



*The Abbeyfield Southend Society Ltd*

*Member of the National Abbeyfield Society*

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



*Abbeyfield St George's House*

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*Registered Charity No 260015*

THE ABBEYFIELD SOUTHEND  
SOCIETY LTD



*St George's House*

STATEMENT OF PURPOSE  
*and*  
RESIDENTS' GUIDE

*In accordance with  
Health & Social Care Act  
2008*

# THE ABBEYFIELD SOUTHEND SOCIETY LTD



## From the Chairman

*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 St George's House. Your Care Manager is Ms Marie Beavis and in the event of her absence, one of the Senior Care Assistants who deputise for her 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.*

*A copy of the Society's complaints procedure is included later in this pack.*

**Geoff Salmon**  
**Chairman**

## **In the beginning :-**

### *What is Abbeyfield?*

*Abbeyfield was founded in 1956 when Richard Carr-Gomm became so concerned at the number of unhappy older people he saw living alone during a visit to Bermondsey, that he resigned his Commission with the Coldstream Guards, moved from Chelsea Barracks to a bed-sit in Abbeyfield Road and became a home-help. Richard found that loneliness was the problem and so spent his army gratuity on a house in Eugenia Road and invited four lonely older people to join him. By Christmas of that year he had become the first Abbeyfield house keeper.*

*At St. George's House we have 25 Residents and we are a Registered Residential Care home with care staff on duty day and night and a qualified Manager in charge.*

*Each Resident has his or her own single room, with en-suite facilities. Residents may bring in small items of furniture together with pictures and ornaments to personalise their room. Bathrooms and toilets are conveniently placed for all rooms. Special equipment appropriate for the needs of the frail elderly is installed.*

*St. George's House provides the devoted care which our Residents need and deserve. The Manager and her staff dedicate themselves to the philosophy of care in Abbeyfield, which is that Residents should live in comfortable, happy surroundings and be encouraged to take as full and active a part in day-to day activities as their physical and mental condition will allow.*

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**AVAILABLE ON REQUEST**

## 2. Organisational Structure of St George's House

**AVAILABLE ON REQUEST**

### 3. Qualifications and Experience

Although the rate of turnover of staff at St George's House is very low, there will inevitably be times when the qualifications and experience of staff working in the House will vary. The table below illustrates levels taken as at April 2013.

<b>Staff</b>	<b>No</b>	<b>Experience &amp; Qualifications</b>	<b>Experience</b>
<i>Matron/Manager</i>	1	RMA, NVQ 2, 3 & 4. D32/D32 NVQ Assessor Manual Handling Trainer, SOVA trained, 1 <sup>st</sup> Aid at Work COSHH trained, Safe Handling of Medication, Clinical Observation Conflict Resolution	<i>Extensive experience in care of the elderly. 5 years as Registered Manager preceded by 10 years as Senior Care at St George's and 6 years as Care Assistant</i>
<b>Senior Care</b>	4	Covering 1 <sup>st</sup> Aid at Work, Manual Handling, Food Hygiene, Health & Safety, COSHH, SOVA., NVQ 2 & 3 & 4 (100% trained)	<i>Experience of working with the elderly up to 21 years</i>
<b>Care Assistants</b>	21	Covering Basic 1 <sup>st</sup> Aid, Manual Handling, Food Hygiene, Health & Safety, COSHH, SOVA, NVQ 2 (100% trained)	<i>Experience of working with the elderly up to 21 years</i>
<b>Catering Manager Assistant Cooks &amp; Kitchen Assistants</b>	5**	Food Hygiene, Health & Safety, 1 <sup>st</sup> Aid at work, Safer Food Better business, COSHH.	<i>Up to 14 years experience.</i>
<i>Domestic / Housekeeping</i>	4	COSHH trained, Food Hygiene, Health & Safety, some have 1 <sup>st</sup> Aid at work, COSHH, SOVA	<i>Experience ranging to 11 years</i>

