



# **Service Users Guide**

**Westwood Care Home  
21, Doncaster Road  
Selby  
North Yorkshire  
YO8 9BT**

**REGISTERED MANAGER:  
MRS YVONNE CLARK**

**Date: April 09**

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# **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.
- 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 User 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 STATEMENT OF PURPOSE**

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

Westwood is located in the town of Selby, which is in the county of North Yorkshire. The busy market town of Selby hosts a market that is held every Monday near to the beautiful historical Benedictine Abbey. Selby has other churches mainly of Christian denominations. There are many shops, public houses, restaurants and a library. Transport is provided for outings and appointments.

Westwood cares for 16 elderly residents who are accommodated in 10 single rooms and three double rooms. All rooms have washing facilities and a staff call system. Residents are encouraged to bring in personal items of furniture to personalise their own space as long as it meets safety standards. Westwood provides furniture that meets the National Standards.

Westwood is equipped with lifting and bathing aids to meet the needs of client's individual needs. Other aids and equipment are assessed and provided by Occupational Therapist and District Nurses.

Westwood is cleaned on a daily basis the Directors and Manager strive to maintain the building and the environment to a high standard.

Westwood is centrally heated all radiators are regulated and have individual thermostat controls. All rooms have adequate ventilation.

There is a full fire detection and alarm system that is maintained and complies with regulation.

### **2. AIMS OF THE HOME**

To provide quality services for residents by caring, competent, well trained staff.

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. Residents of both sexes over the age of 65 can be accommodated.

### **3. OUR QUALITY**

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

#### **This will be achieved by:**

- ◆ Staff development and training programme.
- ◆ Providing such resources as may be required to ensure that training takes place and is effective.
- ◆ Recruitment of staff that shares our values and will care for residents to a high standard.

Westwood will provide services based upon consultation and assessment of the residents' needs.

**This will be achieved by:**

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

Westwood 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:**

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

Westwood will consult people about their satisfaction with the service and suggestions for improvement.

**This will be achieved by:**

- ◆ Residents' reviews and satisfaction surveys.
- ◆ Residents meetings.

Westwood will provide catering services, which meet the expectations of residents.

**This will be achieved by:**

- ◆ Planned, structured menus, which include residents' wishes, choices and preferences.
- ◆ Menus, which are nutritionally balanced.
- ◆ Menus that allow residents to change their food choices.

Westwood will ensure that residents are fully informed about all matters, which might affect their well being.

**This will be achieved by:**

- ◆ Residents' reviews
- ◆ Residents Meeting
- ◆ Notices that will inform residents by being displayed on the resident's information board.

Westwood will offer a range of social activities, which meet the needs of the residents.

**This will be achieved by:**

- ◆ Ensuring that activities are offered to each resident, which are appropriate to their needs, abilities or expressed wishes?
- ◆ Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.

- ◆ Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

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

**This will be achieved by:**

- ◆ Ensuring that the physical environment meets all Health and Safety standards.
- ◆ Providing each resident with a safe and secure place to store his or her valuables.

Westwood will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

**This will be achieved by:**

- ◆ An Equal Opportunities Policy.

#### **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 whomever 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 part in any decisions about daily living arrangements that affects 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**

Westwood 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. 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”.

### **Information regarding the registered Home Manager**

The Manager is Mrs Yvonne Clark, contact address as per front cover. Yvonne has worked in the care sector caring for older people since 1987. She has experience caring for clients with dementia and physical disabilities Her qualifications include. The Registered Managers Award, and NVQ Level 4 in Care City and Guilds 3251-1 in Community Care Practice, NVQ Assessor award TDLB 32 and 33. Moving and Handling facilitator

### **Information relating to the Registered Provider**

#### **The Registered Provider is:**

Holistic Care Provision Limited

The registered office is:

Abbey Lea Care Home

York Road

Barlby

Selby

YO8 5JP

The Directors are: Mr J A Conroy, Mrs G M Conroy, Mrs K L Shann and Mr D Shilton.

Mrs Karen Shann is the Responsible Individual who will be undertaking monthly visits under Regulation 26.

