



**WELCOME TO
HOLMWOOD RESIDENTIAL HOME
SERVICE USER GUIDE
37 Upper Olland Street
Bungay
Suffolk
NR35 1BE**

Tel: 01986 892561

Fax: 01986 896030

Director: Mr N J W Sheldrake

Registered Manager: Mrs Sandra O Grady MSc BSc RGN RM

Rated
****OUTSTANDING* by CQC***
E mail – admin@holmwoodbungay.co.uk
Website – www.holmwoodbungay.co.uk

Reviewed by Residents: 26 February 2018

Updated by staff: 21 May 2018

This brochure has been created following consultation with our residents.

(REGISTERED AS HOLMWOOD CARE LTD)

SERVICE USERS GUIDE

(This information is also available in CD format, please ask at the office)

Holmwood was formerly the Holy Trinity Rectory and was purchased from the church commissioners in the mid 1950's to be converted into a Residential Care Home. The Shel Drake family bought the home in 1977 and subsequently extended it in 1992 and again in 2004. We have recently become a limited company however we remain a family run establishment and continue under sole ownership of Mr N Shel Drake and managed by our Registered Manager Sandra O'Grady.

The total number of residents we are able to accept at any one time is thirty-two.

INTRODUCTION

This document sets out the respective rights and responsibilities of the staff and management of Holmwood and the specified individual, in relation to residence in the home. The home aims at all times to reach, and indeed exceed, the fundamental Standards of Quality and Safety which are the outcomes required in order to comply with Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, these standards are assessed by the Care Quality Commission who are our regulatory body. A copy is kept in the home and may be seen on request. We aim to provide a high level individualised service at all times and provide a comfortable and happy home and hope that residents will enjoy living here. We will do everything possible to respect the rights of older people in this home, particularly by observing the values of privacy, dignity, independence, choice, civil rights and fulfilment which can be threatened by living in a communal environment and having to cope with disabilities. We recognise that providing good care is a co-operative process and we will attempt to consult residents and, where appropriate, their relatives, friends and representatives at all times and as fully as possible. This document should be read and interpreted in the light of these principles.

Residence

If you wish to reserve a room there will be a deposit payable which is the equivalent to one month's care fees. This is a non-refundable deposit redeemable against the cost of the first month of care fees upon occupation of the room within the agreed time scales.

Trial Period

Residence in the home for the first calendar month will be on a trial basis. If during or at the end of the period either the service user or the home's management regards the arrangement as unlikely to be satisfactory for the long term, residency and financial obligations will terminate on the last day of your trial period.

Permanent residence

The staff and management of the home will make every effort to provide the resident with a permanent place of residence including wherever possible through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that the home is temporarily or permanently unable to provide for the service user's medical or nursing needs.

We do, however, reserve the right to ask a resident to leave if he/she causes disharmony in the home.

Holmwood provides, social and personal care to frail elderly people and a small percentage of beds are registered for those people suffering from dementia.

Termination

In the event that either the management of the home is no longer able to accommodate the resident appropriately or the resident wishes to leave the home for any reason, either side will normally give one month's notice of termination of residence, or the resident may pay one month's fee in lieu (after the initial one-month trial period). A shorter period of notice will be applicable only in situations involving emergencies.

A resident's personal belongings can only remain in Holmwood whilst that resident's fees are being met. Therefore we would ask that all residents and their next of kin are fully aware of how funding arrangements may affect the storage of personal items and furniture.

Absences

Fees are based on a full board basis only and no reduction will be made for missed meals, holidays, hospital admission or any other reason. The home undertakes to keep a resident's room empty and secure during a resident's absence.

Fees

All fees are payable monthly in advance and thereafter on the first of the calendar month by cheque, standing order or cash. Fees for periods of less than a week are calculated at a daily rate of 1/7 of the weekly fees, with part days calculated at the full daily rate.