<i>General Manager</i>	1***	Charity & Company Law, trained by ACAS in Employment Law. Experienced in all aspects of Personnel & HR Management & Payroll. Trained in Industrial Relations, Contracting, Premises & Facilities Management, Equality & Diversity, Health & Safety, COSHH and Complaints Investigation. Member of the Institute of Counselling, SOVA trained	37 years in Administration, 28 years Staff Management experience, 16 years with the Society
<i>Support Manager</i>	1***	Supports Residents, staff and Volunteers. NVQ 2 in Care, 1st Aid at Work, Manual Handling, SOVA, Food Hygiene, COSHH, SOVA trained.	Extensive experience in the Support & Care of the elderly both in Sheltered & Domiciliary settings. 5 years with the Society
<i>Maintenance Team</i>	3***	Cover all 5 of the Society's Houses. Deal with cyclical and day-to-day maintenance, fire alarm testing etc. 1st Aid trained, COSHH trained, SOVA trained.	Up to 6 years' experience with the Society.
<i>Office Admin &amp; Finance team</i>	2***	Deal with Residents' accounts and all aspects of the Society's finance, payroll, administration. & Health & Safety. SOVA trained, Food Hygiene Certificate, SAGE trained, Health & Safety certificated	7 years and 4 years' service with the Society respectively.

**\*\* These staff are employed by "Caterplus" who provide the catering for the House**

**\*\* These staff have Society-wide responsibilities**

#### 4. 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.*

*St George's House was custom built in 1984 and is designed to complement Abbeyfield Sheltered Houses in the locality by providing an improved quality of life for those who, through age & infirmity, need additional care, support and assistance.*

*It is essential for present and future Residents to be made aware of what type of care is provided at St George's House – they must know the kind of care they will receive and also the way in which staff will work with and support them.*

*These details are set out below :-*

***In a planned approach to care for each individual, staff will :-***

- + Agree and regularly update a Care Plan with each Resident*
- + Identify with each Resident the amount of independence they can exercise safely*
- + Enable Residents to live as normal a life as possible, according to their own preferences*
- + Maintain and where possible, increase levels of independence*
- + Provide appropriate help and support when independent efforts cannot be sustained*
- + Motivate, support and recognise achievements*

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

- + Freedom to accept or reject whatever is on offer – including medication, treatment and care practices***
- + Support in making decisions regarding their own personal affairs – including the right to manage their own finances***
- + An opportunity to review and advise 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 personal files***

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

- + GP, chiropodist, optician, hairdresser***
- + Whether to be alone, have company or socialise***
- + 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, the staff will protect the Residents' privacy and dignity by observing the following :-***

- + Knowing and respecting the type of privacy each Resident has requested***
- + Knowing the Care Plan for each individual and how help should be given***
- + Respecting the Resident's room as his or her home – knocking and waiting to be invited in***

- + Treating all information concerning Residents as confidential*
- + Enabling Residents to wash, bathe, dress and use the toilet without intrusion, except for essential assistance*
- + Paying proper attention to Residents' clothing, grooming and personal hygiene needs, in accordance with each Resident's wishes*

***Staff will also :-***

- + Treat each Resident in a mature, adult fashion*
- + 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*
- + Make time to chat and form friendships with Residents*
- + Take pride in and enjoy their work*

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

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

**5. HEALTH AND PERSONAL CARE**

*Prior to admission to St George's House, the Care Manager will carry out a detailed assessment to ensure that your needs can be fully met by the staff and the facilities on offer.*

*You are encouraged to visit the House before admission, accompanied by family and friends if you wish, to view the House and your room and to obtain the answers to any questions you may have.*

*St George's House is registered with the Care Quality Commission, to care for Residents in the following category :-*

### **CARE HOME (ELDERLY)**

*St George's House caters for persons of 75 years and above.*



#### **5.1 Philosophy of Care**

*At St George's House we recognise 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. We recognise and respect individuality and we will value your life experiences and knowledge, using these to agree a plan for your personal care.*

*We will treat you with courtesy and respect whilst protecting your privacy and dignity and we will encourage you to maintain the highest levels of independence possible.*

*Staff will speak to you, using your preferred name, in a helpful and courteous manner at all times.*

*Staff will not enter your room before knocking and will then wait to be invited in. Staff will also ensure that you have private access to using the telephone and meeting relatives or other visitors.*

#### **5.2 Assessment**

*All prospective Residents will be invited to visit the Home with friends, family or sponsors to enable them to assess the quality, facilities and suitability of the Home. If they wish to continue with their application they will then receive a full and comprehensive assessment which is*

*undertaken by a trained and competent person. The assessment process will meet the requirements of the Social Care Act 2008 and will be regardless of whether the prospective new Resident is being admitted via Health & Social Services or is self-funding.*

*The assessment will cover*

- + Personal care and physical well-being*
- + Diet and weight, including dietary preferences*
- + Sight, hearing and communication*
- + Oral health*
- + Foot care*
- + Mobility and dexterity*
- + Continence*
- + Medication usage*
- + Mental state and cognition*
- + Social interest, hobbies, religious and cultural needs*
- + Personal safety and risk*
- + Carer and family involvement and other social contacts/relationships.*

*This will ensure that any prospective Resident will, when entering the Home, know that their needs will be met. The assessment will inform the Care Plan which will detail how the Home intends to meet the needs of the Resident.*

*All new Residents will be offered a trial placement before they and/or their representatives make a decision to stay. If prospective Residents are unable to visit the Home they will be offered the opportunity for staff to visit them at home at their convenience.*

*If, after the assessment, it is felt that the Home cannot meet their needs, this will be put in writing and if possible advice will be offered on alternative accommodation and sources of help.*

## **5.3 Move-on Policy**

### **5.3.1 General**

*The Society aims to help Residents stay for as long as they wish; most Residents make Abbeyfield their home for life. Sometimes, however, Residents need or wish to move on, and occasionally Abbeyfield may ask a Resident to leave.*

*When a Resident has to move on Abbeyfield will do all it can to help the Resident to clarify needs and wishes, understand the range of options open and make an informed decision. As appropriate, and with the Resident's agreement, the Society will involve relatives, sponsors and/or the Resident's legal representative.*

### **5.3.2 Notice**

*Residents are required to give two month's written notice and send it to the Society's Registered Office at 19, Clifftown Rd., Southend-on-Sea, Essex SS1 1AB*

*The Society will normally give two months written notice to vacate. In exceptional circumstances the Society may, as stated in the Contract, reduce the period of notice. Such circumstances may include sudden and acute behavioural problems that cause significant disruption or risk of harm to other Residents and/or staff, or sudden and acute onset of long-term physical or mental frailty requiring care that cannot be provided at the House.*

*Notice to vacate will be issued to a Resident at the House and a copy will be sent (for information only) to the Resident's legal representative or sponsor unless other arrangements exist. Notice will be written and signed by the Society Chairman. It will specify why notice has been given.*

### **5.3.3 Grounds for serving notice to vacate**

*The grounds for notice to vacate are stated in the Contract to provide service and care.*

### **5.3.4 Securing suitable alternative accommodation**

*When the Resident needs more specialised care than can be provided in the House, the Society will assist the Resident to identify the availability of suitable alternative accommodation. If the Resident chooses or needs to move on for other reasons, then it is their own responsibility to find alternative accommodation although it is recognised that he or she may appreciate help. The Society will expect sponsors, family and friends to assist. As appropriate, the Society will help Residents by*

- + discussing needs and options with the Resident and, with permission, his or her sponsor, relative or legal representative.*
- + helping to arrange an assessment of the Resident's care needs with Social Services*
- + listening to the Resident's wishes and acting as his or her advocate or representative, or helping to find an independent advocate.*
- + providing information about relevant housing providers.*
- + contacting other Abbeyfield societies or other housing and care providers on the Resident's behalf.*
- + helping the Resident to secure advice about funding and, as necessary, helping to arrange a financial assessment by social services.*

### **5.3.5 If a Resident refuses to leave**

*If, having been given notice to vacate, a Resident refuses to leave by the due date, the Society will, if appropriate, take possession proceedings through the courts. Residents who do not accept the notice and seek to challenge possession proceedings may do so through the courts.*

### **5.3.6 Practical help with moving**

*The Society will help Residents prepare for the move and offer practical support as appropriate by:*

- + helping to ensure that the Resident notifies service providers, their GP and others of the date of the move and his or her new address.*
- + reminding the Resident to acquire sufficient medication and other essential items for the first week in the new home.*

## **5.4 Care Plans**

*An individual Care Plan will be drawn up with your involvement. This is designed to identify your particular care needs and sets out how these needs, plus your lifestyle choices, will be met.*

*You will be encouraged to participate fully in this planning process and a copy of your Care Plan will be available to you at any time.*

*The Care Plan is kept constantly under review and if changes are required these will be addressed with your involvement.*

## **5.5 Key Workers**

*You will be allocated a Key Worker who will be responsible for ensuring that your individual care needs are identified and met, and who will also help with other tasks such as letter writing should you require. Your Key Worker will also be responsible for ensuring that the other staff at St George's House are aware of your needs.*

## **5.6 Medication**

*Residents at St George's House are encouraged wherever possible to keep and administer their own medication and a lockable cabinet is provided in your room for this purpose.*

*Self-medication will be discussed with you when your Care Plan is drawn up, but if you should wish, staff at the House will manage your medication for you.*

## **5.7 Falls / Accidents**

*As some Residents are more prone to falling than others, we will assess your risk of falling on admission and on an ongoing basis as part of your Care Plan.*

*Sometimes the risk of falling cannot be managed without some restriction to your lifestyle. If this is the case, any measures to reduce this risk will be discussed with you. The results of this risk assessment will be recorded in your Care Plan.*

*As part of the House's Health & Safety policy, all reasonable measures are taken to avoid accidents.*

*However, accidents may occur and if this is the case, then the accident should be reported at once to the Registered Manager, or in her absence, the Senior Care Worker on duty. Details of any accident will be recorded in your Care Plan as well as the House's accident book. The Registered Manager will ensure that any necessary follow-up action is taken.*

## **5.8 Quality**

*The Society is always looking for ways to improve upon the service it provides. As part of this process, an un-notified audit visit may be carried out by a senior officer or Trustee. The Society, as the Registered Provider, is accountable to the Care Quality Commission.*

*During these visits, the visitor will speak to Residents, relatives and staff about the running of the House and the services provided. His or her findings are then recorded in writing and retained for inspection by the Care Quality Commission if needed.*

*We also carry out an annual survey among all our Residents, staff, sponsors and visiting professionals seeking their views on the services we currently provide. A full report of the findings will be available to everyone.*

## **6. DAILY LIFE AND SOCIAL ACTIVITIES**

### **6.1 Catering arrangements**

*Menus are changed weekly and you will be asked to select your meals on a daily basis. Special dietary requirements are catered for as and when required.*

*We encourage Residents to eat their meals in the dining room, but meals can be eaten in your room if you require. If you need any help at mealtimes, this will be provided for you by a member of staff.*

*Hot and cold drinks are available throughout the day on request and guest meals can be provided for your visitors by prior arrangement.*

#### **Meal times are as follows:-**

<b>6am</b>	<b><i>Early morning drinks if required</i></b>
<b>7.45 onwards</b>	<b><i>Breakfast (served in your room)</i></b>
<b>10.30am</b>	<b><i>Tea and biscuits (served by the staff)</i></b>
<b>12.30 – 1.30</b>	<b><i>Lunch</i></b>
<b>3.00 – 3.30</b>	<b><i>Tea and biscuits / cake (served by the staff)</i></b>

5.30 – 6.30

*Supper*

7.30 – 8.00

*Drinks (tea, coffee, Horlicks etc) plus light snacks (served by the staff)*

### *Breakfast*

*This will be served in your room,*

*Daily items available are cereals, fresh fruit, toast, tea, coffee, preserves, boiled eggs and porridge.*

### *Lunchtime*

*The daily alternative is chicken, as this is always a popular choice. A selection of salads, baked potatoes, omelettes, fresh fruit, yoghurt and ice cream are always available.*

*Residents who are feeling unwell are offered a light alternative of their choice if this is required.*

*Special dietary requirements are always observed as and when the need arises. In addition, Residents on special diets are usually consulted on a daily basis regarding the set menus and their personal preferences.*

### *Suppertime*

*In addition to the set menu, bread and butter, and assorted preserves and spreads are served. Toast is also available if required and fresh fruit is always provided. Cheese and biscuits are also available on request.*

*Typical menu covering a two-week period :*

## WEEK ONE

<b>LUNCH</b>	<b>SUPPER</b>
<i>Monday</i>	
<p><i>Gammon &amp; Pineapple or chicken or Smoked Haddock Creamed potatoes Carrots, sweetcorn Gooseberry crumble or egg custard</i></p>	<p><i>Fish cakes and beans or poached egg on toast or a cheese sandwich</i></p> <p><i>Choice of Home-made cakes Fresh fruit</i></p>
<i>Tuesday</i>	
<p><i>Sausage &amp; onions or chicken or jacket potato &amp; tuna Creamed potatoes Peas, cauliflower Jam sponge &amp; custard or pavlova</i></p>	<p><i>Cheese &amp; potato pie, or Pilchards on toast or tuna sandwich</i></p> <p><i>Homemade cakes Fresh fruit</i></p>
<i>Wednesday</i>	
<p><i>Pork steak or chicken or cheese salad Creamed potatoes Broccoli, mashed swede</i></p> <p><i>Rice pudding or strawberry mousse &amp; jelly</i></p>	<p><i>Egg &amp; bacon or beans on toast or luncheon meat sandwich</i></p> <p><i>Home-made cakes Fresh fruit</i></p>
<i>Thursday</i>	
<p><i>Steak &amp; Kidney pie or chicken or</i></p>	<p><i>Macaroni cheese or Jacket</i></p>

<p><i>sausages</i>  <i>Creamed potatoes</i>  <i>Carrots, mixed vegetables</i></p> <p><i>Banana &amp; custard or peach flan</i>  <i>&amp; cream</i></p>	<p><i>Potato &amp; Prawns or ham</i>  <i>sandwich</i>  <i>Home-made cakes</i>  <i>Fresh fruit</i></p>
<i>Friday</i>	
<p><i>Scampi or chicken</i>  <i>Chipped potatoes</i>  <i>Grilled tomatoes, peas</i></p> <p><i>Baked apple with mincemeat</i>  <i>Fruit cocktail &amp; evap. milk</i></p>	<p><i>Chicken Drummers &amp; spaghetti</i>  <i>or cheese on toast or egg</i>  <i>mayonnaise sandwich</i></p> <p><i>Home-made cakes</i>  <i>Fresh fruit</i></p>
<i>Saturday</i>	
<p><i>Shepherds Pie or chicken or Egg</i>  <i>&amp; Bacon flan</i>  <i>Creamed potatoes</i>  <i>Leeks, swede</i></p> <p><i>Semolina or banana split</i></p>	<p><i>Corned beef hash or cheese</i>  <i>omelette or prawn &amp; lettuce</i>  <i>sandwich</i></p> <p><i>Home-made cakes</i>  <i>Fresh fruit</i></p>
<i>Sunday</i>	
<p><i>Roast beef &amp; Yorkshire pudding</i>  <i>or chicken</i>  <i>Roast &amp; creamed potatoes</i>  <i>Savoy cabbage, roast parsnips</i></p> <p><i>Gateau</i></p>	<p><i>Gala pie &amp; salad or tomato soup</i>  <i>or salmon sandwich</i></p> <p><i>Home-made cakes</i>  <i>Fresh fruit</i></p>

## WEEK TWO

<b>LUNCH</b>	<b>SUPPER</b>
<i>Monday</i>	
<i>Liver &amp; bacon or chicken or jacket potato with cheese Creamed potatoes Carrots, peas Apricots &amp; custard Chocolate Angel Delight</i>	<i>Scrambled egg on toast or Lasagne or chicken, bacon &amp; mayonnaise sandwich  Home-made cakes Fresh fruit</i>
<i>Tuesday</i>	
<i>Lamb chop or chicken or Poached Salmon Creamed potatoes Cauliflower, runner beans Syrup sponge &amp; custard or Arctic Roll</i>	<i>Bubble &amp; Squeak with bacon or spaghetti on toast or crabstick &amp; mayonnaise sandwich Home-made cakes Fresh fruit</i>
<i>Wednesday</i>	
<i>Minced beef &amp; onion pie or chicken or sausages Creamed potatoes White cabbage, mashed swede Cheesecake</i>	<i>Jacket potato &amp; cheese or chicken soup or cheese &amp; ham sandwich Home-made cakes Fresh fruit</i>
<i>Thursday</i>	
<i>Lancashire Hot-Pot or chicken or Cheese &amp; Tomato flan Creamed potatoes Leeks, mixed vegetables</i>	<i>Bacon &amp; Vegetable pasta with cheese sauce or Fish Fingers &amp; beans or Tuna sandwich</i>

<i>Apple Pie &amp; custard or Fruit Flan &amp; cream</i>	<i>Home-made cakes Fresh fruit</i>
<i>Friday</i>	
<i>Breaded cod or chicken Chipped potatoes Grilled tomatoes, peas Rice pudding or Banoffee Pie</i>	<i>Mackerel salad or Sausages &amp; Beans or Bacon sandwich  Home-made cakes Fresh fruit</i>
<i>Saturday</i>	
<i>Beef Stew &amp; Dumplings or chicken or Smoked Haddock Creamed potatoes Carrots, swede Cherry Crumble &amp; custard or Jelly &amp; Ice-Cream</i>	<i>Fried egg on toast or beefburgers &amp; spaghetti or Luncheon Meat sandwich  Home-made cakes Fresh fruit</i>
<i>Sunday</i>	
<i>Roast pork with sage &amp; onion stuffing or chicken Roast &amp; creamed potatoes Cauliflower, sprouts Bread &amp; Butter pudding or Gateau</i>	<i>Ham Salad or ham sandwich  Home-made cakes Fresh fruit</i>

## **6.2 Residents' meetings**

*St George's House is run for the benefit of its Residents and we will actively encourage you to offer your comments and suggestions at all times.*

*A formal Residents' meeting is held every four weeks and as attendance is optional, minutes of these meetings are issued to all Residents on an individual basis. The minutes are also considered by St George's House Management Committee, which then approves any items for action.*

### **6.3 Advocacy**

*Although Residents are encouraged to participate fully in the decisions which affect their daily lives at St George's 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 on your behalf – eg relatives, Health Professionals etc.*

*In addition, the South East Essex Advocacy for Older People (SEEAOP), is available locally and one of their representatives attends Residents' meetings on a quarterly basis. Should you wish to consult an advocate from SEEAOP at any time, you should inform the Registered Manager, who will arrange this for you.*

*Their leaflets with all contact details are provided for all Residents and can be found on the Residents' notice board.*

### **6.4 Activities**

*These are displayed daily on the Residents' notice board in the main lounge.*

### **6.5 Religious Services**

*Advance details of all services are publicised in the minutes of the Residents' meetings and also on the notice board in the main lounge. All denominations are catered for and Residents are able to meet with clergy in the privacy of their own rooms if so desired.*

*Attendance at Services outside the House can be arranged – usually with the assistance of family or friends or with someone from the Church.*

## **6.6 Visitors**

*We welcome visitors to the House at any time. To meet security and Health & Safety requirements, they will be required to sign in and out of the House using the Visitors' book in the porch.*

*All Visitors will be required to observe our Health & Safety policy and a copy of this can be provided on request.*

*It is open to you to entertain your visitors in one of the communal areas of St George's House or, if you would prefer, in the privacy of your own room.*

## **6.7 Valuables / Finance**

*The safekeeping of Residents' valuables is discussed on entry to the House and Residents are encouraged to take out Insurance for higher value items. Any Resident wishing to do so may deposit items of cash, jewellery or private papers in the House safe, which is located on the premises. Receipts will be provided for all items and access to the safe is restricted to the Registered Manager or, in her absence, a named Senior Care Assistant. Custody of safe keys is recorded in a written Key Record.*

*Lockable accommodation is available in all rooms for those Residents who wish to keep valuables in their own rooms.*

*Relatives / sponsors may deposit cash at the House for use by the Residents (pocket money), in return for a written receipt. Cash monies received in this way will be held in a secure box within the safe, with access restricted to the Registered Manager or in her absence, a named Senior Care Assistant. Records of all receipts of cash are kept in a log-book which is balanced fortnightly and is open to inspection by the Society Chairman and Auditors.*

Members of staff are not permitted to become involved in a Resident's financial affairs.

Those Residents needing financial help or advice will be referred to their relative or sponsor, or in the case of a Resident without a sponsor, to a volunteer member of the House Committee or SEEAOP.

A facility is provided whereby a Resident may cash a personal cheque via the Society's Registered Office. All such requests must be accompanied by a written request signed by the Resident. Residents will wish to note that cheques are signed weekly and can therefore not be honoured "on demand".

Staff are not permitted to accept gifts, save and except small gifts at birthdays or Christmas, subject to the gift being reported to the Registered Manager and the Board of Trustees.

**Staff are not permitted to benefit from any will or legacy of a Resident.**

## **7. PHYSICAL ENVIRONMENT**

### **7.1 Your Room**

Your room will measure no less than 10 square metres (excluding ensuite) and can be furnished with your own furniture and personal items if required. Residents are encouraged to bring with them photographs, ornaments and other private mementos including pictures and also small items of furniture. The domestic and maintenance staff will be happy to assist you to arrange your room to your liking.

All bed linen and towels will be provided for you.

### **7.2 Communal Areas**

These are available for you to make use of as you wish. There are two spacious lounge areas, the downstairs lounge providing a television for

*your enjoyment and also background music by request. The large conservatory is very popular for those wishing a quieter environment and there is also a stock of reading material for those who wish to make use of this.*

### **7.3 Disabled access**

*Wheelchair access is available throughout both levels of the House and also out to the gardens.*

### **7.4 Parking**

*Visitors' parking is available, but as spaces are limited it may not always be possible for your visitors to use the car park. It is, however, relatively easy to park fairly close to the House in one of the neighbouring roads. Visitors are asked to park considerately and not to block access for other users.*

### **7.5 Telephones**

*St George's House does not provide telephones in individual rooms. It is, however, open to a Resident to have his or her own line installed and the Care Manager will be happy to advise on this. The installation costs and the ongoing costs of line rental and calls, will be the Resident's own responsibility.*

### **7.6 Laundry**

*St George's House has its own laundry facility on the premises and a full service is available for machine washable clothing. There is no extra charge for this service but Residents are asked, prior to admission to the House, to ensure that all their clothes are clearly labelled.*

*Items of clothing which need to be dry-cleaned will be dealt with at the Resident's own expense.*

## **7.6 Nurse Call System**

*A Nurse Call system is installed throughout St George's House and covers not only your own room, but also the main bathrooms and toilet facilities, as well as communal areas.*

*This facility is for the convenience and safety of Residents and enables them to summon assistance should they need it, at any time of day or night.*

## **7.8 Pets**

*For reasons of health, safety and cleanliness, Residents are not allowed to bring pets into the House.*

## **7.9 Pets-As-Therapy (PAT) Scheme**

*St George's House participates in this scheme and it is open to any Resident to take part or not, whichever is their preference.*

## **8. HEALTH AND SAFETY**

*It is a requirement of the House that all Residents and relatives' guests observe the Health & Safety notices displayed within the House. A copy of the full Health & Safety Policy & Procedure can be provided upon request.*

## **8.1 Fire**

*On admission to the House, a “Fire Risk Assessment” will be carried out by a member of staff so that your specific needs in the event of an emergency can be determined.*

*The House is fully equipped with a fire alarm system, which is checked and tested weekly by the maintenance staff and serviced regularly by an approved contractor.*

*All Residents are requested to make themselves familiar with the Fire Exits and fire signs.*

*It is important that Residents inform the Registered Manager or her deputy when they leave the House so that in the event of an emergency, everyone can be accounted for. It is equally important for visitors to sign in and out of the building for the same reason.*

*In the event of fire, or on hearing the fire alarm DO NOT PANIC. Staff are trained in fire safety and will come to you to tell you what to do, or to escort you to a place of safety. You will be reminded about this regularly at Residents’ meetings.*

## **8.2 Electrical Equipment**

*You may wish to bring small electrical items such as lamps, radios or shavers into the House. This is permitted, but prior to use the items will be subject to a mandatory check for safety.*

## **8.3 Manual Handling**

*Residents are encouraged to assist with their own transfers but the Society reserves the right to use a hoist if a Resident’s assessment indicates that this is necessary.*

## **8.4 Wheelchairs**

*Wheelchairs are provided within the House for Residents' use. These are subjected to regular maintenance checks to ensure safe working order. It is essential that footplates are used to prevent injury while the wheelchair is being moved.*

## **8.5 Smoking**

*From 1<sup>st</sup> July 2007, Residents have only been permitted to smoke in their own room as this has been designated as their own personal smoking area. For the comfort of other Residents and for reasons of Health & Safety law, all other areas of the House, including the patio area and the garden have been designated as "No Smoking" areas. All smoking materials should be extinguished safely after use.*

## **8.6 Rights and Responsibilities**

*Residents living in Registered Residential Care have equal rights to those who live in the wider community. These rights include the right to privacy, dignity, safety, fulfilment and the freedom to make their own choices regarding their daily lives.*

*Residents are encouraged to work with staff with reference to their Care Plans and to show care and consideration for the rights of other Residents within the House by following the Health & Safety and other House policies.*

## **9. FEES**

### ***9.1 Standard Charges & Method of Payment***

*Please contact us on 01702 213350 for details of the fees currently in place.*

*Fees are payable in advance on 1<sup>st</sup> day of the month and it is a Society requirement that payment is made by Standing Order directly into its bank. The Society will provide the Resident with a Standing Order for completion so that this arrangement can be put into place. Where a Resident takes up residence part way through a month, the initial or balancing payment will be requested by cheque, with a Standing Order to follow on from that.*

*Respite / short stay accommodation is also available from time to time, the charge for this service currently being £110/day inclusive.*

### ***9.2 Review of charges***

*The charge made for your care will be reviewed at least annually on 1<sup>st</sup> April. In the case of its annual review, the Society will give you not less than 28 days notice before the increased charge is applied.*

### ***9.3 Other chargeable services***

*Services which are not included as part of the Society's standard fee, (eg dry cleaning, daily newspapers, private telephone line, hairdresser, chiropodist etc), must be met by the Resident from his/her own means (see paragraph 6.7 above regarding Finance and Residents' pocket money). The administrative cost involved with the handling of Residents' pocket money will be borne by the Society. If at any time the Society deems it necessary to make a charge for this service, the charge will not be levied until the*

*next annual review of fees. The Society will give no less than 28 days notice of this change.*

#### **9.4 Local Authority Contract Arrangements**

*The Society currently contracts with the Local Authority on a “top-up” basis for those Residents who may become entitled to Local Authority assistance with the payment of their fees. When this occurs, fees will be charged at a different rate, in agreement with the Local Authority, via a 3-way contract which involves the Society, the Local Authority and the Resident. It is likely that the full fee payable will not be met by the Local Authority and in these circumstances, a third party will be sought to pay the resulting shortfall. This third party is usually a relative / sponsor and his or her signed agreement to the arrangement will form part of the 3-way contract. Applicants/Sponsors are advised to discuss these arrangements with the Society’s General Manager and / or the Local Authority **before** applying for assistance.*

### **10. COMPLAINTS / COMMENTS**

#### **10.1 Complaints procedure**

*If you have a complaint about the service provided at St George’s House, please let us know because we aim to maintain the highest standards. If you wish to make a formal complaint :-*

- 1. On all minor matters you should report your complaint directly to the Registered Manager*
- 2. All complaints are lodged in the Complaints Book, giving the date and nature of the complaint. Your complaint will be acknowledged within 3 days.*

3. *If you have a more serious complaint, or if you are not satisfied with the Registered Manager's response, please set out your complaint in writing using one of the Society's Complaints Forms, and send it to the General Manager, c/o Ground Floor, 19, Clifftown Road, Southend-on-Sea, Essex SS1 1AB. Your complaint will be acknowledged within 3 working days.*
4. *If your complaint cannot be satisfactorily resolved within 10 working days, you will be informed of the reasons for the delay.*
5. *If, following investigation of your complaint, you are not satisfied with the outcome, you can appeal to the Society Chairman, who may wish to meet with you to discuss the complaint. You have the right to be accompanied at this meeting by a sponsor or friend.*
6. *Once the Chairman has reviewed all the information he/she will make a decision. This decision will be final and will be communicated to you in writing within 7 days.*
7. *Complaints may also be made to the Local Authority and the Housing Ombudsman Service. The addresses are shown below :-*

<b>Housing Ombudsman Service</b>	<b>Southend on Sea Borough Council</b>
<b>81 Aldwych</b>	<b>Civic Centre,</b>
<b>London WC2B 4HN</b>	<b>Victoria Avenue,</b>
<b><a href="http://www.housing-ombudsman.org">www.housing-ombudsman.org</a></b>	<b>Southend SS2 6ER</b>
<b>Tel:-0300 111 3000</b>	<b>01702 215000</b>

*Once your complaint has been fully dealt with by the Abbeyfield Southend Society, if you are not satisfied with the outcome you can also refer your*

*complaint to the LOCAL GOVERNMENT OMBUDSMAN (LGO) AND ASK FOR IT TO BE REVIEWED. The LGO provides a free, independent service.*

*The LGO Advice Team can be contacted for information and advice, or to register your complaint :-*

**Telephone :** 0300 061 0614

**E-mail :** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Internet:** [www.lgo.org.uk](http://www.lgo.org.uk)

*The LGO will not usually investigate a complaint until the provider has had the opportunity to respond and resolve matters.*

*St George's House is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at :-*

**Care Quality Commission National Correspondence**

**Citygate**

**Gallowgate**

**Newcastle-upon-Tyne NE1 4PA**

**Tel :-** 03000 616161

**Internet :** [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)