

Green Trees

Care Home



Residents Handbook

21 Crescent East
Hadley Wood
Barnet
Herts
EN4 OEY

Telephone: 020 8449 6381

Fax: 020 8449 2008

Web: www.greentreescarehome.co.uk

Email: enquiries@greentreescarehome.co.uk

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WELCOME to Green Trees, which is a small 16 bed family run Care Home situated in the conservation area of Hadley Wood. The building is of Edwardian origin, standing in $\frac{3}{4}$ of an acre of grounds, the rear garden, which has a large pond, complete with fish and ducks, that attracts local wildlife, is secluded and sheltered by mature trees and shrubs and is wheelchair accessible.

We are a short distance from the local park, and 5 minutes ride from Trent Park. Within a few minutes walk is Hadley Wood main line station, coffee shop, mini supermarket, newsagents, dry cleaners, etc. Barnet and Enfield shopping centers are a 10 minute car journey away.

OUR AIM is to make your stay with us as happy and as comfortable as possible and to give you a high level of care to enable you to have the best possible quality of life your abilities will allow.

LIFE IN GREENTREES

YOUR ROOM can be decorated to your own personal taste, and you may bring your own personal items of furniture, provided they are safe, if you so wish. All rooms have a call system, and some are en-suite. A television will be provided, if required.

MEALS are varied and nutritious and there are always choices at each meal. Our chef uses mainly fresh fruit and vegetables, when in season, pre-packed/frozen foods are kept to a minimum. Relatives/friends are welcome to join you for a meal. Meal times vary, but are usually as follows :

Breakfast	6:30am - 9am
Morning Coffee/tea	10:30am - 11am
Lunch	12:30pm - 2pm
Afternoon Tea	3:30pm - 4pm
Supper	5:30pm - 7pm

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Tea, Coffee, Fruit Juices etc together with biscuits and snacks are always available, just ask a member of staff.

Special diets, i.e. medical, cultural, religious etc are catered for. Residents own special preferences are also catered for.

LAUNDRY is done for you by the staff as our equipment is of the commercial variety and is not suitable for your personal use.

VISITORS are welcome at any time that is suitable to you.

NEWSPAPERS are delivered daily, if you let us know your preference we will arrange for them to be delivered.

TELEPHONE is available and is of the portable type to enable incoming and outgoing calls to be taken in your room.

POST is delivered daily and if you wish staff will post any outgoing letters for you. The last collection from our local post box is 5:30pm.

BIRTHDAYS are acknowledged, and your views respected as to how and if it is celebrated. Chef is always willing to bake a special cake.

DOMESTIC CHORES are undertaken by our staff, but you may, if you wish help staff to keep your room clean and tidy, or help with any other activity providing we feel it is safe for you to do so.

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HEALTH AND PERSONAL HYGIENE

GENERAL PRACTITIONER

You may be able to keep your own GP providing that you are still in that surgeries catchment area. If not, you may choose your own GP within the catchment area of the home, or will be allocated one by the Family Practitioner Committee.

MEDICINES

Green Trees encourages you to administer your own medication where appropriate. Where this is not possible, we have staff trained in the administration of medication, clearly laid down policies and procedures and the home conforms to the Medicines Act and guidelines issued by the Royal Pharmaceutical Society.

HEALTH – OTHER SERVICES VISITING

Our chiropodist visits every 6 weeks (this service is included in our fees).

Our Physiotherapist visits normally every 2 weeks to give a 1 hour gentle exercise class. (this service is included in our fees).

Our hairdresser visits every 2 weeks (this service is included in our fees).

Our manicurist visits every 2 weeks (this service is included in our fees).

The district nurse visits on an as and when required basis.

The community dentist visits annually, or as required, and they make a small charge for examination and diagnosis .

The community optician visits annually, or as required, and eye tests are free.

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TOILETRIES

All toiletries, i.e. wash lotion, shampoo, deodorants, steredent/toothpaste and depilatory items are supplied at no charge.

BATHING / SHOWERING

You may bath or shower as and when you wish. Our shower room is equipped with a fail safe shower unit, thus alleviating any possibility of you being scalded. Our therapy bath is fitted with a hoist and aromatherapy oils are available. Carers are available to help and emphasis is placed on your privacy and dignity during all procedures concerning assistance with all aspects of personal hygiene.

