



# Residents guide

Upminster Nursing Home is owned and managed by Havering Care Homes Ltd which has its main office at:

Upminster Nursing Home  
Clay Tye Road  
Upminster  
Essex  
RM14 3PL

Tel: 01708 220201 | Fax: 01708 641420

The 2014 Care Act

Havering Care Homes Ltd has been a provider of Residential and Nursing Care since 1994.

The Director has been managing services for older persons since 2010; he has a background in social housing within the local borough. He has his office within the home and closely monitors services within his role.

The Manager is a Registered General Nurse and has been in the medical profession for over forty years. She is an adults at risk specialist practitioner, has a Diploma in Safety Management, Registered Managers Award and holds the A1/A2/D32/33 in assessing for N.V.Q. from City and Guilds. Jan has also gained a Mentorship Certificate from Sunderland University and a Diploma in Dementia from Surrey University.

Upminster Nursing Home is registered to provide accommodation, nursing, and personal care to 35 older residents who may also have dementia. The registration body is:

Care Quality Commission  
CQC London  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

## Introduction

Welcome to Upminster Nursing Home, you're new home. Due to Government legislation smoking is not allowed anywhere within the building, this enhances the health safety and wellbeing of our residents staff and visitors within the home. This guide is intended to give you more information about your chosen home; however do not hesitate to speak to a member of staff if you require any further assistance or have any anxieties, as we will be more than pleased to assist you as far as we possibly can.

Upminster Nursing Home is a purpose built home. It has four floors; the top floor meeting the needs of residents who have dementia.

The home is managed on all levels, having Registered Nurses and care staff on all shifts. Most care staff hold an NVQ 2/3 or a Diploma in Health and Social Care.

There is one passenger lift and external stairways are fire escapes.

All bedrooms are for single occupancy and have en suite facilities comprising of a toilet and washbasin. You are invited to personalise your room as much as possible. Bathrooms and toilets are situated in convenient locations within the home.

There are two lounges and one dining area on the ground floor, and one dining room and one lounge on the top floor. Other facilities consist of the following, all of which meet current standards.

- Hairdressing room.
- One of the lounges on the ground floor incorporates the dining area.
- Three bathrooms with the appropriate aids and WC.
- One shower room.
- One WC
- A range of ancillary rooms, which will be incorporate into the home such things as kitchen, laundry area and ironing room, storage areas.
- Nurse call system in all rooms
- TV aerial points in all bedrooms
- The home also has wireless connection for those wishing to use a laptop computer.

## Additional facilities, which you will be required to pay for:

- Hairdressing
- Clothing, footwear & toiletries
- Confectionery & newspapers

- Dental, Optical & Chiropody services for which you do not qualify for exemption.

## The staff team at Upminster Nursing Home

The team is made up of a Registered Manager, Registered Nurses and Care Staff, their aim being to ensure the smooth running of the home and the standards of care for residents to be delivered to the highest standard. The home is fully committed to staff learning and development. The registered Manager will have the necessary qualifications and experience in running a care home. This will follow throughout the team.

The role of the Registered Nurses is to supervise and lead the Care Workers to ensure the daily delivery of the highest standard of quality care to the residents.

We have a part time activity co-ordinator who caters for the social activities for our residents.

We have a Catering team who work within the kitchen under the recognised code of practise and the Environmental Health Regulations, and hold the Basic Food Hygiene certificate.

There is a domestic team led by our housekeeper who carries out daily cleaning within the home. There is also a laundry department and maintenance/handyman included within the team.

All staff at Upminster Nursing Home attend regular training in:

- Moving & Assisting
- Fire Procedures Fire Drills & Evacuation
- First aid
- Safeguarding vulnerable adults and whistle blowing
- Dementia
- Health & Safety at Work
- Infection Control

- Food Hygiene & Nutrition

The staff team within the home are made up of mixed skills and abilities, some staff have numerous years of experience within the care sector, whilst others are being supported in their chosen field of work to deliver the highest standard of care to you, our resident.

## Admission to Upminster Nursing Home

Upminster Nursing Home cares for people with varying needs including:

- Older persons requiring Nursing care
- Older persons requiring Dementia care

Admission by referral via Social Services or self-referring prospective service users will undergo a needs assessment, prior to admission. You will also be invited to visit the home before being admitted. During this visit you will be able to look round the home and ask as many questions as you may have. This visit will also give an opportunity to discuss your care needs and whether the home can meet them. If you are unable to visit the home, a representative from Upminster Nursing Home will arrange to visit you at your convenience.

