

St Winefrides Residential Home

32 St Winefrides Road, Littlehampton, West Sussex, BN17 5HA

Phone: 01903 717 455, Fax: 01903 734 350

Client's Handbook

Client Guide

St Winefrides Residential Home

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Registered Provider:**Mr Bhimsen Seedeehul****32 St Winefrides Road****Littlehampton****West****Sussex****BN17****5HA****Tel: 01903 717 455****Fax: 01903 734 350****Nominated Person: Bhimsen Seedeehul****Registered manager: Danguole Bilidaite (Dani)****Care Home without Nursing****PHILOSOPHY OF CARE**

The Home aims to: Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Principles and Values Underpinning Our Services

St Winefrides Residential Home considers its management team and employees to be the key factor in the delivery of quality services and believes that the success of the service delivery is dependent upon developing and maintaining a skilled and trained workforce. Our principles and values are to provide a high standard of individualised care and treatment to all Clients. It is our aim that all Clients will be treated with care, dignity, respect and sensitivity that match their individual needs and abilities. Our service will be delivered flexibly, within the

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limitations of the service in an attentive and non-discriminatory fashion with respect for independence, privacy, and with the right to make informed choices. We will respect the needs and values of Clients in matters of religion, beliefs, culture, race, ethnic origin and sexuality. Our staff will encourage all Clients to maintain where possible their social and cultural links with the community and encourage participation in activities. We encourage all Clients to be involved in all aspects of service provision.

Privacy of Clients - Our staff recognises the right of Clients to be left alone, undisturbed and free from intrusion and public attention. The Client also has a right to privacy with regard to both their personal affairs and their belongings. Written permission, whenever practical, will be sought for access to Clients' records, especially in cases where the person or agency requesting the records is not involved in the direct care and support of the individual concerned.

Confidentiality of Information - The Client's rights to confidentiality must be safeguarded at all times. Our staff will not disclose any personal information about Clients to a third party unless this has been agreed with the Client concerned or their advocate. Agreement to disclose information should only be sought if this is for the benefit of the Client, e.g. for the purpose of assisting in their care and support with other relevant professionals.

Access to Information - Every Client has a right to information about the objectives of their care and a detailed explanation of the Service being offered. All Clients must be enabled to participate in the planning of their care and consent must be obtained for all interventions.

Discrimination - Our staff must not discriminate against Clients on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation, disability or social standing. Our staff team must not discriminate between Clients who pay directly for their Service and those who do not.

Personal Dignity, Independence and Individuality - Irrespective of the nature and severity of their physical difficulties or mental infirmity, the personal dignity, independence and individuality of the Client will be respected and maintained at all times. The care worker must recognise and respect, regardless of circumstances, the uniqueness of each Client and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life, regardless of their circumstances or level of dependence. The organisation will ensure that Clients have skilled and sensitive care to enable the Client to achieve the highest possible degree of independence, choice and control, thereby enhancing their quality of life.

Fulfilment of Aspirations - To have their social, emotional, spiritual, cultural, political and sexual needs acknowledged and respected. Clients will be enabled to

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achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.

Consultation - Clients have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Clients will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. Clients will be fully involved in and fully informed about the individual assessment of their care needs. St Winefrides Residential Home's commitment will be to find the best and most cost effective way of meeting Clients' needs and aspirations. Client will be supported in making informed choices about their future, which should be incorporated into their personal Care Plan.

Personal Choice - The care worker will support each individual Client to exercise, to their full potential and personal choice in opportunities and lifestyle. The care worker will ensure that the person whom they provide with care has a say in decisions about the provision and extent of their Care Plan, the frequency and regularity at which it is reviewed, and a say in the withdrawal of any Service. Where, for reasons of incapacity, the person who is being cared for is not able to participate fully in the development and review of the Care Plan, consideration will nevertheless be given to their wishes, as far as these are expressed through others and are practical. We welcome the assistance of designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without placing upon them unreasonable levels of demand and stress and in all cases the outcomes in individual carers' assessments will be taken into account.

Reviews - The Client will have regular reviews of their needs and individual circumstances at which they have a right to be present and/or represented by an advocate or a designated person within their circle of support.

Services Information - The Client will be fully informed about the Services provided by St Winefrides Residential Home.