SOCIAL ACTIVITIES, HOBBIES AND LESISURE INTERESTS

We aim as far as possible to encourage our residents to continue their social, cultural, religious and leisure interests when they join us. We want our residents, relatives and friends to participate in all aspects of life in the home and welcome any comments or criticisms that will help to improve the quality of life. If we are not aware of what you want it is difficult to provide it.

We have an 3 musical entertainers, 2 who visit weekly, the other at least once a month and our staff are happy to organise other activities such as bingo, music and movement, painting, basket weaving or anything else that it is possible for us to do.

FIRE PROCEDURES

The home is fitted with a full fire alarm system and fire exits are clearly marked. Fire procedures are placed at strategic parts of the building and residents and visitors are requested to familiarise themselves with these. All our staff are trained to react in the case of an emergency.

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FEES & CHARGES

Green Trees fees range from £650.00 to £750.00 per week and include:

- 24 hour care and accommodation.
- All meals.
- Laundry.
- Fortnightly hairdressing & manicurist
- 6 weekly Chiropody.
- House toiletries.
- 2 weekly Physiotherapist led exercise class.
- Television in residents rooms

The fee charged is based on a prospective residents level of need following a full needs assessment, should the level of need increase, fees may be increased by agreement.

There are no hidden extras, should a resident require additional items or items outside of our inclusive package, we will normally make small purchases on their behalf and then ask for reimbursement without additional charge.

Fees, invoicing and method of payment are always agreed prior to admission.

For privately funded residents fees are due calendar monthly, in advance, preferably by standing order direct into our account, invoices are raised and posted monthly. We are happy to discuss other methods of invoicing and payment.

For privately funded residents a contract is drawn up which includes details of the amount charged, what is included and how payment should be made.

For Local Authority funded residents negotiations are often directly with the authority concerned as purchasing contracts may already be in place. Each Local Authority has its own methods. Each year, normally in March, a fee review is carried out. Any increase and the reasons are notified, in writing, one month in advance.

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LEAVING THE HOME

If it becomes necessary for you to leave the home for whatever reason, we will make every endeavor to ensure that you are correctly placed in an environment that can meet your needs.

INFORMATION

Included with this handbook are the following, which we hope will help you to decide if Green Trees is the right place for you.

- Our Statement of Purpose
- Our Residents Charter
- A Sample Contract / Terms and Conditions
- Our Complaints Procedure
- A copy of our most recent Inspection Report

LIST OF USEFUL ORGANISATIONS

Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Enfield NHS Primary Care
Trust
4th Floor, River Park House
225 High Road
Wood Green
N22 8QH
Telephone 020 8469 0000

Local Authority Complaints Manager
(Adults)
London Borough of Enfield
Civic Centre, Silver Street
Enfield
EN1 3XA
Tel. 020 8379 1000

General Advice and Information Services

Action on Elder Abuse: 0808 808 8141

AEA runs the UK's only national freephone helpline for anyone involved in any way with the abuse of older people. The helpline is confidential and provides information and emotional support in English, Welsh, Urdu, Hindu and Punjabi.

Age UK: 0800 169 6565

This is an amalgamation of Age Concern and Help the Aged. Trained advice workers can offer advice or information about a wide range of issues including community/residential care, welfare/disability benefits and housing. The advice line is open Monday to Friday, 9.00am - 4.00pm.

Independent Age: 0800 319 6789

Independent Age provides telephone advice about welfare benefits, charitable sources of financial help, care homes, Community Care, home care agencies and leaving hospital. Advice line telephone enquiries: Mon - Fri, 10am-4pm except Wednesdays: 10am-1pm.

Elderly Accommodation Counsel: 020 7820 1343

The Elderly Accommodation Counsel offers a free service to help clients decide how best to meet their housing support or care preferences and needs. It can also supply details of housing developments, care homes and care services throughout the UK. The advice line is open Monday to Friday, 9.00am - 5.00pm.

Relatives and Residents Association: 020 7359 8136

The Relative and Residents Association offers practical advice and organises local support groups for anyone with an elderly relative or friend receiving residential or nursing home care. Advice line open 9.30am—4.30pm.

Health Related Helplines

Alzheimer's Helpline: 0300 222 1122

The Alzheimer's Helpline can give support and advice on all forms of dementia. You can telephone the Helpline now usually available Mon-Fri 9am-5pm, Sat 10am-4pm. Alzheimer's Helpline is staffed by trained advisers.

