

RUSTINGTON HALL

SERVICE USERS GUIDE 2019

To Remain in the Room

**LITTLEHAMPTON & RUSTINGTON
HOUSING SOCIETY LIMITED**

PROVIDING

CONTINUITY OF CARE

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1. Aims and Objectives

The Society's overall aim is to provide a comfortable, well-managed and safe home, which will give residents the opportunity to enhance their quality of life and maximise their potential. We will provide support and stimulation to help them achieve their own goals.

To achieve its aim the Society recognises the following values, which are acknowledged to contribute to the quality of life for most people.

Privacy
Dignity
Independence
Choice
Rights
Fulfilment

Objective – Privacy

- A single room will be provided for each resident.
- Residents will have access to their rooms at all times and have the option of having one lockable piece of furniture or a safe in their room.
- All residents will have free access to their own toilet and sink within their room as well as free access to bathing facilities on each floor. These areas have a separate door, which can be locked, with call bell facilities being appropriately sited.
- All staff are trained on their induction and throughout their employment on aspects of privacy and confidentiality.
- Residents will be free to take meals in their own rooms if they choose, although they will be encouraged to have some meals in the dining room.
- Residents are free to entertain guests in their own room or lounges.
- All financial transactions involving individual residents will be conducted in private.
- All residents have the facility to make or receive telephone calls using their own telephone in their rooms.
- Visitors will not be shown a resident's room without permission.

Objective – Dignity

- Residents have the right to have their personal dignity respected by others and to be treated as individuals in their own right.
- Staff will always call residents by their individual preferred name.
- Residents have the right to manage their own financial affairs.
- Residents will be treated as individuals by:
 - Being allocated a keyworker
 - Being encouraged to retain and to share life experiences
 - Being encouraged to exercise choice and individuality in their daily lives.

- Staff providing assistance with personal care will demonstrate understanding and respect the dignity of individuals by ensuring that personal care needs are discussed with them in private.
- To give encouragement to residents to treat each other with respect and tolerance.
- To regularly assess the needs of each resident in consultation with them and where possible, and with the agreement of the resident, to include relatives in these discussions.

Objective – Independence

- Written individual plans of care will reflect the Society's philosophy that all residents will be encouraged to retain and, in some cases, relearn life skills.
- Staff will only offer assistance when individual residents are either unable or unwilling to complete a task themselves.
- Residents will be given as much time as they require to complete a task themselves.
- Residents may take responsibility for their own medication in consultation with the Manager and their own GP and after signing the appropriate form.
- Residents are free to go out and about as much as they are able and wish. They must indicate their absence on the IN/OUT board in case of fire.
- Staff will inform residents of risks that are involved by exercising their rights but will not have their personal independence unnecessarily or unreasonably restricted. The boundaries will be those set by Health & Safety Legislation, e.g. manual handling.

Objectives – Choice

- Residents may choose how and with whom they spend their day.
- Residents will be encouraged to purchase their own clothing and choose what they wear on a day-to-day basis.
- Residents may bring small items of furniture or other possessions within the limit of space in their room. Health and Safety requirements may restrict individual choice of items.
- Residents may choose to take meals in the dining room or in their room.
- Individual bathing times will be arranged to suit the expressed wishes and assessed needs of the residents, but consideration has to be given to the needs of other residents.
- Residents may retain their own GP provided, of course, he/she will keep the resident on their list.
- Residents may call for a review of their care plan at any time.
- Residents may choose whether or not to take part in any social, therapeutic and educational activities provided by staff and volunteers.

Objectives – Rights

- All residents will be entered on to the Electoral Register.
- Individual residents will be able to follow their chosen religion and all assistance will be given to enable the resident to attend their place of worship.
- Residents will have access to the facilities and services of the community.
- Residents will have all their cultural, religious, and personal needs respected.
- Residents always have the right to say “No” and will not be forced to do anything against their will. However, there may be occasions where Health and Safety issues must override this right.

Objective – Fulfilment

- As part of the care planning process all residents will be offered a personal programme of social, educate and therapeutic activities based on their expressed need. Appropriate encouragement and advice will be made available.
- The following activities will be available to all residents:
 - Monthly communion and assistance to arrange their own religious observances
 - Live entertainment
 - Craft
 - Minibus outings
- At the resident’s expense:
 - Hairdressing/barber
 - Chiropodist
 - Optician
 - Dentist
 - Newsagents
 - Use of home shop (for stationery and toiletries)
 - Clothes
 - Physiotherapy
- Residents are free to entertain visitors in their rooms or lounges and to invite them in for meals – there is a small charge for guest meals and some notice would be appreciated.
- Residents are able, if they wish, to contribute to the running of the home and discussion about menus by attending regular resident meetings.

