

Care Homes

Residents' Handbook



Sussex Housing & Care

Sussex Housing & Care contact details

If you have any questions, please contact your home manager or Sussex Housing & Care's office:

Telephone: 0845 402 3702

Email: office@sussexhousing.org.uk

Website: www.sussexhousing.org.uk

Address: Ronald Simson House
24 Sutton Avenue
Seaford
BN25 4LG

If you would like this information in any of the following formats: large print, Braille, audio, face-to-face; or in any other language, please ask a member of staff or call the communications team on 0845 402 3702.

Welcome

We want your stay with us to be as happy and comfortable as possible.

To help you settle in, we have produced this residents' handbook giving information about Sussex Housing & Care, the services we provide and the facilities available at the home.

We hope you find this information helpful. If you would like additional copies of the handbook for your family or friends, please ask: we are very happy to provide extra copies.

We welcome any comments about the handbook and how we could make it more informative for you and other residents.

If you have any questions or need further information, please don't hesitate to ask any member of staff. Your comfort, care and well-being are very important to us.

Contents

	Pages
1. About Sussex Housing & Care	1
2. Moving in	3
3. Day to day life in the home	5
4. Your care and support	9
5. Medical matters	13
6. Your finances	15
7. Keeping safe and secure	17
8. Listening to you	19
9. Useful contacts	21

1 About Sussex Housing & Care

Sussex Housing & Care (SHC) is a not-for-profit company dedicated to providing high quality, affordable accommodation and care for older people at a variety of locations across Sussex.

Established in 1946, by Dr Ashleigh Glegg, as a not-for-profit housing association, today we offer a choice of properties to suit a wide variety of needs, ranging from retirement housing to residential care homes.

We are governed by a Board of skilled and experienced local people who give their time without payment.

As a not-for-profit organisation, we manage our money well so that we can use any surpluses to enhance our accommodation and the services we provide to our residents.

2 Moving in

This section of your residents' handbook gives a few tips about important things that you need to do or be aware of when you first move in to the home. We hope this will help you settle in.

When you arrive, we will:

- Nominate a member of staff to be your key worker. They will be responsible for discussing your care needs and wishes. They will write the details in a 'care plan' specially tailored for you. This covers everything from your dietary preferences, to your medication, social needs and any help you need with personal care, such as washing, bathing and dressing. Page 10 tells you more about your key worker and your care plan.
- Ask you about any medication you take, to ensure that we have accurate information in an emergency.
- Ask you for details, such as your next of kin, doctor and professional advisors, so that we can assist you as required. All your personal, medical and financial details are kept confidential.
- Explain what will happen in the event of a fire or other emergency.
- Show you how to call a member of staff who have received appropriate training for their role.

Trial period

Your first four weeks living in the home are a 'trial period', during which you can decide whether or not it suits you. It also gives us time to make sure that our staff are able to meet your care needs.

If you decide to stay with us after this trial period, we will ask you to sign a licence agreement. This outlines the terms and conditions of your care and accommodation and the fees you will pay.

3 Day to day life in the home

This section of the residents' handbook tells you all about life in the home.

Your room

You are welcome to bring your own personal items such as furniture, photographs and ornaments to make your room feel like home.

Your bedroom is your personal space and we will talk to you about how we can help you care for your personal effects.

Your room will be cleaned regularly. You can be present during the cleaning or have it done whilst you are out of the room.

Food and drink

We pride ourselves on the quality and choice of food available in our homes. Menus change regularly and there are choices available at every meal. Our chefs use fresh fruit and vegetables, wherever possible, and are happy to cater for your special dietary requirements and preferences.

Details of meal times are included in the welcome pack provided along with this residents' handbook. We ask that you have your meals at these times so that we can ensure we provide freshly cooked food. But if you prefer to eat at other times and you let us know in advance, we will do our best to accommodate you.

Tea, coffee, fruit juice and snacks are always available – just ask a member of staff.