The British Tinnitus Association: 0800 018 0527

The British Tinnitus Association was founded over twenty years ago by people with tinnitus for people with tinnitus. The helpline offers support and advice and can put you in touch with your nearest local support group.

Diabetes UK: 0345 123 2399

We care for, connect with and campaign on behalf of all people affected by and at risk of diabetes, reaching people with diabetes in local communities across the UK.

Parkinsons UK: 0808 800 0303

We offer friendship, support and the opportunity to meet other people affected via our network of local groups across the UK.

Local groups are there for everyone living with Parkinson's, their families and carers

Arthritis Care: 0808 800 4050

Arthritis Care exists to support people with arthritis. We are the UK's largest charity working with and for all people who have arthritis.

Financial Advice Information Services

CareAware: 0161 707 1107

CareAware provides free information and guidance on issues relating to funding long-term care for older people. Its aim is to take the complexities of the care system and present it a way that is readily understood and specific to the individual's needs and circumstances. CareAware is a public information organisation, established to provide free and impartial help to people who need care, as well as their families and carers.

Pensioners' Guide: 08457 313233

This guide contains a whole range of help and advice for pensioners from the Department for Work & Pensions. There are a range of downloadable guides available and also phone numbers for other organisations. Areas of information covered include: money and tax, benefits; home circumstances; learning; legal services; travel; voluntary and paid work; bereavement..

TaxHelp for Older People (TOP): 0845 601 3321 or 01308 488066

This is an independent free tax advice service for older people on low incomes. If your household income is less than £17000 a year and you are a pensioner, you will qualify for free tax advice from T.O.P.

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RESIDENTS CHARTER OF RIGHTS

To retain their personal dignity and independence notwithstanding the severity of their physical or mental infirmity.

To have skilled sensitive care to enable them to achieve the highest possible quality of life.

To have their social, emotional, religious, cultural, political and sexual needs accepted and respected.

To have their personal privacy respected.

To have their views taken into consideration about daily living arrangements in the home, and to participate in discussions about proposed changes to those arrangements.

To be involved in and fully informed about their individual assessment of need.

To be involved in and make informed choices about their future personal care plans.

To have regular review of their individual circumstances at which they have the right to be present.

To be fully informed about the services provided by the home.

To choose their own medical practitioner and dentist and to consult them in private.

To be encouraged to administer their own medication provided the medical practitioner feels they are able to do so.

To manage their own financial and personal affairs.

To have the same access to facilities and services in the community as any other citizen.

To be consulted about proposed moves or changes in their accommodation.

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To have access to a formal complaints procedure and to be represented by a friend and advisor if they so wish..

THESE RIGHTS SHOULD NOT BE RESTRICTED EXCEPT WHERE NECESSARY TO PROVIDE THE LEVEL OF CARE NEEDED BY THE RESIDENTS AND TO ENSURE THE HEALTH & SAFETY OF THE INDIVIDUAL RESIDENT, STAFF AND VISITORS IN THE HOME.

Complaints

Policy Statement

Green Trees Care Home's policy is intended to comply with the above Outcome and Regulation contained within the Care Quality Commission Essential Standards of Quality and Safety Guidance.

Green Trees Care Home accepts the rights of residents to make complaints and to register comments and concerns about the services received (please see separate Comments and Compliments policy). It further accepts that they should find it easy to do so. It welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by residents and their relatives, carers and advocates are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the organisation's disciplinary policy.

This care home believes that failure to listen to or acknowledge complaints leads to an aggravation of problems, resident dissatisfaction and possible litigation. The home supports the idea that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the home.

This care home acts on the basis that, wherever possible, complaints are best dealt with on a local level between the complainant and the home's management.

