

Service Users Guide

**BOWLACRE
HOME**

Bowlacre Home , Elson Drive, Stockport
Road, Hyde, SK14 5EZ

Registered Manager:

Mrs Janette Frances Wilson

Bowlacre Home is an Industrial & Provident
society with charitable aims Registered under the
Industrial & Provident Societies Act 1982
Model H12 1975 rules. Reg No 14738 Cheshire

Version no 8 dated 15/6/2017

PLEASE NOTE; If you require this document in another language or format (large print, Braille, Audio) please ask at the care office and arrangements will be made.

The Organisation

Bowlacre Home started 1956 as an Industrial & Provident society with charitable aims

Registered under the Industrial & Provident Societies Act 1963;

Registration updated 8/6/1982 to Model H12 1975 rules. Reg No 14738 Cheshire. Rules updated December 2011 with FSA approval.

Chairperson ; Mr R W Smith : Vice Chairperson ; Mrs S Hannible :

Treasurer ; Mrs I Widdowson : Secretary ; Mrs M Smith

Committee members are Mr & Mrs P Cope, Mr Peter Hopwood

Granted Investor in People Award initially in September 2005, last retained 13 May 2016

Care Office / Care manager telephone no 0161 368 2615,

fax 0161 368 6015, e-mail care@bowlacre.org

Administrative office tel no 0161 368 8481, e-mail info@bowlacre.org

Residents e-mail residents@bowlacre.org.

We have a mission statement :

‘TO BE THE BEST RESIDENTIAL HOME IN THE GREATER MANCHESTER AREA WHERE EVERYONE FEELS AT HOME’

The home has the welfare and the well being of the residents as its prime objective.

The committee is the controlling influence on the running of the organisation and is the final decision point and is run under an open management principle. The committee’s decision is final. Minutes of meetings are available for public scrutiny. The committee is bound by the rules and regulations of the industrial & friendly society’s charter.

However in order to achieve our objective we need to be an ‘employer of choice’ in order to attract the staff of the calibre required to maintain these objectives. We are open with the staff and will provide them with a forum to discuss their ideas and any problems that they may have.

The day to day running of the home in respect of residents and staff is the responsibility of the ‘care manager’ who will refer to the ‘responsible person’ if necessary for advice & guidance. In this respect we endeavour to be an equal opportunity employer and, where necessary, to provide the training required for our staff. The home has a clearly stated ethical policy with clear and simple principles of resolving any issues.

We will keep everyone in the news by having a website (www.bowlacre.org) (& newsletter).

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The following information is too bulky to be included in the Services Users Guide but is available for you to read in our care office:

Terms and Conditions of accommodation provided, including the amount and method of payment of fees. **Regulation 5 (1) b.**

Standard form of contract for provision of services and facilities by the Care Home to the resident. **Regulation 5 (1) c.**

A copy of any Local Authority Contract for publicly funded residents Care Standards No. 2.

A copy of the most recent Inspection Report. **Regulation 5 (1) d.**

In House Quality Reports Care Standards No. 33.

Details of the Complaints Procedure. **Regulation 5 (1) e.**

The address and telephone number of the Commission for Social Care Inspection. **Regulation 5 (1) f.**

SERVICE USERS GUIDE

Introduction

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home, which is referred to in the Regulations as “The Service Users Guide”.

The aim of this Services Users Guide is to enable you or you representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency (please refer to your Terms and Conditions for further details).
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Service Users Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask a member of our senior staff who will be pleased to help you.

SUMMARY OF THE HOME'S STATEMENT OF PURPOSE

1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Bowlacre Home is situated off Stockport Road in Hyde and is a licensed residential care home. It is close to Gee Cross Village with all its amenities- shops, restaurants etc.

It is on the main 330 bus route from Hyde to Stockport.

Bowlacre Home stands in its own grounds along with flats and bungalows which are rented to elderly tenants & owned by the business.

The landscaped gardens are a significant factor in making Bowlacre the Home that it is. The securely enclosed rear garden is maintained to an extremely high standard; a sensory garden also provides fresh produce for the kitchen as well as a feature for our residents.

Accommodation at Bowlacre is 36 bedrooms most of which have en-suite toilets.; these all now have double glazed units in the windows. We have a large dining room, 3 lounges, and a conservatory. The bedrooms are on two levels; we have 2 lifts to access the upper floor. All rooms are fully furnished but residents can bring small items of their own furniture to personalize their room if they wish to do so. The home has an approved fire detection & warning system & a nurse call system in all rooms.

All areas of the home are cleaned regularly by our own household staff.

Bowlacre is centrally heated and extra heaters are provided for bedrooms if required.

Bowlacre home is a no smoking environment, this includes staff & visitors; the rear garden has designated areas for day & darkness smoking.

We have all the required equipment such as hoists and bath lifts which are kept to the standards required. Wheel chairs and frames are provided for each individual requiring the use of one as assessed by the Occupational Therapist.

2. AIMS OF THE HOME

To provide personal care to 37 elderly people, of both sexes, over the age of 65 generally in long term care but occasionally for respite purposes. To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

3. OUR QUALITY POLICY

Bowlacre Home is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere.

