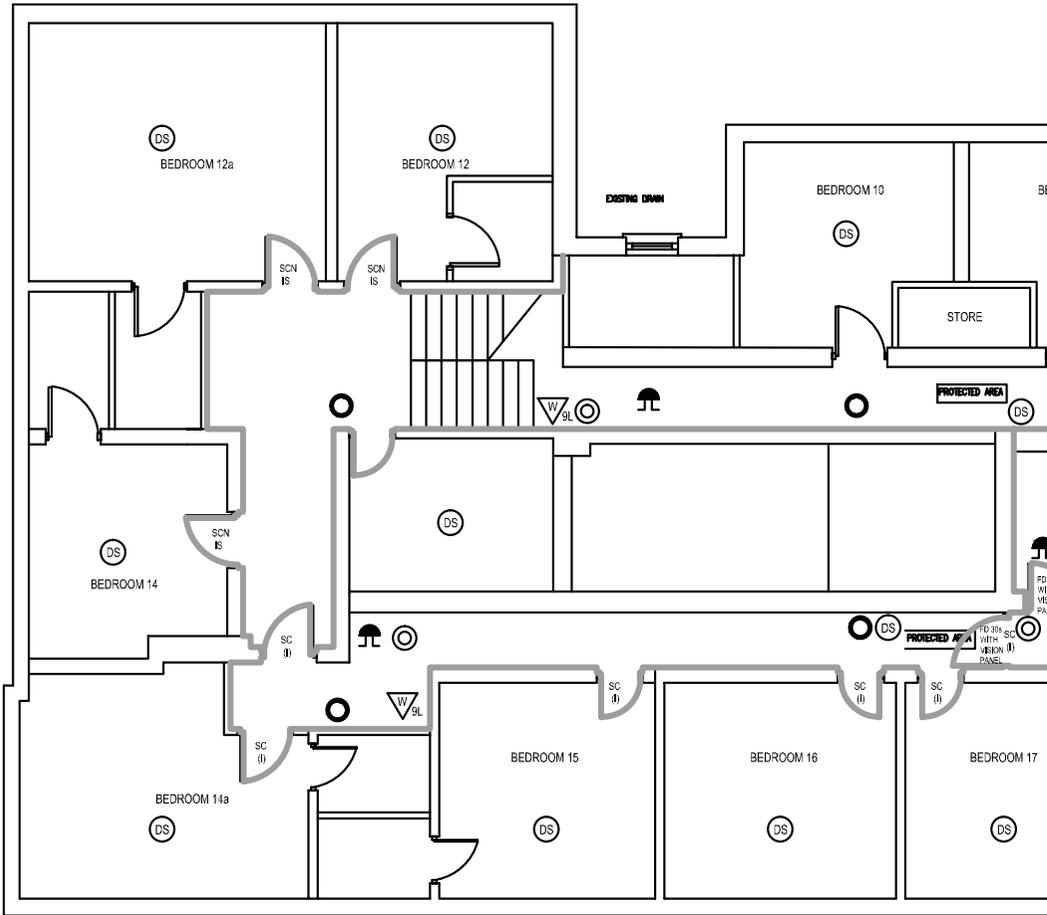


KEY

(DH) (DS)	AUTOMATIC FIRE DETECTION - HEAT OR SMOKE
SCN	SELF CLOSING DEVICES
SC/A	AUTOMATIC RELEASES
SC/M	MANUAL RELEASES
SD	SECURITY DOORS
FFF	DOORS FREE FROM FASTENINGS

