



**Western Health
and Social Care Trust**

**SEYMOUR GARDENS RESIDENTIAL
HOME FOR OLDER PEOPLE**

RESIDENTS GUIDE

Updated 1st January 2019

SEYMOUR GARDENS RESIDENTIAL HOME

GENERAL INFORMATION FOR RESIDENTS AND FAMILIES

Our Aim

We aim to provide a friendly, caring and stimulating environment where residents feel valued, their rights are upheld and living in the home is a positive experience.

Summary of Statement of Purpose

Seymour Gardens aims to provide a holistic approach in providing a high level of care to support people with dementia and their carers living in the community. Staff within Seymour Gardens are committed to providing an environment within the home which facilitates the physical, social, emotional, cultural and spiritual needs of the individual.

Philosophy of care and core values

In Seymour Gardens we will:

1. Provide a safe, secure, welcoming and stimulating environment for people with a dementia diagnosis.
2. Treat every resident as an individual and provide care planned to meet each individual's needs.
3. Improve the quality of life of each resident by ensuring each resident is treated as an individual and provide a programme of care that will take into consideration the physical, social, emotional, cultural and spiritual needs of each individual to ensure their needs are met.
4. Respect each resident's right to privacy and freedom of choice. Recognise and safeguard resident's rights.
5. Preserve dignity, assist and encourage residents to maintain maximum independence to promote fulfilment, enhance quality of life and feelings of value and self worth.
6. Through a structured programme of activities, relaxation and stimulation, we aim to help realise each individual's optimum potential and delay deterioration for as long as possible.
7. Retain links with family, friends and the community to ensure the home is an integral part of the community.
8. Initiate and sustain a good caring relationship with residents / families / carers to ensure as far as possible that a strong element of trust is maintained in order to provide an effective programme of care.
9. Maintain a pleasant and happy environment for residents to live in and staff to work in.
10. Seymour Gardens does not provide nursing care.

11. If this home was no longer able to provide residents with accommodation suitable to meet their needs, we would ensure the resident or their representative were given all the necessary advice to decide on where to move to and we would make arrangements for them according to their wishes.

Accommodation

The home provides care and accommodation in a safe and secure environment for residents with a dementia related illness. In total there are twenty-five single bedrooms. Twenty-four of these are utilised for permanent placements and one for respite care.

A decision is made whether the clients' needs would be best met in residential care following an assessment carried out by the care team in consultation with the client and families. A financial assessment is completed by the Care Manager and a member of the Finance Department to calculate the weekly charge for the client, each client/family is fully informed and it is explained how the charges are calculated. Current charges for short break accommodation is £ per week and each individual is entitled to up to eight weeks respite accommodation within a 12 month period. Full charges are £ per week if staying on a permanent basis but this charge will be calculated and may vary for different individuals according to their assessment of income.

Arrangements are made through the Care Manager for the Officer In Charge or Senior Carer to have the client visit the home to assess suitability for placement or respite. Prior to admission to the home all relevant information, including the initial assessment and care plan is shared with staff in preparation for the admission.

For emergency admissions the home requires a medical assessment and basic information. Within two days the home must receive a full assessment of the client's needs from the Care Manager.

Moving In

Prior to admission to Seymour Gardens we will issue you with a letter confirming your suitability to be accommodated within the home and ask for your or a representative signature to confirm that you are happy to reside here. If you have to go into hospital for a short period of time, your room will be kept for you without charge while you are away. If you should become very ill or need a great deal of help with aspects of daily living we may not be able to meet your needs in residential care. You may then need to move into a nursing home. You or your family or representative will be fully informed of this decision. We want you to be sure you have made the right decision in coming to Seymour Gardens. For this reason you or your family should maintain your own home at first, so that if you wish to change your mind, you can do so.

Key Worker

One of our care assistants will be your keyworker. He or she will be responsible for helping you to settle in and assist you in any way you need. If you have any worries or difficulties you should tell them straight away. If they cannot help you they will find someone who can. They will ask you about your interests, likes and dislikes. Your key worker will also liaise at times with your family or representative to obtain information to help you settle in. The key worker will always ask your permission to liaise with your family first.

Care Plans

We will agree a care plan with you, your family and care manager as soon as possible after your admission. We will assist you to be as independent as you are able to be, and plan your care to meet your individual needs. We hope you will participate throughout this process to ensure that your choices and decisions are always taken in to account.