This will be achieved by:

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs. **This will be achieved by:**

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement. **This will be achieved by:**

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

Our Home will provide catering services which meet the expectations of residents. **This will be achieved by:**

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced in the view of a qualified dietician.
- c. Menus which allow residents to change their food choices.

Our Home will ensure that residents are fully informed about all matters which might affect their well-being. **This will be achieved by:**

- a. Residents' meetings.
- b. Keyworker support.
- c. Provision of notice boards or other displays which inform residents.

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home. **This will be achieved by:**

- a. An Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own front door key if requested.
- c. Providing each resident with a safe and secure place to store their valuables.

Our Home will offer a range of social activities which meet the needs of the residents. **This will be achieved by:**

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.

- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

4. RESIDENT'S RIGHTS

- 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 personal 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.
- The right to invite whoever you choose into your 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 to 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 look after your own medicines.
- The right to control your own finances, if you are able to do so.
- The right to make personal life 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 adviser if necessary.
- The right to participate in voting at elections.

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Our Home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that as is reasonably possible there will be suitably qualified, competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. In addition, the Homes staffing requirements has been approved by the Care Quality Commission as part of the process of registration of the Care Home.

Full details of names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time”. See also Appendix C

6. AGE RANGE AND SEX OF RESIDENTS

Our Home provides care services for 37 people aged over 65 years for both male and female clients. Most accommodation is provided in single rooms, most of which is en-suite. Current situation is described in Appendix D

7. RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

We provide for 37 people including those include people with physical disabilities and with dementia.

8. WHETHER NURSING CARE IS TO BE PROVIDED

Our Home does not provide nursing care for residents in the Home. This means that we are not required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home.”

FACILITIES AND SERVICES

9. MEALS Your meals will be carefully prepared by our fully qualified catering staff, in consultation with a nutritionist; meals are as interesting and varied as possible. Residents are offered choices each day and special diets including kosher and vegetarian will be catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by full English or Continental breakfast, mid-morning tea/coffee and biscuits, two course lunch, mid-afternoon tea/coffee and cakes, two 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 the dietician is sought where necessary. Limited quantities of alcohol are offered at special occasions.

Residents have the choice of meals at lunch and tea time. Whilst every effort is made to provide for individual resident's preferences the Home does not provide an 'a la carte menu'.

10. MEDICAL CARE - QUALIFIED NURSING AND CARE STAFF. Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. Residents may of course retain their own Doctor if this is practical and the doctor agrees otherwise a local GP will be organised to take on the service user. Community nurses and primary care team staff will visit residential care residents if appropriate.

11. OPTICIAN AND DENTIST

An optician and dentist visit regularly although you are free to make appointments outside if you prefer.

12. PHYSIOTHERAPY

This can be arranged as necessary, normally via your G.P. or hospital.

13. CHIROPODY A private chiropodist visits the Home and is charged for separately, see Appendix B.

14. HAIRDRESSING This can be provided, at an additional charge, in our fully equipped salon although you are free to go out to a hairdresser if you wish, for current prices see appendix B. There is also the option for the hairdresser of your choice to visit you on the premises.

15. PERSONAL TELEPHONES & CONTACT DETAILS. Our Home has a number of telephone lines entering the Home via a digital switchboard. The telephone and fax numbers & E-mail addresses are as detailed on page 2 under 'The Organisation' Incoming calls, can be taken to the resident, subject to availability of the handset, on the Home's hands free phone using one of the numbers listed. Residents having personal mobile phones are acceptable within the Home. Residents who want a telephone in their room can have one installed at their own expense.

16. ADMINISTRATION SUPPORT is available to the Home and residents who may require a letter to be typed can avail themselves of this service, again see Appendix B for Charges.

17. BENEFITS ADVICE can be provided via the Manager / Home's Administrator. Information can be obtained about Pension and Social Security Benefits.

18. SHOPPING Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

19. LAUNDRY is undertaken within the Home within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water Regulations. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for residents to do their own laundry.

The laundry uses JLA O-Tec equipment to minimise the exposure to MRSA & c-diff and other diseases.

20. DRY CLEANING can be provided at cost plus a service charge and can be arranged through reception.

21. KITCHEN FACILITIES are built to the standards laid down by Tameside Environmental Health Department who awarded a level 5 certificate for kitchen hygiene in December 2011. The Kitchen recently re-furnished, is managed by the Chef. These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Drinks and snacks can be requested from care staff at any time. After a risk assessment, which is reviewed regularly, residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

OTHER SERVICES

22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Our 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.

23. ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES. Our Home takes all reasonable steps to ensure that each resident wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

24. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS. Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Resident's individual wishes regarding involvement in activities will be respected. A balance must be struck between gentle encouragement and respecting wishes not to participate. The Care Team Leaders also act as activity organisers.

The range of activities available are set out below:

- Bingo
- TV's are available in both lounges
- There is a wide range of music available.
- We have a piano for any one who has those skills
- Dominoes
- Skittles
- We have a selection of musicians and entertainers who visit regularly and perform all the resident's favourite golden oldies.
- Our extensive & well kept gardens along with our sensory garden are available for everyone's enjoyment including outdoor furniture and some wonderful natural views.