Fees include all care and accommodation costs, food and drink, heating and lighting, laundry done on the premises. Fees do not cover the costs of newspapers and periodicals, hairdressing, dry cleaning, chiropody, treatment by dentists or opticians, toilet requisites, purchasing of items by residents from the visiting chemist or visiting shops, or the purchase of clothing, personal effects and alcohol. They do not cover the cost of any transfers to hospital and if assistance is required the cost of this will be invoiced to the resident. Furthermore, if a resident would like our administration staff to take care of their personal spending allowance there will be a small administration fee payable each month.

If you or your family or another health professional acting on your behalf, request a continuing care assessment OR any other financial/care needs assessment (other than the ones made on behalf prior to your arrival at Holmwood) and if this requires administrative time, Holmwood will therefore make a charge in accordance with the time required to assist the continuing care team of £25.00 per hour. You will be advised of this at the commencement of the assessment and invoiced individually.

Fees are reviewed annually. If it becomes necessary to change your room, or the amount payable, for financial reasons or your care requirements dictate, it may be necessary to review your care fee rate more frequently.

Fees will be charged at the prevailing daily rate for a period of one month commencing on the day immediately following the death of a resident.

Where a room is occupied by two independent parties (twin occupancy) the fees shall be paid on a per bed basis, and Holmwood retains the right to freely offer a vacant bed to any third party of Holmwood's choosing. Where a room has been occupied for the exclusive use of two persons (joint occupancy) the liability for payment of fees shall be the responsibility of both parties jointly and severally until such time as the room is vacated by both parties.

Non payment of fees:

Fees are payable in accordance with the terms laid down herein. Overdue fees will be subject to an interest charge of 4% above National Westminster Bank plc prevailing rate. Should it prove necessary to pursue outstanding sums all relating correspondence will be charged at £25 per item and reimbursement for all additional cost incurred will be sought. (Please see separate sheet for residential care fee rates).

The Residents Room

The resident will have exclusive (or shared) use of the allocated room which will be treated as far as possible as his or her private space. If your room is located on the first floor there is a lift for your convenience. Resident's are welcome to bring to their rooms personal items and any furniture they wish to use which can be safely accommodated in the space. Furnishing of the resident's room will include at least the following:

- a clean comfortable bed suitable for the service user's needs
- bed linen
- curtains or blinds
- a mirror
- overhead and bedside lighting
- comfortable seating for two people
- two accessible double electric sockets
- a table to sit at and a bedside table
- a wash hand basin (or specified en suite facilities)
- drawers and enclosed hanging space for clothes
- carpets or equivalent
- lockable storage space for medication, money and valuables
- keys to the room and storage space (unless a risk assessment in the care plan indicates otherwise)
- in double room's screens to ensure privacy for personal care.
- If the resident has made a positive choice to share a room and the other place in the room becomes vacant, he or she will have the opportunity to move to a different room if desired, and when one becomes available.



Personal Possessions

Resident's are encouraged to have personal possessions, subject to health and safety and fire risk assessments, which remain their property. Items of significant value should be passed to the management for safe-keeping. The staff will attempt to provide security for resident's possessions but no responsibility can be accepted for items retained in

resident's own rooms. All clothing should be marked with the resident's name. The home will make every effort to prevent damage to clothing.

Medication

The home maintains a clear policy and stringent procedures in accordance with Department of Health guidelines for all aspects of the handling of resident's medication. Records are kept of whether each resident wishes to deal with their own medication or pass that responsibility to staff. All medication or home remedies held by the individual resident must be declared to the senior staff immediately they are brought onto the premises.

It is a condition of residency at Holmwood that all illnesses, diseases and disabilities be declared to the manager or proprietor before taking up residency, or immediately following diagnosis. The staff and management of Holmwood undertake a policy of confidentiality .