Reviews

After you have been in the home about 8 weeks, we will meet with you, your relative or representative and your care manger to discuss whether your needs are being met. At this review your care plan is discussed and updated if necessary. Approximately six months after the initial review another review meeting will be scheduled, reviews will be annually thereafter. However a review meeting can be scheduled at any time by request if there is a change in circumstances.

Activities

Seymour Gardens has an activity care assistant whose main role is to provide an ongoing programme of activities to enhance stimulation, normalisation, interaction and independence. There is a planned programme of activities every week, for example: games, quizzes, music, reminiscence, reality orientation, sonas, gentle exercise, relaxation therapy and regular outings. If there is something you enjoy doing we will try to provide it. Seymour gardens have a multi-sensory room, which has been supplied by the Friends of Seymour Group. This room aims to promote relaxation through music, fibre optics, bubble tube and film projection. Seymour Gardens have also developed links within the local community to help widen the choice of activities to ensure your stay within Seymour is both fulfilling and enjoyable. We also have regular entertainment evenings whereby outside groups such as musicians, singers etc will call to the home and provide entertainment. During these evenings you are encouraged to invite your family and friends along to make your evening more enjoyable.

Finances

Your Care Manager will have discussed with you and your representative the charge for your stay in Seymour Gardens. A financial assessment will be completed by the Western Trust's Finance Department and they will inform you and your representative of the charge and how it is worked out. The W.H.S.C.T's Finance Department and will forward all invoices for maintenance charges to your representative, they will also give each representative twenty-eight days notice of any increase in fees, the payment due and the date to commence.

You may choose to have your pension administered by the Western Health and Social Care Trust and your personal allowance will be paid into your patients property account on a weekly basis. If you require any money to purchase items or for anything else Senior Care Assistant's within the home will arrange to have the required amount withdrawn from your patients property account, all withdrawals are recorded and receipts kept. The home keeps a small float in a safe to ensure there is always money available for residents to purchase items up to the value of £30. Permission will always be sought from your representative to purchase any items over the value of £30.

Prior to admission a discussion will take place with yourself, your representative, care manager and Officer in charge of the home to discuss if you would like a family member or the Officer in charge to act as your appointee.

Meal Times

Meals are served in the main dining room at 9am, 1pm and 5pm. At 10:30 am, 2:20pm, 7:30pm and 9:30pm a drink's trolley circulates with hot and cold beverages and some snacks. There is a choice of meals from the menu provided. We will accommodate your individual likes and dislikes and provide special diets advised by your G.P. or Dietician.

Medicines

A Senior Carer trained in administration of medicines will administer all medications. All medication will be stored in a locked facility within the medication room to promote resident's safety. Seymour staff cannot administer any medication including 'over the counter medicines' without a prescription from your G.P.

Important: For the safety of all residents, it is essential that you or your family and visitors do not bring in any other medicines into the home.

Privacy

Your privacy will be respected and you may lock your door from the inside of your room if you wish. All staff will have access to your room via a master key to check on your safety. Staff will knock before entering your room to ensure your privacy. All the rooms in Seymour Gardens are single rooms. The Officer in charge and all staff members hold a master key in case of emergency or loss.

Visitors are welcome at any reasonable time and with regard to resident's wishes. Visits can be made to your bedroom, and lounges. If you require a visit in a private area please ask a staff member to assist you.

Rights

You will retain the same rights as you had in the community. You can continue to vote, see your G.P, solicitor etc. You have the right to make your own choices, when you go to bed and get up, what you wear and you can choose what you eat from the menus provided. Staff will encourage all residents to participate in making individual choices and provide assistance when necessary. We will treat you with dignity and respect and would ask that you treat other residents in the same way.

Shopping for Residents

Relatives are asked, where possible, to attend to any shopping for toiletries, clothing, cigarettes Or personal items needed by residents. These items are not provided. Where residents choose to pay their personal allowance into patients property account, their shopping can be paid for out of this if necessary, as long as they have enough funds. Relatives who act as appointee for residents will be asked to purchase the above items, leave money or grant approval for key worker to purchase the required items

Providing escorts for hospital and other appointments

Relatives are asked if possible to accompany residents to appointments at clinics and opticians etc. If no transport is available the home can arrange this.

Smoking

Whilst recognising the rights of the individual, it is our policy to provide and maintain as much as possible a smoke free and safe environment. There is a designated sitting room for smoking and residents must be supervised by a staff member at all times when smoking. Visitors to the home are not allowed to smoke within the building.

