

SERVICE USER GUIDE



Catherine Miller House

Experience a home from home..

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AUGUST 2017

Welcome to Catherine Miller House

AN INTRODUCTION

We are Anne & Andrew Stern the home's owners. Our home opened in 1995 as one of the area's highest quality Residential Care Homes and supports 30 residents. We took over ownership of the home in March 2000. We look after elderly residents of either gender who do **not** require full time nursing care. We are registered to accommodate residents with dementia, who now form the majority of our occupants. Our policy towards retention of residents in the home is to maintain, support and care for residents within our home for the rest of their natural lives. Assisted by support from the District Nurses, by and large we are able prevent residents living out their final days in hospital.

We aim to run Catherine Miller House as a home providing an excellent level of care at all times. To provide this level of care we have created a dedicated and caring team of staff, and make regular care-needs reappraisals to reflect the changing needs of individual residents. Our staff attends regular training courses to ensure their knowledge of care of the elderly is extended and updated.

We care for persons requiring regular assistance or supervision throughout the day and night, ensuring their personal needs is fully met. The home accepts residents with a range of ailments. These include diabetes, dementia (without very challenging behaviour), Parkinson's, Stroke & degenerative conditions. We also accommodate residents who are partially sighted or blind. Our home however remains homely in construction and thus we do not have specialist blind aids around the home.

We do hope you enjoy your stay here at Catherine Miller House.

OUR TEAM

The Team comprises:

Mrs Anne Stern as Nominated Provider.

Anne has run the home for years where her husband Andrew is the Administrator & has covered the manager ship as well at times. Anne is passionate that our clients receive the very best homely care possible.

Mrs Jennifer (Jenny) Read as Home Manager. Jenny has been in Care of the frail elderly and old people with dementia & mental health issues since 2004, during which time she has worked her way up through all the ranks of care to the Management that she holds today. She holds a BSc in Health & Social Care and holds specialisations in Dementia, Mental Health, Palliative Care, and Quality & Diversity, has trained as an End of Life Champion and holds several Training Certificates in Care too.

Jenny is assisted by a team of six Day & Night Senior Care Assistants responsible for daily care team supervision, liaison with families and with outside agencies and administration of medicines. All Senior Care Assistants have a minimum of level 3 qualifications. One has a Foundation degree in Health & Social Care and one a level 5 qualification in Care Leadership. A total of around 20 Care Assistants, most of whom possess level 2 certificates, provide 24-hour care, throughout the year, day and night.

The Home additionally employs support staff comprising two Cooks, two Domestic Assistants and two House-Keepers, an Activities Coordinator & part time office administrator. This staffs is further backed by part-time cover for weekly time-off, holidays etc.

Our Owners & Manager may all be contacted at the home. Our manager is totally responsible for day to day running of the home and may be approached at any time whilst in the Home, or will contact you as soon as possible if unavailable. Her direct e-mail is CMHManager@btconnect.com. Alternatively, many queries may be answered by the Assistant Manager, Joe. Or senior care assistant who between them supervises care in the home 24 hours per day.

Staff categories may be identified by the colour of their uniform.

Our Manager wears Formal regular clothing.

Our Senior Carers wear a Royal Blue Tunic.

Our Care Staff wear Lilac Tunics or Dresses (male carers wear light blue)

Our Cleaners wear Maroon Tunics.

Kitchen Staff wear White.

PRIOR TO ARRIVAL

You will be interviewed and assessed for your needs prior to entry into the home. All admissions are considered individually. We will ensure that you will live in a room suited to your needs. You will be shown that room and around the home. You will be able to express your opinion of the room or rooms that may be offered and we will endeavour to meet your requests.

You will ideally be able to walk on your own or if necessary with the assistance of carers. We are able to accommodate a number of immobile residents who may either need full assistance to mobile or be bed-bound.

We will endeavour to keep you as mobile, active and stimulated as possible, whilst recognising that you may find activities increasingly difficult. Our policy is to assist you to maintain as high as possible a quality of life.

We reserve the right to decide after assessment that you may not be suited to the home, on the basis of your condition. This may be temporary until a suitable room becomes available.

