

# **ROXTON NURSING HOME**

# **SERVICE USERS GUIDE**

UPDATED October 2013

Roxton Nursing Home was established in 1936 and has been managed by the same family for three generations. It is registered to provide care for 43 residents over the age of 55 who require general nursing care or who have dementia. The Home is owned by Mr P.J. and Mrs K.L. Milligan ,

Our purpose at Roxton Nursing Home is:

*“To be a successful nursing home”*

In order to achieve this we have set some objectives:

- To provide the highest quality of nursing care
- To continually learn and innovate
- To be the employer of choice in the nursing home sector
- To be the local nursing home provider of choice

Our plans, therefore, start with ensuring that each resident has a high quality of care. To achieve this we are:

- Improving the accommodation to meet the residents needs
- Continually training our staff to the most up-to-date and highest standards
- Providing a choice of rooms to meet a resident’s need – including single and shared accommodation.

We have learnt, through many years of experience, that older people want different things. Many want to share accommodation – ensuring company, often with their partner whom also needs nursing care. Some will want single accommodation. Roxton Nursing Home is able to meet this choice.

At Roxton, we strongly believe that each resident has needs that are different to any other resident, even though many people will want or need similar things. We pride ourselves on the ability to change the care to meet the needs of the individual and our overall philosophy is that:

“We believe that each resident should be treated as an individual and with dignity. We aim to promote independence wherever possible and believe that care should be provided in a homely environment.

In providing nursing care for the elderly we believe that we should not refuse admission to any group or type of resident providing we can care for them safely.”

These aims and beliefs require a structured and sound approach to the management of the home.

Our overall aims are as follows:

- To encourage independence and individuality by keeping the individual resident at the centre of our thinking and assessing, planning, implementing and evaluating care
- To achieve physical and mental well being within the resident’s capability
- To ensure that the staff meet the requirements of their job descriptions, adhering to policies and procedure
- To create a caring atmosphere in which suggestions, comments and complaints are received positively
- To ensure that care is appropriate and account for its delivery.
- To develop nursing through research, study and education

A copy of our most recent inspection report is available on request, with links on our website [www.roxton.biz](http://www.roxton.biz) . or see the Care Quality Commission website at [WWW.CQC.ORG.UK](http://WWW.CQC.ORG.UK)

# Contents

This guide is intended to help residents and their families to get the best from their time with Roxton Nursing Home. The guide is arranged alphabetically.

	Page Number
Adaptations and Equipment	1
Adult Protection	2
Autonomy and Choice	3
Community Contact	4
Complaints and feedback	5
Day to Day Management	6
Dying and Death	7
Fees	8
Finance	9
Health and Safety	10
Healthcare and Medication	11
Meals	13
Internet	14
Information	14
Pets	15
Premises	16
Privacy and Dignity	17
Residents Valuables	18
Rights	19
Rooms	20
Shared Facilities	21
Social Contact and Activities	22
Staff	22

## ADAPTATIONS AND EQUIPMENT

We have a range of equipment on site to help with mobility; with two passenger lifts for movement between floors. Stair lifts are provided in areas where the passenger lifts do not provide access. All flights of stairs have grab-rails.

To ensure the safe handling of immobile residents we use hoists when lifting or moving the resident. The bathrooms have special equipment to help the resident to get into and out of the bath safely.

Should a resident require special equipment to avoid the development of pressure sores, we will sometimes be able to provide this; otherwise we will work with the Clinical Commissioning Groups to ensure that the right equipment is available.

We also have a call bell system in all rooms for residents to attract attention, for residents who are at risk of falling we will sometimes use special pressure pads that set off the call buzzer system.

For residents with breathing difficulties, we keep a nebuliser on site for the delivery of prescribed medication.

## **ADULT PROTECTION**

We will do our best to protect residents from abuse and/or degrading treatment. All of our staff have received training in adult protection procedures and any incident or concern should be reported to Matron or the nurse-in-charge immediately for investigation and management as appropriate. We will always tell any social workers and the CQC of concerns related to abuse. Procedures are in place to record all allegations of abuse and any allegation will be followed up promptly.

The home has a 'whistle blowing' policy, for staff or visitors to ensure that concerns are raised.

The adult protection procedures and whistle-blowing policy are available to see on request or see our website [www.roxton.biz](http://www.roxton.biz). Copies are also placed in each resident's bedroom for you to see.

