

CLIFDEN HOUSE

Dementia Care Centre

A SERVICE USERS GUIDE

Welcome to Clifden House Dementia Care Centre. The National Minimum Care Standards for Care Homes for Older People asks each home to compile a guide to the home called a Service User's Guide, providing more information than is covered in our brochure. We hope you will find it useful.

The aim of the guide is to enable a potential guest at Clifden House, a family member, friend or representative to:

- Make key decisions about the suitability of the centre to meet an individual's present and future needs prior to their moving into the home.
- Judge whether the Care Centre is continuing to provide the level of service that was specified as part of its terms and conditions of residency.
- Ensure that the views of service users and representatives are taken into consideration and that they continue to have a real say in the development of services available at Clifden House.
- Provide information regarding the appropriate external regulatory bodies.

This Service user's Guide is designed to be clear and easy to use. If you would like any assistance with understanding the guide, please ask a senior member of staff who will be pleased to help you.

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How staff and management at Clifden House ensure that the current and future needs of service users are met.

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Detail of those items that help to make Clifden House truly feel like a home from home.

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Fees, contracts and how we ensure that we continue to offer quality care each and every time.

About the Home

SUMMARY OF PURPOSE

Clifden House has been involved in the care sector for over 35 years, established in 1969 as a nursing home. Since then it continued to expand and upgrade to become one of the largest homes in the area. In 2001 it was decided to focus specifically on the care of EMI (Elderly Mentally Infirm) service users and to utilise its experience in dealing with all types of dementia, particularly Alzheimer's. In 2007 we registered to accommodate EMI nursing residents.

Clifden House is owned and operated by Histogrante Limited, which is still owned by the family that established the home in 1969. This is the only home operated by the company and receives the full attention of the service provider.

In caring for the service users that become our guests, we value each and every individual. We welcome people from all walks of life and with varied needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

People who enquire about our accommodation and services are provided with an information pack and all inquirers are encouraged to visit the home before coming to a decision.

Most applications follow an assessment of need made by the local authority social services. This includes an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Should a place be required where there is no current vacancy, it is possible for an applicant to be placed on a waiting list.

NUMBER OF PLACES AND FOR WHOM

Clifden House is currently registered for 52 service users.

Anyone over the age of 65 who has been assessed with dementia and therefore requires help with daily living, is entitled to apply for a place at Clifden House. Most of our residents however are in their 80's and some in their 90's. Service users are welcome for short or long-term stays, including respite care. Clifden House is also registered to provide nursing care.

The home takes both people referred under social services care and those who are arranging their care separately and will be meeting the cost of fees privately. The building is equipped to provide care and accommodation for people with minor mobility problems and is accessible for visitors using a wheelchair.

We maintain strong links with the town and district of Seaford, one of our main aims being to help residents retain their links with their community, family and friends, but we also welcome guests from further afield in Sussex and, due to our major road and rail links, beyond.

QUALIFICATIONS OF REGISTERED PROVIDER, MANAGER AND STAFF

The registered provider at Clifden House is fully competent to act as the responsible individual as required by the care home regulations and meets all the criteria of fitness.

Clifden House has two qualified managers in place, one is a Registered nurse and both the manager and assistant manager have achieved their Registered Manager Awards (NVQ 4) and maintain a special interest in the EMI service users.

The home is fully committed to staff learning and development. All of our carers are involved in the nationally audited and recognised NVQ training programme in care and attend ongoing lectures and courses throughout their working life. Many care staff are working towards their NVQ levels 2 and 3 and one senior carer is working toward her level 4. We also have another senior carer who has just successfully completed her A1 NVQ assessors award. This will supplement the in-house college lecturer we have 2 days per week for our in-house training programme and NVQ verification role.

In addition to the registered manager and deputy manager, the home can call upon full time nursing staff, four senior care staff; fourteen care assistants who are both full and part time, a qualified chef manager, a cook, three domestic staff and a maintenance person. There are always at least nine carers plus management available during the day and five care staff members through the night. A senior staff member is always on call.