Legal Rights - The Client will be fully informed about their legal rights including their Human Rights.

Medication - The Client will be fully involved in discussions and informed about their medication needs. They will be supported if required, to make decisions about their medical treatment whenever possible. Clients can be sure that they are protected by the organisations policies and procedures with regards to safe administration, recording and storage of medicines. Clients will receive

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medications at the prescribed time and all medical devices will be used in a safe manner by staff and properly maintained at all times.

Family and Friends - The Client will be supported to maintain continued access to family, friends, facilities and the community. This will include support to form personal relationships.

Complaints and Protection - It is our aim to protect Clients from abuse and we have a duty of care to safeguard your wellbeing at all times. We will implement the multi-disciplinary agency Protection of Vulnerable Adults Procedure should it be necessary, as we will not tolerate any form of abusive practice within the service. We have clear guidance to ensure that our Clients are cared for in a safe and non-threatening environment. We have clear policies and protocols and our staff are fully trained and competent in their roles to prevent abuse from occurring. Clients will be provided with a copy of the complaints procedure and will be encouraged to be represented by a friend, adviser or advocate if they so wish, to raise any concerns you or they may have regarding any aspect of their care/support or the running of The Home. Any concerns in the first instance should be brought to the attention of the person in charge.

Supporting independence of Client - The Client will be supported to take risks to the extent that they do so on the basis of their own, informed opinions. Clients will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk.

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

Confidentiality

Our policy is that any information about Clients is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, such information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. The Client or, where appropriate, their principal Carer or advocate will be consulted before information is shared.

Information about Clients will be stored in paper form, and also electronically or on computer. All forms are treated in the same strictly confidential way.

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Information about Clients is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure services meet the individual needs of Clients.
- Helping staff to review the support they provide to Clients in order to help them achieve the highest possible standards.
- Investigating complaints or legal claims.
- Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs.
- District nurses.
- Other health professionals.
- Social workers including care coordinators or care brokers.
- The Care Quality Commission.

Gifts, Wills and Other Documents

Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the home may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject a clients mental capacity and must only be of small value.

Client's Personal Fulfilment

The aim of St Winefrides Residential Home is to actively help Clients to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.

Staff will take an interest in things that Clients have done in the past and discuss current interests, particularly

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those that they wish to retain. They will assist Clients to enhance and maintain their skills and also in following their interests if they so wish, by facilitating a varied range of new skills and interests for Clients to pursue if so desired.

Clients will be involved in the devising of their Care Plan, and if they are unable to communicate effectively then a family member, friend or external advocate will work on their behalf. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Clients' potential. They will attend to the complete assessed needs of the individual person irrespective of how the Client's disabilities affect them. All Clients are equal and unique human beings and will be offered help and services according to their own unique needs, irrespective of age, race, gender, sexuality, culture or state of health.

Risk Taking & Risk Management

Staff at St Winefrides Residential Home understand that there is a delicate and difficult balance between Clients' self-determination in risk-taking, and the responsibility of carers to protect Clients from self-harm or from unintentionally harming others. The issue is further complicated when a Client may not be able to make informed decisions or choices, for instance as a result of communication or mental capacity difficulties, and risk assessments will be completed to minimise risk in aspects of daily living activities.

The assessment of risk is addressed as part of the admission process for each person and the results are integrated into the Care Plan. By this process of integration the views of the Client, principal carer, family members and professional advisors will be taken fully into account, as part of the multi-agency and integrated Client Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be. This will determine the way in which St Winefrides Residential Home aims to undertake to meet the Client's wishes and aspirations with respect to their lifestyle (please note that this is an indicative and not an exhaustive list as individual Clients may wish to include other topics for discussion):

- Privacy and use of rooms and bedrooms;
- Going out alone with or without staff support;
- Visitors;
- Visiting others in the community;
- Attendance at clubs and centres;

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- Going to places of worship and other external activities;
- Engaging in leisure and recreational and cultural pursuits;
- Carrying identification;
- Restricted or high risk areas in St Winefrides Residential Home, such as the kitchen and outbuildings;
- Developing and maintaining independent living and social skills;
- Personal care;
- Use of stairs, lifts, hoists, mobility aids etc;
- Degree of independence.