Friends and relatives are always welcome to join you for meals. (There may be a small charge).

Television

You are welcome to bring your own TV for your room – each room has an aerial socket. Please keep the volume to a reasonable level, as noise from televisions can disturb other residents.

Telephones

Each room has a telephone socket. If you would like your own telephone in your room, you will need to arrange the connection and pay for your line rental and calls.

Computers & internet access

If you would like to access the internet, you can use the telephone connection point in your room to arrange for broadband, which you will need to pay for yourself.

It may be possible to access the internet through the Sussex Housing & Care Wi-Fi connection – please ask a member of staff.

Lounges

You are welcome to use the lounge to meet other residents, entertain your family and friends, listen to music or join in activities. If you want to sit and relax, that's fine too – the choice is always yours.

Activities & events

We offer a variety of activities for residents – details are displayed on the residents' noticeboard.

Activities vary according to the time of year and wishes of residents. If you have a particular interest or hobby, please let your key worker know. Details will be included in your care plan and we will endeavour to make relevant activities available.

You don't have to participate in any activities unless you wish to. If you prefer to carry out your hobby or interest in your own room, we will do what we can to help arrange this.

Post

Post is delivered daily to your room. If you have letters or parcels to post, please leave them in the postbox by the entrance or pass them to a member of staff.

Laundry

The home has its own laundry, which will provide a washing and ironing service for residents at no extra charge. You will need to make sure that your clothing is labelled. We can do this for you (there may be a small charge for this).

Laundry is collected regularly and washed and ironed clothing is returned to you swiftly.

We are unable to carry out dry cleaning, but we can take this to the dry cleaners for you and collect it. You will need to pay the cost of the dry cleaning.

Newspapers

We can arrange delivery of newspapers and magazines to your room. You will need to pay for your newspapers and magazines.

Pets

Some residents like to bring their pets with them and this can be arranged by agreement with the manager and other residents. The costs associated with your pet's health and upkeep are your responsibility.

Hairdresser

A hairdresser visits the home regularly. If you would like to make an appointment, ask a member of staff. Charges are displayed in the hairdressing salon.

Religious services

We will support you in practising your chosen religion. Religious services are held in the home and we have regular visits from church representatives – if you are interested, please ask a member of staff.

Birthdays & special occasions

We will acknowledge your birthday and respect your views as to how and if it is to be celebrated. Our chef is always willing to bake a special cake and we are happy to help you celebrate special occasions and plan events.

Keeping you informed

We want to keep you informed about matters that affect you. There are several residents' noticeboards around the building with information about events and activities and we also produce regular newsletters.

Friends Group

Most of our homes have a 'Friends Group' of local volunteers who visit the home. They are happy to befriend residents. Ask a member of staff if you would like to contact the Friends Group.

Solicitors

Residents are often concerned to ensure that their affairs are in order and may wish to see a solicitor. We can arrange this for you.

Visitors

We welcome relatives and friends to visit at any time and to join us for a meal or activities.

You are welcome to entertain your visitors in your own room or in the lounge. If there are activities taking place in the lounge, you may find it more comfortable to sit and chat in your room.

We ask professional visitors to provide formal identification. If you are expecting a professional visitor, it is helpful if you let us know in advance.

We also have a variety of visitors – from engineers and maintenance contractors to Sussex Housing & Care management staff. If we need to access your room, eg for a repair, we will ask your permission in advance, unless it is an emergency and you are not available.

Sussex Housing & Care's Care Manager visits at least once a month, when she will be available to speak to residents, family and friends.

Statutory visits are also made by the local Environmental Health Officer and other inspectors.

Leaving the home

If you go out, please let staff know. There may be a book or board for residents to sign in and out, by the entrance. If not, just let a member of staff know that you are going out and when you return.

4 Your care & support

This section of your residents' handbook explains our approach to your care and support and the services we provide.