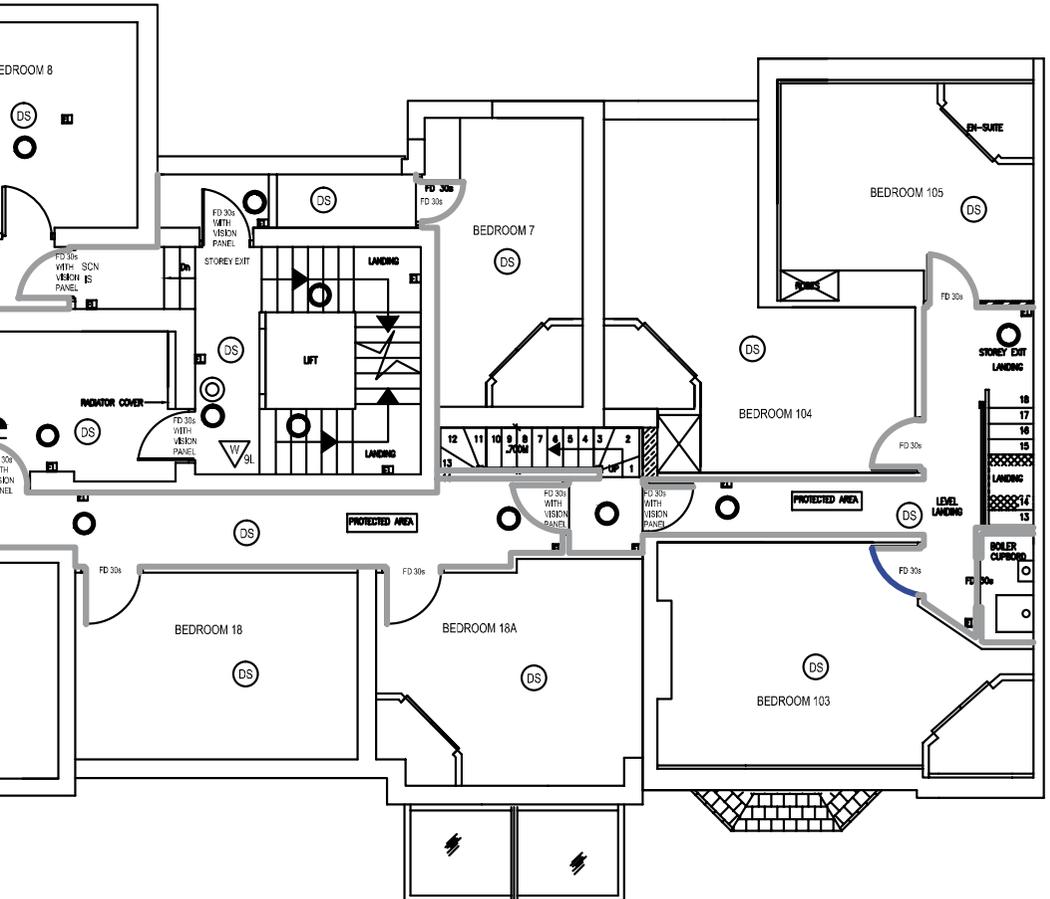
$\nabla_{W/2}$	WATER FIRE EXTINGUISHER
$\nabla_{F/2}$	FOAM FIRE EXTINGUISHER
$\nabla_{DP/10}$	DRY POWDER FIRE EXTINGUISHER
$\nabla_{CO/5}$	CARBON FIRE EXTINGUISHER

