



BROOK HOUSE SERVICE USER GUIDE 2015



Exceptional Excellence

Our Statement of Purpose

- To assess client prior to admission, in relation to needs.
- To encourage independence, tailored to client's needs.
- To encourage and promote client self-respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- To maintain well-being of client and promote freedom of choice.
- To provide all dietary needs for the client, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- To maintain ongoing assessment programme to monitor client's well-being. To refer and seek advice as and when necessary from qualified personnel in their particular speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- To provide 24 hour supervision/care by qualified staff.
- To have good communications channels with client to enhance stability and security and comfort.
- To ensure all medication is prescribed correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At Brook House, we ensure:

- All members of staff employed will treat every client with respect, privacy and dignity at all times.
- For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.

- All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each client.
- All clients will have the right to access their health records.
- All clients will have ready access to use of telephone. Privacy can be arranged upon request.
- The home is clean, cleaned by a Domestic Assistant and high level of hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- All clinical and domestic waste to be removed from the home.
- All personal details of our client are confidential and not discussed with anyone not connected with their direct care.

Number and size of rooms

There are a total of 38 rooms in the home – 35 single and 3 shared. All accommodation complies with the requirements of the National Minimum Standards that came in to force on 1st April 2002.

Qualifications of Care Manager

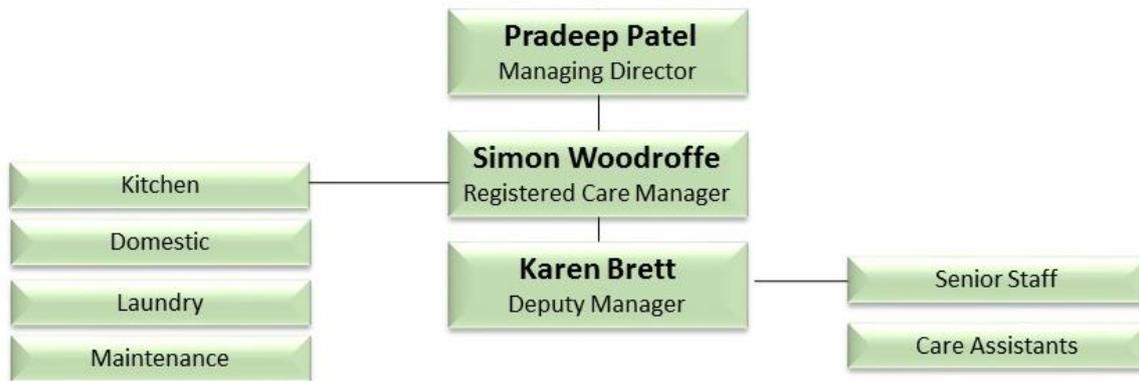
The Care Manager is NVQ level 4 Registered Manager.

Qualifications of Staff

In addition to the registered Care Manager the home employs a Deputy Manager and a number of senior and junior carers, care assistants, cooks, kitchen assistants, domestic and laundry staff.

Chiropody and foot care are provided to all residents. All staff are trained in their respective duties and provide services according to the Home philosophy and values. The residents will be cared for by trained staff that are committed to on-going training to enhance/improve high quality level of care. Brook House will ensure that the home is adequately staffed at all times by staff that are deemed responsible and competent in this role.

Organisational Structure



Age, sex and needs of Service Users

Brook House is a residential care home that specialises in Dementia and Alzheimer's, as well as offering end of life care. Brook House is a mixed sex home and has facilities to look after anyone over the age of 65 years, including married couples or partners, who because of their physical incapacity, requires help with daily living.

Brook House is registered to provide residential care to long and short stay elderly people aged 65 years and over. We enable older people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities. Several of our services users and most new ones require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim.

Brook House is registered to accommodate service users with Dementia. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs.

Review of care plans

The Care Manager, after consultation with the residents, prepares a written plan as to how the residents needs in respect of his/her health & safety are to be met. The plan is available to the residents to see if he/she wishes to do so. His/her plan is kept under ongoing review and any changes made accordingly, with their consultation.

Service user property

All personal possessions of clients will be treated with respect. The residents can bring any personal furnishings/furniture into the room they are to occupy. Any monies kept on request of client will be kept and stored in safe/secure place, and all relevant documentation completed.

The residents clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual's needs.

Availability of social and leisure activities

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to residents pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our residents in developing an interest in activities not currently available.

We have the use of a minibus for trips out of the home.

Our Manager considers the needs, and wishes of each service user. Hobbies and interests are actively encouraged and personally supervised by staff who understand their importance to residents. Arrangements for a variety of social activities and local outings using appropriate transport are organised.

