



Service Users Guide

**Beddell House Care Home
Sherburn Hospital
Sherburn House
Durham
DH1 2SE**

Registered Manager: Joanne L Carr

Beddell House Care Home is operated by Sherburn House Charity

Date: 26 February 2016

Contents

Introduction

SUMMARY OF THE HOME'S "STATEMENT OF PURPOSE"

1. A description of the care home and the physical environment
2. Aims of the home
3. Our quality policy
4. Resident's rights
5. Numbers, qualifications and experience of staff
6. Age range and gender of service users
7. Range of Needs that the home is intended to meet
8. Whether nursing care is to be provided
9. In what event can residence be terminated
10. Safeguarding information

FACILITIES AND SERVICES

11. Meals
12. Medical care
13. Opticians and dentists
14. Physiotherapy
15. Chiropody
16. Hairdressing
17. Availability of telephones and personal telephones
18. Benefits advice
19. Shopping
20. Laundry
21. Dry cleaning
22. Kitchen facilities

OTHER SERVICES

23. Arrangements for reviewing your plan of care
24. Arrangements for residents to attend religious services
25. Arrangements for social activities, hobbies and leisure interests
26. Arrangements for pets
27. Arrangements for resident consultation about the home
28. Arrangements for maintaining contact with relatives, friends and representatives
29. Arrangements for dealing with complaints
30. Arrangements for dealing with bullying and harassment
31. Advocacy service
32. Insurance and Residents' property
33. Confidentiality
34. Gifts and Signing Legal Documents
35. The Care Quality Commission

(Contents continued on next page)

Contents (continued)

The following information forms part of the Service User's Guide but is too bulky to be included in this document. It is available for you to read in our reception area:

- A generic version of the Terms and Conditions of accommodation provided. This document forms a contract between Beddell House Care Home and the resident. Should you be successful in applying for residency, then a Terms and Conditions document specific to your personal circumstances will be prepared for you to sign.
- A schedule of current accommodation charges and methods of payment
- A copy of any Local Authority Contract for publicly funded residents Care Standards No. 2.
- A copy of the most recent Inspection Report.

The following documents are not part of the Service User's Guide but are also available for you to read in the reception area:

- In House Quality Reports
- Fire Precautions and Emergency Procedures in the Home.
- Residents' Views
- Full Colour Brochure
- Application Pack including Medical Report and Consent Form

Individual copies of any/all of the above can be supplied to any resident or their relative/representative upon request.

INTRODUCTION

The aim of this Service User's Guide is to enable you or your 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 judgments 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 Residence
- 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's 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 User's 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

Location of Beddell House

Beddell House is located just 2½ miles south-east of the centre of Durham City on the A181 (Durham – Hartlepool road) in a secluded valley which has been designated as a conservation area. The care home is operated by Sherburn House Charity, also known locally as both Sherburn Hospital and Christ's Hospital in Sherburn. The Charity was established in CE1181 by the Bishop of Durham.

The care home is a large stone-built Victorian building set in 15 acres of well-maintained grounds. There are numerous lawns to the front of the care home, with plenty of seating available for you to enjoy the tranquility of the care home setting. To the rear of the building is a walled garden, complete with a Koi pond and orchard. Again there is seating available. There is also a semi-circular nature walk, through ancient woodland to the rear of the walled garden. You may enjoy the flora and fauna of this area, pausing at the plentiful park seating which is located at various points around the walk. The grounds provide a diverse wildlife including rare birds, pheasants, plants and occasional deer.

Excellent facilities are available in and around Beddell House to enable you to enjoy your retirement to the fullest extent. Whether you enjoy the privacy of your own apartment or bed-sitting room, or like to participate in a multitude of social activities, both within the care home and in the local community, there is something at Beddell House for you.

The care home has produced a colour brochure, which is included with your information pack. This illustrates the beautiful surroundings in which the care home is set.

Nearby Amenities and Available Transport

Whilst the care home is located in a rural setting, it is close enough to enjoy the facilities available within Durham City. The care home has a mini-bus for use by residents. Shopping trips are arranged twice-weekly, to the local supermarket and into Durham City itself. If you are personally not able to make the journey, for whatever reason, we can make arrangements for a care assistant to obtain items on your behalf. In addition, a mobile grocery shop visits the care home every week, and the Durham County Mobile Library also visits every three weeks.

Public transport is available, both to Durham City and to Hartlepool from just outside the care home grounds.