Health

The home will promote and maintain the resident's health and ensure access to health care services. In particular it will:

- support self-care wherever possible
- maintain personal and oral hygiene
- identify pressure sores or the risk of developing pressure sores and undertake appropriate action
- seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used
- monitor psychological health and ensure that preventive and restorative care are provided
- provide appropriate opportunities for exercise and physical activities
- identify and act on any risk of falling
- regularly assess and act on the resident's nutritional needs and monitor weight gain or loss
- enable service users to register with a GP of their choice, subject to the GP's agreement
- facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care, as required.
- Ensure access to hearing and sight tests and to appropriate aids
- Provide information and advice about entitlements to health care
- Inform the resident's next of kin or representative of serious illness or death.
- In the event of serious illness the staff at Holmwood would like to offer you a private, dignified and independently chosen service at all times, with this in mind it is essential

that we ascertain your thoughts and wishes with regards to how you would like us to look after you, should you require palliative care whilst living here. This will form part of your advance care plan which is a key element of your plan of care whilst living at Holmwood.

Care

The management undertakes to make available sufficient staff to meet the residents' needs. A full assessment of care needs will be carried out before admission and will be reviewed regularly. A plan of care will be drawn up with the full involvement of the resident and reviewed regularly. The plan of care will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the resident are met.

The home also supports the Gold Standard Framework which is concerned with helping people to live well until the end of their life, it includes assisting people to document their desires and wishes with regard to the final days of their life. This information enables the staff at Holmwood and your doctor or nurse to support your needs and care for you in accordance with those wishes. Everyone who chooses to live at Holmwood will be invited to participate in this procedure as part of their individual plan of care.



In the event that we need to contact a member of your family to advise them about your ongoing care needs we will ensure that this is done in accordance with your wishes and where possible we will contact your nominated next of kin whose information you will have supplied when you become resident at Holmwood. Where you have more than one member of you wish to keep in touch with we would politely request that the person who is the nominated next of kin will keep other family member informed of your progress.

Holmwood is not a nursing home and the staff of the home are not expected to provide the professional kind of health care that is properly the function of the primary health care services.

Our staff are trained to the required standards in care and we have a very proactive training program in place and many of our staff exceeds the required minimum (please see staff/staff training breakdown).

Meals

Meals are served in the dining room and include cooked lunches and high teas as well as light breakfasts and suppers, prepared each day by the kitchen staff. Trays can be provided for those who are too frail or choose not to come into the dining room. Special diets can be accommodated.

The kitchen is open for breakfast between the hours of 7.00am and 9.30am and is provided either in the resident's own room or the dining room to suit individual choice.

All cooking is freshly prepared and we always use local suppliers.

Details of Allergens are shown within the daily Menus.



Pets

We regret that residents cannot normally bring their own pets with them, although pets are very welcome to visit the home.

Gratuities or Gifts

Gratuities or gifts to staff are not encouraged. Personal gifts can only be given with the consent of the management.

Insurance

The home is properly insured with a Care Home Gable Policy and each resident's effects are insured up to a value of £1000.00 with any one valuable item subject to a maximum amount of £500.

Health & Safety

The management will ensure as far as practical the health, safety and welfare of service users, including compliance with relevant legislation and the Department of Health guidance. To comply with fire regulations and for the safety and comfort of our residents, smoking on the premises is prohibited. The health and safety policy can be located on the notice board outside the senior office, alternatively you can ask the staff to bring a copy to you.

We recognise our residents' rights to self determination and freedom to take reasonable risks.

Visitors

Visitors are welcome at any time. Visitors can be provided with meals at a cost of £8.00 and with reasonable notice, beverages are available free of charge. In the interest of general safety visitors are asked to sign in and out and to inform staff on duty if a resident is leaving the premises with them. It is advisable that visitors ring to inform us that they plan to visit (especially if you have a long way to travel) just in case your relative already had a pre arranged appointment. We would also like to keep in touch electronically and provide you with a newsletter please would you supply your email address so that we can do this.

Activities

We supply a range of different activities at Holmwood to suit all preferences, residents will be supplied with a monthly entertainment schedule in their room. We will regularly seek residents opinion of our planned entertainment via resident's surveys which we conduct as part of our quality. **We have a beach hut at Southwold for use by our relatives and residents.**



COMPANY STRUCTURE AND QUALIFICATIONS

Holmwood believes in and is committed to the provision of training for all staff. We believe that a high standard of training will underpin and enrich the service that we deliver to the people who live at Holmwood.

