

Service User Guide

Plasgwyn Nursing Home



SERVICE USER GUIDE

FOR SERVICE USERS AND THEIR RELATIVES



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Background Information

Plasgwyn was previously a hotel which was owned by the Hughes family from 1970. In 1998 the family decided to convert the hotel to a purpose-built Nursing Home. Plasgwyn Nursing Home is registered to provide round the clock nursing care by highly qualified and experienced team of nurses and care practitioners. We provide Nursing, residential and respite services for people aged 40 years and over, of whom 37 can be people in receipt of nursing care and 1 in need of Residential personal care.

Location

Plasgwyn is located in Pentrefelin village on the A497 between Criccieth and Porthmadog. Porthmadog High Street is 4.5 miles and Criccieth High Street is 0.5 miles.

Our Purpose & Vision

At Plasgwyn we are committed to providing a quality Service and have established an excellent reputation for Palliative, end of life care. Our aim is to ensure that all our residents are all treated as individuals and with the utmost dignity and respect, ensuring they have choice, independence and that they are cared for in a friendly, clean, safe, and attractive environment.

The people we support are given the very best care and attention, which is continually personalized to meet their specific needs. We are always looking at ways in which to improve the nursing care we offer, therefore making the Service Users life more comfortable.

The whole team are dedicated to meet the needs of our residents, their families and friends during what may be a very difficult time in their lives. This is achieved by creating partnerships in care with residents, families, friends, multi disciplinary teams and fellow professionals ensuring that, wherever possible, the informed agreement of our residents provides greater choices and empowerment in any decision making with regards to the way they choose to live their lives. We will promote an open, transparent, honest and enabling service which is receptive to advice and comments from others, thus ensuring best and safe practice.

Ownership & Organisation

Cariad Care Homes Limited is a limited liability company, specifically formed in 2004 for the purpose of developing and managing care homes, namely Plasgwyn Nursing Home and Bodawen Nursing Home. Cariad Care Homes Limited is registered at Companies House with the Registrar of Companies and has the Company Number 3580952. Plasgwyn is owned by the Hughes family who have lived in the area for several generations. The family are active in the day-to-day management of the business to ensure a homely and friendly environment. The Responsible Individual is Mrs Ceri Roberts and Mrs Jill Jones is the Registered Manager.

The Management Team

Mrs Mair Hughes	Chairperson
Mrs Ceri Roberts	Managing Director
Miss Nia Thomas	Director
Mrs Jill V Jones	Matron (RGN Level 1)
Miss Rosa Billam	Deputy Matron (RGN Level 1)
Mrs Deborah Legge	Deputy Matron (RGN Level 1)

Plasgwyn is managed on a day-to-day basis by the management team with Mrs Jill V Jones responsible for day to day operations and administrative with the support of the company Directors.

Our Objectives

- > *To provide the highest standard of care using individualised Personal Centred Care programme.*
- > *To preserve the legal and moral rights of our service users.*
- > *To ensure that Service Users have as much privacy as they desire*
- > *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 to and provide Service User's 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 Plasgwyn*
- > *To provide imaginative, understanding and sympathetic nursing care when Service User's are highly dependent or when deterioration is inevitable.*

Staffing Levels & Qualifications

Plasgwyn currently employs 2 Directors, 1 Manager, 11 RGN's, 1 Administrator, 28 Care Practitioners, 2 Cooks, 1 Kitchen Assistant, 5 Domestic staff for Laundry, Cleaning, and a full time Handyman. At all times there are 2 Registered General Nurse on duty who are assisted by 7 or 8 Care Practitioners in the morning, 6 in the afternoon and 3 at night, in addition to the domestic staff, Cook, Kitchen Assistant and handyman.

Most of our staff are recruited locally and are bi-lingual in English and Welsh. Many of our Care Practitioners have undertaken National Vocational Qualification's NVQ's 2 OR 3. All staff are required to attend regular training sessions to ensure they are updated on new developments as they occur. There is also a team of ancillary staff responsible for the catering, domestic, laundry and maintenance.

FACILITIES AT PLASGWYN

Accommodation

Plasgwyn can accommodate up to 38 residents, accommodation is located on two floors with all bedroom en-suite. Two staircases at each end of the building link the floors. There is also an eight-person passenger lift with its own telephone link in the case of an emergency.