25. ARRANGEMENTS FOR PETS

The Home recognises the therapeutic and emotional benefits that pet ownership can bring to residents and will as far as practical try to accommodate the wishes of the residents.

The Home takes a positive approach to the responsible ownership of pets. The manager will consider each request by an existing or prospective resident for pet ownership within the Home. The manager of the home is responsible for all decisions to accept a pet into the Home and their decision is final. The manager of the home is responsible for any pets owned by the home. The Home will ensure that in a case where the resident gives up a pet or the pet dies, a network of support will be put in place to help the resident to cope with their loss.

26. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Our 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. We have a resident's committee and the management and staff are available to listen to the views of residents.

27. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourages resident to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested.

This is a resident's Home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time. Normal visiting is encouraged between 09:00 & 21:00.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Health & Safety legislation and Fire Regulations.

Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in the dining room.

Visitors wishing to take a resident off the premises should speak to the Senior Member of staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings etc.

28. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within the Home will be treated seriously

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

29. RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home's safe for safekeeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no

event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk. A more detailed position on valuables is outlined in the Service Statement of Purpose.

30. GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

31. QUALITY OF CARE

The Home has in place a system for evaluating the quality of services provided. At the request of the Quality Care Commission the registered manager will forward a report on:

- a) The quality of the services provided for service users.
- b) How service users' and their representatives' views were taken into account in the services being offered to them and the way they are provided.
- c) Progress on how the Home has responded to recommendations or requirements for improvement.

32. IMPROVEMENT PLAN

Where required by the Quality Care Commission, the registered person shall produce an improvement plan which should be made available to residents and their representatives.

33. THE CARE QUALITY COMMISSION.

This is a National body which regulates the conduct of Care Homes in England. Our Home is part of the North West Region of the Quality Care Commission. See appendix E for contact details.

APPENDICES

Appendix A Current Fees

as of **15/06/2017**

The Tameside MBC fee is £440:00 per week.

A private room is currently £540.00 per week rising to £560.00 from 16/7/2016.

Appendix B Current charges.

As of **1/06/2016**

Hair dresser (Shirley Ewbank) prices are men's trim £5:00, ladies shampoo & set £8:50, other charges by agreement.

Chiropodist (Mrs Julie Booth) charges £12:50 attends every 6 weeks..

Newspapers & Magazines are charged at newsagent's cost including delivery.

Visitors & staff meals are £2:50 main course; starter or sweet £1:00 .

Dry Cleaning is charged at cost plus staff costs for collection and transport costs.

Administration assistance charged at cost based on staff hourly rates.

Escort duty for appointments at hospital, clinic, doctors etc is based on the cost of providing the service which depends on the member of staff, number of hours away from the home and could also attract premium rates depending on days etc and could involve third party costs (taxi or other transport). You will be advised of these at the time of making such arrangements.

The above may be subject to an administration charge of £1:00 per transaction.

Appendix C Staffing summary As of 15/06/2017

Care team leaders are Mr. Eddie Woods (NVQ4, LMA), Miss Sharon Shields (NVQ4), & Mrs Pat Taylor (Nvq4). Night team leaders are Mrs Cheryl Little (NVQ3) & Miss Francine Little (NVQ3).

There are 31 carers; 8 of whom have NVQ3, 12 have NVQ2 and 1 carer doing her NVQ2.

There are then a further 9 support staff including domestics, chef, kitchen staff and a handyman; 1 of these has an nvq2.

Appendix D No of and Age range of residents 15/6/2017

We currently have 12 men ranging from age 78 to 100.

& 24 ladies from 75 to 105.

The overall average age is 89.

Appendix E Contact details for CQC As of 15/06/2017

North West Region, CQC Citygate, Gallowagate, Newcastle On Tyne, NE1 4PA; telephone: 03000 616161,

E- Mail: enquiries.northwest@cqc.org.uk

Currently we are rated as 'Requiring Improvement'; a copy of the report is available in the care office on request.

Appendix F Version control As of 15/06/2017

<i>15/6/2017</i>	<i>Version 8</i>	<i>pages 1,2, & appendices</i>
<i>1/6/2016</i>	<i>Version 7</i>	<i>pages 1,2,7,15 & appendices</i>
<i>1/6/2015</i>	<i>Version 6</i>	<i>appendices, costs, staff etc</i>
<i>1/4/2014</i>	<i>Version 5</i>	<i>pages 2,14 appendices , costs, staff etc</i>
<i>21/8/2013</i>	<i>Version 4</i>	<i>pages 2,14 appendices , costs, staff etc</i>
<i>21/5/2012</i>	<i>Version 3</i>	<i>pages 2,7,13,14 appendices , costs, staff etc</i>
<i>5/12/2011</i>	<i>Version 2</i>	<i>appendices – costs, staff etc</i>
<i>1/09/2010</i>	<i>Version 1</i>	<i>Complete re-issue in new format</i>