## AUTONOMY AND CHOICE

As far as is possible, Roxton Nursing Home will encourage each resident to make their own decisions and to choose how they live. This is achieved in a number of ways;

- We encourage residents to bring personal possessions with them, the extent of which can be agreed during the admission process. We will record the possessions so that the resident and family can be sure what has been brought in.
- At the time of admission we will discuss the residents personal preferences (such as food types, what name to use, clothing) so that we can help the residents to maintain their individual identity
- Residents who are able to make decisions are encouraged to choose how they spend their day, for example they might spend the day in the lounge, their own room or even go out for visits with friends or family.
- Residents may handle their own affairs as long as they are able to and have the capacity to. We can inform residents and their families how to contact external advisors or agents who will act in their best interest.
- We provide a choice of meals at each meal-time.

## COMMUNITY CONTACT

We encourage residents to entertain visitors at any reasonable time and they may choose who they wish to see. The wishes of our residents are always put first.

Ministers from the Roman Catholic, Church of England and Methodist Churches visit on a regular basis to give communion and visit when requested. Other religions are catered for a necessary and contact will be maintained according to the resident's wishes.

The home is building links with local schools with the aim of providing a wider range of socialisation and entertainment. For example, Walmley First School pupils sing Christmas carols to our residents.



## COMPLAINTS

Whilst we aim to provide the highest standards of care, we are pleased to discuss with residents and relatives any comments and suggestions they may have. All suggestions will be given careful consideration and if feasible, implemented. All verbal complaints from residents and their relatives will be sympathetically received and dealt with speedily. Any grievance should be reported to Matron or the nurse in charge who will investigate the problem. Matron will be informed of all complaints as soon as possible and will then investigate the complaint thoroughly and report back to the complainant within 14 days. If the aggrieved party is not satisfied with the outcome, Matron will inform the Director, or the grieved party can notify him directly. He will then look at the complaint personally and report back within one week.

If after this period the complaint has not been resolved or the aggrieved party is still dissatisfied with the outcome, they may inform the Commission for Social Care Inspection whose address is:

Care Quality Commission  
Telephone number – 03000 616161

The CQC can be contacted at any time and we would work with them to ensure a full and comprehensive response to any concerns. Their website is at [www.cqc.org.uk](http://www.cqc.org.uk)

We undertake surveys of our residents and their families every six months and do our best to respond to suggestions. We welcome feedback at any time and would be keen to receive suggestions for improvements.

## **DAY TO DAY OPERATIONS**

The day-to-day management team consists of Matron (Mrs K. Milligan), Manager (Ms V Southall) and the Deputy Matron (Ms A Podworska). If you would like to discuss any aspect of the running of the home or the residents care needs (subject to confidentiality rules) please do ask to speak with them.

There is a qualified nurse on duty 24-hours per day, so please feel free to ask to talk with the nurse-in-charge at any time.

The 'responsible individual' will be Mr P. Milligan; an appointment can be made through the Matron or Administrator.

## END OF LIFE CARE

When each resident is admitted we will discuss with him/her and the family any personal arrangements they would like for end-of-life care. This will include special religious needs, who to contact and any other preferences. We will attend to the comfort and well being of the resident so that pain and distress can be controlled. Our staff have received additional training in end-of-life care so that we can ensure the highest standards of care possible. Every effort will be made to provide the care and attention that the resident requires.

As a resident approaches end-of-life we welcome visits from friends and families and we will arrange for these to be held in private.

We understand that after the death of a resident it can be difficult for the relatives to make decisions when in an emotional state. Although help and support are available at this time, it would be helpful and often less distressing if any specific funeral arrangements are discussed with the nurse in charge soon after admission.

## FEES

We will provide each resident and their family with a schedule of fees relating to their care. This schedule will set out the fees payable by the resident or indicate where the fees are being paid by another person or body (e.g. social services or the NHS). The current fee schedule is attached (**Appendix A**).

Nursing Home residents usually qualify for a nursing care payment (called the FNC – Funded Nursing Care), this payment is always provided to the nursing home to cover the costs of the nursing care and is on top of any payment from the social care departments. We will always ask ‘private’ residents to pay the nursing care fee (in addition to the room fee) until the NHS confirms that they will pay the fee. If the NHS backdates the payment, we will reimburse the resident the amount provided to us by the NHS.

