The Abbeyfield Southend Society Ltd

Service Statement

and

Resident's Guide to Sheltered Housing

(Also available on Audio Tape and in large print)

The Abbeyfield Southend Society Ltd

Status	Ratified
Date of last review	February 2013
Date of next review	February 2014
Review cycle	Annual

Author / Reviewing Officers	General Manager
Approved Date	
Document Number	Gen01 - VSH

 © The Abbeyfield Southend Society Ltd

THE ABBEYFIELD SOUTHEND SOCIETY LTD

A Member of the National Abbeyfield Society

Royal Patron HRH The Prince of Wales KG, KT, GCB

~~~~~~~~~~~~oOo~~~~~~~~~~~~

If you need the information in this booklet in larger print, on an audio CD, or in another language, please telephone us On 01702 213350

Service Statement and Residents' Guide to Sheltered Housing at :-

- **Fred Laws House – 26 Westcliff Parade, Westcliff-on-Sea**
- **Diana Rose House – 158, Southchurch Boulevard, Southend-on-Sea**
- **Frank Phillips House - 107, Oakengrange Drive, Southend-on-Sea**
- **St Margaret's - 1461, London Road, Leigh-on-Sea, Essex**

Registered Charity No 260015

The Abbeyfield Southend Society Ltd

Ground Floor
19 Clifftown Road,
Southend-on-Sea,
Essex SS1 1AB

Dear Resident,

We would like to take this opportunity to welcome you and to provide you with all the information you will need for residence at ……. House.

Your House Manager is M……. and in the event of his / her absence, the Relief House Manager on duty will be able to assist.

There follows some information regarding the Society and the House which we hope you will find useful.

We aim to provide a welcoming and homely atmosphere for our Residents and we will do everything we can to make your stay comfortable and enjoyable.

We will always be happy to listen to your comments, whether positive or negative and you should always feel able to speak to staff if you have any concerns, as we welcome and value your views.

Once again, welcome, and I look forward to meeting you very soon.

G Salmon
Society Chairman

The Abbeyfield Southend Society Ltd

 © The Abbeyfield Southend Society Ltd

TABLE OF CONTENTS:-

1. *Organisational structure of the Abbeyfield Southend Society Ltd.*

2. *The Abbeyfield Guiding Principles*

3. *Aims and Objectives*

4. *Independent living*

Philosophy of Abbeyfield Sheltered Housing
Individual Assessment
Taking up Residence
Support Plans

5. *Daily Life in the House*

Catering Arrangements
Residents' meetings
Advocacy
Activities
Professional Boundaries
Religious Services
Visitors

6. *Physical Environment*

Your room
Communal Areas
Laundry
Telephones
Alarm system
Pets
Insurance

The Abbeyfield Southend Society Ltd

7. Health & Safety

Fire
Electrical Equipment
Smoking
Rights and responsibilities
Participation in Risk Assessments

8. Complaints

Complaints procedure

9. Termination of Tenancy / Move-On Policy

Appendix 1

Money Matters

The Abbeyfield Southend Society Ltd

2. THE ABBEYFIELD GUIDING PRINCIPLES

The Abbeyfield Society is founded on the belief that Christian principles of care and compassion can and should find their outworking in practical concern for older people.
Members of the Abbeyfield Movement, of all faiths and none, acknowledging the importance of this foundational principle, believe that:

1. *All people, including older people, have intrinsic value and worth and should be supported in their desire to live in dignity and with respect.*

2*. Older people have an important and unique role to play in relation to families and the wider community.*

3*. For a variety of reasons, many older people suffer from loneliness and insecurity.*

4*. At a time of increasing longevity the medical, physical, mental, emotional and spiritual needs of older people should be given high priority.*

5*. Within the wider community, individuals should be encouraged and helped to share their own gifts and skills with the older people.*

The Abbeyfield Society, as a co-operative movement consisting of volunteers and professional staff, endeavours to enhance the quality of life for older people. It does this predominantly through the provision of accommodation, providing support and care for older people in local communities and by other means.

The Society's Purpose*, therefore, is to provide elderly people with their own homes within the security and companionship of small households, which can become focal points for goodwill and friendly contact within the community.*

The following pattern *has been evolved to achieve this purpose:-*

The Abbeyfield Southend Society Ltd

- *In all areas wherever there is a need, a local Society is set up which will have full local responsibility for opening and maintaining Abbeyfield Houses*

