



Resident Guide

Welcome to The Chestnuts Care Home. On behalf of The Chestnuts Care Home and all of our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and fulfilled with us at The Chestnuts Care Home and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into The Chestnuts Care Home there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

What this Resident Guide is for

This guide is intended to give Residents the information they need about The Chestnuts Care Home. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know

Useful Contact Information

The Registered Manager is **Mrs Sarah Penfold**, she is currently on maternity leave, **Karen Cooper** is registered manager the Deputy Manager is **Ebony Standen**.

Both managers can be contacted on 01474 812152

The person responsible for complaints or comments and suggestions is the Registered Manager **Karen Cooper** or Deputy Manager **Ebony Standen**.

The person responsible for Data Protection is: **Jonathon Read**

The Chestnuts Care Home,
Wrotham Road, Meopham,
Gravesend Kent, DA13 9AH

Information about the Organisation

The provider registered as carrying on the business of the care service is The Chestnuts Home Ltd who can be contacted at:

Address: **The Chestnuts Home Ltd, Wrotham Road, Meopham, Kent, DA13 9AH**

Telephone: **01474 812152**

Email: **manager@chestnutscarehome.co.uk**

The person officially registered to manage the care service is **Ms. Karen Cooper**, who is the person in day-to-day control of the care services operations. **Ms. Plumb** can be contacted at the above address and telephone number. **Mrs Sarah Penfold** is currently on maternity leave.

The registration status of the service provider is: **Accommodation for persons who require nursing or personal care. Caring for adults over 65 years of age.**

The Chestnuts Care Home Philosophy of Care

It is our aim that those who live at The Chestnuts should do so with dignity, have the respect of those who support them and be entitled to live a full and active life and be given the fundamental right to individuality.

We wish to provide care that is specifically tailored to meet a person's needs and that recognizes their uniqueness.

We understand that this is only achievable by building both professional and personal relationships between staff and residents and one that is built on trust and mutual respect.

We know how important it is for a person to maintain their freedom to express themselves and be involved in decisions and choices about their care. We want to make the people living here feel safe and secure in the knowledge that we are there if they need us and that they are not alone.

Family and friends are important to us and are always welcome. We want them to feel part of the Home, to get to know the staff and those who live here and to be part of our community.

Summary of Purpose of the Home

The Chestnuts opened in 1983 originally to allow older local people (over the age of 65 years) to stay in the village among their friends and family. Our aim is to enable our residents to continue to live as independently as possible by receiving care and support consistent with their incapacities and disabilities.

We are able to support elderly frail residents who need assistance with their personal care needs and daily living activities. We cannot provide care for those that require nursing or dementia care. Several of our established residents, and a number of new applicants, now require higher levels of care and support than we had originally planned.

We have responded to these changes by improving our training and staff provision, without losing sight of our original aim.

We continue to value each and every individual, who comes to live at The Chestnuts. We welcome applications from people from all walks of life, including members of the lesbian, gay, bisexual and transgender community. We understand that all people have different needs and that we have a duty to positively promote equality and prevent discrimination.

We aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs as well as helping them exercise choice and control over their lives.

We want every individual to be able to enjoy the opportunity to share and celebrate the richness and diversity of their life and experience.

All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

People who enquire about our accommodation and service are encouraged to come and look around, preferably with the prospective resident. Each applicant will be assessed by our staff as to his/her needs and whether we will be able to meet them under the terms of our registration.

About The Chestnuts Care Home

The Chestnuts was a privately-owned family run 29 bedded registered care home that has been providing high standard accommodation and quality care for elderly ladies and gentlemen 1983-2022.

It was originally owned and run by **Mr and Mrs M K Banks**, in 2022 it was taken over however we are still family run.

Although we accept applications from all over, where possible priority is given to people who have been resident in Meopham and the surrounding area, one of our main aims being to help residents retain their links with the local community, family and friends.

We operate a strong diversity policy in respect of staff, and are committed to ensuring that no-one is excluded on the grounds of their ethnicity, religion or culture, gender or sexuality.

Property Location

The Chestnuts is situated in the rural village of Meopham, close to Gravesend in Kent. It is close to pubs, restaurants and local shops including a post office and chemist and churches of various denominations.

