



WYGGESTON'S HOSPITAL

Registered Charity Number 216873

RESIDENTS' HANDBOOK

AGNES HOUSE

REVISED OCTOBER 2011

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FOREWORD

The purpose of this Handbook is to provide you with information about your Licence to occupy one of the rooms in Agnes House and about Wyggeston's Hospital Charity and its management.

As this Handbook forms part of your Contract with the Charity you will be required to sign to confirm that you have received and read a copy of this book.

From time to time the information will need to be updated and suggestions for items to be included or amended should be made to The Master in writing.

The Governors hope that the information provided helps you to enjoy to the full your residence at the Hospital.

It is the earnest desire of the Governors that the Residents should do all they can towards making their fellow Residents happy and comfortable. This was the intention of the Founder of the Hospital and the helping of one another is a means by which Residents can show their appreciation of the benefits, which they themselves receive.

BACKGROUND AND MANAGEMENT OF THE HOSPITAL

History

Wyggeston's Hospital was founded by William Wyggeston in 1513 under Royal Letters Patent from Henry VIII and was originally to care for 12 poor men and 12 poor women.

The Hospital has been rebuilt and enlarged twice and now provides 54 flats.

The Wyggeston's Hospital was founded as an Almshouse Charity which now comprises two units, William House which is Almshouse Flats and Agnes House the Residential Care Home which has twenty-six rooms. Agnes House was built and opened in 1992. The Hospital is set in 5 acres of ground off the Hinckley Road within the City of Leicester.

Charity Scheme

The Wyggeston's Hospital is a registered Charity and is run in accordance with the terms of the Scheme prepared by the Charity Commissioners. The Scheme was fully revised in 1992. A copy of the Scheme is available for you to read in the Residents' Library.

Master

The Master lives on site and is the senior member of staff. The Master has to be a Clergyman of the Church of England under the terms of the Scheme and is appointed by Her Majesty the Queen under the seal of the Duchy of Lancaster.

Agnes House

The Charity is housed in two buildings William House and Agnes House.

Agnes House offers residential care accommodation for those requiring a greater degree of care.

Residents are encouraged to help each other as much as practical and to share as wide a social life as possible both within the Hospital and Agnes House and by making and maintaining contact and links with outside organisations such as fellowships, churches, libraries etc...

AIMS AND OBJECTIVES OF AGNES HOUSE

Our aim is to fulfil the wishes of the founder within the age in which we live and in Agnes House to create a family atmosphere where residents are accorded due status. We aim to respect and treat our residents as mature adults with their own views and opinions which have been formed through a lifetime of experience.

The room to which you have been appointed will be your home and you have rights as well as duties as a resident which this booklet sets out.

To achieve this we will:

Assist residents to achieve their full potential in respect of their physical intellectual emotional social and religious needs.

Encourage independence and ensure that privacy and dignity are respected at all times.

Consult residents via residents meetings on all aspects of the running of the home. Give them the power and control to change things within the limits of group living. It is their home.

Welcome family and other visitors and encourage them to continue to participate in the day-to-day lives of the residents.

We will, with the resident's agreement, involve relatives in decisions relating to the residents care needs.

Provide various activities and events including Music and Movement, craft classes, card games, carpet skittles, outings to the countryside, shopping trips and theatre visits. We will also encourage residents to join in the activities of William House.

Investigate concerns or complaints promptly and with a positive approach.

Should a resident's health deteriorate we will care for them whenever possible to the limits of the homes capability. If we are unable to meet resident's needs it may be necessary for them to move on to a nursing home or other alternative care establishment. This would only be done after full consultation with all parties concerned.

Deal with resident's affairs in the strictest confidence.

It is not the policy of the home to be involved with resident's financial affairs.

TERMS OF OCCUPANCY

Licence to occupy

You will have been appointed as a resident either privately or through a placement by Social Services. The individual placement Agreement through Social Services or the private Contract signed by you, together with this Residents Handbook forms your Licence to Occupy. As a beneficiary of the Charity, legally you are a Licensee and will only be asked to leave if you no longer fulfil the requirements for appointment.

Moving In

When you are appointed you will receive a letter giving the date you may move in. You will be liable for the Weekly Maintenance Contribution Fees from that date.