Important: In the interests of health and safety we would ask that no visitors to the home leave cigarette lighters or matches with residents.

Hairdresser

A professional hairdresser visits the home weekly.

Charges are: Wash & Blow Dry = £10.00
 Wash, Cut & Blow Dry = £18.00
 Wash, Cut & Blow Dry & Colour = £35.00
 Using own Dye = £5.00
 Perm = £25.00

Chiropodist

Residents can choose to have a private chiropodist visit them at a charge of £25.00 per visit.

Naming clothing

In order to help us take care of your clothing, it is best if all clothing is named prior to admission to the home. If this is not possible, we will, with your permission name your clothes with a fine laundry marker until name tapes can be ordered. If you or your relatives are able to sew them on, please do so.

We need to make a list of everything you bring in with you, to help us take care of your property. We will ask you or your relative to check the list and sign it and we will give you a copy. If you bring in more items or clothing later, please tell staff so that this may also be listed and named for you.

Gifts to staff

The Trust's policy is that individual staff are not allowed to receive gifts or cash. Please do not offer either, as a refusal can cause embarrassment and we would not wish to cause offence. There is an Endowment and Gifts fund used solely for the benefit of residents and a Staff Welfare Fund for staff, to which donations can be made if wished.

Inspections

In accordance with government legislation, the home is inspected by the Health and Personal Social Services Regulation and Improvement Authority. The inspection process involves

announced and unannounced inspections. Residents, relatives or representatives and staff are all involved in the process and their views are sought and welcomed. Inspections encourage good practice and ensure that standards are met. Inspection reports are available on request in the office and we are proud of their content.

Comments, Compliments, Suggestions, or Complaints

Western Health & Social Care Trust staff are committed to providing quality services to service users, their carers and families. We receive many compliments and letters of appreciation of which we are proud. All staff at Seymour endeavour to provide the highest possible standard of care and we welcome comments. You may wish to make a comment, compliment, suggestion or a complaint, you can do this by speaking to any member of the Seymour staff.

If you have a complaint or concern about anything we sincerely hope that you or your relative or representative will feel able to discuss any problems with the officer in charge or any of the management staff in the home. We promise to act promptly to try to resolve the issue. All complaints are recorded; this record is inspected by the Regulation and Quality Improvement Authority, (RQIA). If the complaint is of a serious nature it will be reported by the Officer in Charge to Mrs Denise Foster, Head of Care & Accommodation, Western Trust's Complaints Manager and to RQIA, and you will be informed of the time scale for dealing with your complaint.

However, should you feel unable to discuss the matter with staff, you may wish to contact the following:

Western Health & Social Care Trust
Complaints Department
Trust Headquarters
Altnagelvin Area Hospital
Co. Londonderry
BT47 6SB
Tel: 028 7161 1226

Further Information / Services Provided

1. We encourage residents to bring personal items such as pictures and ornaments, to make rooms more homely. They may also bring favourite chairs or small pieces of furniture – space permitting.
2. If residents go into hospital we will keep the room for them, unless it is agreed with family and social worker that the resident no longer meets residential criteria.
3. Residents will not be asked to move to a different room unless all parties agreed that the move would benefit, or in exceptional circumstances if building work has to be carried out.
4. Residents own G.P's will continue to visit unless they have moved outside the area then they will need to change to a local G.P.
5. Medical, dental, optical, chiropody and physiotherapy services will be arranged for when required.

6. We have to keep records to help us carry out our work. All records will be completely confidential and kept in a lockable cabinet. A request can be made to see them if residents wish.
7. All meals will be provided.
8. Laundry will be done for residents or if preferred relatives may take washing home.
9. A professional hair stylist visits the home on a regular basis. Care staff will wash and set hair for residents if required.
10. Visitors are welcome whenever residents wish, as long as they do not disturb other residents.
11. Visitors are welcome at any time within reason and with regard to resident's wishes. Visits can be made to bedrooms, lounges or the visitor's room, which can provide more privacy. We would ask that visitors refrain from going into the dining room during meal times. This is to show respect and preserve dignity for the residents. If the resident / relative wishes, meals can be brought to the bedroom or lounge area.
12. There are religious services in the home for all denominations.
13. Residents are asked not to smoke in their own rooms for safety reasons. There is a designated sitting room for those wishing to smoke.
14. We arrange entertainment, outings and other social activities including flower arranging, games and reminiscence sessions and quizzes, which they may choose whether to join in.