The local railway station is also close by which has direct links to London. There is also a regular bus service as well as a local taxi firm.

The village of Meopham is also close to Ebbsfleet station which has links to the continent as well as Bluewater shopping centre, one of the largest in the country.

The Environment

All our rooms are single occupancy unless a couple wish to share by choice. Accommodation varies in size and price but all comply with government guidelines and with the exception of one room are equipped with en suite facilities.

In addition to bedrooms, the home has the following communal areas: 3 sitting areas, 1 dining room, 2 bathrooms with assisted baths, 3 communal toilets (one being disabled), a hairdressing salon, a well-stocked library and a large garden.

Tea and coffee making facilities are also available for residents and their visitors to use. There are some areas of the home which are generally for staff use only these include: kitchen, laundry, staff day room, training room and two offices.

To aid our residents a number of our external doors have ramps, there is a stair lift to the 1st floor and a passenger lift services the ground, first and second floor.

About The Chestnuts Care Home

The Registered Managers Qualifications

The relevant qualifications of **Sarah Penfold** the registered manager are as follows: BSc Hons in Occupational Therapy

Karen Cooper – Level 5 Leadership and Management in health and social care.

Deputy Manager – **Ebony Standen** – Working towards Level 4 in Health and social care.

The Home's Staff

The home's total number of staff is 30, all of whom have duties involving direct care for residents

The Chestnuts is staffed 24 hours a day with the staff following a regular shift pattern. The manager and deputy manager work Monday to Friday from between 8am and 4pm. They are both on-call over the weekends.

At The Chestnuts, we recognise that, in order to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements.

We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos.

The team consists of:

Registered Manager – **Sarah Penfold / Karen Cooper**

Deputy Manager- **Ebony Standen**

Staff trainer - Senior carers - Care staff - Kitchen Staff - House Keeping Staff - Activity Coordinator - Maintenance person

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care. Our staffing levels throughout the day are as follows:
 - Registered manager and Deputy manager 9am-5pm Monday to Friday. Both on call over weekends
 - Early shift- 1 senior carer 8am-6pm, 6 carers
 - Late shift- 1 senior carer 12pm-10pm, 3 carers, 1 kitchen helper
 - Night shift- 2 waking staff
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Ensure that staff are subject to an enhanced DBS check and that we are in receipt of 2 satisfactory references prior to commencing employment.
- Provide our staff with the required induction training and mandatory training, as well as a range of further training which is relevant to their induction, foundation experience and further development. We require all new staff to complete their Care Certificate as well as complete a minimum of level 2 training in care.

Management and Administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following:

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring system.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents advice on the obtaining the appropriate assistance of the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

Our Services

The following services offered are included in the monthly fee charged. If there is a service you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged.

- Personal care • All meals • Laundry (on site) • Room cleaning • Social activities

Social outings using the homes mini bus – Please be aware that some outings may incur a cost to the resident e.g. food and beverages whilst out or the price of tickets to shows, pantomimes or the price of entry.

Services Offered by Others

Residents can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of The Chestnuts Care Home. The Chestnuts Care Home will arrange for the Resident to have access to these services, which include:

- Hairdressing • Chiropody • Physiotherapy • Opticians • Dental services

They will state their costs and terms of business directly to the Resident. Residents should normally receive and deal directly with payments to independent contractors but if this is not possible, Residents are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

Your Visitors

Visitors are very welcome at The Chestnuts Care Home at any time that is convenient for you. Principle carers and/or family and friends may telephone or email us at any time, to enquire about your wellbeing.

We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way. We are happy to download email and pass them on also.

Visitors are asked to sign in and out in the Visitor's Book to comply with health and safety requirements.

We also request that all visitors comply with health and safety notices and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.

Keeping Links with Friends, Family and the Community

We will support you in keeping links with the community. We will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.

Activities

The Chestnuts Care Home actively promotes Residents' normal social networks and social activities and support for access will be available at all times.

Each Resident's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the service can ensure that (where possible) these are a part of everyday life.

We have a dedicated activity co-ordinator who organises internal and external activities for all residents to enjoy. We also have a mini bus to take groups of residents on outings or simply to local clubs and events.