Accommodation

The care home is registered for 60 older persons. There are 58 units of accommodation, consisting of 56 rooms for single persons and 2 which are suitable for couples wishing to share. You should be aware that unless you have made a positive choice to share with someone else, you can expect to occupy a unit of accommodation designed for a single person.

Of the 56 single units, 27 are bed-sitting rooms and 29 are apartments (separate lounge and bedroom). All of the double units are of the apartment type. All rooms have for their own private use a toilet and hand basin. 31 units also have their own private bathroom or shower.

All units of accommodation have a BT point fitted. However, connection to the BT telephone network is a matter between you and British Telecommunications plc. If you wish to have your own telephone line, assistance will be given to arrange this, but you will be responsible for payment of any installation charges, line rental and call charges.

All units of accommodation have the Intercall 700 nurse-call facility installed. This is a wall-mounted unit which may be used to call for assistance should it be needed. In addition to the wall-mounted unit, each unit of accommodation is also fitted with ceiling pull-cord switches. These can be used in the event of a fall or other mobility difficulty, resulting in an inability to reach the wall-mounted unit. The system is also able to be used with personal pendant switches. Full assistance will be given to ensure that you understand how to properly use this system.

In addition to those facilities that you may enjoy in the privacy of your own accommodation, the care home has a number of areas that may be shared with other residents, either as quiet rooms, or for the purpose of social gathering. The main residents' lounge is on the ground floor. This contains easy chairs, music centre and other equipment. There is a pay telephone in this room, as well as in the east wing of the first floor. The payphone on the first floor is located in a dedicated room so that you may make confidential calls, even if you don't have your own telephone in your accommodation.

Directly above on the first floor, is an activities room. This contains a library of books, which you may use. The room can also be used for numerous other activities. This room is also utilised as a polling station during local and general elections. This ensures residents do not even need to venture outside the building in order to exercise their democratic right.

Just a few yards along the corridor is the music room. This contains easy chairs and a state of the art Home Theatre System and large screen LCD digital television. There is also a piano in this room. The room may be used for social activities, religious service and meetings. It is also available for use as a quiet room by residents when not being used for other purposes.

The main care home dining room is located on the ground floor. The large conservatory leads directly from the dining room. This is a very pleasant area for residents to meet and socialise. The conservatory enjoys pleasant views of the front grounds of the care home, including a fountain feature just to the front of the care home.

There is a hairdressing salon on the ground floor, east wing. Hairdressers visit the care home at least twice weekly.

Should you need additional assistance with bathing and toileting, there are additional shared used bathrooms/showers and toilets located at various points throughout the care home.

On the first and second floor there are utility rooms for use by residents. These are fitted with tea-making facilities, in addition to washing machines and dryers. This allows those residents who are able, to enjoy a greater degree of independence.

The charity has its own chapel, built in the late 12th Century and extensively restored during the Victorian era, following two major fires. This is for the use of residents of the care home and persons living in the Sherburn House area. The charity employs a chaplain, the Reverend Eileen Tarren, who lives on-site in Shincliffe House. Nominally, the chapel is Church of England, although the care home welcomes applications from people of all religious beliefs and those with none. Services are held both in the chapel and in the music room on the first floor of the care home. The chapel has also been utilised for concerts.

Furniture and Fittings

Almost all residents choose to bring their own furniture and other belongings when they take up residence of Beddell House Care Home. We actively encourage you to bring your own furniture, as familiar items can help you to settle much more quickly. However, it is recognised that it may not always be possible for you to bring your own furniture or other belongings. The care home will in these circumstances, ensure that the following items are provided in your unit of accommodation:

- A clean comfortable bed, minimum 900mm wide, at a suitable, safe height for the resident, and bed-linen
- Carpets
- Curtains and blinds
- A mirror
- Overhead and bedside lighting
- Comfortable seating for two people
- Drawers and enclosed space for hanging clothes
- At least two accessible double electric sockets
- A table to sit at and a bed-side table

Availability of Aids and Equipment

The care home has numerous mobility aids on-site to ensure the comfort and safety of both residents and staff, including mobile hoists. Individuals requiring other aids and equipment will be assessed by the relevant health-care professional and allocated such equipment accordingly.

The care home owns a number of motorised buggies, for use by residents within the extensive grounds.

We have radio devices available you can take with you whilst using the buggies or walking in the grounds, which can be activated in the event that you find yourself in difficulty. Location technology within the devices will allow the carer on duty to locate you and come to your aid if required.