Consulting service users about the operation of the care home

The home has in place an effective quality assurance system with the aim of seeking the views of residents. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

An informed audit of services provided will take place regularly and the results will be available to residents and their representatives as well as other interested parties including the CQC. Service users are also informed about planned CQC inspections and their views are made available in inspection reports.

Religious needs

There is no regular visiting priest or chaplain but visits can be arranged at the request of the residents. They are encouraged to attend any religious ceremony of their choice or a local church service.

Visiting

We have a policy on maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our residents to develop and maintain such outside contacts if desired. We operate an open visiting policy in the home and relations and friends are actively encouraged to visit the service user and contribute to their care.

Privacy and dignity

The homes philosophy of care is based on the ones which ensure that all service users are treated with respect, and that their dignity is preserved at all times. Their right to privacy is always observed. To retain their privacy we provide help in intimate situations as directly as possible. They are also helped to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. There is a range of locations around the home for service users to be alone as opening and reading post. The Manager ensures all confidential information the home holds about service users is maintained.

To retain service user's dignity, we treat each of them as a special and valued individual. The choice of clothing as well as their personal appearance is considered. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

Fees

Our fees depend on the care required on an individual basis and can be discussed with the Care Manager.

Complaints

Because we value our excellent reputation, we recognise the importance of having a clear cut complaints procedure. We want service users and their relatives to feel confident that complaints will be taken seriously and responded to accordingly.

How do you feel about the service you receive?

Your comments and complaints are welcome. Because if you are unhappy, then we want you to tell us about it so that we can try and put things right. You may want to make a suggestion or comment about how we can improve things. Hopefully there will be times when you would like to tell us how happy you are with our service.

What happens if you are still unhappy with a response to a complaint?

You or your representative should tell us why you are still unhappy. The home's owner will re-evaluate the outcome with you and/or your representative. In the event you are still not happy you or your representative has the right, at any time, to put your case to the appropriate external body.

You can submit a complaint to the Local Government Ombudsman by:

- Calling the LGO Advice Team on 0300 061 0614 or 0845 602 1983 (8.30am to 5pm, Monday to Friday)
- Completing an online complaints form
- Email advice@lgo.org.uk

Or alternatively by contacting:

CQC East Midlands
Citygate
Gallwogate
Newcastle Upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171
Email: enquiries.eastmidlands@cqc.org.uk
registration.eastmidlands@cqc.org.uk

We can arrange alternative presentations of this document if required.

WE ARE CONFIDENT THAT A SATISFACTORY OUTCOME WILL BE REACHED PROMPTLY AND SENSITIVELY.

Fire and emergency procedures

- Become aware of the Fire Panel near the front door.
- Know where the zones are located.
- If smoke or fire is noted, break nearest Fire Alarm.

- If there is a fire and you need to investigate, please use the technique shown in training (using the back of your hand and by opening any doors slowly).
- Never use the Lift once the Fire Alarm has sounded.

Evacuation Procedure

On hearing the Fire Alarm the Matron/Nurse in charge will ring the fire brigade (Tel 999) and give full name and address of establishment, and where the fire is situated:-

Brook House Care Home
15 Bell Lane
Husbands Bosworth
Lutterworth Leicestershire
LE17 6LA
Tel. No. 01858 880247

1. All Staff to report to Fire detection panel situated near front door, day or night.
2. Fire Detection panel shows in which zone the fire will be located.
3. Go to zone (if safe to do so) close immediate fire doors.
4. Without endangering any member of staff, commence mobile evacuation first to near safe zone, usually behind the next fire doors, not a bedroom.
5. If evacuation is necessary, the residents will be evacuated into the rear car park.
6. It is the responsibility of the senior in charge to account for residents, staff and visitors.
7. Contact Pradeep Patel at any time.

In the event of a false alarm

If fire is activated by e.g. resident's cigarette smoke, burnt toast etc. follow Fire Procedure – in the event of a fire to stage 4.

On ensuring that it is a genuine false alarm, Senior in charge is responsible for re-setting Fire Detection Panel.

Re-setting of fire detection panel

- Turn key switch to ARM CONTROL.
- Press the SILENCE ALARM SOUNDERS button.

- The lights will go steady and the FAULT SOUNDER will sound.
- Once cause of alarm is identified, press the RESET/RESOUND TEST ZONE LAMPS button to re-activate system.
- Turn key to NORMAL position

Member of staff to re-assure residents that this has been a false alarm.

Get in touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website www.3abcare.co.uk

Contacts:

Pradeep Patel - Director
Mr Simon Woodroffe – Registered
Care Manager
Karen Brett – Deputy Manager



15 Bell Lane,
Husbands Bosworth,
Lutterworth,
Leicestershire, LE17 6LA



Tel: 01858 880247
Email: brookhouse@3abcare.co.uk
Web: www.3abcare.co.uk