Communications – How we will listen and share information

Resident /Principle Carers' Meetings

Regular one to one meetings and monthly group meetings provides a recognised forum for Residents and principle family carers to talk and share their views. Participation in decision-making is encouraged and valued. A member of staff acts as Secretary at the meetings.

Any funds raised by events will either be allocated to The Residents Fund or to a charity voted for by the residents.

News

Special news, details of staff changes, will be included in the monthly Newsletter. Changes in the organisation of The Chestnuts Care Home, minutes of the Residents' meetings and advance notices of events will be posted on a noticeboard in a public area.

We will support Residents and representatives with any information required in accessible formats and also try to give messages verbally as well as in writing.

Telephones

It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills.

Residents are able to use the telephone in the office for privacy – to do so please ask any member of staff.

Mail

Your mail will be given to you as it arrives, unopened, unless you have requested that we keep it to be collected. If you do not wish to receive your mail, we suggest that you have it redirected, as we cannot forward your mail on.

Internet

The Chestnuts Care Home has in place a broadband service and Wi-Fi is available. Please speak to a senior member of staff for Wi-Fi codes and any assistance you need with email addresses etc.

Call Bell System

A call bell system call point is located in your room and at appropriate points throughout the home, enabling you to summon assistance from staff at all times.

You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Privacy and Dignity

We will respect Residents' privacy and dignity at all times. We will do this by making sure that:

Door Locks - Residents' personal rooms will have a lock fitted appropriate to needs. We do prefer service users to keep their doors unlocked in case of emergency and staff will always knock and await permission before entering a Resident's room.

A lockable cabinet or a lockable drawer is available in your room.

Giving you privacy in bathrooms and toilets as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment.

Discussion of Residents and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private.

We will make sure that you have somewhere private to have any important discussions.

Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed.

Records will only be made available to the Resident's family or NOK with the Resident's consent

Your Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area. You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff unless you specify otherwise.

In the absence of information, staff will address you formally, using your title and surname.

Staff are trained to support you with dignity at all times and will ensure that support is given in a dignified way, whether you are alone or in company.

Staff are trained to knock and wait for your invitation before entering the room.

Our Commitment:

- All complaints and issues will be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days. If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint and you will be informed of what that action is.
- Residents are entitled to involve an impartial third party in the complaints procedure if they so wish.
- We will learn from complaints and issues and take action to rectify problems.

Please find more detailed information on our Complaints Procedure at the back of this guide, as well as a Complaints Form for your use at any time. This can be handed to the manager or a member of staff whom you feel comfortable with.

Residents and their representatives may take their complaints to persons in authority outside the home.

For Residents funded all or in part by Social Services or the Clinical Commissioning Group, complaints, in the first instance, can be directed to them.

For privately funded Residents, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Director of Social Services:

Joynes House
New Road Gravesend
DA11 0AT

Tel: 03000 416161

Care Quality Commission:

Care Quality Commission (CQC)
National Correspondence Citygate,
Gallowgate, Newcastle upon Tyne,
NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Local Clinical Commissioning Group:

Dartford, Gravesham & Swanley CCG
Floor 2 Gravesham Civic Centre'
Windmill Street, Gravesend DA12 1AU

Tel: 03000 424903

The Local Government and Social Care Ombudsman:

PO Box 4771, Coventry, CV4 0EH,

Tel: 0845 602 1983 or 024 7682 1960

Fax: 024 7682 0001

advice@lgo.org.uk

Advocates

All Residents have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Miss Karen Cooper will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Age UK

The Fleming Resource Centre Clarence Row Gravesend DA12 1HJ	01474 564898	
Adult Protection	03000 416161 - office hours	03000 419191 - out of hours
Age Concern (Northfleet)	01474 567088	
Alzheimer's & Dementia Support	01474 533990	
Citizens Advice Bureau (Gravesend)	01474 878639	
Care Quality Commission CQC	03000 616161	
Cruse Bereavement Care (Maidstone)	01622 671011	
Darent Valley Hospital	01322 428100	
Ellenor Hospice	01474 320007	
Kent County Council Social Services	03000 416161	
Samaritans	116 123	
Counselling Longfield & Meopham	07958 967233	

Facilities in Meopham

Meopham Medical Centre	01474 814811
Meopham Library	01474 814636
Meopham Station Post Office	01474 812554
National Rail Enquiries	03457 484950
St. John the Baptist Parish Offices	01474 813106
St. Paul's Catholic Church	01474 814627
South Street Baptist Church	01634 308260

Arrangements for your Voting Rights can be Made through the:

Gravesham Borough Council on...	01474 564422
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Other Documents

You are invited to review our latest **CQC** inspection report on the establishment which is on the communal notice board as well as on our website. The latest summary of Residents' family's views on our service is on display in the entrance hall.