All our rooms have nurse call bell system, TV's, Telephone socket and Wi-Fi access. All our rooms are fully furnished, we actively encourage residents to bring personal items such as pictures, photo's and ornaments. Residents are encouraged to adapt their rooms to reflect their own preferences, several colour schemes are available. Additionally, Plasgwyn has no objection to Service Users bringing items of furniture and other personal belongings into the building, subject to the prevailing regulations and provided they do not interfere with the care plan. Electrical equipment must pass a safety test and electric fires/fan heaters are not permitted.

Call Bell System

Plasgwyn's Call bell system is the newest approved technology currently available. Beside each bed or your chair there is a call bell to summon help if you require assistance. They are also available in every en-suite, bathroom and lounge.

When you press the bell the call will be sounded throughout the home and your room number will appear on call panels which are situated throughout the home. The bell will sound until the room call is attended and can only be re-set at the point of call.

This will be explained and demonstrated to you upon admission. Every effort is made to ensure that call bells are answered as soon as possible.

Fire Alarm System

The Fire Alarm will be sounded weekly to ensure your safety, you will be informed prior to the weekly test. When the alarm is sounded all the doors will automatically shut, fire doors which have a magnetic hold will automatically release when the fire alarm is activated. Our staff are trained regularly with regards to fire prevention and have mock evacuation to ensure they are confident with regards to our procedures.

Local Professionals

The management of Plasgwyn have retained local professionals who are prepared to attend Plasgwyn; arrangements are in place with;

General Practitioner

You may wish to remain with your existing GP, we currently have GP's from Criccieth, Porthmadog and Penrhyndeudraeth Surgery visit the home on a regular basis. If you are currently not registered with any of those surgeries's you will be given a choice as to which GP you would like to be registered with.

Optician service is available from Vision Call, they visit every six months or as requested. However, should you wish to continue with a local optician that can be arranged.

Dentist

Residents are able to continue with their own Dentist or we would be happy to request a visit from an NHS Dentist.

Chiropodist

The home arranges a local chiropodist Amanda Smith to attend the home every 3 months which is paid for by the home; however, should you require chiropodist attention more often it can be arranged on a private basis.

Speech therapists, physiotherapists, Dietician, Tissue Viability and specialist Nurses visit the home from time to time and we work closely with all multi disciplinary teams to ensure your comfort and wellbeing.

Religious Service

Ministers of all denominations are encouraged to visit Plasgwyn on a regular basis. Residents religious needs and requirements are documented in their Care Plan and staff will endeavour to enable the residents to continue to follow their religion of choice and to attend religious services whether in the home or in the local Church or Chapel.

Hairdressing

The home has a hairdressing Room and our hairdresser visits weekly; however you are welcome to retain your own hairdresser should you wish. The hairdresser will invoice the resident weekly.

Natural Therapist

We have a qualified registered advance therapist who visits the home weekly to deliver a range of Aromatherapy, Holistic massage, Indian head massage, reflexology & Reiki

Newspapers & Magazine

The home provides a Daily Post daily and the Herald and Cambrian News weekly. Arrangements can be made should you wish your own or an alternative paper or magazine for which you will be billed on a monthly basis.

Library

The home has a library area with a selection of books at the top of the main stairs on the first floor. In addition, Gwynedd Council library van visits, the home on a regular basis for you to be able to select a book or audio tape of your choice.

Housekeeping Service

All residents' room are cleaned daily. In addition, the cleaners have a monthly cleaning schedule and may therefore need to clean carpets etc in your room.

Bed linen will be changed as required. You have a choice as to whether you prefer a duvet or blanket and foam or feather pillows. Clean towels are changed daily or as required.

Laundry Service

The home has 2 commercial washing machines and 2 dryers, and the laundry is operational 7 days a week. Due to the volume of personal clothes being laundered we accept no responsibility for personal clothing and items placed with the laundry.

The industrial laundry equipment is not suitable for washing delicate clothing or items requiring dry cleaning or hand washing. Please therefore ensure that any clothing purchased requiring specialist care is attended to by yourself.

The provision is subject to all personal clothing and items must be clearly labelled with sewn in name tags/ labels.