Weekly Maintenance Contribution Residency Fees

A Weekly Maintenance Contribution (WMC) Fee is payable for which you are responsible unless funded by Social Services. The Administration Manager will provide details of amount and methods of payment. This is reviewed annually and you will be notified at least four weeks in advance of any change in the amount payable. The Weekly Fee is for occupancy of the room accommodation and care.

Trial Period

Your stay in Agnes House will be subject to a 4 week trial period.

The purpose of the trial period is:

- to help you decide if the Home is appropriate for you
- to enable the home manager decide if you have sufficiently integrated into the home and its environment
- to ensure as far as possible that the home is providing an appropriate level of services to meet your needs and expectations.

Moving Out

Setting aside of appointments

The Governors may set aside the appointment of any Resident who in their opinion:-

1. Persistently or without reasonable excuse either disregards the regulations for the Residents or disturbs the quiet occupation of Agnes House or otherwise behaves vexatiously or offensively; or
2. Has been appointed without having the required qualifications; or
3. Is suffering from mental or other disease or infirmity rendering him or her unsuited to remain as a Resident;

- a. Upon setting aside the appointment of a Resident the Governors shall require and take possession of the room occupied by him or her.
- b. The Governors, upon the recovery of a Resident whose appointment has been set aside on account of mental or other disease or infirmity may re-appoint him or her.

If a Resident marries after appointment the continued occupancy will be subject to review.

Vacating Room

If you wish to leave Agnes House you must give not less than four weeks' notice in writing stating clearly the date you will vacate the room. You may leave Agnes House before the set date but you will remain liable for the Weekly Fee up to the end of the four-week notice period.

The Charity may give you not less than four weeks' notice to leave the Home except in exceptional circumstances.

If a resident dies charges are usually made until the room is cleared. We try to be as fair as possible in this matter at such a distressing time.

Absence

Holiday and overnight absence must be notified to the Senior Member of staff on duty.

Death and Funeral Arrangements

On admission to Agnes House residents or their relatives will be asked to provide information regarding funeral arrangements. See further details in the back of the Handbook.

SERVICES PROVIDED

Care Manager

The Care Manager is responsible for ensuring that resident's care needs are met and that staff are properly trained to give such care.

Staff

There are staff on duty 24 hours a day.

Meals

There is a choice of meals and catering is provided by the Agnes House kitchen.

Emergency call system

In emergency you should use the emergency call system. The system will be explained and you will be shown how it works when you move into your room.

Please DO use the call system in emergency to get help.

Please DO NOT use the call system to make normal contact with staff.

Laundry

All laundry will be done for you by the in-house Laundry Unit.

You must ensure that all your clothes are clearly labelled with your name. We recommend Cashes style name tapes.

Repairs and Decoration

Repairs and Decoration both internal and external are carried out by the Hospital. If there are any items, which require attention, you should report these to a member of staff. The rooms are usually decorated every four or five years.

Insurance

The Hospital has an insurance policy, which gives limited cover to your personal possessions.

If you have any very valuable items you are advised to take out your own insurance to cover them.

Please do not keep cash in your room other than for day to day use. Also please do not ask the staff to look after any valuable items as they are instructed not to do so.

A small amount of cash may be held in the office safe for day-to-day needs.

However, any such amounts accepted are held on the understanding that the Care Manager can decide if the amounts asked to be held are too high and the resident may be asked to make alternative arrangements.

Television

If you have a television you must ensure you obtain a TV Licence. If you are over the age of 75 this is currently free.

Residents are asked to consider the comfort of their neighbours when using a radio or television.

Cleaning

All cleaning is carried out by the staff.

Grounds

These are maintained by a contractor appointed by the Hospital.

Help with personal problems

The Master is available at all times and will be glad to assist.

The room is your home and all members of staff will respect your privacy and independence. Sometimes you may wish to have some help dealing with matters such as filling in forms. If you require help please speak to a senior member of staff who will give what assistance they can and all matters will be treated in strictest confidence.

Library

A small library is located in William House.

Services in the Chapel

There are regular services in the Chapel. Please see notice boards for times of services.

GENERAL INFORMATION

Chiropody

The NHS service is available free of charge. We also have a private visiting chiropodist

District Nurse

A District Nurse can be arranged for any nursing procedures.