Our approach to your care

We are committed to providing the best quality of care for residents. We will help you make choices and decisions about how you want to live.

You have the right to expect:

- To be fully involved and make informed choices about your care
- To be treated as an individual
- To be listened to
- To be treated with respect
- To be supported and cared for by staff who have received appropriate training for their role
- To feel safe in the environment in which you live
- To be supported if you wish to make a complaint
- That information about you will be kept confidential.

All our care homes are registered with the Care Quality Commission - the independent regulator of health and social care services in England. Our homes are regularly inspected by the Commission to check that we meet government standards of quality and safety. We are happy to provide a copy of the latest inspection report – just ask your home manager.

Privacy and dignity

Respecting your privacy and dignity is very important to us. When you first move in, we will ask you how you like to be addressed.

Before entering your room, we will always knock and wait for an answer. If you can't hear a knock on the door, we will make alternative arrangements with you. Your wishes will be respected at all times. If we are concerned that your welfare may be affected, we will discuss this with you.

Your care plan and your key worker

We will talk to you about your health and care needs and agree a care plan with you. Your personal care plan covers everything from your dietary preferences to your medication, social needs and any help you need with personal care, such as washing, bathing and dressing. We will review your care plan with you (and your family if you wish) at least once a month. We will ask you (or your representative) to sign your care plan every time it is reviewed to indicate you are happy with it.

You can ask to see your care plan at any time.

Your key worker will also help you if any problems arise. For example, they can help arrange transport for hospital appointments, arrange for shopping if you are not able to go out, or arrange for clothes to be mended. If they are not able to help with any problems, they will, with your consent, refer you to someone who can help.

When you first moved into the home, we assessed your 'dependency level' to make sure that we can meet your needs. We will review this with you every year to ensure that we continue to meet your needs.

Staff code of conduct

Our staff code of conduct ensures that you receive the highest quality care and support.

Staff will:

- Treat you with respect
- Never smoke in the building
- Never drink alcohol while working
- Never give their home address or telephone number to you
- Never knowingly behave in a manner that offends you
- Never give loans or receive loans from you
- Respect confidentiality. This means that your personal information is not shared with other people without your permission.

Equality and diversity

We are committed to ensuring equality, diversity and inclusion in all our relationships, whether in our services, our governance or as an employer.

This means that you should not be treated differently by those around you. It is our policy to treat all people equally irrespective of ethnic origin, skin colour, nationality, religion or belief, culture, gender, sexuality, disability or health status, age, marital status or social background. We strongly believe that any discrimination is wrong, and we are committed to ensuring that our policies and practices combat discrimination at all levels.

We value the diversity of our residents and employees and expect our employees, residents and contractors to do the same.

Feeling safe

We want you to feel safe and happy living in the home and we do everything we can to prevent any unsettling incidents occurring. We also have policies and procedures in place to address any incidents of harassment or abuse.

Harassment means feeling threatened by someone:

- Talking to you in an aggressive way
- Causing harm to your body
- Damaging your property
- Swearing at you.

Abuse is when someone:

- Hurts you
- Makes you feel afraid
- Ignores you when you need help
- Uses your money for themselves
- Treats you unfairly because of your disability, colour, or illness.

If you feel you are being harassed or abused, tell someone. We will respond quickly and investigate.

Staff training

All our staff receive training appropriate to their role, for example in medication, hygiene, food handling, fire and first aid. Staff are encouraged to obtain qualifications and certificates and regular update training is organised within the home.

Access to information we hold about you

Only authorised staff are allowed to access your records.

You have the right to check factual information that we hold about you. You can ask to see information that we keep about you at any time – just ask your home manager.

We will treat your personal information in line with our responsibilities under the Data Protection Act 1998.

Gifts for staff

Our employees are here to provide a service for you and they don't expect to be given anything. We know that residents sometimes like to show their appreciation to employees by giving them a gift to say thank you.