Pets

The home recognises the importance of your pets and the joy and comfort they can bring to your wellbeing, therefore domesticated animals such as dogs are welcomed in the home, however should you wish for your pet to be accommodated at the home a full risk assessment would need to be carried out to ensure the wellbeing of other Service Users. Alternatively, we actively encourage family members to bring your pet to visit you, providing they are on a lead and under control at all times. Plasgwyn accepts no responsibility for any issues arising from visitors bringing animals on to our premises.

Insurance

Plasgwyn does not insure items belonging to Service User's such as jewellery, valuables and cash. Service Users are strongly advised to make their own arrangements in respect of these items. All bedrooms have lockable cabinet for their own use and there is a secure cash box in which Service Users may place petty cash for safekeeping.

There are three lounge areas and a library. Plasgwyn also has its own hairdressing salon on site our hairdresser visits once a week, however we could also happy should you wish your own hairdresser visit.

The garden to the rear of Plasgwyn has been landscaped and is for the use of Service User's and their families/visitors, weather permitting. Sections of the garden are adapted to cater for the physically disabled, permitting Service User's to maintain their own "plot" should they choose to do so. There is also a small garden at the front of the home which was designed by the residents.

Admission

All prospective Service User's, their families and friends are encouraged to visit Plasgwyn to see for themselves 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, and Statement of terms and conditions.

Additionally all prospective Service User's are pre assessed by our Matron prior to admission who in conjunction with the family, GP and Social Worker, will consider the individuals requirements and will reflect the individuals needs and requirements to ensure that the home can meet those needs.

In the event that Plasgwyn is fully occupied it is possible for prospective Service Users to be placed on a waiting list or a room may be sourced at our sister home Bodawen until a room becomes available at Plasgwyn.

Service Users are admitted to Plasgwyn 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

Once the decision has been made to admit the Service User to Plasgwyn a more detailed plan of care will be completed within the first 7 days of admission with will be done with input from the Service User and their family.

This first month provides an opportunity for the staff to get to know individual service user and to identify their requirements and their preferred ways of living i.e. the times at which they want to rise and go to bed. 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 under that satisfy the requirements and wellbeing of all those involved.

Within 6 weeks of admission a formal review will be held and attended by the Service User, their family, Social worker, Local Health Board and the Matron. The review will go through the plan of care in detail to ensure that all care needs and requirements are met, thereafter the Care plan will be reviewed by the home on a monthly basis or more often if circumstances change.

Care Plans are confidential, and the contents of the plans are not shared with other people without the consent of the Service User other than CARE INSPECTORATE WALES our regulators.

Occasionally, a resident may be admitted in an emergency basis by the Gofal Gwynedd team GP's, District Nurses or Intermediate team. In this case a pre –assessment admission may not be carried out. The home will endeavour to gather as much information as possible prior to the emergency admission and will in all cases carry out a full assessment within 48 hours of admission.

Within 3 days of an emergency admission the team responsible for placing the Service User must be contacted to determine if the placement is suitable, if not arrangements must be made to find a more suitable placement.

Advocacy Service

The Mental Capacity Act 2005 introduced the role of the Independent Mental Capacity Advocate (IMCA).

IMCAs are a legal safeguard for people who lack the capacity, and who do not have family or friends to support them, to make specific important decisions about:

- Serious medical treatment
- Change of accommodation
- Care reviews
- Safeguarding

The IMCA role is to support and represent the person in the decision-making process.

IMCA's make sure that the Mental Capacity Act 2005 is being followed.

Serious Medical Treatment.

An IMCA must be instructed and consulted when:
an NHS body is proposing to provide, withhold or stop serious medical treatment

Care Reviews.

The Mental Health Act 2005 clearly places a duty on Health and Social Care professionals to instruct an IMCA during:

- Care Reviews for people in accommodation arranged by the local authority
- Reviews undertaken by the NHS for people receiving Continuing Healthcare
- Care Plan reviews taking place for inpatients

Safeguarding.

The regulations set out in the Mental Capacity Act 2005, specify that local authorities and the NHS have powers to instruct an IMCA during the adult safeguarding process; if the following requirements have been met:

Safeguarding measures are being put in place in relation to the protection of vulnerable adults from abuse.

- a person who may have been abused
- a person who has been neglected
- a person who is alleged to be the abuser
- where the person lacks capacity

When these criteria have been met, the NHS or local authorities have a legal obligation to instruct an IMCA

Change of Accommodation.