We acknowledge that settling into a new home takes time and we allow a period of four weeks for us to get to know each other better. At the end of this period we generally know whether you can stay permanently with us.

ON ARRIVAL

After your arrival and settling in, your welcoming carer will ask you about your diet, your likes and dislikes, preferred time of arising and retiring, whether you shower or bathe, preferred activities, whether you are on a special diet e.g. fat free, low sugar, gluten free, vegetarian etc. This information will be passed down to your daily carers and the cooks. We will note at this time your preferences for that day and your preferred breakfast next day. We will record your daily breakfast requirements at this time. You may change your requirements when you wish.

FACILITIES IN THE HOME

There are two separate living areas in the home, providing different ambiances. Our purpose is to provide a Homely environment where you can enjoy your lives in a safe manner, with dignity, emotional support and companionship.

Full facilities are listed below.

- All bedrooms have en-suite lavatory and washing facilities. Bedrooms are tastefully furnished with matching modern furniture comprising a wardrobe, chest of drawers and bedside table. Rooms are fitted with a television aerial point, telephone point and carer call alarm. An automatic night mobility alarm is installed if you are at risk of falling.
- All bedroom radiators are fitted with individual thermostats allowing you to control the heating in your room and are either cool-wall or covered to prevent accident. Windows are fitted with restrictors to avoid any incident.
- Our bedrooms are tastefully decorated with coordinating bedding and curtains.
- You may bring some of your personal furniture, TVs etc. into the home, providing the room remains practical, safe and the incoming items conform to Fire Regulations. All electrical items must first be checked by the Home to ensure their electrical safety is fine. We will record and sign for all items of furniture, & valuables you bring into the home and again record when they are removed.
- We hope that you will personalise your room with pictures, photographs and ornaments etc, of your choosing.
- There is full Double Glazing throughout the home, keeping it cosy throughout the year.
- There are two large comfortable lounges, equipped with large flat-screen color televisions and music centers. The home is partially supported by Wi-Fi permitted computer-literate residents to access the web.
- There is a Sun Lounge, with well stocked book shelves and offering quiet views of the garden.
- We have two dining areas, tastefully furnished to enhance an informal atmosphere.
- Bathing facilities in two Parker (sit & tilt) baths in beautifully decorated bathrooms, a further conventional bathroom and a shower room.
- Large, well maintained garden with flower border and fruit trees.
- Two paved seating areas are sited at the rear of the building overlooking the garden. A selection of garden furniture is provided for you and your families to use.
- Two five-person passenger lifts provide easy access to the upper floor.
- Fire Alarms conform to regulations and there is emergency lighting too.

- The Carer Call Alarm is also sited in living and communal areas.
- The Notice covering Procedure in case if a Fire is placed around the home. Regular fire practices are performed by the staff to ensure their familiarity with this Procedure.

YOUR DAY, FOOD & MEAL TIMES

Each day our cook or other member of staff will offer you the menu choices for the current day for you to choose. Your lunch meal will be a choice from one or two options or if preferred, you may select a suitable preference of your own. At Tea time you will again have a choice.

The weekly Menu is on display at the entrance to both dining areas and a sample one is enclosed with this Guide.

We aim to make Catherine Miller House as much a “Home-from-Home” place as possible and whilst we minimise our rules and regulations for you in the home, we encourage you, in your best interests to participate in structured day.

DAILY ACTIVITIES

During the morning we would encourage you to spend some time out of your room; and weather and ability permitting, to take a walk to the local shops, into the park opposite, go into our lovely garden, or interact as you prefer.

After lunch, the afternoon is a time for a snooze, read, television or radio, and further chats with friends.

Mid-afternoon we frequently offer such activities as you may be able to undertake These include games afternoons (e.g. cards, bingo, dominoes, scrabble) quizzes, bingo, karaoke, an exercise class and entertainers. We provide such one-to-one as reminiscence activities and nail painting. In summer, we try to accompany you out to the park as well.

We will, if you don't object, celebrate your birthday with a party for all residents to join with you. We'll have a lovely cake, music and dancing if you wish, party food and any special tit-bits you like.