Maintenance and Cleaning of Accommodation

The care home employs two maintenance staff full-time to carry out essential repairs. In addition, outside contractors are utilised for major repairs and improvements and grounds maintenance is contracted out to an external organisation.

The care home also ensures that accommodation is maintained to a good decorative standard.

The care home also employs domestic staff, whose duties include the regular cleaning of residents' accommodation, as well as communal areas. Access to your personal accommodation is arranged between yourself and the Head Domestic.

Heating and Ventilation Arrangements

The care home is centrally heated by gas. Radiators are installed in all rooms and around the corridors. All radiators are fitted with protective covers, thus guaranteeing a low surface temperature on the radiators.

Within your own accommodation, the temperature of radiators is controllable by use of a thermostat. The care home aims to ensure that a temperature of 70° Fahrenheit (21° Celsius) is maintained throughout the care home.

Your accommodation has mechanical ventilation installed in the WC area. In addition, windows may be opened to allow additional natural ventilation.

All hot water outlets to which you have access are fitted with thermostatic mixer valves, calibrated to ensure water is provided at a maximum of 109° Fahrenheit (43° Celsius). The thermostatic mixer valves are checked regularly to ensure correct operation.

2. AIMS OF THE HOME

The aim is to provide personal care to older people, with housing and care needs, over the age of 65. The care home's main focus is the long-term care of elderly people and most residents fall into this category. However, we are able to provide short-term respite care when suitable accommodation becomes available. We also encourage trial periods of care for people thinking of long-term care but who are unsure whether Beddell House Care Home is the right place for them.

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.

3. OUR QUALITY POLICY

Beddell House Care Home is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere.

This will be achieved by:

- a. Staff development programme
- b. Recruitment of employees who share our values and will create a homely atmosphere
- c. Providing such resources as may be required to ensure that training takes place and is effective

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

This will be achieved by:

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

Our Home 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:

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

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

This will be achieved by:

- a. Residents' consultation and satisfaction surveys
- b. Residents' and staff meetings
- c. Management review of our Quality Management System

Our Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences
- b. Menus which are nutritionally balanced
- c. Menus which allow residents to change their food choices
- d. Menus specially designed for residents with specific dietary needs

Our Home will ensure that residents are fully informed about all matters which might affect their well-being.

This will be achieved by:

- a. Residents' meetings
- b. Keyworker support
- c. Provision of notice boards or other displays which inform residents

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home. This means that applicants for residence or employment will not be discriminated against in any way.

This will be achieved by:

- a. An Equal Opportunities Policy

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

This will be achieved by:

- a. Ensuring that the physical environment meets all health and safety standards
- b. Providing each resident with their own front door key unless there are agreed reasons for not doing so
- c. Providing each resident with a safe and secure place to store their valuable

Our Home will offer a range of social activities which meet the needs of the residents.

This will be achieved by:

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home

4. RESIDENTS' 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 whoever 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 an active part in any decisions about daily living arrangements that affect your life
- The right of access to outside agencies of your choice e.g. doctor, optician, chiroprapist 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 local and national elections

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Our Home is staffed in accordance with the requirement of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.. 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. In addition, the Home's staffing requirements have been approved by the Care Quality Commission as part of the process of registration of the Care Home. 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.

6. AGE RANGE AND GENDER OF SERVICE USERS

Our Home provides long term care services for older people with a range of care needs. We are able to provide respite care for a small number of people at any one time, dependent on availability of rooms. Accommodation is provided in 56 single rooms and 2 double rooms. All rooms contain en-suite toilet facilities.

7. RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our Home provides services in the following category:

- *Care Home providing personal care*

Our Home provides services to the following category of resident:

- *Old Age*

8. WHETHER NURSING CARE IS TO BE PROVIDED

Our Home does not provide nursing care for service users in the Home. This means that we are not required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home.”

These arrangements are fully documented in the Cared 4 Quality Management System Procedures:

- SD-06 Residents Access to Health Care Services
- PP-01 Recruitment of Staff

9. IN WHAT EVENT CAN RESIDENCE BE TERMINATED

You may terminate your residence of the care home by giving four weeks’ notice to the Manager. The accommodation charge will however, continue to be payable until your apartment/bed-sitting room is cleared of your personal effects.

The charity will not arbitrarily terminate your residence.

The charity does however, reserve the right to bring an end to your appointment as a resident in the following circumstances:

- In the event of serious misconduct on your part.
- Where there is a breach of the terms of your appointment.
- Whilst it is hoped that you will be able to remain in the care home for the remainder of your life, you must recognise that it may become necessary in the event of your prolonged ill-health, to seek alternative accommodation. In this case, the charity will consult with you, your appointed representative, social services and your doctor, to ensure that suitable arrangements can be made for your continuing care, either in Beddell House care home, or in a more appropriate establishment.

Where it does become necessary to terminate your residence, you will be given four weeks’ notice in writing.

10. SAFEGUARDING INFORMATION

Beddell House care home takes its safeguarding responsibilities very seriously. Safeguarding adults is about providing support and advice to any adult at risk, to enable them to live their lives free from abuse and neglect; to obtain the appropriate care and protection to live in safety and without fear.

We follow the guidance supplied by the County Durham Inter-Agency Safeguarding Adults Board Partnership. Copies of these procedures are available upon request.

FACILITIES AND SERVICES

11. MEALS

Your meals will be carefully prepared by our **fully qualified catering staff**. 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 full English or Continental breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and cakes, 2 course evening meal and night time drinks and supper snacks.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician will be sought where necessary. Limited quantities of alcohol are offered at special occasions.

Residents have the choice of 3 menus at lunch and tea time. Whilst every effort is made to provide for individual residents preferences the Home does not provide an 'a la carte menu'.

12. MEDICAL CARE – QUALIFIED NURSING AND CARE STAFF

Staff are always on duty to plan and supervise residents' care, ensuring the highest standards at all times. The Home's GP also calls weekly or more frequently if required, although 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.

13. OPTICIANS AND DENTISTS

An Optician visits the Home as and when required, although you are free to make outside appointments if you prefer. Transport can be provided for visits to the Optician and Dentist if necessary.

14. PHYSIOTHERAPY

Physiotherapy can be arranged as necessary, through your GP.

15. CHIROPODY

A private chiropodist visits the Home weekly. Payment for chiropody treatment is made direct to the Chiropodist by you.

16. HAIRDRESSING

Hairdressing can be provided, at an additional charge, in our fully equipped salon, which is open at least twice weekly. However, you are free to go out to a hairdresser if you wish.

17. AVAILABILITY OF TELEPHONES AND PERSONAL TELEPHONES

The care home has a number of telephone lines entering the Home via a digital switchboard. The telephone and fax numbers are 0191 372 0421 (Care Office) and 0191 372 0035 (Fax).

Residents are able to avail themselves of a private telephone line in their own accommodation. All units of residents' accommodation already have a BT point fitted. Any

contract for the provision of such a line will be between the resident and British Telecommunications plc. Payment of installation, line rental and other charges will be the responsibility of the resident.

Residents have access to a public payphone in the main lounge. The number of this telephone is 0191 372 4998. There is a second payphone in a designated room located on the first floor in the east wing of the Care Home. This allows residents more privacy when making calls. The number of this payphone is 0191 372 4994.

Residents having personal mobile phones are acceptable within the Home.

18. BENEFITS ADVICE

If a resident needs advice about benefits, they will be assisted in communicating with a person qualified to give such advice..

19. SHOPPING

The Charity owns a mini-bus and shopping trips are arranged twice each week. Space on the mini-buses is limited and will normally be allocated on a first-come-first-served basis. For those residents not able to participate in shopping trips, we can arrange for goods to be purchased on their behalf by members of staff. This will be done ensuring the necessary safeguards of our Personal Finance Policy and Procedures are maintained.

20. LAUNDRY

Laundry is undertaken within the Home within the normal fees for service. The laundry equipment complies with the National Minimum Standards for Care Homes for Older People and the 1998 Water Regulations.

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are facilities for residents to launder their own small items on the first and second floors of the care home.

21. DRY CLEANING

Dry Cleaning can be arranged through your key worker. The cost of any dry cleaning must be met by you.

22. KITCHEN FACILITIES

Kitchen facilities are built to the standards laid down by the Environmental Health Department. The Kitchen is managed by the Head Chef.

These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff.

Utility rooms on the first and second floors contain tea and coffee making facilities which may additionally be utilised by residents and their guests.

After a risk assessment, which is reviewed regularly, residents may request to have a kettle and tea/coffee making facilities in their rooms.

OTHER SERVICES

23. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Our Home operates a full service user planning and review system as contained in the Cared 4 Quality Management System Resident's Care Plan (Service User Plan). The procedures and documentation relevant to this process are shown below:

- C4-079 Resident's Care Plan (Service User Plan)
- SD-02 Admission to the Home
- SD-03 Assessment and Care Planning (Service User Planning)

24. ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Our Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Whilst the charity has its own Church of England chapel and chaplain, we shall fully respect the rights of any resident to follow the faith of their choosing. The Cared 4 Quality Management System that contains the following relevant procedures:

- MA-15 Confidentiality and Access to Records
- QP-10 Resident's Charter of Rights
- QP-06 Home Equal Opportunities Policy
- SD-03 Assessment and Care Planning
- PC-10 Religion

25. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our Home 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 and are encouraged to take part in discussions around which activities or hobbies the care home could include. Resident engagement takes place as part of the Service User Planning process and at regular residents' meetings, however ongoing suggestions and ideas are welcome and encouraged at any point in order to ensure the residents are stimulated and engaged in line with their individual preferences and wishes. The Home has an activities committee, consisting of staff and residents where ideas and suggestions are discussed. Once activities have been agreed by the committee, they are then organised by the staff. A sample of the range of activities available is set out below:

- Bingo
- Carpet Bowls
- Quiz Night
- Music Night
- Theatre Trips
- Visiting Entertainers
- Guest Speakers
- Outings
- Art Class

An Activities Diary is maintained and kept in the main office for anyone wishing to inspect it.

26. ARRANGEMENTS FOR PETS

For the comfort of all residents, the keeping of dogs, cats and other four-legged animals will not be allowed. However the keeping of fish and small caged birds will be allowed. It is allowable to bring pets when visiting relatives in the care home.

27. ARRANGMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Our Home 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. We have a residents committee and the management and staff are available to listen to the views of residents.

The Cared 4 Quality Management System includes policies and procedures which try to ensure that effective consultation takes place. These policies and procedures include:

SD-12	Residents' Committees
SD-16	Comments, Suggestions and Complaints
CI-03	Management Review of the Quality System
CI-04	Quality Review Group
CI-05	Internal Audits of the Quality System
CI-08	Residents' / Relatives' Satisfaction Surveys
QP-10	Resident's Charter of Rights

28. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We shall assist residents to maintain contact if requested.

Our Home 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.

Normal visiting is encouraged between: 9.00 am and 8.00 pm. However, visitors are welcome at any time. We do request visitors respect meal-times.

Our care home does have guest accommodation on-site, as we recognise that some residents may have friends and relatives who have travelled considerable distances to see them. The charges for this self-catering accommodation are very modest and a welcome pack is provided. This accommodation is limited and it is advisable to pre-book.

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 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.

Residents wishing to leave the premises with a visitor should speak to the senior member of staff on duty first to ensure that any medication required is able to be taken whilst off site, and also to ensure the trip is within the capacity and safety of the resident. Visitors leaving the premises with residents must log this in the visitor's book on departure and return for health and safety reasons. Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fayre, entertainment evenings etc.

The Cared 4 Quality Management System contains procedures which demonstrate this. These are shown below:

SD-20 Visitors to the Home

29. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

What Do I Do If I'm Not Happy?

As a resident of Beddell House Care Home we value your comments and opinions, both good and bad. This also includes complaints. If you find that you are unhappy about something and would like to make a complaint, we are more than happy to take the time to put it right. We understand that it is sometimes difficult to make a complaint so we will always allow you the time and privacy to speak openly. Your comments will always be treated in a confidential manner by our staff who have been trained to deal with complaints and will be able to put you at your ease.

How Do I Complain?

If you do feel that you need to make a complaint, we would suggest that you speak to your "Key Worker" initially. If this is not possible for whatever reason we would ask you to approach either one of our senior carers or the care home manager. If you would feel more comfortable talking to us with either a friend, family member or advocate present we can also arrange this for you. We use a local advocacy service that is entirely confidential (see section 28). Please ask to see our Advocacy Procedure SD-09. If someone, either an advocate or a friend is making the complaint on your behalf we would ask that they follow the same guidelines as yourself. When you begin to discuss the details of your complaint, the member of staff you have chosen to help you will record your comments on a complaints form. When completing the form they will also ask you what your desired outcome is so that we can work towards achieving it.

How Long Will It Take To Deal With My Complaint?