We respect differences regarding race, culture, religion and sexuality. Although we may not be able to meet the requirements of all cultures and religions, we are willing to meet with you and discuss ways in which we may be able to accommodate your specific needs.

## Finances

Prior to being admitted to Upminster Nursing Home, your Social Worker will have asked you, or your representative, to complete a financial form. This will enable Social Services to assess the amount of accommodation charges that you will be required to pay which will be stated in your contract which will be issued by the funding authority.

Regardless of the amount that you are assessed to pay towards your accommodation, you will be allocated a certain amount for your personal allowance. This amount will increase each year, in line with increases to your state pension.

You may wish for a relative to deal with your finances on your behalf. Your relative will then arrange for you to receive your personal allowance.

As previously stated, these financial arrangements will be discussed with you by your Social Worker and the amount you are assessed to pay for accommodation charges will be put in writing to you by your Social Worker/funding authority.

If you are self funding for your accommodation you will be given details prior to admission full details of amount and method of payment.

Your accommodation charges cover your room, heat and light, 24-hour care and laundry.

## Trial period

You have the right to a 'trial period' in the home. It provides an opportunity for you to come to a decision as to whether or not nursing/dementia care is the most appropriate option. It also affords the home the opportunity to see if their existing resources, and those that might be brought in additionally, are appropriate to meet your needs.

The decision will usually be taken at a review. It is vital that you and your representative have a clear understanding of what a review is for and when it will take place. Between four and six weeks after your admission a review will be held to determine whether or not you will live at the home on a permanent basis.

The Review will:

- Assess your needs and wants
- Monitor progress

- See if the placement is in your best interest
- Find out if you wish to become a permanent resident
- Plan for the future
- Determine any further action

The outcome of the review could be that you: -

- Remain as a permanent resident
- Return home
- Return to hospital
- Seek a more appropriate alternative placement
- Remain at Upminster Nursing Home for an extended assessment period

Until a decision is made, it is essential that you do not give up your home whether owned or rented. If the trial period is extended there may be a need to negotiate with a hospital to keep a bed open or with the Benefits Agency over rent.

Decisions reached at reviews are clearly crucial to your future, and it is hoped that you will participate in the meeting, and with your permission your relatives/advocates will be included. The review meeting is essentially the end of the admission to residential care. Once the decision is made that you will remain permanently, the next phase of “settling in” can begin, and in which we hope you will come to regard UPMINSTER as your home.

## Further reviews

Further formal reviews of your care needs will be held at annual intervals, or more frequently if circumstances dictate.

The purpose of these reviews is: -

- To assess whether or not your needs have been correctly identified
- Establish whether your needs have been responded to or not
- Whether there are any further care needs to be considered

As with your first review these meetings should include you and any relatives or advocates you wish to be present.

## What can I bring with me?

Your bedroom is fully furnished, but if you wish to bring in any furniture of your own, the staff will be happy to discuss this with you prior to your admission.

Unfortunately, in some circumstances we may be unable to accommodate additional furniture. This may be due to the fact that your mobility is restricted and therefore staff may need to use mechanical aids to assist you. If space is restricted due to additional furniture, this could result in a risk to you or the staff member assisting you. We will discuss this situation thoroughly with you prior to admission.

We encourage you to bring personal clothing (each item to be labelled), toiletries, photos, small ornaments etc.

Items of significant value should be passed to the management for safe keeping until a family member can collect them. The staff will attempt to provide security for a residents possessions but no responsibility can be accepted for items retained in the resident's own room. All items of clothing should be marked with the residents name; the home will make every effort to prevent damage to clothing.

Residents are required to seek insurance cover for valuable items.

## Bedroom sizes

Bedrooms at Upminster Nursing Home vary in size from 14.8ft x 12.8ft to 15.9ft x 10.6ft. Measurements include the en-suite facility.

## Your keyworker

On admission to Upminster Nursing Home you will be allocated a Care Worker who will be your Key worker.



A Key worker is an effective way to build closer relationships between residents and staff. You should be able to come to know and rely upon your Key worker as the main link to the rest of the care team with regard to your needs and wishes. The quality of the Key worker/resident relationship is crucial and your Key worker sees this as an important aspect of their work in getting to know you and ensuring that you have no concerns and receive the service you require.

Although your Key worker will not be on duty everyday they will assist you and encourage you to continue your links with families, friends, leisure pursuits and personal grooming (i.e. booking appointments with hairdresser, chiropodist, dentist etc.).

The Key worker system is a two-way partnership and we invite you to tell them of your likes, dislikes and any other concerns you may have. If you feel that you are unable to relate to your Key worker, please feel free to speak with the Homes Manager to request a change.

