

POLICIES RELATING TO AGNES HOUSE

Registration

Agnes House is registered with the Care Quality Commission (CQC), in accordance with the Health and Social Care Act 2008, to accommodate a maximum of 26 people.

The predominant “Regulated Activity” of the home is to provide “Accommodation for persons who require personal care”.

The type of service that we provide is further defined as :-

- Care home

Our registration supports us in providing services to:-

- Older people

And who require care and support because they have problems with :-

- Dementia
- Physical disability
- Sensory impairment

Additionally we can provide respite care. However, we do not maintain a dedicated short stay room so the availability of this service is very limited. The same facilities and services will be provided as to those offered to our permanent residents.

Referral and Assessment

We will assess prospective residents in their own home or in hospital if appropriate. We will encourage them to visit the home on as many occasions as possible. They will be invited to stay for a day or preferably for a week's short stay to help them to make an informed decision about their future home.

Residents may be referred to the home via many sources e.g. family social worker or friends. They will be asked to complete an application form and be given a brochure and statement of the homes aims and objectives.

Admission

The prospective resident is encouraged to visit the home at least once prior to admission, and then to stay for a trial period in order to ensure that the facilities and level of care necessary is suitable to both the person and the home. This trial period will also enable the management to fully assess the needs of the resident, in close consultation with relatives, friends and medical advisers.

It is not our policy to accept unplanned admissions.

How Care Needs Are Assessed

Prior to us deciding to accept a new resident, an experienced member of staff from the home will carry out an "Assessment of Need". Information will be sought from relatives and any medical professionals involved in their care. A prospective resident will only be accepted if the management feels confident that we can adequately meet those needs. However, if subsequent to admission it is found that information relating to the residents abilities or care needs has been grossly inaccurate or withheld, we reserve the right to withdraw our offer of care.

People who are especially disruptive or who are physically aggressive and likely to cause harm to others will not normally be admitted. However, the individual circumstances and needs of the person will always be taken in to consideration.

A comprehensive, written care plan is developed for every resident, and this is reviewed at monthly intervals, or sooner if there is a change in the individual's care needs. Residents and/or their relatives are asked to contribute to this care planning process.

AIMS AND OBJECTIVES OF AGNES HOUSE

Our aim is to create a family atmosphere where residents are accorded due status.

We aim to respect our residents as mature adults with their own views and opinions which have been formed through a lifetime of experience.

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 residents 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.

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.

Philosophy Of The Home

Agnes House aims to provide a high standard of care in a happy and homely environment, promoting independence and as high a quality of life as possible with the support of trained care staff. Our philosophy is based upon a belief that all Residents have the right to be treated as individuals. Whilst we require staff to work within basic guidelines and routines this does not institutionalise care. This will be monitored at regular intervals, in full consultation with all residents, relatives, staff and visiting professional.

Residents choose how they wish to be addressed. Although first names are often used between residents and staff, this is not an automatic assumption, even though this practise may be consistent with a family atmosphere.

In order to retain dignity, self-respect and levels of ability, all residents will be encouraged in maintaining independence, to whatever degree possible, in every aspect. Residents are actively encouraged to take part in decision-making regarding their own care and the running of the home.

In accordance with the principles of the Mental Capacity Act (2005) and good practice guidance, responsible risk taking is regarded as normal, and residents will not be discouraged from undertaking activities solely on the grounds that there is an element of risk. Those who are competent to judge the risk to themselves will be free to make their own decisions, so long as their actions do not threaten the safety of others.

Agnes House is "Home" to the residents, and the management will agree to all residents' reasonable requests in the use of the home, and its facilities. The accommodation at Agnes House is entirely for the use of the residents and their guests.

Our residents' need for privacy will be respected at all times, and we recognise the importance of personal and private space and time. It is understood that some residents accustomed to living on their own, may not wish to spend all their time in communal areas, but will prefer to spend time in their private rooms. Companionship will be encouraged, but the important criteria is the wishes and needs of the resident.

Management and staff will always speak confidentially and privately with the resident when discussing his/her personal needs or problems, and never in the presence of other residents.