Clients and Equal Opportunities

All Clients have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice. Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant and appropriate action taken in accordance with policies, procedures and regulations.

All complaints will be recorded in such a way as to highlight repeated problems.

Becoming a Client

The first step is to visit our Home with your principal carers or friends, care coordinator, social worker or advocate to look around and be introduced to our Clients and staff. The Registered Manager or one of our senior staff will be very pleased to arrange transport and an escort for a visit if you telephone The Home to ask. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at St Winefrides Residential Home. This process will be formalised into an initial assessment of your needs, which should form the basis for a decision by both you and The Home as to whether admission to The Home is appropriate. In keeping with all records regarding Clients, the assessment(s) will be made with your full knowledge, and/or the involvement of your relative, principal carer, friend or advocate. Your assessment records will be shown to you and will be available to you at any time.

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If you are assessed as a Service User, you will be allocated a Key Worker Care Assistant who will help you with your individual personal and recreational needs.

The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-admission assessment with you. This initial set of information will form part of your Care Plan, which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills and experience to contribute towards overall improvements to your health and wellbeing.

Whenever practical we encourage you to spend a couple of nights with us to ensure that we get a snapshot of how your assessed needs could be met within our homely environment.

If you have any questions please discuss them with your Registered Manager, Deputy Manager and senior carers, key workers, or contact the Registered Manager, who will be very happy to answer any queries. The Home manages pre-admission and admissions according to a detailed Policy and Procedure, a copy of which is available within The Home and on request.

Living in The Home

Car parking

Car Parking is available in the car park provided in the front of the building or on the street

Smoking

In accordance with legislation, the home allows smoking in designated area only. Smoking is therefore not permitted anywhere on the premises.

Fire Precautions

St Winefrides Residential Home carries out full fire risk assessment procedures on its premises and takes steps to ensure that the risk of fire is minimised. Sound practices are in place as a precaution against the break-out of any fire. St Winefrides Residential Home ensures that its members of staff are well trained to avoid fire risks, and to take steps for everyone's safety in the event of a fire. St Winefrides Residential Home is subject to inspection by the Fire Brigade and, in addition to our own fire safety surveys and assessments, is covered by an effective fire alarm system, including bright flashing lights for the hard of hearing. If you become aware of any potential fire risk, please immediately inform a member of staff.

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Hobbies, Interests and Activities

Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally you are free to choose whether or not to join in. There are quiet areas in St Winefrides Residential Home where you can relax if you wish to be peaceful. We have an excellent activity programme that was developed with a local In-Reach Dementia Team. This programme has been developed further by our Activity Coordinator.

We have a monthly activities programme on display.

Some of the activities we provide are:

- Monthly church service provided by a local church (other religions can be catered for, please speak to the manager).
- Professional entertainers visit every 2 weeks – singing, music, piano, guitar, reminiscence afternoons.
- Cinema afternoons.
- Daily Sparkle Newspaper (reminiscence newspaper).
- Communal activities with staff involving Apple TV and Youtube, iPads.
- Cooking club.
- Board games – dominos, chess.
- Memory games.
- BBQ.
- Birthday parties.
- Afternoon teas in the garden.
- Arts and craft.
- Flower arranging.
- Gardening on our high-rise beds.

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Religious Observances

Religious observance is supported according to the wishes of each individual, and facilities are available for a religious person to conduct private or individual devotion on the premises. Church service takes place every first Thursday of each month at the Home.

Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. We are happy to provide meals for visitors, that are charged at £7.50 per 2 course meal, if reasonable notice is provided.

At present, mealtimes are:

Early morning drinks	drinks and snacks are available any time during the 24 hours
Breakfast	as early as resident wishes. usually from 7 - 10 am
Tea & coffee	approx 10:30 ; tea and coffee with biscuits at 15:00
Lunch	approx 12:00
Evening meal	and supper around 17:00
Tea & hot chocolate, warm milk, Ovaltine, Horlicks	approx 20:30

Services Available:

Shopping

Should you wish to go shopping, your key worker or a carer will accompany you if you wish or if that is agreed in your Care Plan. We go on shopping trips as per residents' requests: High Street, M&S in Shoreham-by-Sea, etc..