- *Houses are situated in the communities from which the Residents are usually drawn*

- *Loneliness is a primary consideration in the selection of Residents*

- *Residents have rooms of their own, furnish them as they wish and look after them*

- *The privacy of each Resident's room is respected, but visits from relatives, friends and neighbours are encouraged*

- *Each Resident pays his or her share of the running costs of the House*

- *A House Manager cares for the Residents, runs the House and provides and prepares main meals*

- *Local clergy and ministers are made aware of the House and given the opportunity to visit as in an ordinary home. Any arrangements for services or prayers within the House are made in accordance with the wishes of the Residents.*

In sharing these beliefs and following this general pattern of work, local Societies achieve the purpose of the Abbeyfield Society.

The Abbeyfield Southend Society Ltd

3. AIMS AND OBJECTIVES

The Abbeyfield Southend Society Ltd is a Registered Charity, which operates a network of accommodation for older people in the Borough of Southend-on-Sea.

The Society's Sheltered Houses are designed to provide independent living

whilst promoting a homely, family atmosphere and providing an improved quality of life for those who, through age, need security, support and companionship.

It is the Society's intention that all Residents are made aware of the type of accommodation and facilities, which are offered within an Abbeyfield Sheltered House and the levels of support available to them.

The Society will achieve this by :-

- *Agreeing and regularly updating a Support Plan with each Resident*
- *Identifying with each Resident the amount of independence they can exercise safely*
- *Enabling Residents to live as normal a life as possible, according to their own preferences*
- *Maintaining and where possible, increasing, levels of independence*
- *Referring Residents to other appropriate support services when independent efforts cannot be sustained*
- *Motivating, supporting and recognising achievements*
- *Encouraging feedback regarding the service it provides*

All Residents will have available sufficient information and options to choose their own lifestyle :-

- *Freedom to accept or reject whatever is on offer*
- *Support in making decisions regarding their own personal affairs*
- *Opportunities to review and make suggestions on menus, menu changes and food presentation*
- *Respect for individual beliefs and culture*
- *Unrestricted access to their rooms and to the communal areas of the House and grounds*
- *Access to their own Support Plans*

At their own discretion, Residents will have the choice of :-

- *GP, chiropodist, optician, hairdresser*
- *Whether to be alone, have company or socialise*

The Abbeyfield Southend Society Ltd

- *Times of rising or retiring*
- *When to bathe*
- *When and where to eat*

In all their dealings with Residents, relatives, friends and the general public, Abbeyfield staff and volunteers will protect Residents' privacy and dignity at all times by observing the following :-

- *Knowing and respecting the type of privacy each Resident has requested*
- *Being aware of the requirements of the individual's Support Plan*
- *Respecting the Resident's room as his or her home – knocking and waiting to be invited in and avoiding unnecessary intrusion*
- *Treating all information regarding Residents as confidential*
- *Listening to Residents' concerns*

Staff will also :-

- *Treat Residents with courtesy and respect*
- *Help create an atmosphere, which is homely, cheerful and relaxed at all times*
- *Be confident and skilful in the duties they carry out*
- *Be informal and yet efficient and professional*
- *Make time to chat and form friendships with Residents, where this is the Resident's wish*
- *Take professional pride in delivering a quality service*

There will be no actions or practices which hurt Residents. There will therefore be:-

- *No action taken which degrades or belittles any person*
- *No ridicule or humour at another person's expense*
- *No discrimination against any person, for any reason.*

The Abbeyfield Southend Society Ltd

4. INDEPENDENT LIVING

4.1 Philosophy of Abbeyfield Sheltered Housing

In Sheltered Housing, the Society recognises that the number of years a person has lived does not necessarily mean that their wishes, feelings and daily lives should fall into particular categories. The Society recognises and respects individuality and will value its Residents' life experiences and knowledge, using these to formulate individual Needs & Risk Assessments Support Plans.