If you have little or no family support, a Key worker can act as an advocate on your behalf. However in this situation we would also be looking to provide an independent befriending scheme or advocacy agency in addition to your Key worker.

## Your care plan

You will have a Person Centred Care Plan that is outcome focused which covers your social, emotional and physical needs and wishes. The Care Plan enhances the fact that you are a unique individual with your own personality, likes and dislikes lifestyle, experiences and your own opinions. Within the care plan documentation it contains risk assessment and any risk management plan needed. Your Care Plan will be available to the care team to ensure they understand your needs and meet them in a consistent manner.

The Care Plan will be completed with your full involvement and where appropriate, will also include views/advice of your family, key worker, social worker and other interested parties who have been involved in

your care. The care plans will require signing by yourself or your family member.

Your Care Plan will be reviewed on a monthly basis or sooner if the need arises. You will be invited to contribute to this process.

In-house reviews will be held on a quarterly basis, when you, your family and key worker will be able to discuss your care package and if you are satisfied with the care service.

Annual reviews are also held on an annual basis with yourself and your representative including your social worker as part of your Care Plan review.

We will always endeavour to uphold your rights to choice and self-determination. However if your wishes poses a risk to either yourself, others or staff, i.e. use of hoist or equipment, we will undertake a risk assessment of the situation. If the level of risk is deemed to be too great we may have no choice but to infringe your rights. In such situations full records will be maintained.

## Medical care

Our registered nurses monitor the health care needs of all of our residents, and work closely with other health care professionals to ensure that the health care needs of people are met. Our home can care for people who have illnesses such as Parkinson's disease, Cancer, Multiple Sclerosis, Strokes and Diabetes etc.

In all our regulated activities, the aim of the service and staff is to promote the maximum possible self-respect and individuality by encouraging residents to maintain their independence and make choices, to the fullest extent they can achieve.

It is our intention as far as possible to ensure that you as the resident have a choice of doctor in the local area and they will respond to a visit request as quickly as they are able. If you live just outside the area of

the home, your own G.P. may still be willing to visit you. He/she will be able to advise you of this prior to your admission.

We will administer your medication for you, or alternatively you may continue to do this for yourself, for which a lockable drawer will be provided. In this case we will ask you to assist us in some simple questions to ensure safety for you and within the home. Your G.P. will be asked to review your medication on a regular basis.

We would appreciate the support of your relatives and friends in escorting you to hospital, dental or optical visits, if this is not possible we will endeavour to provide this service, however a charge will be incurred. If emergency hospital admission became necessary during the night hours, we would not always be able to provide an escort, due to the need of maintaining adequate staffing levels within the home.

A private chiropodist visits every 6 weeks. The National Health Service Chiropody visit less frequently and this would be after you have been referred via your G.P.

Any involvement or arrangements made with regard to this aspect of your care shall be fully discussed and confirmation of arrangements relayed to you.

Should you be admitted into hospital, your bed will be reserved for eight weeks. If your hospital stay is going to be for some considerable time, we would discuss this situation with yourself, hospital staff and the social worker, no alternative arrangements will be made without your knowledge.

## Meals

Our catering staff provides a full range of home cooked foods. The menus are displayed daily in the dining rooms. There is always a choice of dishes available. Times of meals will also be displayed.

The cooks will endeavour to provide for special diets. If your culture or religion governs that food must be prepared and cooked in a certain

way, please discuss this with the Manager as part of the admission process, to ensure that we are able to meet your requirements. This will also be reflected within your personal care plan.

Snacks, tea and coffee are available at all times; please ask a member of staff if you require anything.

We welcome families and friends who wish to stay and have a meal with you, although advanced notice is appreciated. There will be a nominal charge for visitor's meals.

Regular catering surveys are carried out for residents as a group to make suggestions for changes to the menus for preferred foods. Our cooks receive the minutes of the residents meetings in the home, and would welcome any comments or suggestions about the meals provided.

## Visitors

The home has an open visiting policy. We do request however ask that if service users return home late, they respect other service users by keeping noise to a minimum.

Service users are free to see their visitors in their private rooms.

Visitors are encouraged and able to have a meal with service users for a nominal charge as laid down by Havering Care Homes Ltd. If a large number of visitors for one service user require meals on the same day 24 hours notice would be appreciated.

## Home safety

Under the Health & Safety at work Act, Upminster Nursing Homes has the responsibility to ensure your welfare at all times. For the safety of both residents and staff, regular fire drills are held. Smoke detectors are fitted in all rooms within the home. Fire notices are displayed around the home in line with fire department requirements, which give details of what to do in the event of fire. To comply with fire regulations all visitors

to Upminster Nursing Home are requested to sign the visitor's book on each visit.

