

BODAWEN NURSING HOME

◆PORTHMADOG◆GWYNEDD◆NORTH WALES◆LL49 9PR◆

TEL:01766 513422 / Fax: 01766 513767

Email: ceri@cariadcarehomes.com

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Section 1 - **SERVICE-USERS GUIDE**

Section 2 - **STATEMENT OF PURPOSE**

Section 3 - **SERVICE-USERS CONTRACT**

Limited Company No.3580952

Registered in England & Wales

Registered Office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, Gwynedd, North Wales,LL49 9AP

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SERVICE-USERS GUIDE

FOR RESIDENTS AND THEIR RELATIVES



BACKGROUND INFORMATION

The earliest records we have show Bodawen as a private house in the mid 1850's. More recently it was owned by Gwynedd Council and operated as a residential home. The council sold Bodawen in the 1980's to a partnership initially operated the house as a country House Hotel & Restaurant. In the mid 1980's Bodawen was converted to a nursing home and was acquired by Cariad Care Homes Limited in February 2004.

LOCATION

Bodawen is located in Porthmadog just off the roundabout for the new Porthmadog bypass. Porthmadog High Street is 0.5 miles from the home and the local bus service stops close to the entrance to the home.

THE AIM OF BODAWEN

Bodawen is a care home designed for older people. Currently, Bodawen provides 24 hour nursing care for up to forty residents, including up to 5 persons over the age of sixty five in receipt of personal care due to dementia. Generally our residents are people over the age of 65 who are married or single. Bodawen caters for people who because of physical and or psychological incapacity require help with daily living. Bodawen is committed to ensuring that no one residents or staff is excluded on grounds of ethnic origins, religion, race or culture.

OWNERSHIP AND ORGANISATION

Cariad Care Homes Limited, a limited liability company, specifically formed in 2004 when the Hughes family acquired Bodawen Nursing Home. Cariad Care Homes Ltd is registered at Companies House with the Registrar of Companies Company Number 3580952.

The Hughes family have lived in the area for several generations and currently live in Criccieth, Porthmadog and Pwllheli. Mrs Hughes and her daughters are actively involved in the day-to-day management of the business to ensure a homely, friendly, clean and safe environment for the service-users and employees. The responsible individual of Bodawen Nursing Home is Mrs Mair Hughes.

THE MANAGEMENT TEAM

Mrs Mair Hughes	Chairperson
Mrs Ceri Roberts	Managing Director
Miss Nia Hughes	Director
Mrs Leslie Adshead	Matron (Registered Nurse Level 1)
Mrs Sigy Joseph	Deputy Matron (Registered Nurse Level 1)

BODAWEN AND ITS OPERATIONAL CAPABILITY

Bodawen is managed on a day-to-day basis by the management team with Mrs Mair Hughes, Ceri Roberts, Nia Hughes and Bethan Price responsible for administrative tasks and the Matron and her deputy being responsible for the nursing and personal care. Mrs Hughes has been managing the company's other home Plasgwyn Nursing Home since the family converted their hotel to a Nursing home in December 1999, meanwhile Ceri Roberts was a manager in 5 star hotels and a Managing Director of a recruitment company whilst Nia Hughes was a Deputy Manager in a home for children with behavioural problems.

STAFFING LEVELS AND QUALIFICATIONS

Bodawen currently employs 2 Directors, 1 Administration Manager, 1 Projects & It Manager 8 Registered Nurses, 23 care practitioners, 1 activity co-ordinator, 2 cooks, 1 kitchen assistant, 5 domestic staff (laundry, cleaning etc.) a full time handyman and gardener.

Staffing levels are set according to the Care Standards Inspectorate for Wales regulations taking into account the needs of residents and size of the building. At all times there is a



Registered General Nurse in charge at Bodawen, who is supported in her duties and responsibilities by a number of care practitioners. Most of our staff are recruited locally and are bi-lingual (English and Welsh). Many of our care practitioners have completed National Vocational Qualification's NVQ level 2 in caring.

OUR OBJECTIVES

- * ***To provide the highest standard of care using individualised programmes.***
 - * ***To preserve the legal and moral rights of our service-users.***
 - * ***To ensure that service-users dignity is preserved at all times.***
 - * ***To provide a therapeutic and homely environment where relatives and visitors are encouraged to participate in activities and the service-users individualized care programme***
 - * ***To protect service-users right to choose and provide service-users with choices as far as is possible***
 - * ***To promote nurse and care practitioner development through the provision of onsite training and where appropriate arrange for staff to attend offsite training sessions***
 - * ***To ensure that our staff have a positive and caring attitude.***
 - * ***To maintain cordial relationships with the individuals providing professional services to Bodawen***
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FACILITIES AT BODAWEN

The accommodation at Bodawen is on two floors. The floors are linked by one staircase and two passengers lifts each with its own telephone link in the case of an emergency.