Both mornings and afternoons we welcome relatives and friends to take you out into the town, to visit old friends, continue to participate in existing hobbies, sports or other pastimes. There are a number of social clubs which residents have attended and local places of worship may also be visited. Ministers of Religion are invited into the home at pertinent times of the year.

We have Carol Singers visit in December to fortify the soul and a large pre-Xmas party each year for all the family. Your family and friends are invited to be fully involved in all activities in the home including joining us at all social events we hold.

In the evening you may retire to bed at whatever your preferred time may be. Assistance will be given by carers if you so need.

We have regular Resident meetings with the manager, where you can make suggestions on such topics as the menu, activities, local plays and musicals and anything affecting you in the home. We are furthermore always willing to accept criticism on any matter and will attempt to sort matters out. A family member or representative is welcome to join with us in these meetings to assist or just listen-in.

Visitors are welcome to visit you any time during the waking day. We would however prefer to minimise disruption by avoiding visits during meal times.

PROFESSIONAL VISITORS

We are regularly visited by Doctors, the District Nurses, the Chiropodist and our Hairdresser. More occasionally the Dentist, Optician and other Specialist Medical Practitioners will attend the home. You make keep your existing doctor providing they agree to visit you here; alternatively you may change to our main Doctor's Practice.

Our local District Nurses attend to basic medical needs which fall beyond our remit; however our senior carers and other trained staff attend to all daily administration of medication and Carers offer personal assistance to residents as required. We also have a visiting aroma therapist who regularly visits the home.

FINANCIAL

Upon payment by yourselves or representative (and/or council), you are entitled to all your personal needs being fulfilled. All our residents are treated equally according to their needs. These needs include all your housing, heating, food, laundry, personal assistance, personal interaction and all such support as needed to comply with our Aims & Objections stated below.

The following will be arranged / purchased by the home, but be paid-for by you either from your own pocket, from petty cash stored individually in the Home's safe or by your family. These are: Private Telephone Line, Newspapers, Chiropody, Hairdressing, Dry Cleaning, Personal Toiletries, Sweets etc, and Taxis to and from Hospital and similar visits. We ask whenever possible for a member of your family to accompany you to the hospital for routine or pre-arranged visits. Where you must be accompanied to hospital by a member of staff who subsequently leaves you there, you are responsible for their return fare. We will attempt to avoid billing you for the time you are accompanied, but leave open the option where this by necessity becomes frequent or is for a substantial period of time.

OUR AIMS & OBJECTIVES

FULFILMENT

The purpose of the home is to care for the elderly who are not able, or have chosen not to live independently. Our aim is to ensure residents achieve their potential physically, mentally, emotionally and socially.

This is to be enabled by sensitive recognition and nurturing of that capacity in each resident with an awareness that an individual's ability may change with time.

We provide a warm, comfortable home, in good decorative order with well maintained grounds for use by the residents, friends and family. We encourage and facilitate within the home such social activities and stimulation as appropriate for our residents.

We maintain sufficient staff to ensure residents are cared for in a safe, clean & supportive environment. We aim to provide a homely atmosphere throughout Catherine Miller House with a wholesome, well presented, and varied and balanced diet. Snacks and drinks may be requested day or night. We aim to make our residents' lives comfortable, happy and secure with the assistance of our dedicated and trained staff.

RESPECT

Preservation of self respect amongst those who depend on the support of others hinges on the status they are allowed. It is essential that privacy of space, the right to hold and express opinions or keep them quiet are afforded residents by staff, with recognition of residents' talents, sensitivities and beliefs. Courtesy and respect for residents should include the manner in which they wish to be addressed, avoiding being overly familiar or disrespectful; and an awareness of what is personal and private - physically, spiritually and materially.

AUTONOMY

Residents have the basic right of self determination and should not be regimented to rigid routines. Freedom of choice is essential. Choices can be negotiated and agreed between residents and staff. Some vulnerable residents may need help to express wishes, preferences and areas of concern. Residents who wish for external consultation, advice and representation should be enabled to gain access to these facilities. Staff should welcome the involvement of the care home advisers.