The latest summary of our residents views on our service is also available, but please request a copy. These are not included in this pack because they rapidly become out of date.

Fees

You will be given a Resident Contract on admission. In brief, the arrangements on fees are:

We are unable to accept local authority funded residents. As we can only accept people that are fully self-funded, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example, by setting up a standing order.

Fees are proportionately refundable on discharge. The first payment of 1 month's fee must be paid into The Chestnuts bank account by the first day of admission by BACs transfer. We do not accept payment by cheque.

The first month of any persons stay at The Chestnuts is on a trial basis. We advise you not to make any decisions regarding selling property etc until the trial period is complete and all parties are happy.

Privately funded Residents whose capital is declining should note that there is a level at which they may become eligible for support from Social Services.

The level is capital above **£14,250** but below **£23,250**. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital

As we do not hold a contract with Social Services, any resident whose capital begins to reach the level of **£23,250** must arrange a meeting with Ms Karen Cooper to discuss future funding. Under these circumstances, we may need to ask the resident to move to a less expensive room or terminate the contract and ask the resident to leave if the local authority fee rate is not sufficient or a top up fee cannot be arranged through the local authority.

Fees vary depending on the size of the room and its facilities but range from **£900-£1100** per week. Fees are quoted per week but payable every 28 days in advance by standing order.

Indicative prices/weekly fee

- Single room no en-suite: **£945 per week**
- Single room with en-suite: **£985 per week**
- Single room with shower en-suite: **£985 per week**
- Extra-large single rooms with shower en-suite: **£950-£1100 per week**

Prices quoted are for guidance only. All prices are subject to an individual care needs assessment and the type of room and services chosen.

Fees for less than one week will be calculated at a daily rate of 1/7th of the weekly fee. Each part of the day that a resident spends in the home will be calculated as a whole day.

Fees include all care and accommodation cost, food and drink, heating and lighting, any laundry done by the home and any other services staff provide.

Fees do not include laundry tags, newspapers, magazines, alcohol, confectionary or other sundries, any medical requirements other than those obtained on prescription, hairdressing, dry cleaning, chiropody, treatment by dentists or opticians, the purchase of clothing and personal effects and any personal telephone lines or subscriptions to TV companies such as Sky, Taxis to appointments. Residents are free to make their own arrangements for buying in such services.

Residents that are self-funding are eligible to apply for Attendance Allowance (non- means tested).

This is payable at a lower rate of **£57.30** or a higher rate of **£85.60**. It is an allowance paid to those needing care both day and night.

Your fees will be reviewed on an annual basis (in December each year) in line with changes in the Consumer Prices Index including housing costs (CPIH) the increase in the National Living Wage (NLW) and changes to employer pension contributions. We will provide you with at least 28 days' notice in writing (including the amount of any increase).

The increase will take effect on the date notified unless, before that date, you give us 28 days' notice to end this agreement.

Your fees may increase or decrease at other times where there has been a significant change in your care needs, as assessed by qualified staff. We will consult with you and your representatives and involve you in any decision to provide additional care.

Following this consultation, we will give you 28 days' notice in writing before implementing a change in your fees for this reason, unless your care needs have increased significantly and unexpectedly.

Where your care needs increase significantly and unexpectedly, meaning that we need to provide you with additional care or facilities at short notice, we will consult with you and provide you with at least 7 days' notice in writing of any increase.

Where we give you notice to increase your fees for this reason you may either:

- **Do nothing**, in which case the fee increase will take effect on the date notified; or
- **Give us notice** that you wish to leave. In this case you will have 28 days (or 7 days where we have given you 7 days' notice of a fee increase) from the date you notify us, to move out before the fee increase applies; or
- **Ask for an independent review** of our assessment of your care needs, revised fee level, or both. In this case, we will suspend our notice period until the independent review is completed. If you are unhappy with the outcome of the review, you can still tell us you wish to leave, as above.