Bodawen's fire protection and nurse call systems use proven technology. The fire alarm system is tested weekly – service-users and visitors in Bodawen are advised of the test just before it occurs. All rooms are en-suite and there is a telephone point in most rooms. There are four lounges and two separate dining rooms.

The gardens around Bodawen are pleasant and well maintained. The garden is intended for the use of service-users and their families & visitors.

All employees are required to attend regular training sessions to ensure they are updated of new developments as they occur. There is also a team of ancillary staff responsible for the catering, cleaning, laundry and maintenance.

The management of Bodawen have retained local professionals who are prepared to attend; arrangements are in place with; opticians, dentists, chiropodists, speech therapists, physiotherapists and a massage therapist.

The mobile library calls on a monthly basis to replace and replenish books.

Service-users are encouraged to adapt their rooms to reflect their own preferences. Additionally, Bodawen has no objection to service-users bringing items of furniture and other



personal belongings to their bedroom, subject to the prevailing regulations and provided they do not interfere with the care plan. Electrical equipment must pass a safety test. Electric fires or fan heaters are not permitted.

Bodawen does not insure items belonging to service-users such as jewellery, valuables and cash. Service-users are strongly advised to make their own arrangements in respect of these items. Each service-user has access to a lockable cabinet for their own use if required. Additionally, Bodawen does have a cash box in which service-users may place petty cash for safekeeping.

Ministers of all denominations are encouraged to visit Bodawen.

ADMISSIONS

All prospective service-users, their families and friends are encouraged to visit Bodawen to see the environment we have created.

Prior to admission, all prospective service-users are provided with a copy of our statement of purpose, service-users guide, service-users contract & statement of terms and conditions. Additionally all prospective service-users are assessed by our Matron who, in conjunction with the family, GP and Social Worker, will assess the individual and devise an individual programme of care, which will be undertaken once, they become resident. In the event that Bodawen is fully occupied it is possible for prospective service-users to be placed on a waiting list and contacted once a vacancy occurs or could temporarily be placed at our sister nursing home, Plasgwyn Nursing Home in Pentrefelin.

Service-users are admitted to Bodawen through four main conduits;

1. Hospitals – Multi disciplinary care teams
2. Social and Community workers
3. General Practitioners
4. Relative and friends of existing service-users

Service-users of Bodawen are all here because they have been assessed as requiring Continuing Health Care, nursing care twenty-four hours a day, personal care or personal care due to dementia.

Once admitted to Bodawen, service-users have four weeks in which to decide that Bodawen is the nursing home for them. This first month provides an opportunity for the staff to get to know individual service-users and to identify their needs and preferred ways of living. During this period the service-users care and support requirements will be assessed, discussed and developed into an agreed plan. This process includes discussions on any risks to which the service-user and staff might be exposed as a result of making their own choices and decisions. It also includes discussions, with the service-users agreement, with any relatives or representatives who may be involved in their care needs and plans. The main objective is to achieve a care plan that satisfies the requirements of all those involved.

The resident and their families, or social Services, or possibly the Local Health Board (LHB) pays the fees. Additional information is available by contacting the local social service offices or the prospective resident's Social Worker.

Service-users come under the care of the GPs from the various local practices in Criccieth, Porthmadog and Penrhyndeudraeth. Service-users have the ability to remain with their own



GP providing the GP is local and willing to visit. Our GP is on call as and when required. Service-users have access to all of the National Health Service resources.

HOW IS CARE PROVIDED TO SERVICE-USERS

The care plan designed for each service-user provides the basis upon which Bodawen's care is delivered. Each service-user's plan includes a brief description of their preferred daily routine, their likes and dislikes in relation to food including specific dietary requirements and similar matters. It includes their list of preferences in respect of how they prefer to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. It is particularly important to determine this in respect of any intimate or personal care to be performed. The care plan will also include risk assessment and risk management plans needed as well as details of health care needs, medication, GP details and any community nursing or other therapeutic services provided or that may be commissioned by the Service-user. The care plan also includes details of service-user's social interests and activities and how they are met along with arrangements in place to facilitate the provision of religious services of their choice and contact with relatives, friends and representatives. Trained Nurses are responsible for monitoring and reviewing the care plans for all our service-users. The duties of Nurses include preparing service-users and gathering information for their reviews. The Matron and the Deputy Matron share responsibilities for supervising reviews and communicating with outside professionals who may also be involved with the service-users. Confidentiality of information relating to Service-user is preserved through a confidentiality policy signed by all staff and individuals from other organizations such as Social Services and the Local Health Board who are now also required to sign a confidentiality policy. Care plans are reviewed and updated at least once per month by the registered nurses.