INDIVIDUALITY

Staff should be responsive to the material and spiritual needs and requirements of individual residents. They should be aware of and provide for religious, ethnic and cultural observances, both dietary and ritual. The sense of continuity and past traditions must be understood by staff and a willing acceptance by staff of personal differences in dress, food preferences and lifestyle. Residents are encouraged to personalise their own room both decoratively and with appropriate possessions.

The Home actively encourages celebration of birthdays and annual events, welcoming the participation of relatives and friends. We are also sensitive to the anniversaries of sad life events. In the event of bereavement within the home, staff will be alert to the grief of residents and offer comfort and support and the acknowledgement of the passing of a friend. We will endeavour to facilitate the attendance at the funeral of those residents who may wish to pay their respects.

We do not impose unnecessary rules and regulations on residents.

Individual care plans will be put into effect with a key worker taking specific responsibility for a small number of residents. Residents have the right to change key worker without difficulty or recrimination if they choose.

ESTEEM

The qualities, experiences and talents of residents must be valued. A knowledge of and respect for the individual's life history creates identity for both residents and staff. A positive regard for their family and friends reinforces the esteem in which residents are held which is paramount to the morale of residents. Families and friends are welcome throughout the day to visit residents.

EMOTIONAL NEEDS

The emotional needs of residents should be recognised and the differing needs for expressed behaviour and human contact respected.

RISK

Responsible risk taking should be regarded as normal and residents will not be discouraged from undertaking certain activities on the grounds of an element of risk. Over-protection and excessive concern for safety may lead to infringement of residents' rights. Those competent to judge the risk to themselves may do so, as long as they do not threaten the safety and quality of life of others.

INTEGRATION

We encourage and assist residents to continue their social and religious activities outside the home and maintain previous contact with friends, relatives, friends, doctors etc. whenever possible. We welcome the involvement of ministers of religion within the home. We arrange the mobile library, chiropodist, dentist, optician and any other services required. We offer to take the residents out for trips, walks and participation any local activities taking place.

DECISION MAKING

Residents will be consulted and positively encouraged to participate in shared decision-making relating to their home and way of life. The owners are available and supportive to staff's and residents' needs.

HEALTH

Residents have the right of access to health and remedial services. We maintain a high standard of care and encourage health training and awareness amongst staff within the facilities available. It is the intention that residents will be accommodated within the home for their full life span.

FLEXIBILITY

Accommodation, equipment and staffing skills will be adapted to the changing needs of residents.

STAFF COMMITMENT

All staff must have a commitment to the Home's Aims and Objectives and be willing to take advantage of opportunities for further training, enabling an excellence of care. We are selective in our choice of staff and value them and their commitment to Catherine Miller House.

RESIDENT RIGHTS

***The Right** to be fully involved in and informed about the assessment of individual needs and continuing personal and social care plans.*

***The Right** to retain personal independence and choice including the right to care for themselves.*

***The Right** to receive personal care from a member of the same sex whenever possible.*

***The Right** have personal privacy respected, including mail, belongings and affairs.*

***The Right** to have cultural, religious and emotional needs respected.*

***The Right** to mix with other people in the community whether by going out of the home or by inviting friends in.*

***The Right** to choose his/her own general practitioner and dentist, and the opportunity to consult with them in private.*

***The Right** not to be moved to another bedroom without full consultation.*

***The Right** to have full information on how to gain access to statutory complaints procedures and to be represented by friends or advocate if they so wish.*

***The Right** to information and consultation on decisions affecting welfare including daily living and to participate in any discussions on proposed changes.*

Supporting this final right, we hold regular Resident Meetings, enabling you to express as a group any complaints, compliments or suggestions about staff, food, entertainment or other issues. Minutes of the meeting are issued to you and staff are informed. We furthermore listen to all comments, compliments and complaints made by you, your families and representatives and act on these accordingly. A Comments form is available from the office. Completed forms are passed to the Manager or Owners.