A few residents have very complex nursing care needs and may qualify for complete funding from the NHS, this is known as continuing care funding and requires a full nursing assessment by NHS staff. Again, this type of assessment can take some time to complete and any privately funded residents would be reimbursed fees subsequently provided to us by the NHS.

We will only charge a “top-up” fee for residents funded by Social Services or the NHS where the fee that we receive is less than the rate we agree with Birmingham Social Care, we will always give advanced notice if we think that we might change this.

The schedule will tell you:

- If your fees are paid by the Local Authority (Social Services), NHS or if you are paying for yourself or if the payment is made by a friend or relative on your behalf.
- What nursing care fees are payable (known as FNC). Roxton Nursing Home levies a minimum charge of ‘medium’ band for each resident. Usually the NHS will pay nursing care charges, if they choose not to then we will ask you to pay.

Our standard fees cover:

- Your basic personal and nursing care
- All meals
- A standard laundry service for your clothing
- Some activities and entertainments (i.e. most of those that take place in the home)

The fees do not cover:

- Sundry items, such as toiletries, newspapers, telephone calls, sweets and chocolates
- Special laundering of your clothes (such as dry cleaning)
- Any trips or entertainments that are away from the home
- Escort to hospital for appointments or emergency care
- Any travel costs, including for emergency appointments
- Any items needed to provide specialist nursing care that are not otherwise paid for by the NHS

Of course, this list is not exhaustive and we will discuss any potential charges with the resident or their relatives before we incur any costs on their behalf.

We charge a flat fee for toiletries and bathing equipment.

We would usually give one months notice of a rise in fees, the home's standard fees are reviewed very March and any increases are effective from 1 April. If we need to review our standard fees at another time in the year, we will tell you why this is. Any price increases for services that we recharge to you (such as newspapers) will be passed on at the time of the increase.

For items not covered in the basic fees, we will invoice you or your responsible relative on a monthly basis. We would like payment within 30 days. If payment is not made within this timescale and if payments are unduly or repeatedly late we may add an interest charge, this will be at 8% above the Bank of England base rate. In addition, we will charge a £20.00 fee for each reminder letter sent after the second reminder. Where fees are more than 90 days outstanding, we may pass the fee to a debt collection agency to act on our behalf.

## FINANCE

We may be able to provide some information relating to the availability of funds from the social care service or the NHS. If not, we will provide you with contact details. The NHS or Social Services usually inform the resident or next of kin about their policies concerning the payment of fees. As you would expect, we are unable to give any commitment or make any statement on behalf of social care department or the NHS.

Each resident will have a contract for the provision of services and facilities. This contract will be provided by Roxton Nursing Home for those residents privately funded and by Social Services for those who are not. The contract allows for a temporary stay of one month ensuring all parties are happy with the placement.

The resident themselves or designated next of kin is responsible for any personal allowance provided by the social care department. We will ask that any sundry expenses incurred for the resident are paid promptly and we will invoice these on a monthly basis. Should invoices remain unpaid within one calendar month of the date of the invoice, we reserve the right to charge interest at 8% above The Bank of England base rate.

## **HEALTH AND SAFETY**

We have a legal duty to protect our staff and residents from harm in order to minimise risk when staff move residents. We will usually use a hoist or other lifting aids. We ask that residents, their visitors, and families observe all signs that are intended to ensure their safety, e.g. wet floor signs. If you have any health and safety concerns please talk to Matron or the Nurse in Charge.

It would be especially helpful if visitors could ensure that doors and gates are firmly closed after passing through.

## Health Care and Medication

At Roxton Nursing Home we actively promote and maintain a resident's health and we have access to all health care services to meet residents' needs.

A resident may keep their own GP provided that they practice in the area. If not we will arrange registration with a local practice where GPs visit regularly. We have a chiropodist visit every six weeks (a fee is charged); and residents have access to specialist medical, nursing, dental, pharmaceutical and therapeutic services and care from hospitals and community health services on request and according to need.

We provide an individually organised package of care, which includes special diets where appropriate and care plans detailing the care necessary for every resident. All residents are assessed on arrival for nutritional needs and diet; we will do our best to help weight loss or gain according to the individual resident's needs. All assessments are carried out by our trained nurses. Other assessments include:

- Falls risk assessment
- Fracture risk assessment
- Assessment for bed rails
- Tissue viability

as well as a full nursing assessment using the *Roper, Logan and Tierney* model.

Should any resident want access to private or independent medical care we would be happy to arrange this in consultation with the GP, where appropriate. Of course any costs will need to be met by the residents or family and this will be agreed prior to costs being incurred.