Once we have identified your complaint we will attempt to deal with it as quickly as possible, certainly in no more than 28 days. Meanwhile we will keep you informed of our progress at regular intervals. When you feel satisfied that your complaint has been resolved, we will ask you to make a brief comment on how efficiently you feel it was handled. This comment will be added to the complaints form. Finally, if you are agreeable, both you and the member of staff will sign the form and you will receive a copy.

What Happens If I'm Still Not Happy?

If you do not feel that your complaint was dealt with to your satisfaction, we will be happy to refer you to the Care Manager. If the Care Manager is unable to help there are a number of options.

We will help you to contact:

- The Home Care Committee (a sub-committee of the Board of Governors)
- The Care Quality Commission. The contact details for the CQC are on the last page of this document.

Our Home welcomes 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 any Home will be treated seriously.

If a resident or relative requires help to make a complaint then they will be afforded advice about potential advocates. The residents' notice-board also contains information about advocacy services.

30. ARRANGEMENTS FOR DEALING WITH BULLYING AND HARASSMENT

Sherburn House Charity will take any allegation of harassment or bullying very seriously and will deal with all allegations as soon as is practicably possible.

All staff are made aware of the procedure in place for dealing with allegations of harassment and bullying.

If you feel that you or another resident is being harassed or bullied, you should raise the matter with your key worker in the first instance. If you feel the harassment or bullying is coming from your key worker, you should speak to one of the senior carers or the manager of the care home.

Any concerns you raise will be treated in the strictest of confidence.

31. ADVOCACY SERVICE

Sherburn House Charity uses the advocacy service provided by Spiral Skills, a project of the Learning First charity. Their website is located at www.spiralskills.org and is free for any resident to use if they do not feel confident in making a complaint or asking questions about matters of care. Please ask a carer/senior carer if you would like to use this service, which is entirely confidential.

32. INSURANCE AND RESIDENTS' PROPERTY

Sherburn House Charity insures the fabric of the buildings. It also insures the contents of the buildings, plus the plant, machinery and vehicles. The charity is insured against public liability claims up to £10 million. The charity is insured for claims which may be made against them as an employer.

Each resident's personal effects are insured up to a maximum of £1,000. The policy covers accidental breakage and theft, and any loss/damage must be reported to the Registered Manager as soon as it is discovered. Please note that any cash held in your apartment/bed-sitting room is not insured and the charity does not accept responsibility for any loss of such cash. The Registered Manager can arrange to look after cash for you in the charity's safe, up to a maximum of £100. It is very strongly recommended that sums larger than this be deposited in a bank or building society, to ensure risk of loss is minimised.

Details of the insurance policy providing cover for your personal effects are included in the information pack provided. Claims for any loss incurred must be processed by the charity's finance office.

If a resident considers that his/her personal effects are worth more than the cover provided by the charity as detailed in your information pack, they are strongly advised to arrange supplementary insurance cover. The charity's finance officers will be able to offer advice about providers of suitable policies.

33. CONFIDENTIALITY

All staff who have access to, or handle, confidential records have been made aware of the principles of confidentiality and understand that disciplinary action may result if these principles are not met.

Any information given in confidence from a resident to a member of staff will be used only for the purpose for which it was given and will not be released to others without the resident's written permission. Even the death of a resident does not give staff the right to break confidentiality.

Staff will protect all confidential information concerning residents obtained in the course of professional practice and make disclosures only with written consent, where required by court of law and where can be justified disclosure in the wider public or resident's interest e.g. drug abuse, physical abuse, other serious crimes.

It is important that residents understand that some information may be made available to others involved in the delivery of care.

The computer system used will be protected from inappropriate access and used only by authorised staff.

However, a resident can ask to see their records for a charge of £30 by making a request in writing, whether they are written down or on computer. This is as a result of the Data Protection Act 1998, Access Modification (Health) Order 1987 and the Access to Health Records Act 1990.

The care home's procedure on Confidentiality and Access to Records is fully stated in document MA-15, which is available for inspection.

34. GIFTS, WILLS, LOANS AND SIGNING LEGAL DOCUMENTS

Employees of Sherburn House Charity 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.

Employees of Sherburn House Charity are not allowed to borrow money or solicit money from residents. If a member of staff attempts to borrow or solicit money from you, you must make the manager of the home aware of this immediately.

35. THE CARE QUALITY COMMISSION

This is a National body which regulates the conduct of Care Homes in England. There are three offices from which Commissioners carry out their duties.

The office with responsibility for the North East of England is located at:

CQC North East
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Email: enquiries@cqc.org.uk