Hospital Visit

If a resident needs to visit hospital either as an out-patient or as an emergency the relative's will be asked to arrange to accompany the resident. If this is not possible Agnes House staff may be available for such visits and there may be a charge for this.

Relatives will be informed as soon as practical of a resident's transfer to hospital as an emergency.

Hairdresser

A private hairdresser visits the Hospital and the salon is located in William House. Arrangements for being included on the Hairdressers List should be made direct with her or speak to a member of staff.

Notice Board

Please see the Notice Board or the Weekly Newsletter outside the Office which has details of events and outings. If you belong to any organisation and wish to advertise an event please see the Care Manager to arrange to display the notice.

Electoral Register

In order to maintain your right to vote you should notify the Electoral Registration Officer of your new address. Application forms for postal voting are available at Agnes House.

Master Key

Your room is your home and staff and other residents only enter by invitation except in times of emergency.

You are not permitted to change the lock on your door or to add bolts, which would prevent staff gaining access in emergency.

The person on duty holds a Master Key but it will only be used in emergency.

Additional keys cannot be cut without written permission from The Master.

Telephone

Your room is wired to use a Pay Phone or have a private line. During any initial or respite stay we suggest that you either use one of the Pay Phones in your Room or the Pay Phone in the Main Hospital. We would not recommend you having your own private line connected until **after** your residency is confirmed, as you would find yourself having to pay for a line to be connected and if your residency was not confirmed that money may be lost.

Gifts to Staff

Residents should not offer gifts of any kind to any member of staff at any time. Staff are forbidden to accept gifts from residents.

Relatives and Friends

Agnes House staff can never replace the involvement and help of family and friends. The Governors hope that your family and friends will continue to support you in your new home.

Personal Taxes

The Wyggeston's Hospital Charity is not permitted to assume responsibility for your personal taxes. If you think you may be eligible for assistance with such charges you should apply direct to the relevant body.

Attendance Allowance

You may be entitled to day/night attendance allowance. Application forms are available at Agnes House.

Residents Records

Residents have the right to see their own records upon reasonable request.

Pets

The nature of the accommodation does not lend itself to the keeping of pets.

Visitors Cars

Please ask your visitors to be considerate in the parking of cars when they visit you. Cars should be parked carefully so as not to cause obstruction for emergency vehicles such as ambulance or fire engines.

Doctor

Normally, there is no need to change your Doctor unless either you wish to or the surgery is too far away to get too easily. There are a number of doctors in the area and the Care Manager will be able to give you details.

Wills

You are advised to make a Will.

If you wish to leave anything to a particular person a Will is essential. A solicitor is the best person to help and if you do not have a solicitor the Master can advise or the Citizens Advice Bureau will have details.

Fire

Residents are requested to observe the general directions and requests of the staff or fire officers.

In order to comply with Fire Regulations overnight absence must be notified on the appropriate form. Room keys during absence should be left with the Care Manager.

Please read the Fire Alarm and Fire Drill Notice on the exit door of your room and familiarize yourself with the escape routes and procedure in case of fire.

Visitors are requested to sign in and out of Agnes House. A Visitors Book is provided in the Entrance to Agnes House for this purpose.

Complaints

We are all human and occasionally things can go wrong.

If you have a complaint, follow the procedures set out below. Should your complaint be unresolved move onto the next step.

1. Speak to the senior member of staff on duty. We hope your complaint can be resolved at this stage, but if not continue to the next step
2. Discuss your complaint with the Care Manager
3. Put your complaint in writing to The Master of the Hospital. If you need assistance to do this you could ask a friend or relative or ask for help from Age UK, Clarence House, 46 Humberstone Gate, Leicester LE1 3PJ, Telephone No. (0116) 222 0555
4. Write to the Chairman of the House Committee. The letter should be addressed through the Hospital Office
5. Write to the Chairman of the Governors. The letter should be addressed through the Hospital Office
6. All complaints will be responded to within a maximum of 28 days
7. If your complaint is not resolved write to the Complaints Manager, Adult Social Care, FREEPOST LE8 24, LEIC, LE1 5BR or telephone Leicester City Council Single Point of contact on 0116 256 5226
8. If your complaint is not resolved by Agnes House or Adult Social Care, write to the Local Government Ombudsman, PO Box 4771, Coventry, Warks CV4 0EH, Telephone No. 0300 061 0614
9. Complaints regarding regulated activities can be made to Care Quality Commission, City Gate, Gallowgate, Newcastle-on-Tyne, NE1 4PA, Telephone No. 03000 61 61 61 Fax No. 03000 61 61 71 E-mail enquiries: eastmidlands@cqc.org.uk
10. Complaints can be made to the Police regarding any activities you consider to be of a criminal nature

