



Aims and Objectives

With 29 years' experience, the management of The Warren Residential Lodge pride our selves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give to small detail, and where they have the choice of enjoying the company of like-minded fellow residents:

Privacy:

The right of a resident to be left alone and undisturbed whenever they wish.

Dignity:

The understanding of a residents needs and treating them with respect.

Independence:

Allowing a resident to take calculated risks, to make their own decisions, think, and act for themselves.

Choice:

Giving a resident the opportunity to select for themselves from a range of alternative options.

Rights:

Keeping all basic human rights available to the residents.

Fulfilment:

Enabling the resident to realise their own aims and helping them to achieve these goals in all aspects of daily living.

Philosophy of care

The Warren Residential Lodge aims to provide its residents with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in doing so will be sensitive to the resident's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individual Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other residents and with recognition of the following core values of care, which are fundamental to the philosophy of our Home:

Core values of care

Privacy

Dignity

Rights

Independence

Choice

Fulfilment

All care staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Quality Commission.

Details of staff numbers and staff training

The home employs 25 Care assistants, 6 Kitchen staff, 3 cleaners, 3 senior Care assistants, 1 Head of Care 1 deputy Manager, and 1 manager. The Home's staffs are selected for their qualities of reliability, integrity skill, friendliness and professionals. They are carefully screened and references are always checked thoroughly. In addition, the criminal records board now checks all employees. During induction all staff trained in house by experienced qualified senior staff in the following critical subjects:

- Code of conduct
- Confidentiality
- The rights of clients
- Health and safety
- Food Hygiene and safety
- Personal Care tasks
- Care Assistant responsibilities
- DOLS
- Safeguarding
- Moving & Handling

The home expects that all care assistants will hold a minimum of NVQ level 2 in care. All new members of staff must train to achieve these important qualifications.

The home also sends selected staff on external training courses of such topics as food hygiene, lifting and handling, care of the elderly, first aid, drugs practice etc.

Accommodation

The home has 30 bedrooms all single, five with en-suite facilities; the home is one level only.

Social rooms:

There is one large lounge and a smaller one at the far end of the building. There is one dining room, all centrally heated. Residents are encouraged to use these public rooms; however, residents who choose to stay in their own rooms may do so. Smoking is not permitted in the building but a smoking shelter is provided in the Garden, and residents are to be supervised at all times.

Privacy and Dignity

Staff are trained to strive and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Smoking and alcohol

The Home operates a no smoking policy in the home but there is a shelter provided in the Garden, but residents are to be supervised at all times.

With regard to alcohol, residents will normally make their own arrangements; they may require to be supervised.

Fire safety

- The home has a modern Fire alarm system fitted, with 'Fire Exit Notices' and 'Fire emergency instruction notices' displayed at strategic points throughout the home, as advised by the local fire department.
- Staff are instructed during induction training with regard to the Fire prevention/drills policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission.
- A fire exercise is carried out weekly on each shift, this ensures all staff and residents have a comprehensive understanding of their responsibilities.
- All fire systems and alarms will be tested monthly by staff of the home and six monthly by the local fire officer. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- A qualified fire extinguisher maintenance engineer will check all fire fighting equipment annually.
- Emergency lighting will be checked on a monthly basis.
- All furniture brought into the home by clients must be made of fire-resistant fabrics and materials & any electrical items must have a current Portable appliance test and certificate of proof.

Medication

If a Resident wants to be self-medicating and is safe to do so then all help is given. Otherwise, all drugs will be managed by the staff, dispensed, and ordered for them under the instructions of the Doctor. Any resident may request to see a doctor in private if they wish.

Telephone

The home has a telephone, which can be used by the residents; we also have a cordless telephone for residents to receive incoming calls in the privacy of their own rooms. Residents may have their own private line installed through British telecom at the current rate. If there is already a line connected to, their room then only a connection fee is charged.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encourage to eat in the dining room, but may eat in their own room if they wish.

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

Religion (Worship/Attendance at religious services)

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with family and friends

Resident's family, and friends are encouraged to visit the resident regularly and maintain contact by either letter or telephone when visiting is not always possible. In these cases, staff will offer to assist the resident to respond to a letter or telephone call, where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the person in charge know of their arrival and departure from the home. For security and fire safety reasons, visitors must sign the visitor's book on each occasion.

The resident has the right to refuse to see any visitor, and this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the residents wishes.