An IMCA must be instructed and consulted when:

- an NHS body is proposing to place/move a person in hospital for longer than 28 days
- an NHS body or local authority is proposing to arrange/change accommodation in a care home for more than 8 weeks

Contact Details

North Wales Advocacy Service
24-26 High Street
Caernarfon
Gwynedd
LL55 1RH

Tel: 01286 669569

Fax: 01286 673589

E Mail: imca@nwadvocacy.info

How Care is Provided

The Care plan designed for each service user provides the basis upon which Plasgwyn's care service 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, with a knock and wait policy prior to entering the Service Users bedrooms. The care plan will also include a 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 arrangement in place to facilitate the provision of religious services of their choice and contact with relatives, friends and representatives. The nurses are responsible for monitoring and reviewing the care plans.

The care plan is organised as a response to Service Users individual and combined needs. All meal times are flexible and Service User's can arrange to have meals in their own rooms or in the lounge.

Meal Times

The menu is on display in the reception area – if you require a copy please do not hesitate to ask and one will be provided to you. Our attitude to meals and meal times is very flexible. Specific menus and diet can be catered for by prior arrangement. We believe in allowing our Service Users to dine at times of their own choosing and our meal times are set out for guidance purposes only, they are as follows:

Breakfast	08.30 – 09.30
Mid morning coffee/tea	11.00 – 11.30 Available in-service room or any of the lounges.
Lunch	12.00 – 13.00 Lunch is served in the main dining room or in Service User's rooms.
Afternoon tea	15.30 – 16.30 Available in-Service User's room or any of the lounges.
Evening Meal	17.00-18.30 Supper is served in the main dining room or in Service User's rooms.
Drinks/Snacks	20.00 onwards a selection of hot and cold drinks along with sandwiches and snacks are available all through the night upon request.

Escort or Accompanied to Outpatients Visits

If a family member is unavailable Plasgwyn may be able to assist with outpatients visits by arranging a trained Care Practitioners or a Nurses to accompany Service Users to an appointment.

The fee scale applicable as follows and are payable directly to the escort:-

RGN Level 1	£16.00 per hour
Care Practitioner	£ 9.00 per hour

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

Visiting

There are no restrictions on visiting times; we ask that visitors use their own discretion.

Other

Our aim is to ensure that the dignity of our Service User's 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 522559 ask for our Matron Mrs Sue Fryatt.

Comments, Observations or Complaint

We aim to give all our Service Users the highest degree of care and the best possible service. However, in the event of an observation, comment or complaint, you are encouraged to approach any member of staff who will try to resolve the situation immediately. If the member of staff is unable to resolve the situation they will inform the Nurse or Matron.

If you are not satisfied with the outcome the complaint should be taken up with our Matron Mrs Jill Jones or the Responsible Individual Ceri Roberts. In the unlikely event of a dispute not settled to your satisfaction the matter may be referred to our regulators:

Care Inspectorate Wales
North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 790 0126

You may also contact The Public Services Ombudsman for Wales whom have legal powers to look into complaints about public services and independent care providers. They also investigate complaints that members of local government bodies have broken their authority's code of conduct and are independent of all government bodies.

The Public Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

Service Users Charter of Rights

Resident's Charter

This Charter is a declaration of the rights of residents of Cariad Care Homes and of the duty of care these homes carry to ensure these rights are protected.

Becoming a resident in one of our care homes should be a positive experience, and generally should meet the needs and wishes of the individual. If it is not or does not, the Manager and Director want to know about it, and there is a well-thought-out Complaints Procedure, should the need arise.

Cariad Care Homes welcome suggestions and comments (of whatever sort) from residents, relatives, visitors, members of the public or formal groups, as this information is often of help to monitor and further improve standards.

The Charter

Good quality care and life experience, and the rights of residents, centre around six basic areas:

- Choice
- Privacy
- Dignity
- Independence
- Fulfillment
- Citizen's Rights

Under these broad headings our care homes will recognise and respect the following Rights of Residents, unless residents are demonstrably incapable [permanently or temporarily] and/or legally relieved of this capability (but, even then, as much choice as possible will be afforded, together with even more extensive consultation with relatives or agents).

The Six Basic Rights of Residents:

Choice

1.1 Residents will be involved, and the most significant voice, in all decisions affecting their lives, to the precise extent they choose.