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Verbal complaints

1. The home accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously.
2. Front-line care staff who receive a verbal complaint are expected to seek to solve the problem immediately.
3. If they cannot solve the problem immediately, they should offer to get their line manager to deal with the problem.
4. Staff are expected to remain polite, courteous, sympathetic and professional to the complainant. They are taught that there is nothing to be gained by adopting a defensive or aggressive attitude.
5. At all times in responding to the complaint, staff are encouraged to remain calm and respectful.
6. Staff should not accept blame, make excuses or blame other staff.
7. If the complaint is being made on behalf of the resident by an advocate, it must first be verified that the person has permission to speak for the resident, especially if confidential information is involved. (It is very easy to assume that the advocate has the right or power to act for the resident when they may not). If in doubt it should be assumed that the resident's explicit permission is needed prior to discussing the complaint with the advocate.
8. After talking the problem through, the manager or member of staff dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
9. If the suggested plan of action is not acceptable to the complainant, then the member of staff or manager will ask the complainant to put their complaint in writing to the registered manager. The complainant should be given a copy of the home's complaints procedure if they do not already have one.
10. Details of all verbal and written complaints must be recorded in the Complaints Book, the resident's file and in the home records.

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Serious or written complaints

1. Preliminary steps:
 - a. When we receive a written complaint it is passed to the registered manager who records it in the Complaint Book and sends an acknowledgment letter within 5 working days to the complainant
 - b. The manager also includes a leaflet detailing the home's procedure for the complainant.
 - c. If necessary, further details are obtained from the complainant; if the complaint is not made by the resident but on the resident's behalf, then consent of the resident, preferably in writing, must be obtained from the complainant
 - d. If the complaint raises potentially serious matters, advice could be sought from a legal advisor. If legal action is taken at this stage, any investigation by the home under the complaints procedure immediately ceases.

2. Investigation of the complaint by the home.
 - a. Immediately on receipt of the complaint, the manager will start an investigation and within 14 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned
 - b. If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
 - c. Where the complaint cannot be resolved between the parties, an arbitration service will be used. This service and its findings will be final to both parties. The cost of this will be borne by the home.

3. Meeting:
 - a. If a meeting is arranged, the complainant will be advised that they may if they wish bring a friend or relative or a representative such as an advocate
 - b. At the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability)
 - c. Such a meeting gives the home's management the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

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4. Follow-up action:
 - a. After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome
 - b. The outcomes of the investigation and the meeting are recorded in the Complaint Book and any shortcomings in the home's procedures will be identified and acted upon
 - c. The home's management formally reviews all complaints at least every six months as part of its quality monitoring and improvement procedures to identify the lessons learned.

Vexatious Complainers

This home takes seriously any comments or complaints regarding its service. However, there are residents who can be treated as vexatious complainers due to the inability of the home to meet the outcomes of the complaints, which are never resolved. Vexatious complainers need to be dealt with by the arbitration service in order that the time factor required to investigate time and time again becomes less of a burden on the home, its staff and other residents.

Local Government Ombudsman

Since October 2010 the Local Government Ombudsman can consider complaints from people who arrange or fund their own adult social care. This is in addition to complaints about care arranged and funded by local authorities, which the LGO has dealt with for more than 35 years.

The LGO's new role includes those who "self-fund" from their own resources or have a personalised budget. It will ensure that everyone has access to the same independent Ombudsman service regardless of how the care service is funded. In most cases they will only consider a complaint once the care provider has been given reasonable opportunity to deal with the situation. It is a free service. Their job is to investigate complaints in a fair and independent way. They do not take sides and they do not champion complaints.

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They are independent of politicians, local authorities, government department, advocacy and campaigning groups, the care industry, and the Care Quality Commission. They are not a regulator and do not inspect care providers.

They are fully independent of the Care Quality Commission (CQC). They deal with individual injustices that people have suffered and CQC will refer all such complaints to them. CQC deals with complaints about registered services as a whole and does not consider individual matters. They can share information with CQC but only when they feel it is appropriate. CQC will redirect individual complaints to them, and they will inform CQC about outcomes that point at regulatory failures.

Local Authority funded Service Users

Any resident part or wholly funded by their Local Authority can complain directly to the Complaints Manager (Adults) who are employed directly via the local authority.

Relevant Contacts

Social Services Local Office
London Borough of Enfield
Adult Services
Civic Centre
Silver Street
Enfield
EN1 3XA
Tel - 020 8379 1001

London Borough of Enfield Adult Abuse Line
Tel - 020 8379 5212

Metropolitan Police
Emergency Tel - 999
Non Emergency Tel - 101

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The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel - 0345 015 4033

The Local Government Ombudsman
10th Floor,
Millbank Tower,
Millbank,
London
SW1P 4QP
Advice Line Tel - 0300 061 0614

To Raise Concerns Contact:

The Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel - 03000 616161

They will take details of concerns and respond appropriately and proportionately to the information divulged.