TO BE SIGNED BY THE RESIDENT

I, the undersigned, have received, read and fully understand the Resident's Handbook, which I will observe to the best of my ability. I am aware that a master copy of the Handbook is kept in the Upper Lounge of Agnes House for reference purposes.

Signed..... Room Number.....

Name Please Print.....

Dated this..... day of 2011

TO BE SIGNED BY NEXT OF KIN OR RELATIVE RESPONSIBLE

I, the undersigned, have read and fully understand the Rules and Regulations.

Signed

Name Please Print

Address

.....

Telephone No.

Relationship

Date

WYGGESTON'S HOSPITAL

Registered Charity Number 216873

NAMES AND TELEPHONE NUMBERS

CHAIRMAN OF THE GOVERNORS C/O WYGGESTON'S HOSPITAL
HINCKLEY ROAD
LEICESTER - LE3 OUX

CHAIRMAN OF THE HOUSE COMMITTEE C/O WYGGESTON'S HOSPITAL
HINCKLEY ROAD
LEICESTER - LE3 OUX

MASTER OF THE HOSPITAL THE MASTER'S HOUSE
WYGGESTON'S HOSPITAL
HINCKLEY ROAD
LEICESTER - LE3 OUX

Tel: (0116) 254 8682

CARE MANAGER - AGNES HOUSE AGNES HOUSE
WYGGESTON'S HOSPITAL
HINCKLEY ROAD
LEICESTER - LE3 OUX

Tel: (0116) 254 2973

Other Useful Telephone Numbers:-

Administration Office (0116) 255 9174 Option 3

William House (0116) 254 1803 Option 1

Department of Social Security (0116) 251 3513
60 Wellington Street
Leicester
LE1 6DS

Complaints Manager (0116) 256 5226
Adult Social Care
FREEPOST LE8 24
LEIC
LE1 5BR

Citizens Advice Leicester 3 rd Floor Alliance House 6 Bishop Street Leicester Leicestershire LE1 6AF	(0116) 285 2801
Age UK Leicester Shire & Rutland Clarence House 46 Humberstone Gate Leicester LE1 3PJ	(0116) 299 2233
CQC National Correspondence (Care Quality Commission) Citygate Gallowgate Newcastle-Upon-Tyne NE1 4PA	03000 616161
Local Government Ombudsman PO Box 4771 Coventry CV4 0EH	02476 820001
LGO Advice Team	0300 061 0614 or 0845 602 1983

All telephone numbers were correct at time of publication. Please check telephone numbers before calling.