[IP]	FIRE ALARM INDICATOR PANEL
(C)	FIRE ALARM CALL POINTS
(O)	EMERGENCY LIGHTS
IS	INTUMESCENT STRIP



	AUDIBLE WARNING DEVICE
	NOTICES ON DOORS
	FIRE RESISTING DOORS

First Floor Plan

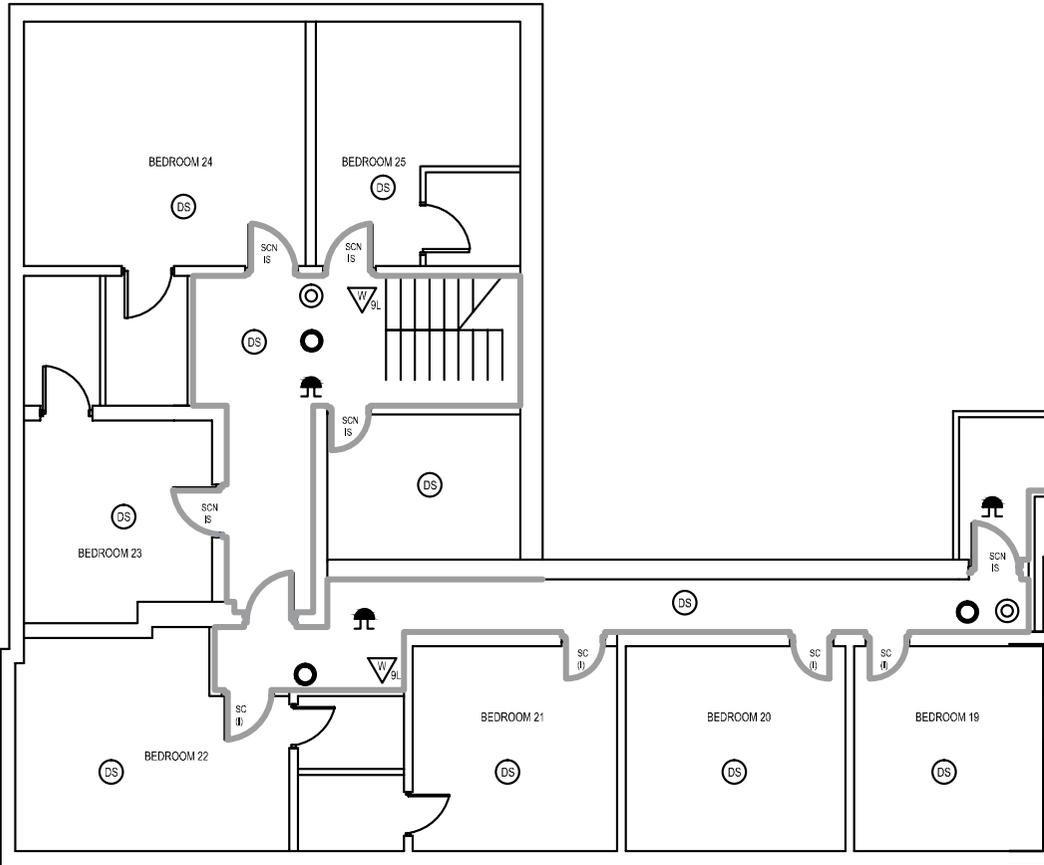


KEY

(DH) (DS)	AUTOMATIC FIRE DETECTION - HEAT OR SMOKE
SCN	SELF CLOSING DEVICES
SC/A	AUTOMATIC RELEASES
SC/M	MANUAL RELEASES
SD	SECURITY DOORS
FFF	DOORS FREE FROM FASTENINGS

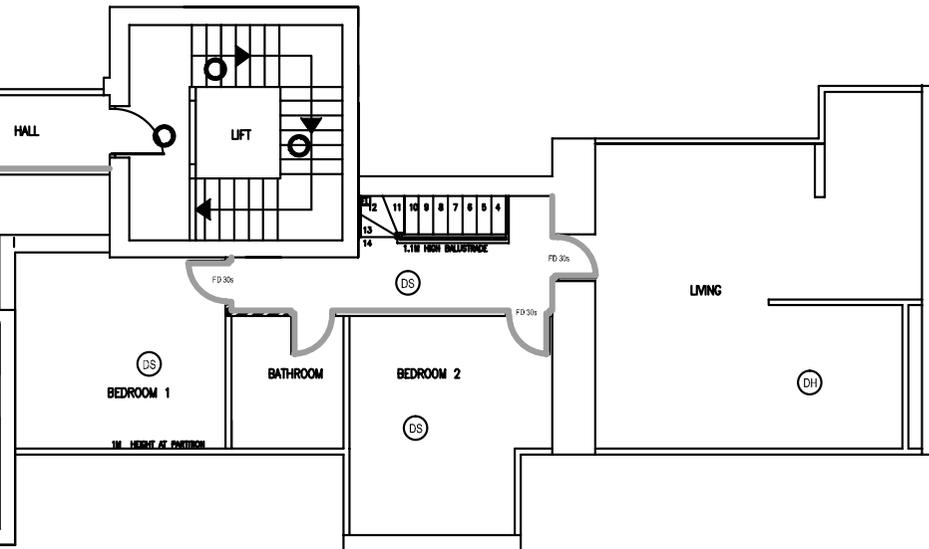
$\nabla \frac{1}{W_2}$	WATER FIRE EXTINGUISHER
$\nabla \frac{1}{F_2}$	FOAM FIRE EXTINGUISHER
$\nabla \frac{DP}{10}$	DRY POWDER FIRE EXTINGUISHER
$\nabla \frac{CO_2}{5}$	CARBON FIRE EXTINGUISHER

IP	FIRE ALARM INDICATOR PANEL
⊙	FIRE ALARM CALL POINTS
⦿	EMERGENCY LIGHTS
I.S.	INTUMESCENT STRIP



	AUDIBLE WARNING DEVICE
	NOTICES ON DOORS
	FIRE RESISTING DOORS

Second Floor Plan



 Hedges House
Residential Care Hotel

37-39 Church Road, Lytham,
Lancashire, FY8 5LL
01253 739930
www.hedgeshouse.co.uk

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