

RESIDENTS INFORMATION

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Welcome to Belvedere House

We hope your stay with us will be a long and happy one

The Society aims to provide Homely and affordable accommodation for retired or disabled seafarers and their dependants, regardless of colour, creed or ethnic origin. At the discretion of the Board of Management the Society may also admit retired or disabled persons with no seafaring connections.

Introduction.

This folder has been developed to inform you and your relatives about life at Belvedere House and what to expect during your stay. Please let us know if there is any thing you need. Your privacy, dignity, confidentiality and respect from staff will be paramount. You will, where possible, be involved in making decisions and choices about your life style, and be encouraged to live your life as freely as possible.

Staff recognise that the decision to move to Belvedere House might not have been an easy one to take and that a great deal of empathy and emotional support may be required during the transition period.

Our Aim.

We aim to provide our residents with the best possible quality of life and quality of care, as identified in the categories of the Home's Registration. We want to make Belvedere House a "home from home" for all our residents.

Principles of Care.

As a Resident you are entitled to the highest standards of care, and to maintain your rights as an individual. Our charter of rights expands on these principles.

Philosophy of Care.

We here at Belvedere House believe this to be a place where both residents and staff can feel at home in a friendly, safe and comfortable environment.

We maintain a high standard of individualised care provided by well-trained and motivated staff.

Residents are treated as individuals and encouraged to participate in their own care. We also recognise that relatives have an important role to play in the residents' well being and at times a peaceful and dignified death.

All staff are encouraged to develop their skills in clinical practice and communication. We believe that appreciation should be shown to each other for contribution to the Home in order to maintain enthusiasm.

Key Values.

We will:

- ◆ Treat every person using our service, residents, families, carers, staff or members of the general public as equally important individuals. Meeting their needs with full regard to issues of sex, religion, race, culture, age, sexuality and disability.
- ◆ Tailor our service to the requirements of individuals within our care.
- ◆ Ensure that the services we provide complement those provided by other organisations, for the overall benefit of the people we serve.
- ◆ Do everything we can to make sure that all staff has the appropriate skills to deliver the best care, achieve the best results and offer a shared commitment to excellence.
- ◆ Build effective care teams in which everyone works together for the benefit of the residents, ensuring continuing quality monitoring at all levels.
- ◆ Listen and respond to what the residents want, treating others, as we would wish to be treated.
- ◆ Encourage our residents to comment on the services we provide and make suggestions as to improvements.
- ◆ Make the best possible use of the resources available to us to ensure that people using our services receive value for money.
- ◆ Aim for and achieve the best range and quality of services, which are possible within the resources at our disposal.

Residents Charter of Rights.

This charter sets out the key general components of the minimum quality of care that we believe will be provided.

Residents in our Home shall have the right to:

- ◆ Retain their personal dignity and independence notwithstanding the severity of their physical or mental infirmity.
- ◆ Have skilled sensitive care to enable them to achieve the highest possible quality of life.
- ◆ Have their personal privacy, social, emotional, religious, cultural, political and sexuality needs accepted and respected.
- ◆ Have their views taken into consideration about daily living arrangements in the Home and to participate in the discussions about any proposed changes to those arrangements.
- ◆ Be involved in and fully informed about their individual assessment of need.
- ◆ Be involved in and make informed choices about their future personal care plans.
- ◆ Have a regular review of individual circumstances, at which they are present if they so wish.
- ◆ Be fully informed about the services provided by the Home.
- ◆ Choose their own medical practitioner and dentist and to consult with them in private.
- ◆ Make informed decisions about medical treatment in the light of sound medical advice given by their practitioner.
- ◆ Manage their own financial and personal affairs.
- ◆ Within the limitation of their clinical condition to have the same access to facilities and services in the community as any other citizen.
- ◆ Be consulted about proposed moves or changes in their accommodation.
- ◆ Have access to the formal complaints procedure and to be represented by a friend /adviser.
- ◆ To have the democratic right to vote in elections. These rights will not be restricted except where necessary to provide the level of care needed by the resident, and to ensure the health and safety of the individual and others in the Home. Any restrictions will be fully recorded in the resident's plan of care.

About the Home.

Belvedere House is a purpose built Home opened in March 2001 and built to meet the latest regulatory standards. We have 68 single bedrooms all with en-suite toilet and wash hand basin. There is a telephone socket in each room, should you wish to have your own telephone installed, at your own expense.

The Home is registered as a Care Home providing nursing care for 68 male or female residents from a seafaring background.

Once in the Home you will see how “Homely” and comfortable it is. The interiors are furnished to a very high standard. There are three pleasant lounges, all with televisions, and three spacious dining rooms.

We have a large landscaped garden for your pleasure and enjoyment.

Schedule of Fees

The fee for a room at Belvedere House is currently £830.00 per week (£985.00 per week for dementia and respite care).

The Charges are normally reviewed annually on 1st January.

Method of Payment

One month in advance by cheque or bankers’ order. The charge will remain unchanged unless one months’ written notice is given by The Society.

If necessary, the Society will, on your behalf, arrange for Head Office Staff to collect pensions and deal with Local Authorities and the DSS.