The care plan is organised as a response to service-users individual and combined needs. All meal times are flexible and service-users can arrange to have meals in their own rooms or in the dining room. Our communal lounges have been established with specific uses such as, a quiet lounge, three lounges have a television set, two have a compact disc player/audio equipment to allow groups to listen to different TV channels or radio stations. This reflects Bodawen's commitment to provide service-users with as much choice as they want. However we would encourage service-users to have their meals in the dining room with other residents.

MEAL TIMES

The menu is on display in the dining room – if you require a copy please do not hesitate to ask and one will be provided to you. Bodawen's attitude to meals and meal times is very flexible. Specific menus and diet can be catered for by prior arrangement. Meals can be served in the dining room, bedrooms or any of the lounges. Our meal times are set out for guidance purposes as follows:

Breakfast	07.30 – 09.30
Mid morning coffee/tea	11.00 – 11.30
Lunch	12.30 – 13.30
Afternoon tea	15.00 – 15.30
Evening Meal	17.00 – 18.00
Drinks/Snacks	20.00 onwards (A selection of hot and cold drinks along with sandwiches and snacks are available all through the night.)



ESCORTED OR ACCOMPANIED OUTPATIENT VISITS

Bodawen is willing to offer trained care practitioners and or nurses to escort service-users on outpatient visits.

The fee scale applicable as follows:-

Registered Nurse Level 1 £12.50 per hour

Care Practitioner £7.00 per hour

The hourly rate will be applied from the time of departure from Bodawen to the time of return.

VISITING

We have introduced protected meal times in order to ensure that residents can enjoy their meals in a relaxed environment and are not disturbed whilst eating their meals.

We therefore ask visitors **NOT** to visit between the following times

8.00 am-10.00 am

12.00 pm- 1.00 pm

5.00 pm- 6.00 pm

Obviously if a resident is poorly you are welcome to visit at anytime.

The management wish to make it known that domestic animals such as dogs are allowed on the premises. Owners are required to keep their pets on a lead and under control at all times. Bodawen accepts no responsibility for any issues arising from visitors bringing animals to our premises.

OTHER

Our aim is to ensure that the dignity of our service-users is preserved at all times and that they are afforded such privacy, as they want. Should you require additional information or clarification on any point or issue, please do not hesitate to telephone or better still call in and see us. Our Telephone Number is 01766 513422 ask for our Matron Leslie Adshead.

We aim to give all our service-users the highest degree of care and the best possible service. However, in the event of a complaint, the matter should be raised in the first instance with the nurse on duty (nurse in charge). If the nurse in charge is unable to resolve the matter then the complaint should be taken up with our Matron Leslie Adshead. In the unlikely event of a dispute not settled to your satisfaction the matter may be referred to the Care Standard Inspectorate for Wales. Contact details are set out below:

Mr Nigel Williams
CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 062 5609



SERVICE-USERS CHARTER OF RIGHTS

At Bodawen we always bear in mind that our service-users are human beings and have the same rights that all of us have regardless of the degree of dependence or disability. Our service-users quality of life is dependent on being seen by others as a person with intrinsic value and status, entitled to dignity and respect at all times.

Care will be delivered in ways that actively promote a positive image for our service-users.

All Service-users are individuals and have a variety of needs and requirements.

Quality of life depends on fulfilling these needs using the same means that we all do

The style of care provided at Bodawen gives residents the opportunity of autonomy, choice and access whilst preventing infringement of legal, civil and moral rights.

We value our service-users as individuals. We believe that our service-users should maintain personal links and continuity with the community at large and be recognised as unique individuals.

PHILOSOPHY OF LEARNING

By providing a stimulating environment that facilitates learning and understanding of the service-users physical and psychological requirements, the knowledge of treatment progresses.

Ongoing education of staff is conducted at Bodawen by a trained assessor and our nurses & care practitioners acting as role models. This allows our staff to relate to service-users specific requirements and identify the problems encountered on a day-to-day basis. All staff are monitored by the management team on a day to day basis to ensure that all procedures are adhered to and that staff conduct themselves professionally at all times.

Nurses and care practitioners are encouraged to develop their full potential and to participate as a member of the therapeutic team.

High standards are maintained at all times by following our policies and procedures.

By developing an awareness of the legal and moral rights of all service-users, nurses and care practitioners can determine and carry out their duties and responsibilities to our service-users.

Service-users participation in all aspects of their individualised programme of care is monitored through daily discussions with all grades of nursing staff and care assistants. This ensures that all members of staff are contributing to the programme and that adequate feedback is obtained allowing results to be evaluated and programmes to be adapted as required.

Bodawen encourages all staff to develop their natural talents and skills. The Health Trust runs a development programme allowing all grades of staff to compliment and reinforce experience gained in nursing homes. All staff are given the opportunity to extend their knowledge by attending relevant and appropriate training courses. Qualified nurses are required to register with their professional body every year. This annual registration requires nurses to update their knowledge by attending professional courses.

EVALUATION

Using continuous feedback from various sources (service-users, families, management etc.) and on-going evaluation we aim to achieve the highest possible standard of care. We have

adopted a problem solving approach with a realistic, optimistic and professional manner, service-users are encouraged to achieve the goals they have set.

SCHEDULE OF SERVICES

Items INCLUDED in Weekly Fee	Items EXCLUDED in Weekly Fee
General Nursing Care	Professional hairdressing
Linen & Towels	Opticians Fees
Incontinence Aids	Private Physiotherapy
Laundry	Dry Cleaning
Minor Toiletries such as Soap	Clothing
Non-alcoholic beverages	Individual Newspapers
Special Diets	Individual Magazines
In-house activities	Personal supply of alcoholic beverages
Birthday Cake & Card	Private prescriptions
Daily Newspapers	Escorted/Accompanied outpatient visit to Hospital
Christmas present	Hairdressing
Occasional glass of sherry or wine (with G.Ps Permission)	
Professional Chiropody	
Communal Newspapers	
Aromatherapy massage	

THE PHYSICAL ENVIRONMENT

- * The building is regularly inspected by the fire officer and meets with the local authority standard.
- * The building meets the local authority standard as regards room temperatures
- * The building is accessible to people using wheel chairs
- * All floors are carpeted or covered with non-slip flooring and the floor space is free of obstructions, which might be hazardous to an infirm person.
- * The building is well ventilated
- * The building is well lit with all rooms having adequate and appropriate lighting
- * All rooms are clearly marked as to their purpose. Signs are sufficiently large and include symbols
- * Room doors are numbered and labelled to allow visual identification
- * Corridors, stairs, toilets and bathrooms have hand rails
- * There are sufficient rooms to allow privacy as and when required by service-users
- * Each service-user is encouraged to bring personal items of furniture into Bodawen

(Subject to Matron's confirmation). A property list will be maintained.

- * Sufficient toilets are available within easy distance of the communal areas (lounges, the dining room etc)
- * Bathrooms/toilets are sufficiently wide to allow two nurses to assist a patient who is immobile
- * There is a garden area which is discreetly fenced and is accessible to service-users and provides for their safety
- * There is a state of the art nurse call system with sirens audible in each bedroom, communal rooms, bathrooms and toilets. There are visual display units throughout the building identifying the source of the call
- * There is a passenger lift serving both floors of the building
- * The requirements of the CSIW have been met
- * All service-users can have access to a private telephone in their rooms by prior arrangement.
- * A selection of newspapers are available to service-users in the communal rooms.

WHAT SERVICE-USERS SHOULD EXPECT

1. To be addressed according to their wishes.
2. Service-users wishes with regard to time of rising and time of retiring are respected and balanced with the residents need for rest and sleep.
3. Nurses will ascertain service-users interests and the care plan will include attempts to involve the resident appropriately.
4. Visitors are welcome at any time other than meal times.
5. Service-users will have their affairs dealt with confidentially and their privacy will be respected at all times.
6. Service-users will be encouraged to fulfil their human, emotional and social needs.
7. Service-users will be safeguarded from discrimination on any grounds, such as age, disability, sex, race, language or religion.
8. Service-users preferences regarding diet will be identified and recorded. Where a service-user is unable to exercise a choice of menu their likes/dislikes will be identified recorded and noted in the kitchen as well as the care plan.
9. Service-users must have their own toiletries. There are no communal toiletries.
10. Each service-user has their own clothing, nametags must be provided.
11. Service-users are able to retain the Doctor of their choice, where possible.
12. Service-users will receive medical and nursing care in private.
13. Service-users will have their care evaluated and discussed at regular intervals with the Management of Bodawen and will be given genuine and informed choices of the options available for their future care.
14. Service-users can have access to their individual care plans.
15. Service-users will be cared for by appropriately trained and qualified staff.
16. Attempts will be made to identify service-users preferences in respect of music, television and radio programmes. Inappropriate use of the television/radio is avoided.
17. A programme of activities is on display. The programme includes therapeutic (e.g. Reminiscence/orientation-exercise) activities, which will be ongoing and part of a daily routine.
18. Appropriate transport is available to facilitate offsite activities, relatives are encouraged to participate.
19. Service-users have the right to consult privately with a solicitor, adviser, advocate and or financial adviser and the right to be represented when this is necessary to put forward the residents point of view.
20. Service-users will be provided with homely, safe and clean accommodation of a high standard and will be encouraged to bring personal effects into Bodawen.

21. Service-users have access to private telephone by prior arrangement.
22. Members of the local community are encouraged to visit Bodawen on occasion e.g. local choir, nativity plays etc.
23. Service-users religious beliefs are identified and recorded. Service-users will be assisted in maintaining religious practises.
24. Service-users right to privacy is respected at all times, service-users will never be expected to dress, undress or use the lavatory in view of other service-users.
25. Service-users will have a contract and statement of terms and conditions of residency and this service-user's guide prior to admission.
26. Service-users will be given a quality of service of a consistent standard that is appropriate and responsive to their individual needs.
27. Visiting domesticated pets are allowed inside the building. Residents and their relatives are advised that Bodawen accepts no responsibility for the actions of their animals and asks that they may be kept under control whilst on the premises.
28. Bodawen has a field at the front where we keep rare breed chickens, we are hoping to develop the area further by the addition of a duck pond and picnic tables , so that residents and their families can spend some time there.

STATEMENT OF PURPOSE

BODAWEN NURSING HOME – AIMS AND OBJECTIVES

Our aim is to provide our customers with the highest quality care. We will use our specialist skills and knowledge to deliver a premium-individualised programme of care to our service-users.

The care we give to our service-users is based on the values that we have developed over the years that we have been in business as a provider of nursing care. They are:

Caring – in the way we look after the best interests of our residents and staff

Accountability – for the quality, efficiency and values of our services.

Ethically – in the way we deal with the responsibilities that we are entrusted with.

Respectfully – of individuality, privacy and the dignity of each service-users.

Dedication – to training and developing our staff and providing excellent care to our service-users.

These regulations may be cited as the Care Homes (Wales) regulations 2002 and came into force on 1st April 2002.

STATEMENT OF FACILITIES AND SERVICES

For a full description of our facilities and the services provided, please see our service-user's guide.

1. Name and Address of the registered provider and of any registered manager

The registered provider is Cariad Care Homes Limited, whose responsible individual is Mrs. Mair Hughes. The registered provider is a limited liability company registered in England and Wales at Companies House. The Head office of Cariad Care Homes Limited is at Bodawen Nursing Home, Porthmadog, Gwynedd, LL49 9PR. The registered manager is Mrs Leslie Adshead.

2. The relevant qualifications and experience of the registered provider and any registered manager.

The registered provider is Cariad Care Homes Limited. This company was formed for the specific purpose of providing quality nursing care to the general public. The Directors have been with the Company since its inception and have been responsible for the performance of the Company since that date.

3. The number, relevant qualifications and experience of the staff working at the care home

The Company currently employ 90 people with about 45 employees at each home. They are a combination of administrative, nursing, catering and domestic staff. An analysis of our current staff situation is set out in our service-users guide. Information relating to their qualifications and experience is confidential. Any concerns or queries should be taken up in the first instance with our Matron Mrs Leslie Adshead.

4. The organisational structure of Bodawen Nursing Home

The care practitioners report to the nurse in charge. The nurse in charge reports to the Deputy Matron/Matron. Matron also oversees the kitchen, domestic staff and the handyman. There is a management team responsible for the day to day operation of the Company, which is comprised of Matron, her Deputy, Administration Manager and a Director. The management team report to the Board of Directors on a monthly basis.

5. The age range and sex of the service-users for whom it is intended that accommodation should be provided

Bodawen Nursing Home provides service to persons requiring Nursing and Residential care; in all a total of 40 service-users. Total number of persons accommodated at any one time in receipt of nursing care must not exceed 36 of which 4 may be younger adults up to 64 years in age and 5 persons over the age of 65 may be in receipt of personal care due to dementia.

6. The range of needs that the care home is intended to meet

Personal Care, Personal Care dementia, Nursing Care

7. Any criteria used for admission to the care home, including the care home's policy and procedures for emergency admissions

Bodawen requires service-users to correspond to the categories set out in our registration certificate. The home will not admit a service-user whose needs we cannot meet.

8. The arrangements for Service-users to engage in social activities, hobbies and leisure interest

Bodawen actively encourages service-users to engage in social activities, we are currently the only home in the area with a dedicated full time activities co-ordinator.

Entertainment is arranged by our Matron Leslie Adshead at the home including but is not restricted to; outings to concerts, shopping trips, book readings, quiz nights, musical events such as Harpists, pianists, and various entertainers and theme lunches and dinners.

9. The arrangements made for consultation with service-users about the operation of the care home

Whenever possible service-users are involved in the arrangement made about the operation of Bodawen, e.g. several residents were involved in the planning and development of the landscaping of the gardens. We hold quarterly residents meetings.

10. The fire precautions and associated emergency procedures in the care home

For more information please refer to our service-users guide or ask for a copy of our policies and procedure in respect of this item.

11. The arrangements made for service-users to attend religious services of their choice.

Ministers and clerics of most denominations (Methodists, Catholics, Russian Orthodox) have been contacted and are advised of members of their particular faith in the care home. As with relatives and friends there are no restrictions on visiting clergy.

We can also make arrangement on behalf of the service-users with a taxi firm with specialist vehicles that can facilitate visits to offsite religious services.

12. The arrangement made for contact between service-users and their relatives, friends and representatives

Service-users are free to decide how much contact they have with visitors (relatives, friends and professionals etc.) Visitors can be received in private in service-users bedrooms or in one of the lounge. There are no restrictions on visiting other than at meal times which are protected in order for the service users to enjoy their lunch in a relaxed environment.

13. The arrangements for dealing with complaints

Bodawen has devised a formal complaints policy, which is distributed to service-users or their next of kin upon arrival at Bodawen. Additionally, a notice suggesting a method for dealing

with comments, complaints and suggestions is displayed in the entrance lounge. In the first instance any complaint should be raised with the nurse on duty. If a satisfactory resolution is not achieved, then we request that you raise your concerns with our Matron. If a satisfactory resolution is not reached then we request that you document your concerns in our complaints book in the reception area. An acknowledgement of your complaint will be sent to you within 14 days. Please note that should you so wish you have the right to raise any concerns directly with our regulators.

Their contact details are set out below:

Mr Nigel Williams
CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 062 5609

15. The arrangements for dealing with reviews of the service-user's plan referred to in regulation Bodawen's view is that the care plan for a resident is a working document, which is subject to ongoing review, evaluation and update. They are accessed daily by the appropriate professionals.

16. The number and size of rooms in the care home

Bodawen Nursing Home has a total of 36 rooms, which comply with the National Minimum Standards. The majority 32 bedrooms are single occupancy with en-suite facilities, TV/video and telephone. There are 4 twin rooms available for married couples or companions wishing to share. Additionally there are four lounges, a library, video library and a separate dining room all of which comply with the regulations.

17. Details of any specific therapeutic techniques used in the care home and arrangements for their supervision

For more information please refer to our service-users guide or ask for a copy of our policies and procedure in respect of this item.

18. The arrangements for respecting the privacy and dignity of service-users

The Homes philosophy of care is that the privacy and dignity of service-users is paramount. The intrinsic value of the individual should be recognised and their needs and uniqueness respected. Our employees undergo a rigorous induction programme with the emphasis on preservation of dignity. Accordingly our staff have the knowledge and understanding of the Individual taking into account their cultural, religious, ethnic and other needs including their expectations of privacy and respect. Service-users choose how they wish to be addressed by staff, other service-users and visitors. The rights of individuals to be left alone or undisturbed and free from intrusion or public attention to their affairs must be respected. Service-users have their own individual private space. Each service-user is provided with an appropriately equipped room in which they can attend to their personal care to the fullest extent in keeping with their ability.