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Visitors - Safety and Infection Control

As previously stated, we have no visiting restrictions as to times etc, but we do have to lay down certain guidelines to protect both our residents and visitors. These are as follows :-

All visitors must

- Sign the Visitors Book on admission to and leaving the home
- Follow security procedures designed to protect Green Trees Care Home's property
- Follow any given instructions by any member of staff, following procedures in an emergency situation. They should acquaint themselves with Green Trees Care Home's floor plan and emergency exits, details to be found in Fire Book on cabinet in front hall.
- Respect the privacy of others by keeping their personal and/or medical information (verbal, written, or any other form) private and confidential. All interactions with residents, staff, other visitors, must be conducted with respect. Green Trees Care Home takes a zero tolerance attitude to abusive or harassment of staff or colleagues.

General

- All visitors will wash their hands (use alcohol rub provided) upon entering and leaving the facility
- Visitors will identify themselves to staff and clarify with staff appropriate aspects of care pertaining to the resident they are visiting (i.e. food, drink, or hands-on involvement).
- If Green Trees Care Home are experiencing isolated cases of infections such as gastrointestinal or respiratory infections, all visitors will practice infection prevention and control measures as advised by Management
- In the event of an outbreak, visits to the Home may be restricted in the interest of Health and Safety and Infection Control.
- Visitors who are ill (i.e. cold, flu) should call and speak to the manager before visiting.

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- Children accompanying visitors must be supervised by an adult at all times.
- Pets accompanying visitors must be leashed and in control.
- Green Trees Care Home is a non-smoking environment.
- Any injury, hazard, or problem, no matter how minor, must be reported to staff immediately to be recorded in the accident or incident report records
- All visitors must use and wear personal protective equipment as required by Health and Safety standards
- Visitors are encouraged to share their concerns, comments, complaints and also their compliments with staff and the manager. A copy of the complaints or comments policy is in the residents handbook, or available on request
- Visitors who fail to follow these policies may be asked to leave the premises
- Green Trees Green Trees Care Home shall not be responsible for injuries visitors suffer as a result of violating these rules.
- Our Infection Control Lead is Michele Kirby

Note: In our effort to maintain a home like environment for our residents Green Trees Care Home houses pets such as a cat, ducks and fish.

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CONTRACT / TERMS & CONDITIONS
Sample Wording

1. Upon payment of the weekly fee of £ _____

By _____

The proprietors undertake to provide accommodation in a single/shared room, food, laundry and all necessary personal care to _____ as would normally be required by a resident in a care home, including hairdressing and chiropody.

2. Fees are payable on the 1st of every month, calendar monthly in advance, unless otherwise agreed, and will remain unchanged unless the Proprietors give one months written notice to the contrary. Fees covering the period of two weeks will be payable following the death of the resident. There will be no extra charges.

3. The Proprietors undertake to maintain a standard of care as required by The Health and Social Care Act 2008, The Care Act 2014 and the Care Quality Commission.

4. The first four weeks of occupancy shall be regarded as a trial period for the benefit of both parties which may be extended by mutual agreement.

5. The resident shall provide such items as personal clothing and other items of a luxury nature, and will be allowed to furnish their room with their own personal belongings including items of furniture, providing they are safe and do not present a hazard to themselves or others.

6a. If, after assessment, it is agreed between the parties that the residents physical / mental condition has deteriorated and a more intensive level of care is needed, which could be provided by the home, then the fees may be renegotiated.

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OR

b. The Proprietors may terminate the contract if, having consulted the resident and taken advice from the appropriate members of the primary health team, e.g. General practitioner, community nurse or social worker concerning the present and future care needs of the resident it is felt that the Proprietors are no longer able to meet these needs, and any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the home or welfare of other residents.

7. The home is insured at the rate of £500 per resident for personal effects, but does not cover cash. Any valuable asset must be declared and it is the responsibility of the resident to insure his/her own valuables.

8. If either party commits a material breach of any of the above terms and if capable of remedy should fail to remedy such a breach within 30 days of receipt of written notice then the contract will be terminated and either party may seek remedy at law.

9. This contract shall remain in force until terminated by death, or by either party giving one months notice in writing. Should the resident leave the home without giving the required notice payment of fees in lieu at the normal rate will be payable.