Accommodation, Services and Facilities

There are forty-two single rooms and five sharing rooms serving our fifty-two guests. The rooms are 100% en-suite. Accommodation at Clifden House is across two floors served by three passenger lifts and the building itself, made up of several terraced Victorian properties joined by a modern extension at the rear, has great character. There are four lounges, two separate dining rooms and four separate landscaped outdoor areas. Our communal areas are divided into zones such as the quiet parlour room for reading, resting and conversation, or the listening and viewing rooms with TV and audio. This provides choice and reflects service user's interests. There are also large, attractive and secure garden areas which are a source of great pleasure to service users either viewed from within or wandering the paths. The gardens provide a safe outside space for service users to explore either on their own or with assistance.

All accommodation complies with the National Minimum Standards, with all single rooms having more than 12 square metres of useable space, and 16 square metres for shared accommodation.

All rooms are fully furnished but service users may, if they wish, bring their own furniture, pictures and sentimental items. It helps our guests to truly feel at home if they have photos and familiar pictures and ornaments around.

HAIRDRESSING

A hairdresser visits the home every Tuesday and is able to offer a full and varied service that is simply recharged to the account.

PERSONAL TELEPHONES

Residents may use the phone when they wish and there is a portable handset for this purpose. It is of course acceptable for residents to have their own mobile phones. Any resident wishing to have access to a direct dial phone in their room may do so at their own expense.

LAUNDRY

All laundry is done in the home and is included in the fees. The home asks that clothing be labelled and cannot be held responsible for any loss of items that are not marked. There are no facilities for residents to do their own laundry. Dry cleaning is available in the town and arrangements for items can be easily made.

KITCHEN FACILITIES

In June 2007, Clifden House completely refurbished it's kitchen area and equipment. Kitchen facilities are not directly accessible to residents owing to Health and Safety regulations but residents can have snacks and hot or cold drinks at any time by seeing a member of the care staff.

CHIROPODY

A private chiropodist visits the home every 6 weeks.

OPTICIAN

Service users may continue to visit their usual optician if they wish but Healthcall Opticians visit the home regularly.

DENTIST

Service users are also free to visit their usual dentist who is, of course, welcome at the home. A local dentist will visit and requires part payment in advance.

Care

The heart of our care service at Clifden House is the service user care plan. Each individual's care plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that it is particularly important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided. The service plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

The daily care programme is organised as a response to residents' individual and combined needs. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved about the person's care needs and plans. The aim is to achieve a plan of care with which everyone involved is happy.

Each resident is allocated a member of the care staff to act as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans for of their residents. Their duties include preparing residents, and gathering information, for their reviews, which are held at monthly and more often if needed. Key workers are offered regular supervision by the deputy manager or manager, who operate reviews and communicate with outside professionals such as doctors or the district nurse.

All residents have their own GP who will visit if asked. District Nurses visit the Home as required. Staff are on hand twenty-four hours of the day to plan and supervise residents' care and to ensure that the highest possible standards are achieved at all times.

Day to Day Living

Clifden House offers a wide variety social activities and opportunities to enjoy hobbies old and new. Service users are not forced to engage in any activities provided, but we will endeavour to find something that stimulates the mind and grows to form part of the care plan. Recent activities have included:

- Bingo
- Light Exercise
- Gardening
- Old time singalongs
- Visiting organist
- Tea Dances
- Seaside walks
- Daytrips to local sights and amenities

SOCIAL CONTACTS

Clifden house actively encourages service users to maintain contact with their family and friends to the same level as they did before coming to live in the home. This is their home. Visiting can take place at any time but preferably before 9pm. All visitors are required to sign the visitor's book on arrival and to sign out on departure. This is a requirement of Health and Safety regulations and fire procedures. Service users may receive visitors in their room, in any one of the lounges or in the garden, weather permitting!

Visitors who wish to take a service user out of the home should speak to a senior member of staff to ensure that any medication due can be provided and that the trip is not going to be too tiring for them. Their departure should be noted in the visitor's book as should their return.

Family and friends are very welcome to join us at social functions and at Christmas or Birthdays, and these occasions are always a lot of fun.

RELIGIOUS SERVICES

Where requested we will observe and ensure confidentiality in respect of religious beliefs or alternately we will take such steps as may be needed to enable residents to attend religious services or access religious leaders, ministers or priests in private.