Risk assessments are completed as and when required i.e. for buildings, fire, and moving and assisting etc.

## Smoking

Under Government legislation, smoking is not allowed anywhere within the building. Smoking is only permitted in designated smoking areas outside of the building.

## Leaving the home

You are free to come and go as you please, but we would ask that you let us know if you are going out, so that we do not worry about your whereabouts, or look for you unnecessarily in the case of a fire evacuation. We would also need to provide you with any medication you may be due whilst out of the home.

Please tell us if you expect to be out overnight, or do not require certain meals.

## How can you help us

We would like you to maintain your independence as much as you are able, by undertaking certain tasks for yourself, within the limits of your capabilities. These tasks could include laying the dining tables or putting your laundry away.

We would like you to join in the service users/relatives meetings, which are held quarterly; this is where you can put forward any ideas you may have. In fact, we would like you to have a say in everything that affects your life in this home. We would ask you to treat other service users and staff, as you would like to be treated.

## How can relatives and friends help us?

We welcome your relatives/friends support in helping us to care for you. Whenever possible, we would like them to visit you regularly, take you out, escort you on hospital appointments, dental visits etc., and join in social functions within the home and maybe escort you for outside activities.

## Inspection

As part of the Department of Health requirements, all care homes are inspected at least yearly. A copy of our most recent inspection report is attached to this service user guide. In addition a copy of it may be obtained from the home manager or the C.Q.C. website.  
([www.cqc.gov.uk](http://www.cqc.gov.uk))

Your regional office of the C.Q.C. is:

Care Quality Commission  
CQC London  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

## Quality assurance

Havering Care Homes Ltd commission Focus Social Care Consultants to monitor and carry out Quality Assurance Audits within the home on a quarterly basis. You as the service user will be included in the Quality survey by being requested to partake in catering surveys, suggestions and ideas raised.

## Contracts / agreements

You must have a contract or an agreement of residence issued by the funding authority, or Havering Care Homes if privately funded; detailing the terms of residence and the care to be offered. You will be given a copy of the contract / agreement and a copy will be held on your file. Contracts / Agreements must remain current and any changes must be negotiated with you/or your representative.

## Complaints

Havering Care Homes Ltd constantly strives to improve the service provided. Therefore if it is felt that anything has happened which causes concern, or if you feel unhappy with the service you are receiving, then we do have a robust system to enable you or your representatives to make a formal complaint.

If you have a problem whilst living at Upminster Nursing Home please discuss it with a member of staff, your key worker or the Homes Manager. We care about getting things right for you and our staff want to know your comments and views. Please see the enclosed complaints and compliments procedure.

I would like to finish by saying that this may be a very difficult period for you and I do hope you settle in to your new home. Again please do not hesitate if you require further clarification or assistance to enable you to settle into your new home. It is also very important that you are involved as much as possible with this guide and therefore you are invited to make any suggestions of information you feel would benefit to be added to this edition.

Arrangements for this document can be printed in a larger format at your request.

## Complaints procedure

1. This home is committed to provide a high-quality service and is constantly seeking ways to improve that quality.
2. If you are satisfied with the service you are receiving then please let us know your views and any helpful ideas. It is important for us to receive your views so that we can monitor and improve the quality of service we provide and respond them quickly, effectively and honestly.
3. All comments, compliments, suggestions or complaints should be made to the home manager:

Jan Norris  
Upminster Nursing Home  
Clay Tye Road  
North Ockendon  
Upminster  
Essex  
RM14 3PL

Tel: 01708 220201

4. If the complaint cannot satisfactorily be resolved within the home you can refer your complaint to the Managing Director:

Mr Michael Armstrong  
Managing Director  
Havering Care Homes Ltd  
Upminster Nursing Home  
Clay Tye Road  
Upminster  
Essex  
RM14 3PL



5. All complaints will be treated seriously and dealt with as soon as possible.
6. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
7. Written complaints will be responded to by an acknowledgement letter within three days. The home will then investigate the complaint and aim to resolve it within 14 days of its receipt. If for some reason this is not achievable we will provide reports on a weekly basis, detailing the progress on the complaint until it is resolved.
8. Once your complaint has not been fully dealt with by Havering Care Homes Ltd, if you are not satisfied with the outcome you can refer your complaint to an external organisation:  
Residents that are funded by Social Services should contact their funding Borough/Authority for information and advice.  
Residents that are funding their own placement can contact the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service. The LGO team can be contacted for information and advice, or to register your complaint:  
T: 0300 061 0614  
E: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
W: [www.lgo.org.uk](http://www.lgo.org.uk)
9. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.
10. If Upminster Nursing Home does not meet the Regulations and/or Standards that apply to us; you can ask the Care Quality Commission to look into the matter. Depending on their findings, they may decide to take further action. You can contact C.Q.C. by writing to the following address:

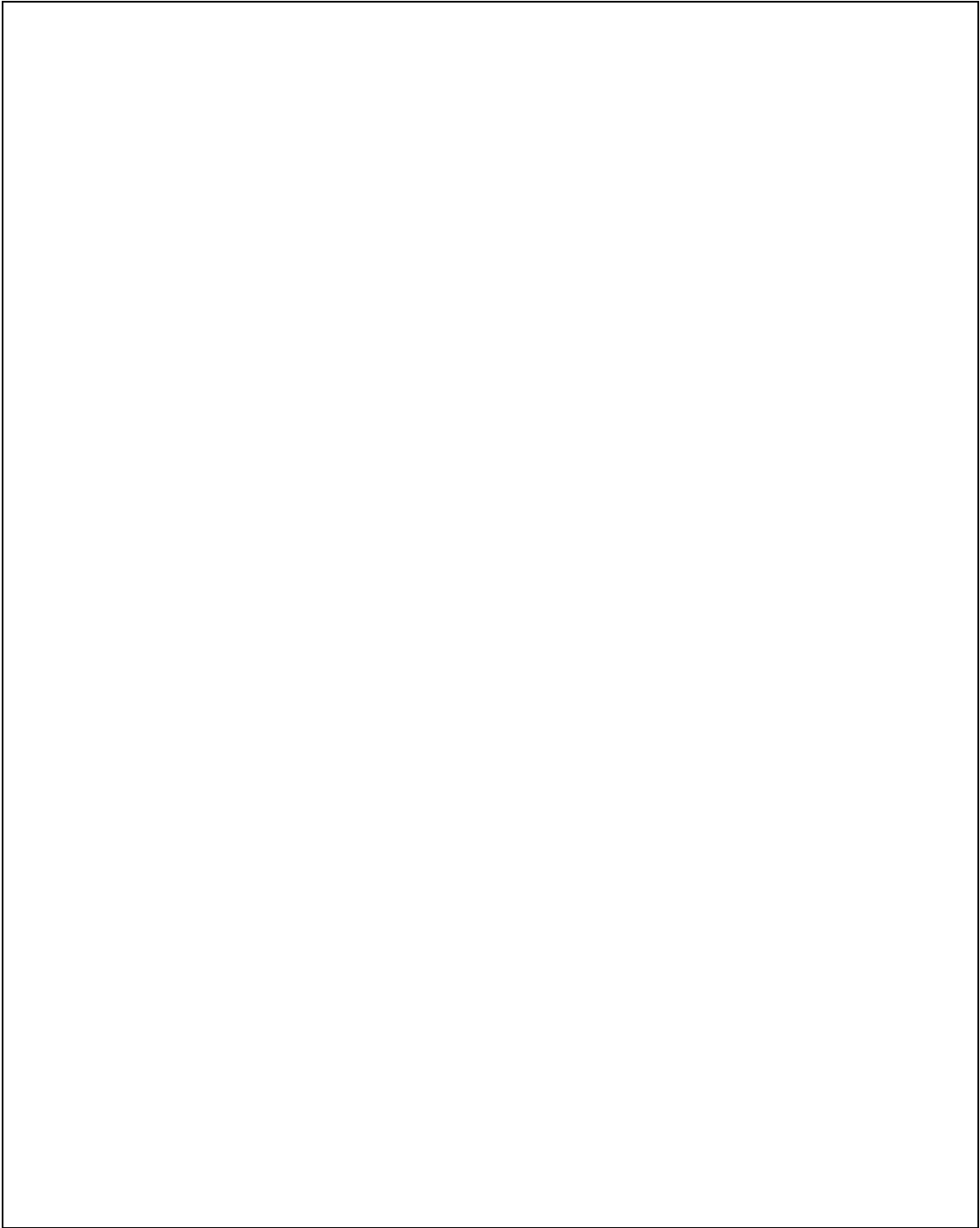
Care Quality Commission  
CQC London  
Citygate  
Gallowgate  
Newcastle Upon Tyne NE1 4PA

## Comment section

As part of a process of continuous improvement, we welcome any comments, amendments or suggestion that you have in relation to this document.

Please return this slip to the Manager at Upminster Nursing Home. We thank you for your application in this process.

Name: (optional).....



If you require a written response to your comment please supply your contact details/address: