

Helme Hall



Care Home

Residents Information booklet

(Incorporating a statement of Purpose for Helme Hall Care Home)

March 2010

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"This document has been written in accordance with the Care Standards Act 2000. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier."

Aims and Objectives

With over Many years Care Home experience, the care and leadership team at Helme Hall pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept Residents for long term, short term for convalescence and holiday stays. We now also offer day care facilities. Helme Hall has been assessed and rated as an excellent Care home (Three Stars) by the statutory regulatory body charged by the government to oversee and Inspect Care Homes.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow Residents.

Helme Lane, Helme, Meltham, Nr Holmfirth, Huddersfield. HD9 5RL
Tel enquires 01484 – 850165 Residents 01484 – 851173 Fax 01484 – 854339

Email info@halmehall.com website www.halmehall.com

Helme Hall Ltd Registered No 4884037

- PRIVACY:** The right of a Resident to be left alone and undisturbed whenever they wish.
- DIGNITY:** The understanding of a Residents needs and treating them with respect.
- INDEPENDENCE:** Allowing a Resident to take calculated risks, to make their own decisions and think and act for themselves.
- CHOICE:** Giving a Resident the opportunity to select for themselves from a range of alternative options.
- RIGHTS:** Keeping all basic human rights available to the Residents.
- FULFILMENT:** Enabling the Resident to realise their own aims and helping them to achieve these goals in all aspects of daily living.

Philosophy of Care

Helme Hall aims to offer their Residents security, comfort and peace of mind through the provision of a caring environment where their wishes are paramount.

Through a continuous programme of staff development, support will be given to all residents irrespective of age, or religious and cultural belief. Relatives and friends will be invited to contribute to a pattern of care that ensures quality of life.

Our Care Team strive to preserve and maintain the dignity; individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Residents ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other Residents and with recognition of the following core values of care, which are fundamental to the philosophy of our Helme Hall:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

Care Staff within Helme Hall will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Quality Commission.

Helme Hall Management

Helme Hall is owned by: Helme Hall Ltd

The Responsible individual/Managing Director is: Mr Patrick Hennessy

The Home Manager is: Mrs Helen Penrose

Helme Hall is the registered address of Helme Hall Ltd

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Mrs Helen Penrose and Mr Patrick Hennessy, as the persons responsible for the Home, are available at the Home at any reasonable time by appointment.

Care Speciality of the Home: Long Stay Care of Older People

(with or without a dementia type illness)

Home Organisational Structure

Our Residents

Helen Penrose (Home Manager)

Duty Managers

Senior Health Care Assistants

Day Health Care Assistants

Night Health Care Assistants

Details of Staff Numbers and Staff Training

Helme Hall employs one Manager, three duty managers, , 7 Senior Health Care Assistants and 16 Health Care Assistants. The home also employs an activities coordinator. Staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of Residents
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

All new staff will complete an induction that follows the TOPSS guidelines. Helme Hall insists that all Care Assistants hold a minimum of NVQ level 2 in Care, or are actively training toward this goal.

Helme Hall also sends all staff on internal and external training courses for such topics as Food Hygiene, Lifting and Handling, Care of older people, care of the resident with Dementia, managing aggressive or disruptive behaviour, First Aid, Drugs Practice etc

Accommodation

The home has 38 bedrooms. 34 of which are en suite

All bedrooms are above 10sq metres as per national minimum space standards as per care act 2000.

Downstairs: Twenty five en suite bedrooms

Upstairs: Six twin rooms. 4 of which are en suite

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Seven single rooms. 5 of which are en suite

Social Rooms:

There are four lounges; and further quiet areas, and two separate dining rooms, all centrally heated. Residents are encouraged to use these public rooms; however, Residents who choose to stay in their own rooms may do so. Smoking is not allowed in these public rooms and, whilst generally discouraged within the home, and only permitted if accompanied by Care staff. An area of the Home is set-aside for this purpose. All rooms are connected to a nurse call system for the benefit and safety of Residents.

Admission

Residents interested in coming to Helme Hall are encouraged to visit the home and sample the atmosphere and level of service. Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives the Resident time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency.

The home is registered to accommodate 46 persons.

Helme Hall can care and accommodate for persons who require

(Personal care who may or may not be suffering from a dementia type illness)

Residential care.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere, and in so doing will be sensitive to the Residents ever changing needs.

Smoking and Alcohol

Helme Hall has a designated smoking area. With regard to alcohol, Residents will normally make their own arrangements, but, as with smoking, will require to be supervised.

Fire Safety

- ❖ Helme Hall has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the home, as advised by the local "Fire Department".
- ❖ Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.
- ❖ A fire exercise is carried out weekly on each shift, this ensures all staff and Residents have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly, which involves evacuation of the home.
- ❖ All fire systems and alarms will be tested weekly by staff of the home and 12 monthly by the local Fire Officer. Records are kept of all such testing as part of the Managers responsibilities.
- ❖ A qualified maintenance engineer will check all fire fighting equipment annually.
- ❖ Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

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Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the Residents should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Residents family, relatives and friends are encouraged to visit the Resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Service User to respond where help may be needed. Visitors will be welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

A Resident has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the Residents wishes.

Residents Care Plan Review

Once developed the Residents plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan is developed with the involvement of the Resident. Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable, and are invited to monthly formal reviews. Residents and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Residents Plan of Care is reviewed at three levels:

- ✓ Daily on a shift-to-shift basis. At staff shift changeover the Residents daily care notes are handed by the out-going shift to staff on the in-coming shift and the Residents responses and activity patterns discussed as needed. Changes to the Residents Plan may be proposed at this point.
- ✓ At the end of the four week settling-in period.
- ✓ Thereafter a formal review is held with Care Staff on a monthly basis.
- ✓ All amendments to the care plan will require the authorisation of the Person in Charge.
- ✓ Certain amendments may require the authorisation of the Service User's GP.
- ✓ All amendments to the Residents Care Plan are recorded in full.

Complaints

If as a Resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the Home Manager. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from general office or from the Member of Staff in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the

- Care Quality Commission
- Leeds Area office,
- 1st Floor,
- St Pauls House,
- 23 Park Square,
- Leeds
- West Yorks
- LS1 2ND.
- Tel 0113 – 220 4620

A copy of Helme Hall complaint procedure is on display and can be made available on request

Therapeutic Activities

Helme Hall policy on “Therapeutic Activities” takes into account the Residents interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage, and in certain instances, help Residents to pursue their hobbies and interests:

Residents can play the following games

- Cards.
- Scrabble.
- Bingo.
- Draughts.
- Nintendo Wii, various board & physical games.
- Laptop with email & internet access.

Activities with the staff (On a Daily Basis)

- Chatting to Individual Service Users.
- Going for walks.
- Manicures
- Playing games.
- Armchair exercises.
- Reading letters/magazines/newspapers.
- Helping to choose Library books.
- Music and singalongs.
- Maintain life long hobbies, crossword puzzles etc

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Outings

All outings are geared to Service User's needs and capabilities and due to this a limited number of Residents can go on any one outing.

Examples of outings are listed below:

- Visits to local Pub.
- Visit to a garden Centre.
- Visit to a pantomime or play.

Monitoring and Quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We also annually circulate a Residents questionnaire, which assists in assuring that we continue to provide a quality service

Fees

Weekly fees for care and accommodation start at £450.00 per week

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