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Transport

Our policy is that all Clients will be encouraged to access community facilities including the use of public transport. This is, however, not always possible due to assessed need and individual preferences. Transport can therefore be arranged for individuals for appointments and, whenever possible, they will have access to a Health Service Patient Transport. An escort to appointments will be provided by St Winefrides Residential Home if required.

Taxis will be arranged (charged to the Client at the cost and an estimate of cost will be obtained should a request be made to the staff), if necessary for relevant appointments where other arrangements cannot be made. Properly adapted coaches for Clients with mobility issues will be hired for outings where possible.

All Clients will be supported to have access to a vehicle for personal transport, if required, and all efforts will be made to assist the Client in enhancing and retaining their independence.

Keeping Pets

Wherever possible, keeping of pets will be encouraged on the basis of their beneficial and positive influence on Clients' lives. We also have regular visits from the (well behaved) pets of Clients and relatives. It is important to note, however, that the upkeep of pets including food, veterinary bills, adaptations (e.g. cat flap) and general wellbeing will be the sole responsibility of the Client concerned. Members of staff will only play a minimal role in looking after pets. Clients are advised to take out comprehensive pet insurance.

Medical Services

You are encouraged to retain your own GP, who may attend to you when requested. However, if your GP cannot attend to you in The Home, or you wish to change GP, we can provide you with a list of local GPs for you to choose from and we can ask the practice to register you. You can of course choose the gender of your GP, however your preference may not always be available.

Medication Review

All Clients who either self-medicate or have their medicine administered to them will undergo a periodic review of prescribed medication with their GPs. Key Workers will support each Client to facilitate this as part of their ongoing support with meeting health needs.

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A Visiting Physiotherapist can be Arranged

If identified in your Health Action Plan, the Community Physiotherapist may attend if physiotherapy is prescribed. Private arrangements can also be made at their normal charges to Clients.

Chiropody

The Community Chiropodist will be arranged to attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Clients. The private Chiropodist visits the Home every 6 weeks.

Dentist or Optician

You may also request to see a dentist or an optician as required, or as part of your routine health screening, and they can be seen at The Home, or by accompanied visits to their practices. Again, private consultation may take place at a charge to the Client as appropriate.

Community Nurse

Depending on your health and social care needs, 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 act on your behalf in order to secure any specialised help and advice to which you are entitled.

Personal Development

St Winefrides Residential Home will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain and develop your interests.

Communication

To assist you in maintaining contact with your family and friends, St Winefrides Residential Home offers:

- The ability to have your own telephone in your room, together with Internet access should this be requested (at your own cost).

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- Fax facilities
- Skype, facetime video chats on iPads with your family

Fees

You will be given a contract of admission together with this handbook. In brief the arrangements fees are:

- If you are fully self-supporting, meaning that you are not in receipt of support from a Social Services Department, 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 payable one month in advance and are proportionately refundable on discharge.
- Privately funded Clients whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. 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.
- If you are supported by a Social Services Department or other public body then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to The Home. Your benefits will be paid into your bank account, or that of your representative, and the portion due to St Winefrides Residential Home must be paid to St Winefrides Residential Home regularly, with a minimum frequency of every two weeks if a standing order from your bank is not in place.

Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to The Home by Social Services etc, the allowance will be given to the Client on a weekly basis by St Winefrides Residential Home. For administrative purposes allowances may be given out on a specific day of the week. If the benefits are received by the family of the Client, they are responsible for delivering the allowance to the Client, who will pay the fees balance to The Home's administrator or senior staff member. Clients must ensure that they collect a receipt for any monies paid to The Home.

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Other Charges

Where The Home supplies items such as toiletries for purchase by Clients, payment should if possible be made at the point of purchase in order to minimise administration costs. All such items are sold at normal retail prices. If no payment is made at the point of purchase, a credit account will be kept for the Client and an invoice raised. A maximum credit limit will be agreed between the Client and The Home administrator.

Hairdressing and/or any other complementary therapies will be charged additionally to the Clients.

Managing your Money

If required, we will assist you to open a bank account in your name at a local branch of any of the high street banks of your choice, and support you to access your funds safely.

Citizenship

You are fully entitled to vote in the constituency in which The Home is located during all local and national elections while you are a Client in The Home.

We will ensure that you are registered during 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 on the register for an election. If you wish, The Home will arrange for a postal vote.

