

Zoar Residential Home

**Marion Street, Clydach Vale, Tonypany, Mid Glamorgan CF40 2DN
Telephone: 01443 432262**

Service User Guide

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Summary of Statement of Purpose

Zoar Residential Home is a specially designed and built care home for the elderly. We aim to provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere. Our luxury 30 bed roomed accommodation catering for both male and female Service Users, all en-suite, offers all the facilities to ensure comfort and care.

Nurse call systems are fitted in all bedrooms along with T.V. points. Bathrooms are fitted with a bath hoist. A 5 person shaft lift provides easy access to upstairs bedrooms.

Highly trained and qualified staff is on call 24 hours a day – most of whom have NVQ level 2 + 3. Our Manager Malcolm Saunders has is R.M.A. NVQ Level 4. The Deputy Manager Celia Woods is currently starting her NVQ Level 4. Our Assistant Deputy Manager Rhys Jones has just completed his NVQ Level 3. Staff are encouraged to work towards their NVQ Levels 2 3 and 4. Some staff have completed their NVQ Level 2.3 and 4. The home maintains strong emphasis on staff training and is committed to the principle of equal opportunity in employment.

All service users needs are met in a friendly and efficient way, we strive to preserve and maintain their dignity, individuality and privacy, we are always sensitive to ever changing needs. The service user has the right to request change of room (depending on availability) and is welcome to contact the Care Standard Inspectorate of Wales whenever they wish to.

A wide range of activities are organised by staff on a daily basis, service users are also encouraged to pursue their own hobbies and interests.

Friends and relatives are welcome to visit at any time on any day.

We aim to make every service users stay as homely and comfortable as possible

The Client has a choice of the gender of the carer who attends to their hygiene needs.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual Service User
3. No top up Fees are charged over and above the Fees agreed with the Local Authority.
4. Fees start @372 per week for residential care.

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP and District Nurse visits when required
- Chiropodist
- Call System
- Full Central Heating

Fees – What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Telephone calls – Phone available in Office
- Personal Toiletries

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety. Also as to their choice to have animals within the home. This is not to say we do not permit pets, the Manager will however treat each case dependant on need and the amount of pets already at the home.

Medication

If a Service User wants to be self-medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the Home Manager.

Telephone

The home has a phone, which can be used by the Service Users for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Service Users may have their own private line through British Telecom at the going rate.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 80% of

the normal fee is paid. In the case of social services funded Service Users, this retention period would be reviewed by the Home Manager.

Complaints

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the National Care Standards Commission at any time:-

Care Standards Inspectorates For Wales
Vale and Valleys Region
Unit 4/5 Chanwood Court
Heol Billingsley
Parc Nantgarw
Nantgarw
CF15 7QZ
Telephone: 01443 848529

A copy of the complaint procedure is on display and can be made available on request

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Contract of Residence

THIS AGREEMENT Is between Zoar Residential Home

And **“THE SERVICE USER”**:.....

Room Number:.....

Residence and payment of Care Fees:

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, Zoar Residential Home undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.
2. The monthly charge shall be the initial sum of £ per month paid one month in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. There will be no extra charges. The monthly charge shall remain unchanged unless one months written notice is given by Zoar Residential Home to the Service User or this agreement is jointly amended by all parties hereto.
3. Zoar Residential Home undertake to maintain a standard of care as required by Registration Authority. If an occasion should occur where a complaint or query arises the Service User is referred to Zoar Residential Home written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the: National Care Standards Commission:
4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Zoar Residential Home .
6. Zoar Residential Home will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, Zoar Residential Home will retain the accommodation for eight weeks at a weekly charge of 80% of the current fees, after which time the full fees may be charged, unless four weeks termination of contract is given by either party to the other.
7. In the event of death of the Service User, any fees outstanding for Service User’s will be charged to their estate. Third parties who agree to meet Service User’s fees in whole or part must sign below to this effect before the said person becomes a Service User. **THE COUNCIL WILL NOW ONLY PAY 4 DAYS FOLLOWING THE DEATH OF A SERVICE USER.**
- 8.

Contract of Residence

9. Zoar Residential Home may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
- a. Non-payment of fees
 - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Zoar Residential Home are no longer able to meet the Service User's needs.
 - c. Any circumstances or behaviour which Zoar Residential Home feel may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by Zoar Residential Home . Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which Zoar Residential Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements:

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.
11. Service Users will be required, before taking up residence, to provide information to Zoar Residential Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request Zoar Residential Home take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place

Personal Effects and Personal Mobility:

13. Service Users are free to journey out alone, however, Zoar Residential Home cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Zoar Residential Home before their use.
15. At the discretion of Zoar Residential Home items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

Contract of Residence

Insurance:

16. Zoar Residential Home is insured at the rate of £..... per person for valuable effects left in the Service User's rooms. All items over £..... need to be itemised, but insurance does not extend to Service User's cash securities and other monies.

17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Zoar Residential Home .

Contract of Residence

In the Event of an Emergency:

18. The Service User is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

a. Name, address and telephone number of next of kin:

.....
.....
.....

b. Any Social or cultural traditions that the Service User requires to keep:

.....
.....

Status of the Home:

19. Zoar Residential Home is registered as a Care Home with the National Care Standards Commission:

SIGNED:
For and behalf of Zoar Residential Home

DATE:

SIGNED: Service User

DATE:

In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED:

CAPACITY:

ADDRESS:

.....
.....

DATE:

Zoar Residential Home	FORM No:	
	ISSUE No:	
	ISSUE Date:	

SERVICE USER SATISFACTION QUESTIONNAIRE:

Question	Please Tick		Comments
	Yes	No	
Are you happy with the bed times?			
Are you happy with your room decoration/security?			
Are you happy with the Lounges and Canteen?			
Are you happy with the Smoking Policy?			
Are you satisfied with choice and quality of meals?			
Are you happy with the meal times?			
Are you satisfied with the attitude of Day and Night staff?			
Are you satisfied with the attitude of Management?			
Are you satisfied with the attitude of the Domestic and Kitchen staff?			
Do you join in any of the following activities:			
Bingo			
Shows			
Dominoes			
Knitting			
Singer			
Days Trips			
Quiz			
Would you like any other activities, we would welcome any suggestions.			
Would you like to organise a Day Trip?			
Do you know how to contact CSIW should you have any issues or concerns needing to be brought to their attention?			
Do you know your Key Worker?			
How to contact your Social Worker?			
Are you happy with the following Services:			
Hairdressing Service			
Chiropody			
Laundry			
Pocket Money			
Dentist			
Are there any changes you would like to see at Zoar Residential Home			

Thank you for completing this questionnaire.

Name:.....

Date:.....