While we really appreciate this kind thought, people are often more grateful simply for a kind word. However, we understand that some residents do like to give a "thank you" gift and we have some clear guidelines about the value of gifts that employees can accept. Please ask the home manager for our guidance on gifts to staff and donations to Sussex Housing & Care.

5 Medical matters

Your doctor

If you moved into our home from a local address, it may not be necessary to change your doctor. If you moved from outside the area, you may need to register with a new, local doctor. We will advise you about local doctors and help you register with your chosen doctor.

If you ask your doctor to visit you, we will be happy to arrange this for you – either in private or with a member of staff present if you prefer.

Medical appointments

We will be pleased to make or check any doctor, hospital or other treatment appointments for you. We will remind you of any appointments near the time and organise transport and escort you if you wish.

There may be a charge for the transport and in some circumstances, we may also ask you to pay the cost of the carer or nurse accompanying you.

Medication

You can choose whether you wish to look after your own medication or would prefer our trained staff to help you. If you choose to look after your own medicines, we will discuss this with you. Our staff will explain our policy for 'safe medication' to you. We can help arrange for your medicines to be delivered to you if needed.

Dentists, chiropodists and opticians

You are welcome to use the dentist, chiropodist, and optician you prefer. We can help arrange appointments for you. We do have visiting dentists, chiropodists and opticians and if necessary, we can arrange for one of them to visit you at the home.

End of life care

We are committed to providing compassionate care to residents and their relatives at this very difficult time. We work with a number of organisations who can provide specialist care and support when needed.

6 Your finances

We have clear policies and procedures about how we will help you look after your money and financial matters.

Your care home fees

When you were offered your room, we told you how much you would have to pay for your accommodation and care and how to pay your fees. If you have any questions or concerns about this, please speak to your care home manager.

Our fees are reviewed each April and we will give you four weeks' notice of any changes to your fees.

We can obtain forms for you to apply for government benefits such as Attendance Allowance and we can help you to complete the forms to make a claim. If you are eligible for government assistance towards the cost of your fees, you will be informed by the relevant authority. If you need any further information, please talk to the home manager.

We are generally unable to become involved in the personal finances of residents, but we may be able to assist if you have no-one else to help you.

Other charges

Costs of services such as dry cleaning or newspapers are not included in our fees and you will need to pay for these. Please ask a member of staff for details of services available and the charges.

Cash

We can hold in safekeeping up to £20 for you. We don't recommend keeping large amounts of cash in your room. We can also bank money for you if you require it.

Insurance

Sussex Housing & Care insures the contents of your room against damage and theft to the value of £1,000, with a maximum value of £100 per item. An excess of £50 applies. If your possessions are worth more than £1,000 in total and/or any one item is worth more than £100, you will need to arrange your own contents insurance.

7 Keeping safe & secure

To feel at home, you need to feel safe and secure and confident in the people who provide you with care and support. This section explains the important procedures and safeguards we have in place to keep you safe.

Security

A door-entry system ensures that callers can only be admitted by a member of staff. All visitors are asked to sign in and out, so that we know who is in the building.

Your room has its own lock and you can lock the door at any time, whether you are in or out of your room. If you prefer not to hold your room key, we will hold it securely for you.

We can gain access to your room in an emergency using a 'master key', which is held by the manager or senior member of staff on duty.

We can also provide a lockable drawer/cupboard for your room if you don't have one of your own.

Call system

The call system allows you to call a member of staff if you need help. The call system is installed in every residents' room, cloakrooms, bathrooms, and communal areas. We also provide a call pendant for you to wear so that you can call for help anytime you need it.

To summon help, press the call button and your call will be answered promptly.

Fire and emergency procedures

Our home is designed to comply with fire regulations and has a fire alarm system.

The door to your room has an automatic fire release mechanism and if you have the door open, if smoke or a fire is detected, the door will close automatically.