Listed below are the staff and the position that they occupy within the company and qualifications that they hold. The Health and Social Care Act 2008 Regulation 13 defines that “ There are sufficient numbers of suitably qualified, skilled and experienced persons employed for the purposes of carrying on the regulated activity”.

MANAGER, SANDRA O'GRADY
REGISTERED NURSE AND MIDWIFE
MASTERS DEGREE HEALTH SCIENCES
BACHELORS DEGREE HEALTH
POST GRADUATE DIPLOMA IN LAW
LEVEL 4 MANAGER AWARD

ASSISTANT MANAGER
LOUISE STEPHENS
BIIAB Level 5, Diploma in Management

SENIOR CARE CO-ORDINATOR
ANNA ELLIS
BIIAB Level 5, Diploma in Management
Certificate in Higher Education

ADMINISTRATOR
ABBY BREEN

CARE COORDINATORS

ELIZABETH FARTHING

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

SERENA MEARS

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

ALISON CASTON

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

REBECCA HYLAND

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

KERRY BOTTEN

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

RUBY BARZA

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE

LYNN MOORE (RELIEF)

NVQ LEVEL 3 IN HEALTH AND SOCIAL CARE WORKPLACE HANDLING COORDINATOR

TEAM LEADER

BRENTON CURTIS – TEAM LEADER
LEVEL 3 HEALTH AND SOCIAL CARE

LORRAINE PRIOR – TEAM LEADER
LEVEL 2 IN HEALTH AND SOCIAL CARE

SARAH COE CARE ASSISTANT
NVQ LEVEL 3 HEALTH & SOCIAL CARE

CARE TEAM

DEBBIE BEARDSLEY – CARE ASSISTANT
NVQ LEVEL 2 HEALTH & SOCIAL CARE

KATHY LARWOOD – CARE ASSISTANT
NVQ LEVEL 2 HEALTH & SOCIAL CARE

DEREK PEARCE – CARE ASSISTANT
NVQ LEVEL 3 HEALTH & SOCIAL CARE

LISA SAUNDERS – CARE ASSISTANT
CARE CERTIFICATE

KHYRA BARZA CARE ASSISTANT
BTEC LEVEL 3 HEALTH AND SOCIAL CARE

JOSHUA SOMMERVILLE CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE

AMBER O'KEEFFE- CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE

SHANNON JACKSON – CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE
COMMENCED

