

Highfield
Residential Home

Residents' Guide



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Our most recent inspection report is also included at the end of this guide.



Highfield Residential Home is a Residential Care Home for the elderly. We provide long-term accommodation and care for 25 older people. We can sometimes also provide short-term respite care.

A Summary of our Aims

- We aim to provide a warm and friendly atmosphere for our residents in which they feel at home and in control of their own lives.
- Our aim is to treat each of our residents as individuals, and ensure that our committed and caring staff are able to give attention to detail in providing sensitive care and support for our residents.

Services Provided

The following services are included within our fees.

- Accommodation
- Personal Care
- Home-cooked meals
- Laundry Service
- A variety of activities and events
- If residents choose not to hold their own money then Highfield Residential Home will make purchases on their behalf if requested, and then send out invoices of sundry purchases every two months.
- If residents find they need cash, we can loan up to £25 which we will add to the sundry invoices.

Additional services provided for an additional charge (Highfield makes no profit in offering these services).

- Hairdressing
- Chiropody
- Manicures
- A mobile shop stocked with items such as toiletries, chocolates, sweets, cards, stationery and stamps. We will also do our best to obtain other items on request.

We will do our best to help residents access any other services available in the community. Please ask a member of staff.

Accommodation

Residents' rooms

- All of our rooms are currently used as single rooms.
- 22 of our rooms have an en-suite toilet. 2 rooms have no en-suite toilet, but both have a bathroom just opposite. 6 rooms have a bath in the residents' own bathroom.
- Residents are welcome to bring their own furniture, although we can provide all the necessary furniture if the resident prefers.
- Residents own rooms will be equipped with the facilities needed by that resident (grab-rails, toilet-seat raisers etc.).
- All rooms are fitted with a nurse-call system, and TV and telephone sockets.

Communal space

- We provide ample communal space for our residents through a well-designed lounge separated into 3 separate areas, and a large, elegant dining room. We also have a large well-maintained garden that our residents like to use in the summer.
- There is a passenger lift to all floors.
- We have 3 assisted baths.

Our staff

- We appoint our staff based on their warmth, kindness and understanding for the elderly.
- 15 of our staff are qualified to at least a level 2 NVQ in care, and others are working towards this level.
- We maintain a strong emphasis on staff training. Staff attend regular mandatory courses and also have opportunities to attend additional courses in subjects that interest them.
- We have an experienced and well qualified management team.

<i>The Care Manager:</i>	<i>Sarah Yarney (RMA*, NVQ 4 Care, MHN)</i>
<i>The Deputy Manager:</i>	<i>Melanie Sherrard (RMA*, NVQ 4 Care)</i>
<i>The Assistant Manager:</i>	<i>Michelene Graham (RMA*, SRN)</i>
<i>The Group Manager:</i>	<i>Jonathan Wheeler (BA (Hons), NVQ 4 Care)</i>

* The Registered Manager Award

Activities, Events & Services

Weekly Activities & Services

- Tuesdays -** Visiting Hairdresser
- Wednesdays -** Visiting Hairdresser & Visiting Manicurist (alternate weeks)
- Thursdays -** Themed activity & discussion with Lizzy in the lounge at 3pm
- Fridays -** 'Happy Hour' (Drinks and nibbles in the lounge) at 5pm
- Sundays -** Yoga with Lizzy in the lounge at 10.30am

There is Communion Service in our lounge on the third Friday in every month at 11am.

- Other activities and events such as quizzes, concerts and residents' parties are also arranged.
- Details of all activities are displayed on the Residents Notice Board by the office, and may also be found in our newsletter.
- Residents may welcome visitors at any time.

Meals

Breakfast

Breakfasts are served any time between 7am and 9am in the resident's own rooms. Residents have a choice of coffee, fruit juices, prunes, grapefruit, cereals, toast or bread and butter, and a selection of preserves, marmalade, honey etc.

Lunch

Lunch is served in the dining room at 12.30pm or in residents' own rooms if they prefer. There is only one main dish for lunch, but an alternative will always be provided, and dishes are often adapted according to the preferences of our individual residents. There is choice of four puddings.

The menu for lunch is always displayed on the residents' notice board.

Residents may also entertain visitors for lunch at a dedicated table in the lounge (up to four times in every month).

Supper

Supper is served in the dining room at 6pm, or in residents' own rooms if they prefer. There is a choice of several main courses and desserts.

Teas & Coffees

Teas & coffees are served with biscuits at around 10.30am and around 3pm with homemade cakes. Teas, coffees and other drinks will also be served at other times on request.

Medical Services

- As a residential home for the elderly, we do not have our own qualified medical staff, but will help residents to access medical practitioners such as their GP and District Nurses.
- Residents will usually continue to have their own GP, but residents who have moved from out of the area may need to register with a GP at the Marlborough Surgery.
- Where necessary we help residents in monitoring their blood pressure, pulse, and blood sugar levels.

Planning Residents' Care

We have a system of care planning that involves our residents at every stage.

- We produce an agreed care plan with our residents which outlines how we provide their care.
- These care plans are reviewed monthly and on a continuous basis. We also have annual care review meetings to which residents may like us to invite family or friends.
- We encourage our residents to tell us if there is anything we can do differently to provide the care that they feel they want or need.
- Residents are very welcome to see their care records at any time, and may choose to keep a copy of their care plan.

Our Complaints Procedure

- We are committed to providing high-quality services and to continually look for ways to improve that quality.
- Comments, compliments, suggestions or complaints are always welcome, and we take pride in responding to them quickly, effectively and honestly.
- All comments, compliments, suggestions or complaints should be made to our manager Sarah Yarney.
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- We will acknowledge any written complaint in writing within two days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
- We view complaints as an opportunity to identify anything that is going wrong and to make it right. Our residents can help us by keeping a look out for any problems and letting us know about them as soon as possible. Comments and suggestions for improvements are always welcome.

Once your complaint has been fully dealt with by Highfield Residential Home if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614
E: advice@lgo.org.uk
W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
T: 03000 616161

W: www.cqc.org.uk/contactus.cfm

Wiltshire County Council – Social Care Helpdesk

Information and advice on social services funding is available from the Social Care Helpdesk. Their contact address and telephone number are:

The Social Care Helpdesk
Social Care Helpdesk
Wiltshire County Council
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8LE

Tel: 0845 603 1570

Information can also be obtained from the office.

Fire Safety

- As part of our procedures to ensure fire safety, a fire drill will take place every three months. This is an important exercise that helps everyone become familiar with what they should do in the event of the fire.
- If the fire alarm sounds, please remain calm and stay where you are, whether in your own room, the lounge, or the dining room. A member of staff will advise you what you should do, and will help you evacuate to another area of the house if necessary.
- A member of staff will let you know when the emergency or drill is over.
- The fire alarms will be tested weekly on a Thursday morning.
- To help prevent fire, we would advise that you do not place clothing on radiators to dry, and be aware that bedding or clothing be kept away from bedside lamps. Convector heaters should only be used in exceptional circumstances, as they pose a hazard when placed too close to bedding.

Providing Quality Services

- To help us continue to improve the quality of our services we genuinely want to know the views of our residents which we seek through questionnaires, interviews and informal comments or suggestions. However we also recognise that residents may not wish to complete questionnaires, or participate in interviews.
- We act positively on advice and recommendations from outside agencies, such as our regulator, the Care Quality Commission.

On the next page you will find a copy of our most recent inspection report from the Care Quality Commission.