Fees for Respite

Fees for respite residents will be charged at a higher weekly rate due to the amount of time required to carry out the assessment and complete the paperwork required for each admission. The rate will be an extra **£50.00** on top of the weekly room rate.

Accommodation

At The Chestnuts you will have your own private room and bathroom. Furniture provided includes a bed, a wardrobe, a chest of drawers and two easy chairs.

The room will also be furnished with carpet or other suitable flooring, curtains, a TV, a table lamp or over bed lighting, a bed table and a waste paper bin. Most bedrooms have telephone connections.

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission to The Chestnuts Care Home.

Should your preferred room become vacant later, it may be possible to relocate. Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to you as soon as possible.

We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'.

The Chestnuts Care Home has:

Total en suite rooms:	27
Total shared rooms:	none
Total single rooms:	28

Assessment

Our Manager or Deputy manager will assess all Residents prior to admission where possible. We recommend that all potential Residents and representatives visit the home.

We prefer the assessment to take place at The Chestnuts, but if this is not possible or practical, we will visit the person in their own home or hospital. As part of the assessment process, we offer the opportunity for prospective residents to visit for the day, have a meal with current Residents and join in the activities.

The assessment will cover a range of health and social care needs and with permission we call on specialist advice and reports as necessary. All information will be treated confidentially.

The assessment process helps the home's staff to be sure that the home can meet the potential resident's requirements and to make an initial plan of the care we will provide.

We will provide potential residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. This information will include our website details, a copy of our standard terms and conditions (Contract) and a Key Facts information sheet.

Once this assessment has taken place and all parties agree that The Chestnuts Care Home can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place.

An initial Care Plan will also be agreed prior to admission and this will be reviewed and amended during the first week as needs and preferences become known. A contract will be given to you to read and sign, with a copy for you to retain.

In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission. If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

If after an assessment, we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

Admission/Trial Period

The first four weeks following admission to the home are treated as a trial period. This gives the person time to ensure they wish to take up permanent residence in the home and the home the opportunity to see if we can meet the individual needs of the person.

We are happy for a prospective resident to involve their family, friends, or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

During this period, either party may terminate the agreement by giving the other seven days' notice in writing. We may terminate the agreement during this period if it becomes clear that we cannot provide the level of care that the resident requires or because they are seriously disruptive.

Any fees that have been paid for any period beyond the expiry of the notice period (or the date of departure, if later) will be refunded. Where you leave the home before the end of the notice period and we are able to re-allocate your room to someone else before that period expires, we will refund any payments that you have made for the period following re-allocation.

At the end of the month, we will talk with you and, if appropriate your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed in writing. If you decide to leave, we will support you in that decision, and provide advice on other accommodation.

In certain circumstances, we may need to extend the 1-month trial period for a further month (but no more than 3 months) if a definitive decision cannot be made at this point. This is only used in exceptional circumstances and all persons involved will be kept informed of the reasons required for the extension period.

Medication

On admission, all medication must be given to the person in charge. At this stage, we only require 1 month's medication.

Relatives and visitors are requested **not to bring in further supplies unless asked**. Any non-prescribed items of medication must also be given to the person in charge on admission. We also ask that you let a senior member of staff know if any over the counter medications are purchased on the resident's behalf so that we can check for contraindications with prescribed medication.

Whenever possible and if it is safe to do so, we will support you to manage your own medication. If you are able to retain responsibility for your own medication management safely, we request that you always store it securely in the lockable drawer or cabinet in your room. A risk assessment will be put in place.

Alternatively, if you prefer, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

Personal Care

Each resident has an individual plan of care which is constantly monitored and updated. These care plans are developed in consultation with the resident and reviewed regularly.

Relatives and friends etc. can participate subject to the resident's permission.

Other appropriate health professionals are also involved in the planning of your health care where necessary. A copy of the Care Plan will be made available to you and/or family/friend (with your consent), to seek your agreement for signature when a change or a review takes place. All care plans are reviewed on a monthly basis.