Mrs Shann has been the Registered Provider and Manager of Meadow Lodge care home since 1988. She is also a Registered Nurse

Westwood Care Home intends to remain financially viable, comply with all relevant legislation, to re-invest in the home and remain fit for the future.

#### **6. AGE RANGE AND SEX OF SERVICE USERS**

Our Care Home provides long-term care for 16 clients aged over 65 years for both male and female.

#### **7. RANGE OF NEEDS THAT WESTWOOD IS INTENDED TO MEET**

Westwood provides services in the following categories:

Care Home providing personal care

Westwood provides services in the following categories of resident:

Old age

Dementia

#### **8. NURSING CARE PROVISION**

Westwood does not provide nursing care for residents in the Home, although the District Nurses visit our home on referral from the GP's.

### **FACILITIES AND SERVICES**

**9. MEDICAL CARE - QUALIFIED CARE STAFF**

Competent trained staff are always available to plan and supervise resident's care, ensuring the highest standards at all times. GP's visit on request, residents may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

**10. OPTICIAN AND DENTIST**

Vision call Opticians, visit regularly although you are free to make appointments outside if you prefer. The National Health community dentist will also visit upon request.

**11. CHIROPODY.**

A private chiroprapist visits the Home regularly and is charged for separately. Any resident qualifying for the service of the health authority chiroprapist is treated free of charge. This can only be arranged through GP referral.

**12. PHYSIOTHERAPY**

Physiotherapy can be arranged as necessary usually after GP referral. Private physiotherapy can also be arranged on request

**13. HAIRDRESSING**

A hairdresser visits weekly at an extra charge, basic hair care is provided by the care staff. Outside appointments can also be arranged.

**14. MEALS**

Our catering staff will carefully prepare your meals; meals are as interesting and varied as possible. Residents are offered choices each day and special diets will be catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by cooked breakfast or fruit juice, fruit, cereals and toast.

Mid-morning tea/coffee and biscuits, two course lunch, mid-afternoon tea/coffee and cakes. Two course evening meal followed by supper drinks and snacks. Fresh fruit is always available and offered daily.

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 the request of clients.

**15. PERSONAL TELEPHONES**

The business telephone number is **01757-709901**, Fax **01757 709901**.

There is also a separate line for residents' use **01757-702986**

Facilities are also made available for clients that require a personal line

**16. ADMINISTRATION SUPPORT**

This is available in the Home via the care staff on duty.

**17. BENEFITS ADVICE**

Benefits advice can be provided via the Manager. 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**

A full laundry service is provided in the home within the normal fees for service. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked.

**20. DRY CLEANING**

Can be provided at cost plus a service charge and can be arranged through the care staff.

**21. KITCHEN FACILITIES**

Comply with the standards laid down by the Environmental Health Department. The Cook manages the Kitchen.

Drinks and snacks are available at any time for residents upon request.

**OTHER SERVICES**

**22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE**

Westwood operates a care 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, this is then reviewed on a monthly basis. Any persons involved in the care of a resident are invited, at least annually to discuss, review and revise a care plan.

**23. ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES**

Westwood 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**

Westwood is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process. The range of activities available is set out below:

Aromatherapy massage, exercises and games with Motivation & Co. Daily in-house activities with care staff. (See activities book)

**25. ARRANGEMENTS FOR PETS**

Relatives may bring pets in to the home for a visit provided they are well behaved.

**26. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME**

Westwood is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. Management and staff are available to listen to the views of residents.

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

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

Westwood is looked upon as a resident's home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time. It would however be preferred not to have visitors at meal times unless clients are in their own room or a visitor wishes to join the client for a meal.

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 Care Home Regulation 17 & Schedule 4(17), 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 one of the dining rooms.

Visitors wishing to take residents 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 and outings.

**28. 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 sums exceeding £500.

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.

**29. 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.

### **30. ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

Westwood welcome 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 our 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.

### **31. Care Quality Commission**

This is a national body, which regulates the conduct of Care Homes in England. There are a number of regional offices from which officers carry out their duties. Westwood is part of the **North Eastern Regional Team**

Care Quality Commission  
St Nicholas Building  
St Nicholas Street  
Newcastle upon Tyne  
NE1 1NB

They can be contacted at the above address or by:

Telephone: 01912333300

Fax: 01912333301