We test our fire alarms once a week (staff will make sure you know which day it is tested on). When the alarm is tested, you will hear the alarm sound for a few seconds. If it goes on for longer than this, you should assume that it is a genuine fire. You should then stay where you are and await help from staff or the emergency services.

If evacuation of the building is needed, staff and the emergency services will help you move to a place of safety.

Staff undergo training in how to deal with fires and how to protect residents, staff and visitors from harm, every three months. Sometimes, this training will require a fire drill and a practice evacuation: we will always let you know in advance if this includes residents.

Smoking

Smoking is not allowed anywhere in the building. There is a designated smoking area outside the building – please ask a member of staff.

Electrical equipment

We will arrange for all portable electrical appliances to be tested on an annual basis. We will ask you to replace any faulty personal equipment at your own expense.

8 Listening to you

This section of the handbook gives information about how you can give us feedback on our services.

Comments, compliments and complaints

We welcome your feedback, whether good or bad. We like to be told if we have done something well. Likewise if you are unhappy about our service, please tell us so that we have the opportunity to put it right.

Making a complaint

Our aim is to provide the best standard of service for all our residents and we welcome your suggestions, comments and views on how to improve the services we offer. We recognise that from time to time things go wrong and you may feel you have not received the quality of service you deserve. In this case you have the right to complain.

We believe that most problems can be easily resolved on the spot and our aim is to get it right first time so every effort will be made to resolve matters before they become complaints. Please speak to the person who provided (or failed to provide) the service and they will endeavour to solve the problem for you straight away.

However if you are not happy with the way we have dealt with something, our complaints policy explains how to make a complaint.

More information about giving feedback or making a complaint is available in our 'Comments, compliments and complaints' leaflet available from the home manager or from our website www.sussexhousing.org.uk.

Residents' meetings

We hold regular meetings to which all residents, friends and family are invited, to discuss services at the home and any matters you wish to raise or suggestions you would like to make.

Suggestions and comments box

A comments box is available for any ideas or suggestions you may have. We will consider all suggestions and let residents know our response.

Becoming a member of Sussex Housing & Care

If you are interested in becoming a shareholding member of SHC, please write to head office, enclosing £1. Shareholders are entitled to attend and to vote at our Annual General Meeting held each September to elect the board.

9 Useful contacts

Action on Hearing Loss

Formerly the RNID (Royal National Institute for Deaf People)
Offers a range of services for people who are deaf or hard of hearing and provides information and support on all aspects of deafness, hearing loss and tinnitus.

Information Line:

0808 808 0123 / Textphone: 0808 808 9000
www.actiononhearingloss.org.uk

Adult Social Care

East and West Sussex County Councils' Adult Social Care departments provide advice and help for adults who find it difficult to manage daily tasks in the home. They can provide information and advice on care and support options, providers and funding as well as undertaking assessments to make sure people get the right sort of help to meet their needs.

East Sussex Adult Social Care & Health:

0345 60 80 191
www.eastsussex.gov.uk/socialcare

West Sussex Adult Social Care:

01243 642555
www.westsussex.gov.uk/living

Age UK

Provides information, advice and products for older people and has a network of local groups.

Advice Line:

0800 169 8787
www.ageuk.org.uk

Sussex Housing & Care

Telephone: 0845 402 3702

Email: office@sussexhousing.org.uk

Sussex Housing & Care, Ronald Simson House,
24 Sutton Avenue, Seaford, East Sussex BN25 4LG

www.sussexhousing.org.uk

A Housing Association registered under the Industrial and Provident Societies Act 1965 (No 12871R) and the Housing Act 1996 (No LH0079).

A charity exempt from registration under the 2nd schedule of the Charities Act 1960.

Accepted as a charity for tax purposes by the HM Revenue & Customs under their reference No X74581.

Member of the National Housing Federation.

Member of English Community Care Association.

Member of the Independent Housing Ombudsman Scheme.