2. Terms & Conditions of Residence

The fee for rooms is currently set at £982 for residential care and Nursing care £1144. Existing residents are charged at protected rates. This may be paid weekly or monthly and is due in advance.

The first four weeks of admission shall be regarded as a trial period for the benefit of the resident and the Society.

The services included in the fees are all meals, beverages, and personal laundry. Residents are asked to label all clothes to enable staff to identify articles of clothing.

A hairdresser visits the Home weekly and a chiropodist 6 weekly. Also, newspapers may be ordered each day. Charges for these services are detailed separately and will be sent out monthly with the fee invoice.

The Management Board (Committee) reviews fees quarterly. In agreed circumstances, a refund may be given when the resident is absent.

A resident may terminate the agreement on one month's notice being given.

Residents are advised that they are responsible for insuring personal valuables, as this is not the responsibility of the Society.

Rustington Hall is a Care Home with Nursing registered with the Care Quality Commission (CQC) who are responsible for ensuring that standards are maintained. A resident may be asked to leave or make alternative arrangements if it is considered that the care necessary for the resident's well being is beyond the range permitted by the Registration Authority.

The procedure for making complaints to the Littlehampton & Rustington Housing Society and information on how to contact the Registration Authority in the case of unresolved complaints is made available for residents and their carers.

The Society follows a policy of Open Reporting and will make available Inspection Reports and, as this handbook shows, we will share with you our policies and procedures. In addition, and most importantly, we will give you as much choice as possible in your life here.

In the event of a resident dying, it is the responsibility of the next of kin to make the necessary arrangements to clear the room of all personal belongings and to settle outstanding fees up to the time that the room is empty.

3. The Society

Littlehampton & Rustington Housing Society was founded in 1948 when Rustington Hall was purchased with the help of members of Littlehampton Rotary Club. In its early days, the Society benefited from a number of large donations and legacies, which went towards enlarging the premises and improving facilities. In common with many charities, however, the Society can no longer rely on donations and legacies in order to maintain services and to carry out improvements. Over recent years therefore, although the Society retains its charitable status it has to be self-sufficient. This change in the source of funds has been accompanied by ever more stringent regulations and demand for higher standards. The Society has been more than willing to accept these challenges and its facilities are highly regarded.

The Society also owns and manages Oakhurst Gardens, which consists of 87 sheltered flats and bungalows, which are situated, in what was the cottage garden of Rustington Hall. The facilities at Rustington Hall are used by the frailer residents of Oakhurst Gardens as resources permit and a number of tenants have moved into the Home as their health has deteriorated.

The Society is an exempt charity and is also registered as an Industrial & Provident Society with the Registrar of Friendly Societies. It is also registered with the Homes and Communities Agency as a housing association for its social housing activities (see also "Registration & Compliance").

In common with other housing associations, the Society has shareholders who have each purchased a one-pound share. In return, they are entitled to attend the Annual General Meeting and to be nominated to the Management Committee. They also receive a copy of the accounts and Chairman's Annual Report. No dividend is paid and the shareholders are prohibited from receiving any benefit from their shareholding. Tenants and Residents are eligible to become members of the Society.

4. Management

The Society has a Management Board consisting of ten members who are elected at the Annual General Meeting. A third of the Board retires at each AGM and is eligible for re-election. The Board members are the Society's Trustees and they have statutory responsibilities to ensure that the Society complies with strict standards. The Board members are volunteers and receive no financial or other benefit. There are three smaller sub committees, which deal with strategy, audit standards and financial matters.

The senior establishment consists of a General Manager, Registered Manager, Registered Nurse Managers. The Society employs around 130 staff.

5. Registrations and Compliance

Rustington Hall consists of three wings that are registered with the Care Quality Commission. The Home may accommodate up to 62 elderly persons. Of the 62 rooms 1 is dedicated to short term respite care.

The home has two registrations. The first is the Nominated Individual (General Manager) and the second is the Registered Manager. If either of these parties' change, the registration is reviewed. The Registered Manager must be a nurse. Both the Nominated Individual and the Registered Manager must meet stringent standards and checks are carried out of police records and their previous experience.

After registration, the Care Quality Commission conduct periodic unannounced inspections and reports are made freely available.

In both cases the inspecting officer will speak to residents in groups and privately and carry out a thorough check on such matters as the standard of premises, care and meals being served at the time of their visit. At the end of the visit, the inspecting officer gives initial feedback to the person in charge, and this is followed up by a more detailed report, which is also sent to the Registered Manager. Matters, which are unsatisfactory, have to be put right within given time scales. The report is available to any interested party.

6. Complaints Procedure

Everyone at Rustington Hall works hard to get things right all the time, but like all organisations we sometimes get things wrong.