Residents Survey Results 2012

WYGGESTON'S HOSPITAL REGISTERED CHARITY NUMBER 216874																													
RESIDENTS' SURVEY - AGNES HOUSE 2012																													
ISSUE	HOW IMPORTANT IS IT TO YOU?										Total Reply	No of Q Dist	%	HOW DO WE DO?										Total Reply	No of Q Dist	%	% Giving max marks	No giving 8 - 10	% Giving 8 - 10
	Not Very					Very Important								Poor			Average				Good								
	1	2	3	4	5	6	7	8	9	10				1	2	3	4	5	6	7	8	9	10						
Environment																													
The Hospital provides a safe and caring environment for its residents.	0	0	0	0	0	0	0	1	0	13	14	57	25%	0	0	0	0	0	0	0	0	2	12	14	57	25%	85.7%	14	100.0%
The facilities at the Hospital are clean and comfortable	0	0	0	0	0	0	0	1	2	11	14	57	25%	0	0	0	0	0	0	0	2	2	10	14	57	25%	71.4%	14	100.0%
The employees are tidy and well presented.	0	0	0	0	0	0	0	2	2	9	13	57	23%	0	0	0	0	0	0	0	1	1	11	13	57	23%	84.6%	13	100.0%
Successful activities/entertainment are organised by the Hospital	0	0	1	0	1	1	2	2	1	5	13	57	23%	0	0	0	1	0	0	3	3	1	5	13	57	23%	38.5%	9	69.2%
Service																													
When the Hospital promises to do something by a certain time, they do so.	0	0	0	0	0	1	0	2	3	7	13	57	23%	0	0	0	0	0	0	1	4	4	5	14	57	25%	35.7%	13	92.9%
When residents have a problem, the Hospital shows a sincere interest in solving it.	0	0	0	0	0	0	0	2	2	9	13	57	23%	0	0	0	0	0	0	1	3	1	9	14	57	25%	64.3%	13	92.9%
The Hospital performs the service right first time.	0	0	0	0	0	0	0	4	4	4	12	57	21%	0	0	0	0	0	0	0	4	2	8	14	57	25%	57.1%	14	100.0%
The Hospital provides their services at the time they promise to do so.	0	0	0	0	0	0	0	4	3	6	13	57	23%	0	0	0	0	0	0	2	2	4	5	13	57	23%	38.5%	11	84.6%
The Hospital insists on maintaining up to date resident's records	0	0	0	0	0	0	0	1	4	8	13	57	23%	0	0	0	0	0	0	1	1	2	10	14	57	25%	71.4%	13	92.9%
Employees																													
Employees give a prompt and efficient service to residents and their families.	0	0	0	0	0	0	0	0	3	10	13	57	23%	0	0	0	0	0	0	0	1	2	11	14	57	25%	78.6%	14	100.0%
Employees are always willing to help resident's and their families.	0	0	0	0	0	0	0	0	4	9	13	57	23%	0	0	0	0	0	0	0	1	3	10	14	57	25%	71.4%	14	100.0%
Employees always look to improve the service they offer to residents and families.	0	0	0	0	0	0	0	1	3	9	13	57	23%	0	0	0	0	0	0	1	1	4	8	14	57	25%	57.1%	13	92.9%
Confidence																													
The behaviour of staff instils confidence in residents and their families.	0	0	0	0	0	0	0	2	1	9	12	57	21%	0	0	0	0	0	0	1	1	1	10	13	57	23%	76.9%	12	92.3%
Residents feel safe in the care of staff.	0	0	0	0	0	0	1	0	1	11	13	57	23%	0	0	0	0	0	0	1	0	2	11	14	57	25%	78.6%	13	92.9%
Employees are always polite and professional.	0	0	0	0	0	0	0	3	1	8	12	57	21%	0	0	0	1	0	0	1	1	2	8	13	57	23%	61.5%	11	84.6%
There are always staff available who have the knowledge to answer questions.	0	0	0	0	0	1	0	1	1	8	11	57	19%	0	0	0	0	0	1	1	2	1	7	12	57	21%	58.3%	10	83.3%
Attention																													
The Hospital gives residents individual attention.	0	0	0	0	0	0	0	2	3	8	13	57	23%	0	0	0	0	0	1	0	1	2	10	14	57	25%	71.4%	13	92.9%
The Hospital has employees that give residents individual and personal attention	0	0	0	0	0	0	0	2	3	8	13	57	23%	0	0	0	0	0	0	1	1	2	10	14	57	25%	71.4%	13	92.9%
The Hospital has the resident's best interests at heart.	0	0	0	0	0	0	0	1	3	9	13	57	23%	0	0	0	0	0	0	1	1	0	12	14	57	25%	85.7%	13	92.9%
The Hospital understands the needs of each of its residents.	0	0	0	0	0	1	0	1	3	8	13	57	23%	0	0	0	0	2	1	0	0	2	9	14	57	25%	64.3%	11	78.6%
Employees can be trusted by the residents in their care.	0	0	0	0	0	0	0	1	0	12	13	57	23%	0	0	0	0	0	0	0	1	1	11	13	57	23%	84.6%	13	100.0%
	0	0	1	0	1	4	3	33	47	181	270	1197	23%	0	0	0	2	2	3	15	31	41	192	286	1197	24%			
	0%	0%	0%	0%	0%	1%	1%	12%	17%	67%	100%			0%	0%	0%	1%	1%	1%	5%	11%	14%	67%	100%					