PETS

A request to keep a pet will be assessed on an individual basis with the agreement of the manager. The number of pets already present will be a factor and the wishes of the residents will be paramount. Clifden House appears to have adopted a large and friendly cat who patrols the house. His name is Sooty.

SHOPPING

Where appropriate we encourage residents to go shopping with their relatives or friends. Where this is difficult, staff may take service users to the local shops or may purchase items on their behalf within the homes guidelines for finances. A firm called Shopping Direct visit the home at intervals with a variety of goods on sale; e.g. clothes, underwear, nightwear, toiletries, slippers etc.

ADMINISTRATION

ADVICE

At Clifden House we recognise the burden of paperwork that often accompanies a move to new accommodation and the necessary securing of finances and other arrangements. We are happy to help in any way we can, whether by typing letters or completing forms. Please just ask. Help is also available from the manager with regard to pension, social security benefits, etc. We are able to contact Social Services on behalf of a service user to arrange further assistance.

CONTRACT TERMS

When potential service users move in to the home they have one month built into their occupancy agreement to decide whether they are happy with the service offered at Clifden House. This first month then provides an opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred way of living.

After this month, should a service user or representative decide at any time that they no longer require care at Clifden House, we ask that we are given one month's notice of their leaving in order to make the necessary arrangements for transfer and to inform potential service users on our waiting list.

FEES

Fees range from £450 to £625 per week, and £750 for nursing care, payable four weeks in advance. The rate is dependent upon the room required and/or available and the level of care service an individual may need. Some or all of these fees may be met by the local authority or health service.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and other services staff provide. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, books and magazines and other personal items. Additional services provided at Clifden House such as hairdressing and chiropody will be recharged to the account. Residents are free to make their own arrangements for buying in such services.

Fees will be reviewed each year or more often if it is necessary to make changes to the service plan. Service users and their representatives will be given prior notice of any alteration in the fee levels.

RESIDENT'S PROPERTY

The home will not accept any liability for loss 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 property or money has been:

- Identified to the home in writing with a current valuation.
- Deposited in the home's safe for safe keeping.

LEGAL DOCUMENTS & GIFTS

The employees of Clifden House are not permitted to sign any legal documents which pertain to a resident in the Home. Staff are also not permitted to directly accept any gifts or presents from service users. Please see the manager if you would like to give a gift to a member of staff.

QUALITY REVIEW

Clifden House operates a rolling quality assurance procedure that continually assesses and reviews all aspects of the operation of the home. In this way we can work to ensure that we always operate in a manner that holds the best interests of the service user in the forefront of our minds. This is of course separate to the mandatory visits from CSCI's inspectors. We are committed to maintaining and improving the quality of our service and have secured the Investors in People Award.

CONSULTATION

An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of service users, relatives and their representatives. We do this by our regular reviews with individual residents and, on more general matters, through separate meetings with residents and relatives.

COPY OF INSPECTION REPORT

The Commission for Social Care inspection is the national body which regulates the conduct of care Homes in England. A copy of our most recent inspection report is available. Copies of older reports can be obtained from CSCI or online at www.csci.org.uk.

COMPLAINTS

We welcome any comments, concerns or complaints you may have about the service delivered or about improving the running of the home. Complaints or concerns about the home will be taken seriously. A complaints notice is displayed in the front hall and a copy of our complaints procedure is included with this Service User Guide.

In the event of you wishing to make a complaint, or needing further information on your rights and standards, you may wish to contact the following organisations:

CSCI
The Oast
Hermitage Court
Hermitage Lane
MAIDSTONE ME16 9NT
Tel 01622 724950 Fax 01622 724980

East Sussex County Healthcare NHS Trust
Bowhill, The Drive
Hellingly, East Sussex
BN27 4EP
Tel: 01323 440022 Fax: 01323 442953

Requests for information concerning a resident's condition or affairs should be made to a member of the management team in the first instance.

We hope this guide is helpful. If we have omitted anything or you require any further information please do not hesitate to ask. Suggestions for improvements are always welcome. Everyone is here to help and support services users and representatives.