SUSAN PAGE – CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE

THOMAS WATERS – CARE ASSISTANT /
LEVEL 2 COMMENCED
INDUCTION TRAINED

JADE WILDE – APPRENTICE CARE
ASSISTANT / LEVEL 2 COMMENCED
INDUCTION TRAINED

SONJA JERVIS
LEVEL 3 IN HEALTH AND SOCIAL CARE

CRAIG BEACHAM – CARE ASSISTANT
CERTIFICATE IN HIGHER EDUCATION /LEVEL 4
IN HEALTH AND SOCIAL CARE

SYLVIA RICHES
LEVEL 3 IN HEALTH AND SOCIAL CARE

SOPHIE FAIRHEAD – CARE ASSISTANT
INDUCTION TRAINED / LEVEL 2 COMMENCED

KATE BASEY-FISHER – CARE ASSISTANT
STUDENT NURSE TRAINING

EOISE BIANCO – CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE

SIAN HALLINAN – CARE ASSISTANT
LEVEL 2 IN HEALTH AND SOCIAL CARE

ACTIVITIES CO-ORDINATORS &

ADMINISTRATION SUPPORT

KATHY CLARKE - ACTIVITIES CO-ORDINATOR
NVQ LEVEL 2 HEALTH & SOCIAL CARE

EMMA ROBERTS – ACTIVITIES CO-ORDINATOR &
ADMIN SUPPORT

DIPLOMA HEALTH AND SOCIAL CARE LEVEL 2
DEMENTIA COACH TRAINED

SUPPORT STAFF

DEE ESTABROOK - HOUSEKEEPER
DIPLOMA IN HEALTH AND SOCIAL CARE

SHERRI SPARKS – DOMESTIC ASSISTANT

SOPHIE BATES – DOMESTIC ASSISTANT

LOUISE SIMNETT – DOMESTIC ASSISTANT

CHLOE HARRIS – DOMESTIC ASSISTANT

HOLLIE PULL – DOMESTIC ASSISTANT

SADIE FENN – DOMESTIC ASSISTANT

MELISSA BAILEY – CARE ASSISTANT/DOMESTIC
LEVEL 2 IN HEALTH AND SOCIAL CARE
COMMENCED

RITA MEARS - LAUNDRY ASSISTANT

CATERING TEAM

IAN ROBERTS - HEAD COOK
NVQ LEVEL 2 IN FOOD SAFETY & CATERING

JANET REEVE - COOK/HEAD KITCHEN ASSISTANT
NVQ LEVEL 2 PROFESSIONAL COOKERY

CAROLINE HARRISON – COOK/ KITCHEN ASSISTANT
NVQ LEVEL 2 IN FOOD SAFETY & CATERING

LYNN MOORE – KITCHEN ASSISTANT
NVQ LEVEL 2 IN FOOD SAFETY & CATERING

All staff at Holmwood undergo annual mandatory training sessions covering the following subjects:

- Fire Safety
- Manual Handling
- Protection of Vulnerable Adults
- Mental Capacity Act
- Deprivations of Liberty Safeguards
- Health and Safety
- Infection Control
- Food Hygiene
- Care Planning (where applicable)
- Equality and Diversity

Complaints

Suggestions and complaints are always welcome and Holmwood will endeavour to do its very best to resolve your issues. You can make a complaint either verbally or in writing to a senior member of staff or the manager:

Mrs S O'Grady
Holmwood
37 Upper Olland Street
Bungay
NR35 1BE
Tel: 01986 892561

Once the complaint has been received it will be investigated by the manager or her deputy who will discuss the issues and any resulting action with you within 5 days from receipt of your complaint. There is also a Holmwood comment card which can be found in reception which can simply be handed in to the staff or posted in the black post box which is kept on the desk in reception, the office staff empty this box on a daily basis. At all times staff will ensure your privacy and dignity throughout the procedure.

Alternatively you may choose to write to the Care Quality Commission. For your information there are forms and envelopes that you can use if you wish to make any comments or suggestions to the Commission (envelopes provided). These are kept in reception. The address for the Commission is also listed on the next page.

DATA PROTECTION

We respect your right to full privacy and protection therefore all personal records relating to you and your care, which are kept by the home will be kept strictly private and confidential. We will only collect the data that we need and we will only permit access to your data by authorised persons who are helping with your care and the persons that you have agreed to and nominated on your consent form. You are

entitled to see all your records should you wish to do so, please ask the manager to come and see you to arrange this for you. Please advise a member of our team if you wish to see a copy of our data protection policy which describes your rights of access and how we store your information and for how long, in full.

REGISTRATION

Care Quality Commission
Eastern Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000616161
E mail enquiries.eastern@cqc.org.uk

CARE ASSOCIATION

We are also a member of the English Community Care Association who can be contacted at:
2nd Floor
Monmouth House
38-40 Artillery Lane
LONDON
Tel: 08450 577 677

INSPECTION REPORTS

Each home that provides residential care is regulated by the Care Quality Commission (address provided above) and twice per year they review the service that we offer, a detailed report is then published. A copy of each of these reports is kept on the premises and should you wish to view them please ask the manager Mrs Sandra O'Grady and she will be only too happy to help you. Alternatively you can view them on-line at the following address:
www.cqc.org.uk or by contacting the Commission directly.

FEES

Our Residential Care Fees are currently £550.00 to £900.00 weekly

This is reviewed annually on 1st April.

However, we reserve the right to increase our fees at our discretion with a notice period of one calendar month.

We are always willing to consider applicants who may be in receipt of funding from local authorities

If you would like to discuss your individual financial arrangements, we have included some telephone numbers that may be helpful:

Social Services Norfolk 03448008020

Social Services Suffolk 08088004005

Care Aware 08705 134925

HOW TO FIND US