Whilst it is rare, it may be necessary to transfer a resident to hospital, in such cases we will keep the bed and fees will be charged according to current Social Service guidance.

We support the resident's capacity for self-care where possible but our care staff can help to maintain a resident's personal hygiene. Bath times are organised for the convenience of residents and are supervised by their own nurse or care assistant. Bath hoists are available and assistance is given if necessary. Should you wish to provide all of your own toiletries you may do so, however if this is not the case a flat fee is charged each month. Please see the 'Fees' section.



Repeat prescriptions are collected monthly from the doctor's surgery and items prescribed are delivered from the local chemist. Prescriptions for other items, (e.g. antibiotics) are taken directly to the chemist and items prescribed made available for the resident as soon as possible. Only trained staff administer controlled drugs. Residents on medication are continually monitored and appropriate action is taken should their condition deteriorate. Reviews of medication occur regularly to promote a resident's health.

## INTERNET ACCESS

ROXTON has internet access available, with wifi access in many parts of the home. We have a laptop available for residents to use.

Any resident wanting to connect a computer to our network may do so free of charge, subject to any security requirements being checked and safe antivirus software being used on the resident's computer. Please ask the staff for help with connecting.

## INFORMATION

Roxton Nursing Home will hold records about individual residents. These records will include:

- The assessment of the residents needs and care plans along with preferences for care and comfort at the end of life
- Financial records, such as invoicing
- Any legal information, such as court of protection orders
- Contracts for the care of the resident (e.g. social care department contracts)
- Medical records held at the home on behalf of the doctors at the Manor Practice, James Preston Health Centre, for the care of individual residents.

Roxton Nursing Home will only use this information for the care of individual residents. The information may be shared with 3<sup>rd</sup> parties – such as doctors, specialist nurses, social workers only if this is essential for the care of the resident.

Roxton Nursing Home will not share any information about residents with any person who does not have a right to the information or where the resident has not given us consent to share it.

A resident may ask to see information held about them and we will always provide access, unless we have to ask permission from another organisation (e.g. the GP or social care departments) and only if there is a lawful reason not to provide access.

Please ask to speak with the Matron or nurse-in-charge if you would like access to records held.

## **MEALS AND MEAL TIMES**

Residents can choose to have meals when they want them, but in general we do have a daily routine regarding meal times that enables us to provide a structured day for residents.

Breakfast is served between 7am and 10.30am. Morning coffee or tea is served at 10.30am with a three-course lunch being served at 12.30pm. Afternoon tea with homemade cakes or pastries or fruit is served at 2.30pm with a two course supper being served at 5.45pm. Night time drinks are available before and after retiring to bed. Meals are usually served in the dining room, the lounge, or the resident's room, dependent on preference.

We provide fruit drinks at all times and hot beverages on request. On special occasions (e.g. celebration days and events) our own cook prepares a seasonal menu, using fresh produce.

For most meals, our food is provided by one of the country's leading food suppliers (Apetito), with a full range of dietary options and a four-weekly menu. Our staff are always present at meal times to provide assistance if needed.

## **PETS**

Roxton Nursing Home currently has one cat. Sometimes we can accommodate residents own pets, please discuss any special requirements with Matron.

The cost of meals and any vets fees for a resident's own pet will need to be met by the resident or their family.

## **PREMISES**

The conveniently situated Victorian House with its pleasant décor has been modernised and extended over the years and the attractive secluded garden gives pleasure to the residents all year round. During the summer months they are able to relax in the fresh air and enjoy the occasional barbecue whilst in the winter they are able to appreciate the view from our spacious conservatory.

We have ample car parking at the rear of the property. Car park users are asked to ensure that the doors and gates are kept firmly closed. We ask that the front drive is only used for short term parking, this helps us to keep the drive clear for emergency vehicles and deliveries.

## **PRIVACY AND DIGNITY**

Our policies and procedures aim to ensure that a resident's privacy and dignity is respected at all times. For example, personal care is provided in the resident's private room with curtains drawn where appropriate.

A private telephone line can be installed in the resident's room for personal use; we would of course expect all costs to be met. If this is not satisfactory we can make available a cordless telephone on the home's private number for personal use.

Any mail received will be delivered to the resident on the day it arrives.