If mistakes are made or you are in any way dissatisfied, we want you to give us the opportunity to put things right and improve our service. But we can't do this if you don't let us know!!

Sometimes residents tell us that they would like any small problems or concerns resolved informally as part of our day-to-day services.

However, if you have more serious concerns and would like things to be recorded formally then we have a complaints procedure, which ensures that your dissatisfaction will be registered as a complaint and formally investigated.

As part of this process we will meet with you to discuss what went wrong and how you would like matters resolved. You may like a friend or family member to attend the meeting. Once an investigation has been completed you will be told whether your complaint has been upheld and what we intend to do.

We will always report serious complaints, which involve complaints of neglect, harm or abuse to our regulators – the Care Quality Commission and or Social Services.

Copies of our complaint's procedure are available by asking any member of nursing or care staff or alternatively from our reception services. If you feel your complaint has been ignored at these levels or dealt with inadequately, you may then complain in writing to the West Sussex County Council at the following address: -

West Sussex County Council
County Hall
West Street
Chichester
PO19 1RQ

If you feel your complaint has been inadequately dealt with, you may write to the Ombudsman at the following address: -

Ombudsman
The Commission for Local Administration in England
21 Queen Anne's Gate
London
SW14 9BV

Tel: 0207 915 3210
Fax: 0207 233 0396

7. Residents Meetings

Residents Tea Party Meetings are held monthly in the main lounge. They are seen as an opportunity for residents to raise matters with the Manager and they are also used as the means of passing on information of a general nature to residents collectively.

8. Financial Matters

All residents have the right and the opportunity to manage their own financial affairs totally confidentially. When requested advice can be given. Cheques can be cashed up to a limit of £25 by application to the Finance Office.

Payment for newspapers and other small items purchased on the resident's behalf will be invoiced monthly.

In some cases, residents require materials, which are outside the facilities provided by the Society. These are paid for by arrangement with the Registered Manager.

9. Health & Safety

The Society has a written Health & Safety Policy.

The Society has appointed a Health & Safety representative whom has specific responsibilities for safety matters and are all aware of the Society's policies. Mandatory Health & Safety training is carried out regularly for all staff.

With regard to fire equipment, fire drills must be held regularly, and equipment tested in accordance with registration requirements. Unfortunately, both of these activities cause noise and inconvenience and residents are requested to co-operate with staff so that they can be carried out as efficiently as possible.

The Society has to carry out checks annually on all portable electric appliances in the building. This includes appliances owned by residents. Where an appliance is found not to comply with safety requirements it will either be removed or made safe.

The local authority conducts annual fire safety and food hygiene inspections. Risk assessments and responses are documented to ensure that your Home is safe.

10. Illness and Medication

If a resident was living locally prior to coming into Rustington Hall, he/she can retain their own Doctor. If a resident requires a new doctor with whom to register, advice can be obtained from the Registered Manager.

Residents may take responsibility for their own medications in consultation with their own GP and the Manager and after signing the appropriate form. Records have to be kept showing which residents take responsibility for administering their own medicine. Resident's medication will be administered by a Trained Person and we have a contract

with Kamson's Chemist who liaise with local surgeries and arrange delivery of repeat and new prescriptions.

11.Meals

The Home has a five-week, three season rolling menu and residents may choose their option for food the day before. Special diets can be accommodated and there is a free choice of breakfast and supper.

Residents may choose to take meals in the dining room or have a tray service in their room.

We arrange for periodic food and wine tasting events, often with an international theme.

Family and friends are welcome to join residents for a meal on payment of a small charge. Notice of extra meals would be appreciated.

Early morning tea

Breakfast	8.00am – 10.00pm
Morning coffee	10.30 am – 11.00 am
Lunch	12.00 pm – 1.00 pm
Afternoon tea	3.00 pm – 3.30 pm
Supper	5.00 pm – 6.00 pm
Night drink	8.00 pm – 9.00 pm

12.Residents Valuables

The Society will take care of resident's valuables provided they can be kept in the safe. These may include jewellery, documents such as wills, or cash. These items will be kept in a safe and a receipt will be given to the resident. It is usual for the article to be placed in a sealed envelope with the resident's signature across the seal. Only authorised persons have access to the safe and a record of each item is kept. The Society is insured against losses from the safe.

13.Visitors

Visitors to Rustington Hall are welcome at any time. Meals or light refreshments can be provided for a nominal fee if the staff are advised accordingly. Visitors are requested to "sign in" when they arrive and to indicate when they leave so that in the event of an emergency the staff are aware of who is on the premises. The record for this purpose is kept in the main reception entrance.