Residents' Rights

The Resident has the right;

- To receive the services detailed in this document and the individual agreement
- To receive care and support as described in their care plan, and in a way that promotes independence, respect, choice and dignity.
- To be consulted about any change in their care or the running of the Home.
- To expect that the home will be conducted in such a way as to meet statutory requirements and in a manner that has due regard to the needs of the residents
- To maintain independence where possible, and to receive or refuse treatment, assistance or visitors

The Home's Rights

The Home has the right to;

- Expect the resident to abide by these Terms & Conditions.
- Expect the resident and their relatives / visitors to treat the management, staff, premises and equipment with respect

The Buildings & Gardens

Agnes House is located in the City of Leicester, about a mile from the City Centre. It is set in five acres of grounds and shares the Site with William House, a Sheltered Housing Unit with 55 flats. There are seating areas around the grounds for residents to enjoy together with a woodland walk and sensory garden.

The home, which was purpose built and opened in 1992, provides accommodation over two floors. The upper floor is accessed by stairs or lift.

Agnes house has two comfortable lounges a pleasant dining room and a large conservatory.

All 26 rooms are single occupancy with ensuite facilities. The home is wheelchair accessible throughout.

In all bedrooms a lockable item of furniture is routinely provided and residents are welcome to bring small pieces of their own furniture. Bedrooms are fitted with Fire detection systems and a call bell system, in order that assistance can be called for at any time. Residents are very welcome to bring their own TV set

Staffing

In addition to the registered manager, there is a senior (or acting senior) member of staff on duty at all times and staffing levels reflect the needs of our residents.

Agnes House has always been committed to the training of all staff at all levels. We aim to achieve and maintain a team of well-trained care staff, at least 50% of whom are qualified to NVQ Level 2 as a minimum. Our current (July 2013) level is over 90%. All staff receive additional training on a regular basis, in specific areas relevant to their work role, and the needs of the people in our care.

While training is undeniably essential this work places such demands on staff that they also need to demonstrate a high degree of maturity, personal strength, and insight. The qualities of our staff group enable them to understand residents' behaviour, respond effectively, to cope calmly with their anxieties and to handle crises flexibly when they occur.

Provision Of Healthcare

Agnes House is Registered as a Care Home, where 24 hour care is provided within the concept of 'family care', in a homely environment. Although some members of staff may be qualified nurses, we are not registered to provide Nursing Care. Medical and nursing care is provided by the Doctors and District Nurses who regularly visit the home. Other health care professionals, such as specialist consultants are also called upon for advice, or to make domiciliary visits, as and when the G.P's feel it appropriate.

All medical treatment and consultation will be given in private. All residents are able to talk privately to their own G.P. or nurse, or to have a Senior member of staff with them if they so wish.

Wherever possible, we will undertake to care for residents who become ill. However, if an occasion arises whereby the G.P. feels that hospital admission is necessary, the matter will be fully discussed with the resident and their relatives, and staff at Agnes House will give every assistance. If Hospital treatment is required, the resident's room will be held until such time as they are assessed as being able to return home.

We would hope that relatives would be available to escort residents to health appointments e.g. hospital outpatients, dentist and GP. Where a relative is unavailable a member of staff may be provided to accompany the resident to the appointment but the home reserves the right to charge for such service.

End Of Life Care

We work closely with residents and their relatives to ensure that the care needed at the end of life is planned in advance and that the care that we give meets the needs of the resident. Such care will be given in the residents own room, and not in any special unit and we will ensure that all cultural and religious needs are met. We will liaise with GP's and community nurses to ensure that the resident is comfortable, and able to end their life with dignity. Every facility and assistance will be given to relatives who wish to be actively involved in the care of the resident at the end of their life.

The management of Agnes House will do their utmost to support relatives and will ensure full consultation at all times. In the absence of any instruction or in the event of us being unable to contact relatives within 24 hours of the death of a resident, we will contact a local funeral director. The expenses incurred will be the responsibility of the resident's estate

Equipment

Care has been taken to provide appropriate equipment needed to help residents maintain their independence. However, we believe that we have also balanced this with maintaining a homely environment, where institutionalisation has been kept to an absolute minimum.

All rooms are fitted with Fire detection systems and a call bell, in order that assistance can be called for at any time. Where residents are unable to use the call bell, pressure mats are fitted so that staff are immediately alerted if the resident gets out of bed and that they may be in need of assistance.

The residents have access, to equipment owned by the home. This includes wheelchairs, raised toilet seats, hoists, slide sheets, handling belts etc, various pressure relieving mattresses and chair cushions, specialist cutlery and crockery.

Any pressure relieving equipment provided by the home is used according to the individually assessed needs of the residents and additional equipment is provided through the District Nurse as and when required.

However, the equipment provided by the home does not negate a resident's right to access specialist equipment that is available to them from either the local authority or the NHS, if needed via the GP's, community nursing or therapy services

Medication

Where a resident prefers to retain responsibility for their own tablets and medicines, and we are satisfied that they are capable to do so, they will be given every assistance. The resident will be responsible for taking the medication correctly. Management will monitor the resident's ability to administer their own medication, and in the event of any concern being raised, the matter will be discussed with the resident and their G.P.

In the event of a resident being unable or unwilling to control their own medicines, Agnes House will supervise the ordering and correct storage and administration of their prescribed medication on their behalf

“Homely Remedies” & Sweets

Where we have accepted responsibility for the administration of medication, we would request that relatives do not bring household remedies in to residents, without first informing us of this. By Household Remedies we mean over-the-counter medicines such as cough mixture, vitamins, tonics, paracetamol, aspirin, indigestion remedies etc, as these can interact with other prescribed medications.

We would also impress upon visitors the dangers in giving sweets, chocolate, and other foods to residents who are diabetic, or whose diet is restricted due to other medical conditions, or who may have swallowing difficulty. If in doubt, advice can be sought from the senior on duty.

Policy On Smoking And Alcohol

Agnes House is a “Smoke Free Zone”. Smoking is not allowed in any part of the building. Residents may smoke outside the premises in a designated area. Due to health and safety considerations, smoking may need to be restricted and be subject to staff supervision. If supervision is assessed as necessary, we would ask that relatives and friends do not give lighters or matches to the resident.

Alcoholic drinks, wine / sherry are provided at Residents meetings, social events and sherry is served every Sunday before lunch.

Where alcohol intake may have a negative effect on the resident's health and well-being this will be recorded in the care plan. A resident has a right to make unwise choices, and as long as they have the mental capacity to understand the risks, staff will not restrict alcohol intake.

Social Activities In The Home

Staff will support residents in social activities and residents will be encouraged to engage in activities organised by our activities support group 4th Age Learning.

As in all other aspects of our service, we aim to deliver support on a “person centred” basis. Residents' interests will be recorded, and opportunities will be given for stimulation through leisure and recreational activities. These will be planned in accordance with reference to the combined needs of residents, their preferences and abilities. While residents will be encouraged to participate, their choice in this will be respected.

An Activities Programme is produced regularly by William House and this is displayed on the notice board and circulated to all residents. These activities are also open to Agnes House residents

We positively welcome friends and relatives to join us in any activity that we organise, so please feel free to discuss this with a member of staff.

Free Wi-Fi

Wi-fi technology is installed throughout the home and is freely available for residents and their visitors. The Password to connect to the network will be provided on request.

Visiting

As with any home environment, we welcome visitors at any reasonable time of the day. However for the convenience of the residents, we ask that visitors avoid the lunch time period of 1.00pm to 2pm. However, by prior arrangement with the management, we will be pleased to provide a private lunch/tea for the resident and their guests. There is no charge for this facility.

Visitors are also positively encouraged to join us for in-house entertainment, special events, and also subject to availability of spaces, planned excursions.

We encourage relatives and friends to take the resident out for the day, or even for a holiday. Every assistance will be given in the provision of wheelchairs etc. If a member of staff is required to accompany the resident on these occasions, a charge will be made to cover the cost of the staff member's wages, as well as any out of pocket expenses.

Agnes House recognises the importance of residents' relationships with regard to their well-being and the smooth running of the home. Every effort is made to achieve a friendly ambience within the home and encourage and respect relationships without being intrusive. This is achieved through organising outings, introducing residents to others with similar interests and hobbies and providing access to activities, which assist in promoting communication and participation.

Community Facilities

A resident is entitled to the same community facilities as anyone else in the locality. A wide variety of services from visiting chiropodists to library facilities are available to residents in privacy within the home, on a regular basis. Agnes House shares its own in-house hairdressing and library with William House.

Religious Needs

Agnes House is very fortunate in sharing its facilities with William House, the Sheltered Housing Unit on the same Site.

There is an on-site Chapel with regular services for residents to attend if they wish. There is also a weekly Communion Service in the Agnes House Conservatory, conducted by the Master of the Hospital, who is an Anglican Priest and exercises ministry under the licence of the Bishop of Leicester having been appointed by the Duchy of Lancaster.

It is the right of every resident to continue to attend a place of worship of his or her particular faith, and staff will ensure that assistance is given where needed. For those unable to attend services outside the home ministers of religion will be invited to the Home. The Home will facilitate the observance by individual Residents of those religious festivals that are appropriate to their faith

Household Pets

Agnes House recognises the psychological importance of pets, and every consideration will be given in the accommodation of small domestic pets e.g. caged birds or fish in bowls.

However, no responsibility will be accepted for any pets brought in to the home, although residents will be given reasonable assistance with their care.

Personal belongings

Residents are strongly encouraged to bring personal belongings and furnishings in to the home. Items such as ornaments, photographs and pictures, ensure immediate familiarity in an unfamiliar room. Where possible, residents are encouraged to furnish their own room, but advice should be sought as to the suitability of larger items of furniture. In order to ensure residents' and staff safety, we must ensure that furnishings comply with current Fire Regulations, and any electrical items brought in to the home will be subjected to a Portable Appliance Test.

Belongings brought in to the home will remain the property of the resident. In the event of the resident's demise, the executors should arrange for the disposal of such property. Furniture and belongings are covered by our own insurance, to the collective value of £1,000 maximum. Any additional items such as personal valuables should be insured by the resident separately.

A record is kept of items brought in to the home, and therefore we would ask to be informed if any item is removed, or if any additional items are brought in.

Although lockable facilities are provided in each room, residents are advised not to keep amounts of cash or valuables in the room. We would not usually wish to accept valuables or cash for "safe keeping", but in the event that assistance is requested with this, we will advise on other options available to the resident.

Data Protection & Access to Personal Files

Wyggeston's is registered with the Information Commissioner in accordance with the Data Protection Act. In furtherance of this and the Access to Personal Files Act, all residents are entitled to inspect their personal records held by Agnes House. These may be accessed at any reasonable time, by asking one of the managers.

All data regarding residents is maintained under strict confidentiality guidelines and will only be shared with relatives with the consent of residents. Any instructions given to us regarding such consent will be recorded on the resident's care plan. If relatives request access to the personal files of a resident, it would be necessary for us to obtain the permission of the resident concerned, unless they have been awarded Power Of Attorney or have been appointed as a Deputy. Where the resident lacks capacity, we would make a best interest decision about who should have full access to that person's care records. This would usually be limited to the Next of Kin.

You are advised that the Care Quality Commission (the Government department responsible for care homes) has powers to demand access to all the records that we are legally required to keep. This includes personal information regarding residents. In order to protect residents, information may also be shared with Leicestershire County City Council. If a resident or their nominated representative have any objection to us sharing personal information with these bodies, they should discuss this with a member of the management team.

Legal Advice – Consulting A Solicitor

Residents requiring legal advice are able to visit their own solicitor, or receive a visit from them at home. The management will assist with the necessary arrangements if asked to do so. However, such meetings are private, and management and staff would not wish to become involved. If for any reason a signature needs to be witnessed, assistance should be sought from the management.

Personal Finances

Finance is a very private and personal matter, and we do not have any involvement in the handling of residents' money and affairs. Therefore, no employee is able to accept responsibility for a Resident's finances.

We can however, keep a small of cash for residents personal needs, this is carefully recorded and stored in a safe.

All residents are strongly advised to make a Will prior to moving in to the Home. We would ask to be informed of the name of the resident's executor or solicitor.

Further advice and information regarding finance is available from a number of sources such as:-

Age Concern - Tel: 0800 00 99 66 - www.ageconcern.org.uk
CareAware – Tel 08705 134925 - www.careaware.co.uk

Advocacy

For some residents, advocates and interpreters may be necessary to ensure that they receive support and assistance from the management and staff in understanding, communicating, receiving the right information, and ensuring access to their rights and services. Residents with disabilities may find themselves in a vulnerable position where their power to exercise choice is limited. Good advocacy enables and "empowers" individuals in the process of obtaining the same access to services and resources as other citizens. Dependent upon the advocacy needs of each resident, the most appropriate service will be accessed on their behalf if the need arises.

There are certain situations that may arise that may require the input of an independent advocate by law. These matters are covered by the Mental Capacity Act 2005. Where such situations arise, the management will arrange for a referral and residents and relatives will be advised accordingly.

Fees

Our fees are £595.00 per week. The weekly accommodation charge is payable four weekly in advance. Arrangements for those receiving funding from a Local Authority or the NHS will be negotiated with the relevant agency.

Where a resident is funded by the local authority there may be a shortfall between the amount that the local authority is willing to pay and the fees charged by Agnes House. In these circumstances, a "third party top up" may be payable. It is expected that the "Third party" contribution will increase on an annual basis, in line with the increase determined by the local authority. However, in the event that the Local Authority does not maintain its rates in parallel to the cost of care, we may seek to negotiate a further increase in the third party contribution. In this event, discussions will be held with the third party at the earliest opportunity.