The plan of care will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the resident are met. It includes a description of the preferred daily routine, likes and dislikes in relation to food and any specific dietary requirements and similar matters.

To ensure that we provide the highest and most up to date level of care, our staff will record the details of any care provided via a handheld device at the point of care. This will automatically record into the Care Plan, along with details of personal choices regarding the normal activities of daily living. This system can only be accessed by staff who have been given access rights to the system, it is password protected.

The plan of care also contains risk assessment, accident reports, visits made by the GP or other health professionals and any risk management plans needed. It includes details of healthcare needs, nutritional needs, medication, the resident's GP and any community nursing or other therapeutic services provided or that the resident commissions for her or himself.

The care plan also includes details of residents' social interests and their contact with relatives, friends and representatives. Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Residents Check List

The following checklist is meant as a guide to help with your initial requirements in the home:

Clothes (as a minimum):

- 3 sets of day clothes
- 7 sets of underwear
- 3 sets of pyjamas or nightdresses
- Dressing gown and slippers
- Shoes and appropriate hosiery

On admission, it is the responsibility of the resident, their family/NOK to ensure that all items of clothing are clearly and permanently marked with the residents name in order to help staff return them from the laundry.

If after the trial period, the resident decides to stay at The Chestnuts permanently, we recommend the use of name tags that we will attach to clothing on the residents behalf. These are more permanent solution to labelling clothes as they are less likely to fall off.

There is a charge for these name tags which will be payable by the resident.

We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited.

We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.

Toiletries:

- Toothbrush, toothpaste/denture cleaner
- Soap, face flannel
- Shaving material

It is important that you bring with you any items such as

- Spectacles, magnifying glass
- Hearing aid
- Walking stick
- Writing materials, stamps
- Radio

Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

Hobbies, Interests and Activities

Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. We ask that a background information questionnaire is completed either prior to admission or as soon after admission as possible. This can provide us with valuable information about you and help us to tailor your care needs.

We try to make it possible for our residents to live their lives as fully as possible.

We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them to achieve as many goals as possible during their period of residence in the home.

We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the home, but those who wish to may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms.

We have regularly organised activities such as musical entertainment, exercise classes, arts and crafts, quizzes, games and reminiscence. We also arrange outings throughout the year. We hope that friendships among residents will still develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities.

Our facilities include a well-stocked library that is updated regularly and extensive grounds with outdoor seating areas.

On the patio area there are raised flower beds as well as a separate area for growing vegetables. These are specifically designed to allow residents to participate in gardening if they wish. We also have a sensory garden as well as a natural meadow area that attracts butterflies and insects for residents to enjoy.

To assist with the home's social programme, we have an activities organiser and a monthly activities calendar is displayed on the notice board.

We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions, providing opportunities for social interaction as well as nourishment.

As far as possible, we encourage residents to take their meals in and choose where they sit in the dining room.

Three full meals are provided each day and residents are offered a choice of what they wish to eat from the menu.

We cater for special diets as agreed in each resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and cold drinks are available at all times.

We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as representatives of voluntary organisations, students, school children and others. Naturally we respect the views of residents about whom they want to see or not to see.

We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of any disability.

We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a resident wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and agree and record action which will appropriately balance the factors involved.

Such risk assessments will be regularly reviewed, with the participation on all parties, in the light of experience. For the benefit of all residents and staff the home and grounds has been designated as a no smoking zone.

We may make a charge associated with some social activities, where this applies, the details will be made clear to the resident in advance to allow them the choice of whether they wish to participate or not.
Car Parking

Consulting residents about the way the home is run

We aim to give residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and corporately about the way the home is run.

There are residents' meetings and opportunities for residents, if they wish, to join staff meetings.

Once a year, relatives and twice a year, residents are asked to complete questionnaires about the running of the home and the care they receive.

Our objective is to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Personal Property

Residents are encouraged to bring personal possessions into the home, including very small items of furniture. Items of substantial size must be discussed prior to being brought in, to ensure that access and room is available and that health and safety is adhered to. If items that are heavy or bulky are brought in, it is under the strict agreement that they are removed when the room is vacated.

In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of The Chestnuts Care Home that the Resident is responsible for keeping a record of their property if they so wish, and ensuring its safekeeping.