Service-users where able, can wash, bathe and use the toilet in private. Dependence on staff for personal care will be undertaken in such a way as to preserve dignity and privacy. The dignity of service-users that are not in control of their behaviour or appearance is safeguarded by sensitive and attentive care. Service-users are at the centre of the decision making process. They have the right to choose how they dress, what they eat, when they go to bed and rise, how they spend their day and the extent to which they wish to associate with other service-users. Employees are required to be discreet at all times about the affairs of service-users and safeguard the confidentiality of the information held. Service-users are aware of what information is maintained and how it is used.



SERVICE-USERS CONTRACT

BETWEEN

.....

AND

CARIAD CARE HOMES LTD



This agreement is made on theday of between Cariad Care Homes Limited (hereinafter referred to as "the home" andhereinafter referred to as the Service- user andhereinafter referred to as "The Appointed representative or next of kin"

IT IS HEREBY AGREED AS FOLLOWS

GENERAL TERMS

1. The home aims at all times to maintain the National Minimum Standards for Care Homes for Older People.
2. The home will aim to provide a comfortable and happy home and hope that Service – users will enjoy living here.
3. The home will do everything possible to respect the rights of the service-users in the home, particularly by observing the values of privacy, dignity, independence, choice, civil rights and fulfilments which can be threatened by living in a communal environment and having to cope with the disabilities.
4. We recognise that providing good care is a co-operative process and we will attempt to consult residents and, where appropriate, their relatives, friends and representative at all times and as fully as possible.

RESIDENCE

5. You have selected room number _____, this room has been reserved exclusively for your use. Should you decide that you wish to move to an alternative room this can be achieved by mutual agreement providing of course that an alternative room is vacant. A change of room may be required for medical/nursing reasons but this will be discussed with you or your family.
6. Residence in the Home for the first four weeks shall be on a trial basis. If during or at the end of that period either the service-user or the home's management regards the arrangement as unlikely to be satisfactory for the long term, residence can be terminated with reasonable notice from either side and the service-user will vacate the home at a time agreed.
7. The staff and management of the home will make every effort to provide the service-user with a permanent place of residence including wherever possible through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that the home is temporarily or permanently unable to provide for the service-users medical or nursing needs.
8. This agreement shall remain in force until termination by either party. In the event that either the management of the home finds that the home is no longer able to accommodate the service user appropriately or the service user wishes to leave the home for any reason, either side will give four weeks notice of termination of residence.
9. Should the service user leave the home without giving the required notice, the service user will pay one month's fee in lieu of notice.
10. The home may give notice of termination as outlined in clause 8 requiring the service user to leave the home as a result of the following:
 - Non payment or persistent delayed payment of the monthly fees.
 - Any circumstances that in the opinion of the management of the home may be detrimental to the home or the welfare of other service-users within the home.

11. If the service-user vacates his or her room temporarily for a holiday, hospital admission of less than six weeks or any other reason, reduction of fees will not be made. The home undertakes to keep the service-users room empty and secure during the period of absence.
12. As afunded service-useris/are responsible for paying the care fees.

It is possible that if you are privately funded that at a future date the Social Services or Local Health Board will become responsible for paying for your care. We take the opportunity to point out that the fees paid by the council are below the current fees of the home as the home has a fixed contract with Gwynedd Council. Accordingly, we take the opportunity to point out that a top-up fee may be required and you will be responsible for this amount should the funding arrangements change.

The fees payable will be £ _____ per week, payable monthly in advance by cheque or standing order. Fees for periods of less than one week are calculated at a daily rate of 1/7th of the weekly fee with part days calculated at the full daily rate.

*Fees include all care and accommodation costs, food and drink, heating and lighting, laundry (undertaken on the premises) and any other staff services. **Fees do not cover the cost of newspapers and periodicals, hairdressing, dry cleaning, treatment by dentists or opticians or the purchase of clothing or personal effects.***

14. Fees shall be due and payable on the first business day of the month. Fees are to be paid on month in advance.
15. The monthly charge will be the same regardless of the number of days in the month. The fee is calculated as the weekly charge multiplied by 52 and divided by 12.
16. If a service-user requires additional care, it may be necessary to increase the fees. The home will give at least one month's notice of increase in fees.
17. For Service-users taking up residency during a month, a pro- rata amount will be calculated using a monthly charge derived under clause 15 above, divided by 7 and multiplied by the number of days from the date of residency to the end of the month.
18. A security deposit equal to one month's fees (inclusive of nursing care) is required by Cariad Care Homes Ltd. This deposit will be held in a non-interest bearing account. Should the service-user decide to leave the home it will be used to settle any outstanding bills incurred, such as but not limited to personal care, board and lodgings, newspapers, telephone, dry cleaning, private chiropody/physiotherapy etc. The balance of the security deposit will be returned to the resident or their next of kin/estate within six weeks of leaving the home along with a statement of account detailing the amount being returned and explaining any deductions made. **In the event of a resident's death, an additional four days fee will be charged.**
19. Should the service user be required to attend hospital appointments, day clinic, dentist and so on, it is the responsibility of the next of kin to escort. If the next of kin is unable to escort the home will try to assist in finding a suitable escort. The service- user/next of kin will be charged the cost per hour of the member of staff escorting which is to be paid directly to the escort.