We are committed to taking all complaints seriously and are duty-bound to listen to, record and endeavour to resolve all valid complaints. No one will be victimised for making a complaint. Where a formal complaint is made, it will be generally by acknowledged within 24 hours and a response is made within seven days. A longer period may be required to enable the home to make a fuller enquiry and reply appropriately. Where a complaint is valid we guarantee an apology and will take action to prevent reoccurrence. Full details may be found in our Comments Procedure.

Where a complaint is made, it is reported to the person in charge. If no remedy can be found, the complaint is recorded on a Comment Form and presented to the Manager at the earliest opportunity. Should the complainant find the Home's investigation and adjustment unsatisfactory, the following procedure may be followed:

The Commission for Quality in Care (CQC) should be contacted for their independent investigation. They may be contacted as follows:

COMMISSION FOR QUALITY IN CARE (CQC) Eastern
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL: 03000 616161 Fax: 03000 616 171
E-mail: enquiries.eastern@cqc.org.uk

The CQC should **not** be contacted in the first instance excepting where you feel the home has acted in breach of the Care Standards Legislation. In cases of suspected abuse or neglect, from whomever the source of this information may be (staff, families, friends or external professionals), it is the policy of the home to contact both CQC and Southend on Sea's Elder Abuse Team on 01702 534 777.

YOUR CARE etc

FOOD from our menus rotate on a 4-weekly cycle and are seasonally revised throughout the year. As can be seen from the menus, displayed on both dining rooms and the kitchen, you are provided with a varied, wholesome, appetising and tasty diet. Our Senior Cook ensures meals are nutritious, well balanced and served at the right temperature.

The menus are discussed between the Manager and Cook every morning; and may be adjusted according to that day's weather. We ensure you receive a substantial quantity of both fresh fruit and vegetables. Your individual requirements are accounted for, by way of likes and dislikes, mode of preparation and quantities required. We ensure whenever possible that you receive as much as you want. Fuller details of the day's meals have been stated earlier.

When it comes to special occasions, for example birthdays, we will provide a special tea including your requested foods where possible. Birthdays are generally celebrated as a party get-together, with a birthday cake and candles and party food.

We also alter what's on the menu to take account of seasonal specialities, or offer an unusual treat. We recognise that you might be a slow eater or need some assistance to eat. You will not be hurried to complete your meal but allowed to eat at your own pace.

We recognise that as individuals you all have different food likes and dislikes and we welcome your requests for occasional titbits that like. We will always endeavour to accommodate cooking your special preferences which you have brought in. Please discuss with the cook or manager in the first instance. Because fridge and freezer space is limited we ask that you do not bring too much in at one time.

CARE PLAN.

Your care plan is produced so that we can specify and quantify your needs. We reassess your physical, mental, emotional and personal needs monthly and changes are noted. These changes may be discussed with doctors, district nurses or your family, and of course yourself whenever possible. If necessary, these changes that we observe may alter the instructions given to our staff, how to help and look after you. As in any quality care programme, your health and ability is continuously monitored and we operate a process of altering levels of care and assistance, according to your individual daily needs.

SAFETY.

Our Safety policy allows smoking in designated outdoor areas only and risk assessments are regularly reviewed according to your ability to cope safely around the home. Staff are trained to look for any electrical item appearing dangerous, as well as any other items which may endanger a resident. This must be reported back to the home's management. The Fire and Safety policy dictates how to attend to a fire and evacuation procedures when appropriate. Staff Fire Instructions are posted around the building. The fire alarm is tested weekly along with fire door closure, and the staff undergoes periodic evacuation drills and regular training.

OUTSIDE HELP

We work fully with the local S.E. Essex Advocacy Service for Older People, where you can receive external independent legal support and assistance of whatever kind. Full details are located on our hall notice-board. The Advocacy Service is located at 181 London Road, Southend on Sea. Telephone: (01702) 340 566.

HOSPITAL VISITS

We ask whenever possible that a family member accompany you on these visits. However when on occasions this is impossible, we will do our utmost to provide an accompanying carer. When it is necessary for a resident to be transported to hospital at night by ambulance, it may not be possible for a carer to accompany that resident since we must maintain the staffing levels within the Home. We will however notify your family of any such circumstance as soon as possible.