Fees will normally be reviewed on an annual basis, and one months' notice will be given. As staffing costs account for a very large majority of our expenditure, the average earnings index, will form part of the basis of annual review. In the event of significant changes in services that we are reliant upon, or legislation which directly affect our costs, we reserve the right to pass these on by way of increasing fees at a rate above the average earnings index. However, any such decision will be explained in full, and details of the changes in costs will be explained

Our fees include 24 Hour Care; all meals, snacks and drinks; laundry (excluding dry cleaning); All activities and outings organised by us.

Optional Extras

Fees paid to the home do not cover the following items.

Chiropody All residents have access to foot care under the N.H.S. free of charge, and domiciliary visits are made on a regular basis by the Chiropodist. We also have regular visits by a private Chiropodist and all residents may of course instruct their own Chiropodist if they so wish, the cost of which is payable by the resident.

Physiotherapy Residents are entitled to community (NHS) physiotherapy if prescribed by a doctor free of charge.

Other health services Regular visits are arranged with a domiciliary optical and hearing services, and appointments with dentists are arranged as needed. We will assist residents in every way, in order that they can access the care that they are entitled to under the NHS. Any costs over and above this will be payable by the resident

Hairdressing A professional Hairdresser visits the home on a weekly basis. Details of current charges are displayed on the residents' notice board. Residents are welcome to arrange for their own hairdresser to attend at any time.

Items for exclusive personal use (e.g. spirits, toiletries, newspapers)

Residents may order his/her own personal newspaper or magazines if they so wish. This can be arranged by the home. The cost of such is payable by the resident.

Telephone The resident may have their own telephone installed in their room. Arrangements may be made direct with British Telecom. The resident would be responsible for any charges made by British Telecom.

Personal Clothing

Residents' should provide personal items such as clothing including shoes, slippers, nightwear, hosiery and underwear, which should be clearly marked with permanent name tapes. Name Tapes can be ordered by us at wholesale rates.

Termination Of Residence

We will always try to offer care until death, but there may be occasions when the needs of an individual cannot continue to be met fully by care staff within the home.

This may be because a resident needs specialist nursing care which cannot be given by the community nurses or if a resident displays repeated, unprovoked acts of violence against other residents, visitors or members of staff. If such a problem becomes apparent this will be discussed fully with the resident, their relatives, and advice will be sought from the medical professionals involved in the residents care.

In the event of financial difficulty, we would strongly advise that the resident or their relatives speak to a member of the management team at the earliest possible opportunity. Arrears of more than one month's fees, would be impossible for us to sustain, and if no reason was forthcoming, we may have no alternative but to ask the resident to leave. In the event of a resident being asked to find alternative accommodation, every assistance will be given. One month's notice will be given.

In the event of a resident wishing to vacate his/her accommodation, for any reason, every assistance will be given although we would usually ask for four weeks' notice.

In the event of termination of residence for whatever reason, fees will only be charged up to the date that the resident's room is cleared.

Consultation

The opinions of residents', relatives', friends' and staff are of great importance to us. We positively welcome constructive criticism and suggestions for improvement at all times. Through consultation we can ensure that our Aims and Objectives are upheld, and that the home is meeting all realistic expectations.

The residents' care plan is reviewed at least once a month, (or more frequently if the needs of the resident change significantly) and updated to reflect changing needs and current objectives for health and personal care.

The care plan is drawn up with the involvement of the resident and/or their relatives, and we will ask the resident or their relative to agree and sign the document.

Senior staff assist in arranging Residents' meetings to discuss any matters relating to the services and facilities provided by the home, including entertainment programmes, menus, staffing etc., and wherever possible, residents requests and recommendations are acted upon. Minutes of these meetings are recorded.

We undertake a Quality Assurance audit during the course of each year, which includes the issuing of Questionnaires to residents, relatives, and stakeholders e.g. GPs requesting their views and comments on the operation of the home. The results of this survey is published, and circulated.

We are inspected by the Care Quality Commission (CQC). Our Inspection reports are available on request or can be downloaded from the internet at www.cqc.org.uk. During each year CQC may also issue questionnaires to residents and relatives. The views expressed will be included in the next inspection report.

Commendations

We welcome positive feedback and expressions of appreciation of good care practice, since this helps to maintain staff job satisfaction and morale.

Complaints Procedure

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