Key Workers

In order for you to receive quality care, we have initiated a Key Worker system. You will be allocated a Carer who will be your key worker for your needs. They will undertake to identify your needs with you and ensure that they can be met through a Client Plan in order to ensure that your health gains are maximised. The Key Worker will ensure that your rights and choices are respected, such as what time you like to rise and retire, what you prefer to wear, what you want to eat etc.

The aim of the Key Worker system is to provide each Client with an advocate within the staff team, and develop a relationship between the Client and staff based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and your social and medical circumstances, all of which will be entered into your Care Plan.

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The Key Worker will also assess your psychological and physical capabilities. Previous work experience, hobbies, and preferences with regard to activities and food likes and dislikes will be noted and a personal programme of care and support devised accordingly. Your preferences with respect to indoor activities, including both individual and group activities, will be recorded in the Client Plan.

Your Key Worker will be the point of contact for you and your principal carers/relatives, and will be available to answer any questions and to support your daily care routine. They will also arrange for meetings to review your Client Care Plan periodically with you and your family, friends or advocate, and to measure the progress of your care programme in relation to realistic goal setting.

Considering that not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker assigned to you if this is appropriate.

Personal Property

Clients are encouraged to bring personal belongings into The Home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and a suitable room is made available.

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 St Winefrides Residential Home that the Client is responsible for keeping a record of their property if they so wish, and to ensure its safekeeping.

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 Home insures Clients' property to a total of £500 maximum amount payable in respect of any one individual director, trustee, partner, employee, authorised volunteer, resident or visitor to the business premises each. Any single item of value, or property which totals more than £500 maximum amount payable in respect of any one individual director, trustee, partner, employee, authorised volunteer, resident or visitor to the business premises, should be insured by the Client personally.

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Electrical Safety

All electrical equipment brought into The Home on admission or after must be presented to the Maintenance Department before use in order for its safety to be checked. Portable appliance testing as per health and safety regulations is also carried out by The Home.

Food Safety Risk and Hazard

We encourage Clients to have personal food items and treats which are often brought in by visitors or purchased by individuals during trips to the local shops etc. Due to our legal responsibilities under Food Safety regulations, however, we request that Clients ask for food to be placed in appropriate storage, such as a refrigerator. Any stored food will be individually labelled, will not be consumed by anyone else, and will be available to you at any time by simply asking a member of staff.

Client's Checklist

The following checklist is meant as a guide to help with your requirements in The Home.

Clothes (as a minimum):

- There is no limit to the amount of appropriate clothes and footwear a Client may wish to bring into The Home. However, consideration should be given to the available storage facilities. Please discuss this with the Manager of The Home.
- Where possible please ensure that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use.
- We have our own in-house laundry facilities, and every care is taken with your clothes. Dry cleaning and specialist laundry facilities can be arranged in the community by staff at your own expense. Clients are also encouraged and supported as part of developing their independence living skills to do their own laundry on specific days.

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Toiletries:

- Clients are responsible for providing their own toiletries and should ensure that supplies are always available. Staff may prompt Clients if their toiletries need replenishing.
- Personal items such as shower gel, shampoo, conditioner, toothpaste and toothbrush, denture pots and shaving materials are not provided by The Home.
- It is important that you bring with you any items which enhance your wellbeing.
- Please remember to bring with you all medications that you are currently using, as well as your Health Service Medical Card.

Inappropriate Behaviour:

- Inappropriate behaviour is the systematic maltreatment, or physical, sexual, emotional or financial abuse of one person by another.
- St Winefrides Residential Home is committed to preventing inappropriate behaviours and if a Client, 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.
- Clients, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Fire Safety:

- We ask for your co-operation in paying attention to fire safety and fire prevention.
- The following points should be observed:
 - Please abide by the smoking rules; smoking is only allowed in formally designated smoking area.
 - Please do not store possessions next to a source of heat.
 - Please turn off your electrical equipment when you have finished using it.

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- Make sure that you have all your personal electrical equipment checked by our maintenance engineer before you use it in The Home.
- When you are leaving The Home please notify a member of staff. We also ask that you 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.
- A copy of The Home's Statement of Purpose must accompany this booklet. Please ask the Registered Manager for a copy if you have not been issued with one.