THE SERVICE-USERS ROOM

20. The service-user will have exclusive use of the allocated room, (unless the Service-User is accommodated in a twin room) which will be treated as far as possible as his or her private space. Service-users are welcome to bring to their rooms personal items and any furniture they wish to use which can be safely accommodated in the space. Furnishing of the service-users room will include at least the following;

- A clean and comfortable bed suitable for the service-users needs.
- Bed Linen
- Curtains
- A Mirror
- Overhead and bedside lighting
- Comfortable seating for two people
- A chest of drawers and a wardrobe with hanging space for clothes
- Two accessible double electric sockets
- En-suite facilities

PERSONAL POSSESSIONS

21. Service-users are encouraged to have their personal possessions in the home with them, subject to health and safety and fire risk assessments. Costs relating to the transportation, insurance and eventual removal of personal items shall be the responsibility of the service-user, their estate, their representative or next of kin.
22. Service- user wishing to bring a pet into the home should discuss the matter with the manager.
23. Items of significant value may be stored in the safe by mutual agreement. Staff will attempt to provide security for service-users possessions but no responsibility can be accepted for items retained in service-users own rooms.
24. The home will not accept responsibility for valuables left in the Service-users possession or for any items of value not declared upon arrival to the home.
25. Although the home has insurance cover for personal items Service-users are strongly advised to arrange insurance cover for their own personal items.
26. All clothing should be marked with the name of the service-user. The home will make every effort to prevent damage to clothing but will not accept responsibility for items of clothing which are not machine washable.

HEALTH

27. The home will promote and maintain the service-user's health and ensure access to health care services. In particular it will do the following.
- Support self-care wherever possible.
 - Maintain personal and oral hygiene.
 - Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.
 - Seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used.
 - Monitor psychological health and ensure that preventive and restorative care are provided and used.
 - Provide appropriate opportunities for exercise and physical activities.
 - Identify and act on any risk of falling.
 - Regularly assess and act on the service-user's nutritional needs and monitor weight gain or loss.
 - Enable service-users to register with a GP of their choice, subject to the GP's

agreement.

- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody, and therapeutic services and hospital and community health care as required.
- Ensure access to hearing tests and sight tests and to appropriate aids.
- Provide information and advice about entitlements to health care.
- Inform the service-user's next of kin or representative of serious illness or death.

MEDICATION

28. The home maintains a clear policy and stringent procedures with Department of Health guidelines for all aspects of the handling of service-users medications.

CARE

29. The management undertakes to make available sufficient staff to meet the service-users care needs.
30. A full assessment of care needs will be carried out before admission and needs will be reviewed regularly.
31. A service-user plan will be drawn up with the full involvement of the service-user and reviewed at least monthly.
32. The care plan 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 service-user are met.

HEALTH AND SAFETY

33. The management will ensure as far as practical the health, safety and welfare of service-users, including compliance with relevant legislation and the Department of Health and guidance.
34. To comply with FIRE Regulations and for the safety and comfort of service-users and staff, smoking is permitted only in the smoking room.

VISITORS

35. Visitors are welcome at any time.
36. Whenever we have a themed lunch Visitors are encouraged to join their relative for a meal.
37. In the interest of general safety visitors are requested to sign themselves in and out of the premises and to advise the nurse on duty if a service-user is leaving the premises with them.

COMPLAINTS

38. The home has a complaints procedure, which is displayed in the reception area, noted in the service-user guide and is available upon request.
39. Any complaint made by or on behalf of a service-user will be investigated and dealt with under the procedure within 28 days.

REGISTRATION

The home is registered by

CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ
Tel: 0300 062 5609



I confirm that I have read and understood this contract. I agree to abide by these terms and conditions.

The Service User

Signed: _____

Print Name: _____

Date: _____

The Appointed Representative or Next of Kin

Signed: _____

Print Name: _____

Date: _____

Cariad Care Homes Limited

Signed: _____

Print Name: _____

Position: _____

Date: _____