The Society will treat its Residents with courtesy and respect whilst protecting their privacy and dignity and encouraging them to maintain the highest levels of independence possible.
Staff and volunteers will address Residents, using their preferred name, in a helpful and courteous manner at all times.
Staff and volunteers will not enter a Residents room before knocking (save in an emergency), and will then wait to be invited in.
Staff will also ensure that Residents have private facilities for meeting relatives or other visitors.

4.2 Individual Assessment

Before taking up residence in an Abbeyfield Sheltered House, applicants are assessed according to the Society's Allocations Policy. This assessment includes a medical report by the applicant's General Practitioner followed by a recommendation by the Society's Medical Advisor. It is carried out in order to ensure that the levels of accommodation and support offered by the Society are adequate for the applicant's needs and also serves to satisfy the applicant that the service offered meets his or her needs and expectations.

4.3 Taking up Residence

Once the application has been approved, a tenancy date will be agreed between the applicant and the Society and both parties will sign a formal Assured Periodic Tenancy Agreement.

The Abbeyfield Southend Society Ltd

This will confirm the details of the accommodation and facilities available, the date that the tenancy commences along with the relevant charges and other contractual terms and conditions for both parties.
Once signed, a copy of the agreement is retained by the applicant, with a further copy being lodged at the Society's Registered Office.

4.4 Support Plans

An individual and confidential Needs & Risk Assessment and Support Plan will be completed in line with the Society's policies, with the full participation of the Resident within 1 month of taking up the tenancy. This document is designed to identify an individual's particular needs and sets out how these needs, along with individual lifestyle choices will be met. The Support Plan will be completed at a pre-arranged meeting between the Resident and the House Manager and the plan will be reviewed every 6 months, or sooner if the Resident's circumstances change or if the Resident themselves requests an earlier review. A copy of the Support Plan will be made available to the Resident, with further copies being held securely in the Resident's file within the House and also at the Society's Registered Office.

5. DAILY LIFE IN THE HOUSE

5.1 Catering Arrangements

Breakfast items are provided by the Society and Residents usually take breakfast in their own rooms. The two main meals of the day are cooked and served by the House Manager (or the Relief staff if the House Manager is off duty) and Residents are encouraged to take these meals in the dining room in the company of the other Residents and the House Manager.
Residents are always consulted regarding menus and special dietary requirements are catered for as and when required.
Guest meals can be provided for visitors by arrangement.

The Abbeyfield Southend Society Ltd

5.2 Residents' Meetings

It is the Society's intention that Residents will feel able to contribute fully to life in an Abbeyfield House. Residents are encouraged to hold their own meetings, with or without the attendance of staff or volunteers as they choose and concerns and suggestions, whether positive or negative are always acknowledged and passed along the appropriate lines for action. Attendance at these Residents' meetings is optional.

5.3 Advocacy

Although Residents are encouraged to participate fully in the decisions which affect their daily lives in the House, there may be times when an individual Resident would appreciate help and support from an independent person to make their views known. There are several categories of person who are able to act as advocates :-

- *Relatives*
- *Health professionals*
- *The House Chairman or another member of the Society's team of volunteers*
- *The Society's Support Manager*

In addition, the South East Essex Advocacy for Older People (SEEAOP) is available locally and one of their representatives will attend a Residents' meeting if asked to do so. If an individual wishes to consult a representative from SEEAOP, this will be arranged.

5.4 Professional Boundaries

The Society's policies and procedures incorporate elements of professional boundaries for both its staff and volunteers. In particular, it is strictly forbidden for staff and volunteers to abuse their position for personal gain. Specifically, staff and volunteers are ***forbidden*** *from:-*

The Abbeyfield Southend Society Ltd

The Abbeyfield Southend Soci