1.2 Residents will be assumed to be capable of making choices about the way they live and what they do (e.g. managing their own financial affairs, deciding what activities to pursue and when, etc.), including taking the risks sometimes associated with such choices.

1.3 Residents will be able to choose where they live and with whom, and will be able to choose to change if they wish subject to availability. This relates not only to the choice of care home, but also to choices within the care home.

1.4 Residents will be able to choose their own doctor, dentist, chiropodist, optician, etc.

1.5 Residents will be able to choose whether or not to accept treatment and attention offered, whether by their Doctor, etc., or by the staff of this Home.

1.6 Residents will be able to choose with whom they associate, both within and outside the

care home. This will include other residents, friends, and relatives, and where in the care home they wish to spend their time [i.e. in the common areas or their rooms].

1.7 Residents will be involved in the choice of décor and furnishings for their accommodation, whenever this is being changed (from a reasonable range of choice provided by the Directors).

Privacy

2.1 Residents will be entitled to private accommodation. This may be a single or shared room, according to the resident's choice, but, in all circumstances, this will mean an entitlement to use this space as and when they wish, subject only to consideration of other residents, to invite such guests as they wish, and for belongings to be secure.

2.2 Residents will be entitled to entertain visitors (including Doctors, etc) in private.

2.3 Residents will be entitled to expect confidentiality in all matters, and for their permission to be obtained whenever private information needs to be made available to others (excepting only that information which is necessary to staff to provide proper Care).

Dignity

3.1 Residents may expect to be treated with dignity in the way in which staff deal with dressing, bathing, feeding, incontinence (and any other needs).

3.2 Residents may expect to be addressed in the manner they choose (i.e. Miss/Mr/Mrs or by first name or familiar name).

3.3 Residents may expect to be afforded the respect deserved by any individual, for their individuality, their views, and for any way in which they are accustomed to conduct their lives.

3.4 Residents may expect to be consulted on any matter or activity which may impinge upon their life within the care home in any way, and to have their wishes respected. In particular, this may include any other activity carried-on at the care home (such as day care, fund-raising activities, coffee mornings, etc).

Independence

4.1 Residents should expect to be able to follow the life style they choose and are accustomed to, to the extent they wish and are able, irrespective of residing in a care home.

4.2 Residents should expect to be able to use the facilities of the home as they choose and are able.

4.3 Residents should expect the facilities of the care home to accommodate their needs (without necessary dependence on others) in relation to mobility, necessary adaptations, space, furniture, etc., whilst recognising that available staff assistance may have formed part of the reasons for entering the care home, yet respecting the resident's right to accept or refuse such assistance.

4.4 Residents should expect to be able to retain independence of action, thought and choice, irrespective of the accepted routine or administrative practices of these care homes.

Fulfilment

5.1 Residents should expect their quality of life to be enhanced by admission to this care home, by the provision of a safe, manageable and comfortable environment, and the stimulation and encouragement to pursue their lives to the maximum chosen physical, intellectual, emotional and social capacity.

5.2 Residents should expect there to be facilities and assistance to pursue their chosen life style to the fullest possible extent, including availability of and encouragement to use opportunities, and necessary assistance to allow them to use such opportunities.

5.3 Residents should expect to be able to review their own situation, at their own request or when requested by any others, and to have the assistance of anyone they choose to assist them to do this.

Citizen's Rights

6.1 Residents should expect to retain all the rights enjoyed by individuals remaining in their own homes in the community, irrespective of their residence in a Care Home, and, together with the Resident (and any representative), The Home should safeguard such Rights and/or be prepared to join with the Resident to protect them.

6.2 Residents should expect to have their cultural and religious practices and beliefs observed and respected.

6.3 Residents should expect to have a written contract, agreeing the terms and conditions of residence, services and fees.

6.4 Residents should expect to have a trial period in the care home, of at least four weeks' duration (without disadvantage to either side), before decisions are made about long-term residence.

6.5 Residents should expect to have access to an explained complaints procedure, which should include a reasonable means of complaint within the care home, and beyond this to the Registering Authority.

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.

A trained assessor conducts ongoing education of staff at Plasgwyn. 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 the nursing staff and Care Practitioners. 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.

Plasgwyn encourages all staff to develop their natural talents and skills. 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.