We will provide a form on admission for all personal possessions to be listed, we ask that a copy is given to us for our records and that a personal record is also kept. It is the responsibility of the resident or their family/NOK to inform us if new items need to be added to the form.

Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility.

The Chestnuts Care Home insures Residents' property to a total of £500 per person each. Any single items of value, or property which totals more than £500 per person should be insured by the Resident personally

Religious observances

Religious observance is supported according to the wishes of each individual, and facilities can be made available for clergy to conduct private or individual devotion on the premises.

Meals

We take pride in the variety and quality of our food. Special diets and personal preferences are catered for. Meals are supplied by **Apetito** and are nutritionally balanced paying particular attention to the client group.

We are happy to provide meals for visitors at a small charge, if reasonable notice is provided.

At present, mealtimes are:

Early morning drinks	7:00 am
Breakfast	8:00 - 9:30 am
Tea & coffee	10 - 10:30 am
Lunch	12:30 - 01:30 pm
Tea & Coffee	3:00 pm
Evening meal	5:00 - 6:00 am
Tea & coffee, & supper	7:00 pm onwards

Car Parking

Car Parking is available in the car park provided. Cars are parked at the owners risk.

Smoking

Staff visitors and residents are not permitted to smoke anywhere in the building.

RESIDENTS only may be permitted to smoke in designated smoking areas with the garden. This is to be discussed with the Manager/ deputy Manager.

Fire Precautions

The Chestnuts Care Home carries out a full fire risk assessment on its premises and procedures and takes steps to ensure that the risk of fire is minimized.

There are sound practices in place to ensure that staff are well trained and to avoid fire risks, and takes steps to ensure everyone's safety in the event of a fire.

The Chestnuts Care Home is subject to inspection by the Fire Brigade as well as our own fire safety surveys and assessments, and is covered by an effective fire alarm.

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request.

The home conforms to all relevant government guidance in promoting and protecting the health, safety and welfare of residents and staff.

If you become aware of any potential fire risk, please immediately inform a member of staff.

Fire Safety

We ask for your cooperation in paying attention to fire safety and fire prevention. **The following points should be observed:**

- Please abide by the no smoking rules.
- Please do not store possessions next to a source of heat.
- Please turn off your electrical equipment when you have finished with it.
- Make sure that you have all of your personal electrical equipment checked by our maintenance person before you use it in the home.
- When you are leaving the home please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises.
- Please ask your visitors to sign our Visitor's Book, so that staff are aware of who is on the premises at all times.

Available Services

Shopping

Should you wish to go shopping, our activities organizer will take you. If you prefer, the activity organizer will shop for small items on your behalf. The Home provides a shopping trolley supplying everyday useful items for the residents to purchase. Where the home supplies items such as toiletries for purchase by Residents, payment should, if possible, be made at the point of purchase to minimize administration costs.

All such items are sold at normal retail prices. If a resident is unable or does not wish to hold money, we ask that they are provided with pocket money. We will keep a record of all money held on a residents' behalf with a running total and a record of what has it has been spent on. We will also keep receipts as proof of purchase. We ask that the relevant person checks the amount of pocket money held and that it is topped up regularly.

Transport

Our policy is that all Residents will have Hospital Transport arranged for them for appointments, if a family member or friend is not taking them. We do not provide an escort to hospital appointments, unless this has been requested in advance and our staffing levels allow us to accommodate this. Payment will be required for this service at the cost of our staff hourly rate per hour spent.

If for any reason Hospital Transport cannot be arranged, it is expected that a member of family/friend takes the resident to appointments as this is not a service we provide.

Taxis can be arranged (charged to the Resident at the full cost), if necessary, for relevant appointments where other arrangements cannot be made. We do not provide an escort to appointments unless this has been requested in advance and our staffing levels allow us to accommodate this. Payment will be required for this service at the cost of our staff hourly rate per hour spent.

Keeping Pets

The keeping of pets is not allowed for health and safety reasons. We do however encourage regular visits from the (well behaved) pets of Residents and relatives.

Medical Services

The Chestnuts Care Home is supported by our local GP surgery – Meopham Medical Centre. We will register you with our GP practice as soon as is practical. The GPs from this practice will visit on request. You can, of course, choose the gender of your GP.

