

# **The Haven Rest Home**

**218 Worcester Road: Droitwich: Worcester WR9 8AY**

**Telephone: 01905 772240 Fax: 01905 776320 Mobile: 0797741386**

## **Service User Guide**

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Recent Inspection Report is located in the entrance along with the recent AQAA Questionnaire also can be found on our web site at: -

[www.thehavenresidentialhome.co.uk](http://www.thehavenresidentialhome.co.uk)

## Summary of Statement of Purpose

The Haven Rest Home is a small 17-bedded residential home, registered in the care of E.M.I service users. We aim to provide care and attention for those who wish to spend their retirement in a secure caring atmosphere. Our 14 bedrooms accommodation, offers all the facilities to ensure comfort and care.

A care call systems and fitted in all bedrooms, along with T.V. points. The Bathroom is fitted with a bath hoist along with a wet room shower. A stair lift provides easy access to upstairs bedrooms.

Mr Simon Greaves the registered provider, Mrs Wendy Dainty and Miss Clare Rosser the managers and the team of 16 care staff are committed to ensure all service users needs are met in a friendly and efficient way, we strive to preserve and maintain their dignity, individuality and privacy, we are always sensitive to ever changing needs.

A wide range of activities are organised by staff on a daily basis, service users are also encouraged to pursue their own hobbies and interests.

Friends and relatives are welcome to visit at any time on any day.

We aim to make every service users stay as homely and comfortable as possible

## **Financial Arrangements and Fees**

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual Service User

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager Mr. Simon Greaves

### **Fees - What is included**

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP visits when required
- Call System
- Full Central Heating
- Manicure and Hand Massage
- Private chiropody
- Opticians
- Toiletries
- Entertainment and external outings
- Hair dressing
- Telephone call (except international)

### **Fees – What is not included**

- Dry cleaning
- Dental charges
- Medical appointments

## **Pets**

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety. The Haven is unable to allow pets within the home.

## **Medication**

If a Service User wants to be self-medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the Home Manager.

## **Telephone**

The home has a phone, which can be used by the Service Users for incoming calls. It can also be used for outgoing calls free of charge except international.

## **Meals**

Menus will be varied, and provide a balanced nutritional diet. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.

## **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 100% of the normal fee is paid. In the case of social work funded Service Users, this retention period would be reviewed by the Home Manager.

## **Complaints**

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the C.Q.C:

A copy of The Haven Rest Home complaint procedure is on display in the by the front entrance.

## **Bereavement**

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements, with the costs of this charged to the resident's estate. On admission you will be asked your intentions regarding your funeral arrangements.

## Contract of Residence

**THIS AGREEMENT** Is between the Haven Rest Home

And “**THE SERVICE USER**”:

**Period** :

### **Residence and payment of Care Fees:**

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, The Haven Rest Home undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.
2. The 4 Weekly charge shall be the initial sum of £\_\_\_\_\_, paid 4 weeks in advance by cash, cheque or banker's order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. There will be no extra charges. The four weekly charges shall remain unchanged unless one month's written notice is given by The Haven Rest Home to the Service User or this agreement is jointly amended by all parties hereto.
3. The Haven Rest Home undertakes to maintain a standard of care as required by Registration Authority. If an occasion should occur where a complaint or query arises the Service User is referred to The Haven Rest Home written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the: C.Q.C:
4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and The Haven Rest Home.
6. The Haven Rest Home will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, The Haven Rest Home will retain the accommodation for eight weeks at a weekly charge of 100% of the current fees, after which time the full fees may be charged, unless four weeks termination of contract is given by either party to the other.
7. In the event of death of the Service User, any fees outstanding for Service User's will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign
8. Below to this effect before the said person becomes a Service User. All fees are paid up to 1 week after the death to enable relatives to collect personal effects and clear the room.

## **Contract of Residence**

9. The Haven Rest Home may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
- a. Non-payment of fees
  - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, The Haven Rest Home are no longer able to meet the Service User's needs.
  - c. Any circumstances or behaviour which The Haven Rest Home feels may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by The Haven Rest Home. Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which The Haven Rest Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

### **Medical and Personal Requirements:**

10. The Service User shall from his/her own resources provide (other than medication by prescription), newspapers, clothing, and other items of luxury or personal nature. International telephone calls will be charged but domestic calls will carry no.
11. Service Users will be required, before taking up residence, to provide information to The Haven Rest Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request The Haven Rest Home take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place

### **Personal Effects and Personal Mobility:**

13. Subject to assessment service users are free to journey out alone; however, The Haven Rest Home cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by The Haven Rest Home before their use.
15. At the discretion of The Haven Rest Home small items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

## Contract of Residence

### Insurance:

16. The Haven Rest Home is insured at the rate of £1000 per person for valuable effects left in the Service User's rooms. All items over £500 need to be itemised, but insurance does not extend to Service User's cash securities and other monies. Public liability insurance certificates are displayed in the entrance.
  
17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at The Haven Rest Home.

## Contract of Residence

### In the Event of an Emergency:

18. The Service User is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

a. Name, address and telephone number of next of kin:

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.....  
.....

b. Any Social or cultural traditions that the Service User requires to keep:

.....  
.....

### Status of the Home:

19. The Haven Rest Home is registered as a Care Home with the C.Q.C:

SIGNED: .....

For and behalf of The Haven Rest Home

DATE: .....

SIGNED: ..... Service User

DATE: .....

**In the case of a Service User whose fees is paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.**

SIGNED: .....

CAPACITY: .....

ADDRESS: .....

.....

DATE: .....

<b>The Haven Rest Home</b>	<b>FORM No:</b>	
	<b>ISSUE No:</b>	
	<b>ISSUE Date:</b>	
<b>SERVICE USER SATISFACTION QUESTIONNAIRE:</b>		

Question	Please Tick		Comments
	Yes	No	
Do you feel happy at The Haven Rest Home.			
Do we meet all your needs.			
Are there any changes you would like to see.			
Do you have enough to eat.			
Do you have enough choice of meals			
Are your meals cooked to your liking			
Are the meals presented nicely			
Do you feel you have enough assistance with anything you need			
Do you feel the staff are always close at hand at all times to help you.			
Do you join in any of the following activities: Bingo Reminiscence Dominoes Knitting T.V. Going for Walks Quiz			
Would you like any other activities, we would welcome any suggestions.			
Would you like to organise a Day Trip			
Are your visitors made to feel welcome			
Are they offered refreshment			
Are you happy with the Laundry Service			
Are you happy with the following Services: Hairdressing Service Chiropody Audiologist Manicures Dentist			
Are there any changes you would like to see at The Haven Rest Home			

**Thank you for completing this questionnaire.**

**Name:**.....

**Date:**.....