Residents are encouraged to wear their own clothes at all times and relatives may bring in new clothes for them to wear. We would be happy to supply Cash's name tapes at cost price for relatives to stitch on all items of clothing, alternately we can label clothes with a fabric marker. We are also able to source other name tapes, we would be able to fit these for a £20.00 fee.

A laundry service is provided free of charge and all dirty items will be washed and returned to the resident's room. If any dry cleaning is required it is charged at cost to the resident.

All of our staff will address the resident by a name that they prefer, staff will do their best to respect a residents wishes at all times.

## **RESIDENTS VALUABLES**

Resident's personal possessions and valuables to the value of £1000 are insured against burglary, fire and flood damage. However, no responsibility whatsoever can be accepted by the Nursing Home for effects which are mislaid. Residents whose effects total in excess of £1000 should arrange their own insurance. Details of valuables should be given to the nurse in charge on admission. The nurse in charge should be advised of any valuables brought in at a later date.

## **RIGHTS**

All residents have their legal rights protected; and are able to exercise these rights and participate in the civic process should they wish. Where a resident lacks the capacity to act upon their rights we will facilitate access to available advocacy services.



## ROOMS

Rooms are fully furnished but residents may bring their own chair, single bed, small items of furniture, pictures or ornaments. For those sharing rooms, curtains provide complete privacy.

It should be pointed out here that not all of our rooms contain all of the furniture detailed in the Care Standards Act National Minimum Standards. If this proves unsatisfactory please let one of the management team know and the furniture will be provided.

Careful consideration is given when admitting a resident to a shared room, but if the choice proves unsatisfactory a change of room is made as soon as possible.

Roxton Nursing Home has 34 bedrooms, with eleven of these being 'twin' rooms. We are currently undertaking an upgrade programme and have converted 3 rooms to en-suite, with more to follow. Roxton Nursing Home is proud to be able to offer choice to its residents and families, many residents prefer a twin room, this may be because they prefer the company of others, it may be because the fees are lower or it may allow married couples to be together.

Occasionally we will use a twin room for a single resident; usually this allows us to meet the needs of a resident requiring an urgent admission. In such a case, we will provide the next single room that becomes available and revert to the full use of the twin room.

The home also provides four communal sitting areas and a communal dining room. This provides a choice of sitting areas for the resident. One of the sitting areas purposefully does not have a television, so that our residents can choose to sit somewhere quieter if they wish.

There are 6 bathrooms or showers for shared use.

The home provides ramps, lifts or stair lifts to ensure access to all of our floors. We have replaced the floor covering in all corridors – using a non-slip covering to reduce the risk of falls.

## **SHARED FACILITIES**

We provide four communal sitting rooms for residents to socialise daily. Residents may choose to spend their day in one of these rooms.

## **SOCIAL CONTACT AND ACTIVITIES**

We are visited regularly by professional entertainers and have many other activities; including reminiscence therapy, beauty therapy, music and movement, bingo, video and sherry evenings. We do not usually make a charge for activities or in house entertainment. But we may ask for a contribution in any special circumstances.

Trips are arranged to various cultural and scenic locations, for example the Walsall Illuminations, Birmingham Hippodrome, etc. On these occasions residents are charged for tickets and transportation.

Newspapers can be ordered should a resident wish for them, however they are chargeable. Both normal and large print library books are available on request.

We have colour televisions located in the lounges and if a resident wishes to bring their own television set all bedrooms have aerial points.

## STAFF

There are nursing staff on duty 24 hours a day. Sisters wear navy and staff nurses royal blue. Their primary role is to ensure that residents receive appropriate nursing care. There is always a qualified nurse on duty.

Care assistants carry out many of the day to day tasks, helping residents to cope with daily activities, care assistants wear pale blue.

Domestic staff are on duty daily to provide a clean home at all times, free from dirt and odours. Our kitchen staff provide meals and snacks throughout the day.

We encourage all our staff to participate in courses relating to the care of older people. All of our care staff work towards an NVQ in caring. By gaining these qualifications all staff are trained to provide a high quality of care. Two qualified nurses have a qualification in care of the elderly, four are trained assessors and one has undertaken specialist training in tissue viability.

We regularly support staff to undertake additional studies or training, ensuring that we can continuously develop the standards of care provided.

The responsible individual (Mr P Milligan) has a Masters degree in healthcare management. The Matron (Mrs K Milligan) is a registered general nurse who has undertaken specialist training in the care of people with dementia. She also has a qualification in care of the elderly.