A Visiting Physiotherapist can be arranged

The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Residents.

A Visiting Chiropodist can be Arranged

A chiropodist attends The Chestnuts regularly every 6 weeks or on request if needed sooner. Residents can use the services of this chiropodist or request their own to visit if they wish. The charge for this service is payable by the resident.

Hairdresser

A hairdresser visits the home every week. Residents can use the services of this hairdresser or request their own to visit if they wish. The charge for this service is payable by the resident.

Optician

A dedicated optician visits The Chestnuts regularly or on request if needed sooner. Residents can use the services of this optician or visit their own if they wish. The charge for this service is payable by the resident.

Community Nurse

As we are a "Residential home" you can have visits from the Community Nurse.

Counselling Services

There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled.

Elections

You are fully entitled to vote in all local and national elections while you are Resident in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election.

If you wish, the home will arrange for a postal vote.

Electrical Safety

All electrical equipment brought into the home on or after admission must be presented to the Maintenance person before use, in order for its safety to be checked.

Risk and Hazard

We encourage Residents to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Residents ask for food to be appropriately stored, such as in a refrigerator.

Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

Inappropriate behaviour

Inappropriate behaviour is the systematic maltreatment or physical, sexual, cultural, emotional or financial abuse of one person by another.

The Chestnuts Care Home is committed to preventing inappropriate behaviour and if a Resident, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure.

Residents, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Quality Assurance

Our home is registered and inspected by the CQC. This involves unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us:

- Kent County Council
- Pharmacist
- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Training managers

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about The Chestnuts Care Home or the care you are receiving.

We base our care around you as an individual. To help us to do that, we adhere to a set of 5 important principles laid down by CQC and outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the manager know.

1. Safe

The Chestnuts Care Home will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:-

Ensuring that our staff are well trained and skilled to provide the right care and support, are able to recognise signs of abuse and report them swiftly

Giving you the information, you need to make informed choices and take informed risks. Staff at The Chestnuts Care Home understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others

Keeping a clean environment free from hazards and keeping infection under control

Supporting you with any medication needs carefully to minimise the risk of errors

Freedom from Discrimination

The Chestnuts Care Home has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

2. Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement.

Each Resident is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:-

We employ the right staff for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care

We will ask for your views and ideas on daily living arrangements and enable you to contribute to any proposed changes

We will make information accessible and, in a way, that you can understand, both about your care (including medication) and the services being offered

We will consult you on your wishes, history and preferences in the assessment and put this in your Care Plan. We will ensure that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change

We will ask for your informed consent to care and any changes to it in all decisions about your care

The principles of the Mental Capacity Act will be followed, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles

You will be supported to achieve as much independence as possible, emotionally, physically, intellectually and socially and without unreasonable restrictions

We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to the registered manager if you are concerned about your personal information

3. Caring

The Chestnuts Care Home provides a caring environment which supports a person-centered approach because:-

Staff will take an interest in what makes you, you; the things you want to share from memories, the things you like and don't like, current interests, needs and new pursuits

Staff will treat you with dignity in the way they speak with you and the way they behave

We will assist you in continuing to use your skills and in pursuing your interests, as well as facilitating a varied range of new skills and interests to pursue if you would like

Staff will create a stimulating environment which enables you to be as active as you would like to be

We will uphold your right to privacy in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention

All information about Residents is treated as confidential and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or your representatives

Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary

We will make sure that you understand information and what is said, providing you with the support you need, and giving you the help that you require to make your voice heard

You will be supported to carry on relationships and have access to family, friends, facilities and the community

4. Responsive

The Chestnuts Care Home will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

Care staff will ensure that they are up to date with what is in your Care Plans and make changes when they are needed. The Chestnuts Care Home welcomes complaints, compliments and issues raised and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer

Staff will work with other professionals to ensure that your care is joined up

5. Well Led

The Chestnuts Care Home is a well-led organisation, knowing its responsibilities and carrying them out

The management staff of The Chestnuts Care Home are both visible and approachable for Residents and staff alike

The Chestnuts Care Home has the skills to monitor the service and make changes when they are needed.

When things go wrong, The Chestnuts Care Home and its management staff are honest with you and give solutions on how to put things right.