For visitors who may have to travel some distance and who require an overnight stay, the guest suite in Oakhurst Gardens, which is adjacent to Rustington Hall, can be made available. This facility is frequently used by tenants' visitors and enquiries should be made well in advance. There is a charge for the guest suite and further information on the use of this facility can be obtained from the Registered Manager.

14. Departure

Under the Terms & Conditions of Residence, the Society requires one month's notice of vacation. In special circumstances where it is considered that this may not be possible, a shorter period will be discussed. Once notice has been given, the staff will give any assistance required to help the resident move, packing for example.

The Society undertakes to care for a resident for so long as it is able to provide the services required and will only discuss their leaving when their disability or frailty would put the Society in breach of its registration. A full discussion of the circumstances will always be undertaken with those who have a responsibility for the elderly person.

15. Social

The Society considers that the mental and physical stimulus provided by social activities is a very important aspect of life in Rustington Hall. Social activities currently include carpet bowls, bingo, vocal and musical entertainment and coffee mornings. Seasonal events are organised at Christmas and other occasions throughout the year. Events take place in Rustington Hall itself and in the Booker Hall, which is adjacent to Rustington Hall. In good weather, we arrange outings in the Society's minibuses. Facilities are available for the residents to organise and play games for themselves. Craft activities can be made available depending on the demands of the residents and the availability of staff and/or volunteers.

16. Key Worker

On your admission to Rustington Hall, you will be allocated a "key worker". This will be a member of the care staff with whom you will have the closest relationship whilst living here. The key worker will endeavour to carry out the services you require and will be your first point of contact should you require additional help. Obviously when the key worker is absent through holidays or sickness other staff will look after your needs but at all other times the allocation of a key worker will give you continuity and enable a member of staff to know your requirements more precisely.

In addition, you will be allocated a registered nurse who will discuss with you a care plan of your needs. These steps do not, of course, affect your rights to speak to the Manager if you are concerned about any aspect of your care.

17.Laundry

Personal items should be clearly marked and preferably machine washable. Whilst every care will be taken with residents personal clothing **no liability can be accepted for damage or loss sustained during laundering.** Laundry will be collected each morning and returned the following day in most cases.

Items, which require special treatment such as dry cleaning, will be collected from you and arrangements will be made to have them cleaned. The cost of cleaning will be the resident's responsibility.

18.Absences

Obviously, residents are free to come and go as they please. It is however essential for fire precautions that we know who is in the building at all times. When residents leave or are taken out by relatives it is important that the board in the hallway is used to show that you have left the building. In most cases, this would occur automatically if, for example, it is necessary to prepare the resident for leaving, but to be on the safe side it would be helpful if a member of staff could also be informed. When a resident is intending to be away from the Hall overnight a member of staff must always be informed. Where a resident is, absent for a period in excess of four nights consideration will be given to a reduction in fees to reflect meals not taken.

19.Telephone

There is a telephone point in every room. Each room has its own telephone number and incoming and outgoing calls can be dialled direct in absolute privacy. There is no rental or connection charge.

20.Newspapers

Newspapers can be delivered on a regular basis by arrangement with the key worker or the Manager, and the charge will be forwarded monthly.

21.Televisions

If a resident has a television, it can be installed in the room. Otherwise, the Home will provide one. All televisions are covered by a communal licence paid by the Society.

22.Transport

Transport to hospital or clinics etc will, if necessary, be arranged by the staff. A resident may be escorted by a member of staff if circumstances warrant it. Charges for taxis or Dial a Ride are payable by the resident. Whenever possible we will seek to use a company vehicle to assist you.

23.Hairdressing/Barber

Appointments can be made to see a visiting hairdresser / barber.

24.Chiropody

A state registered chiropodist visits the home every six weeks.

25.No Smoking Policy

There is a no smoking policy at Rustington Hall that applies to residents, their visitors and staff.

26.Residents Charter of Rights

1. The right to be called by the name of your choice
2. The right to care for yourself as far as you are able
3. The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk may be involved
4. The right to personal privacy at all times and a right to lock your own room door
5. The right to invite whoever you choose into your own room
6. The right to independence
7. The right to have your dignity respected and to be treated as an individual
8. The right to receive a non-discriminatory service which is responsive to your race, religion, culture, language, gender, disability and age
9. The right to live your chosen lifestyle
10. The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary, to be assisted with this
11. The right to take an active part in any decisions about daily living arrangements that affect your life
12. The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary, to be assisted with this
13. The right to look after your own medicines
14. The right to control your own finances, if you are able to do so

15. The right to make personal life choices as to what food you eat and at what time you get up and go to bed
16. The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals
17. The right to access a formal complaints procedure and to be represented by a friend, relative or other adviser if necessary.
18. The right to participate in voting at elections