Care Plan review

Once developed the care plan will be regularly reviewed to ensure that the resident is responding in a satisfactory manner. Adverse reaction to the care plan by the resident will result in an immediate review of the care plan by the named carer, manager, Deputy Manager senior carer and other members of staff as necessary.

Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable. Residents and their relative are always welcome to chat with a member of the Care staff if they have any concerns.

The care plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the resident's care notes are handed by the out going shift to the on coming shift and the resident's responses and activity patterns discussed as needed. Changes to the care plan may only be proposed at this point.
- At the end of the four week settling in period.

- Thereafter a formal review is held with care staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager or Deputy manager certain amendments may require the authorisation of the residents GP. All amendments to the care plan are recorded in full.

Leaving or Temporarily vacating

If a person wishes to be discharged from the home, then four weeks notice must be given of this intention or four weeks fees paid in lieu of notice. These conditions are waived during the four-week trial period. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment or a holiday) the bed is retained for a period of eight weeks, provided the normal fee is paid. In the case of Adult services funded residents, the Home Manager would review this retention period.

In the event of death a full week fees are charged from the date of death.

Monitoring and quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

Financial Arrangements and fees

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

Depending on personal financial situation, a resident can either pay the fees privately or receive benefits arranged by Adult Services.

The current rules can be complicated and specific advice is available from the Finance Section of the Adult Services or the Home Manager.

Fees what is included

- Care staff in 24 hour attendance
- Good Home cooking
- Provision for Special Diets
- Laundry Service
- Call system
- Full Gas Central heating
- GP visits
- Internet

Fees-What is not included

- Dry cleaning
- Weekly visits from the Hairdresser to the home
- Monthly visits for a private chiropodist to the home
- Private phone installation
- Daily papers
- Toiletries
- Transport to appointments
- Dentist

Complaints

If as a resident, relative or visitor you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the complaints register, which is available from the Office or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible or within four weeks.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer. Then you should contact: -

The Care Quality Commission Citygate Gallowgate Newcastle upon Tyne
Telephone: - 03000 616161

Bereavement

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

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

Therapeutics Activities

The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourages and in certain instances help clients to pursue their hobbies and interests:

- Bingo
- Arts and crafts
- Draughts
- Playing cards
- Knitting
- Music and singalongs
- Reading letters magazines/newspapers
- Knitting
- Reminiscing

Residents Charter

Warren residential Lodge is fully committed to ensuring that all services provided are responsive to the needs and wishes of residents, enabling them to maintain the fully range of entitlements enjoyed by all members of society in their everyday lives.

The main concern of **Warren Residential Lodge** is the quality of life of its residents.

Our aim is for consistent high quality care, tailored to the requirements of each individual resident.

- Clients have the right to personal independence, choosing whenever possible their own lifestyle and level of freedom.
- Clients have the right to have their personal dignity respected by others in every way and to be treated as individuals in their own right, whatever their frailties or disabilities.
- Clients have the right to personal privacy for themselves, their guests, their belongings and their affairs: to bathe wash, use toilet facilities in private or with assistance if they wish so.
- Clients have the right to personal choice and have responsibility for their own actions deciding when to bathe, wake or sleep, and to be given a choice of meals appropriate to their needs and personal wishes.
- Clients have the right to personal choice in changing or retaining their doctor, and in handling their own medication if they are able to do so.
- Client have the right to be provided with a homely, safe and clean environment, in a setting which enables them to lead as enjoyable and fulfilling life as possible.
- Clients have the right to be consulted, to take part in any decisions affecting their lives, and to be given personal information about their condition.
- Clients have the right to have their care evaluated and discussed at regular intervals with the management of the Home, and to be given genuine and informed advice as to the options available for their future care.
- Clients have the right to be given every opportunity to continue old friendships, or to form new ones, by continuing to go out into the Clients have the to have their cultural, religious, sexual and other emotional needs accepted and respected, and to be safeguarded from discrimination on the grounds of disability, age, race, religion, sex or language.
- Clients have the right to consult privately with a solicitor or advocate, and to be represented in putting forward their point of view,
- Clients have the right to freely on, or complain about, any aspect of the service provided, either through formal or informal channels. Their views will be listened to and acted upon in accordance with our complaints procedure.
- Community or by inviting others to visit them.
- Clients have the right to participate in recreational activities, with the freedom to opt out if they wish, or to develop new hobbies or pastimes.