Quality Assurance

Using continuous feedback from various sources; service users, families, multi disciplinary teams and the management, with on-going evaluation and quality surveys we aim to achieve the highest possible standard of care. We have adopted a problem-solving approach with a realistic, optimistic and professional manner.

Schedule of Services

Items INCLUDED in Weekly Fee	Items EXCLUDED in Weekly Fee
General Nursing Care	Professional Hair Dressing
Linen & Towels	Opticians Fees
Incontinence Aids	Private Physiotherapy
Laundry	Dry Cleaning
Minor Toiletries such as Soap	Individual News Papers & Magazines
Non-alcoholic beverages	Personal Toiletries
Special Diets	Private prescriptions
In-house activities	Escorted/Accompanied outpatient visit to Hospital
Birth Day Cake & Card	
Birthday Present	
Christmas present	
Occasional glass of sherry or wine (with G.P's Permission)	
Professional Chiropody	
Communal Newspapers	
Library	

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 non-slip 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 all rooms have 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 User's
- > Each service user is encouraged to bring personal items of furniture into Plasgwyn (Subject to Fire Regulations)
- > Sufficient toilets are available within easy distance of the communal areas
- > Bathrooms/toilets are sufficiently wide to allow two nurses to assist a patient who is immobile
- > Visual signs are provided and are accurate denoting time, day date and year. Such signs are large enough to be read by people with impaired vision
- > There are 2 garden areas which are discreetly fenced and are accessible to Service User's and their families to enjoy.
- > 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 out the building identifying the source of the call
- > There is a passenger lift.
- > All Service Users have access to a private telephone in their rooms.
- > A selection of newspapers are available to Service User's 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 Service User's need for rest and sleep. There is no general "Wake-up" time or "Lights Out"
3. Nurses will ascertain Service User's interests and the care plan will include attempts to involve the Service User appropriate.
4. Relatives and friends are made welcome. There are no restrictions on visiting.
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, sexual orientation or religion.
8. Service Users preferences regarding diet will be identified and recorded. Where a service 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 have their own toiletries. There are no communal toiletries.
10. Each service user has their own clothing, nametags/ labels 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 Plasgwyn and will be given genuine and informed choices of the options available for their future care.
14. Service Users will be freely given information about themselves, their condition and prospects; they will be informed of the person ultimately responsible for their care.
15. Service User's will be cared for by appropriately trained and qualified staff.
16. Attempts will be made to identify Service User's 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 and activities which will be ongoing and part of a daily routine.
18. The programme includes activities outside of Plasgwyn. Service Users are encouraged and helped to participate in the community.
19. Appropriate transport is available to facilitate offsite activities, relatives are encouraged to participate.
20. Service Users have the right to consult privately with a solicitor, advisor, advocate and or financial advisor and the right to be represented when this is necessary to put forward the Service User's point of view.
21. Service Users will be provided with homely safe and clean accommodation of a high standard and will be encourage bringing personal effects into Plasgwyn.
22. Service Users have access to private telephone.
23. Service Users will be encouraged to continue existing and to form new friendships.
24. Members of the local community are encouraged to visit Plasgwyn on occasion e.g. local choir, nativity plays etc.
25. Service Users religious beliefs are identified and recorded. Service Users will be assisted in maintaining religious practises.
26. Service User's right to privacy is respected at all times, Service User's will never be expected to dress, undress or use the lavatory in view of other service user's
27. Service Users will have a contract and statement of terms and conditions of residency and this Service User's guide prior to admission.
28. Service Users will be given a quality of service of a consistent standard that is appropriate and responsive to the individual needs.
29. Relatives and friends at Plasgwyn staff agree that Service User's will not be hurried in any activity and will be allowed to move at a pace, which suits them.
30. Visiting domesticated pets are allowed inside the building. Service Users and their relatives are advised that Plasgwyn accepts no responsibility for the actions of their animals and asks that they may be kept under control whilst on the premises.

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-user's 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

Care Inspectorate Wales
North Wales Region
Government Offices

Tel: 0300 062 5609



Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

You may also contact The Public Services Ombudsman for Wales whom have legal powers to look into complaints about public services and independent care providers. They also investigate complaints that members of local government bodies have broken their authority's code of conduct and are independent of all government bodies.

The Public Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

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: _____