Other charges that you may incur are:-

- Newspapers
- Hairdressing
- Drinks at the Bar
- Meals for Visitors
- Dental costs outside those of the National Health Service
- Optical costs outside those of the National Health Service
- Toiletries

Admission Agreement

On Admission, a detailed Admission Agreement is drawn up. This Agreement sets out the terms under which you will reside at Belvedere House and a room number will be allocated. You should read this document in full and carefully before signing.

We undertake to operate in accordance with the Health & Social Care Act 2008 and Regulations under that Act. A copy may be inspected at the Home, upon request.

The Belvedere House Team

We have an excellent team of highly trained nursing staff supported by other professional staff, cooks, domestics and activities organisers. All staff receive regular training and the Home enjoys a low rate of staff turnover.

Miss Anne Kasey, who is a Registered Nurse, is the Clinical Manager and has had many years relevant experience of working with elderly people. Mrs Karen Goddard is our Business Manager.

Registered Nurses.

Registered nurses who have the title of Staff Nurse wear a uniform of navy blue with white polka dot. The nurses have the day-to-day responsibility for the nursing care, and Mrs Dorota Serafin is the Deputy Clinical Manager.

Care Assistants.

We have two levels of care assistant; they all wear white uniforms but have different coloured trims according to their grade. NVQ 3 qualified Care Assistants wear a white uniform with navy trim. Care Assistants with NVQ Level II have green trim; Regular grade care assistants, including those who are training for their NVQ qualification, have a plain white uniform.

Administrators.

We have an Administration Manager, Maria Jobson who supports the Clinical and Business Managers in the smooth running of the Home who in turn is supported by a full time Administration Assistant.

Quality Management System.

The Society believes that Quality is about providing the **right service** to the **right resident**, at the **right time**.

Quality is our way of life and it is practiced in everything we do.

We have a self assessment system which requires all our work processes to be audited at least annually to ensure that all staff at Belvedere House is performing to the level required. Non-conformance action plans and reports are written for any identified gaps in the service. Corrective action is then taken to resolve or eliminate the service gap.

Where to find us.

Belvedere House is in the heart of the Surrey countryside at Woodmansterne, yet close to Banstead Village and about 5 miles from Sutton. Woodmansterne has a few village shops, a post office and a public house. There is a regular bus service to Purley, Croydon, Banstead and Epsom. Banstead is well served by public transport and its High Street has a good selection of shops banks etc. The Home has its own mini-bus, which provides transport to and from Banstead when needed and also takes residents on outings.

The Belvedere House Bar.

The Home has a licensed bar. The separately constituted Royal Alfred Club manages the bar and prices are subsidised for your benefit. The Manager acts as licensee for the bar and our agreed opening times are as follows: -

- Bar Opening Times: 10.30am - 12.30pm Every Day
- Wednesday evenings from 7.30pm - 9.30pm

We have a full range of spirits, beers and soft drinks available. A limited range of toiletries is available for purchase from the Housekeeper.

Meals.

We have a team of excellent highly trained chefs who offer “home cooking,” type foods, providing a well balanced diet. Special diets can be catered for as can your likes and dislikes.

The daily menu is displayed in the dining room so that residents and relatives can see what is on offer. There is always a choice of meals and soup, sandwiches, salads, jacket potatoes, omelette, ice cream and yoghurt are available on request, should you not like the daily choice.

The following meal times are defined primarily to enable Catering Staff to plan the meals for the day.

Breakfast:	8.30am
Lunch:	12.30 pm
Dinner:	5pm
Sandwiches:	8pm – 8.45pm

You will be invited regularly to tasting sessions and to comment on the contents of the menu and suggested changes.

Hot and cold drinks and snacks are available throughout the day, but are served mid-morning, mid-afternoon and at bedtime to all residents who want them.

Nutrition plays a large part in the lives of our residents so we endeavour to offer as much choice as possible.

Breakfast, lunch and supper are taken in the dining room, unless you choose to have it in your bedroom.

Residents Property.

In accordance with our policy of creating a safe, warm and friendly environment, you are encouraged to identify with their surroundings by the introduction of personal possessions into your room.

There is a section in your care plan records entitled “property sheet” this is for the recording of all items brought into the Home, in the first instance this will be completed by the admitting carer and will be updated by adding to or deducting from during your stay.

The following guidelines are for your information:

Money.

It is inadvisable to keep large amounts of money in your room. Five to ten pounds would be appropriate; this can be topped up as necessary from your own source. It can be arranged for larger amounts of money to be deposited in the Home’s safe for respite residents; a separate Resident’s Account is set up for all permanent residents. We keep accurate records of all deposits and withdrawals, which is available for inspection during office hours.

Insurance.

Your clothing and personal belongings are insured up to a sum of £2,500. If you have belongings or valuables exceeding this sum then you must make your own insurance arrangements to provide adequate cover. Insurance cover does not extend to resident’s cash securities and monies or any item with an individual value exceeding £1,000.00.

We also have the following technical insurance arrangements.

Employer’s liability £10 million

Public liability £ 5 million

Buildings and Contents £ 2.9 million

Jewellery.

Whilst we have a policy of freedom of choice it is not practicable to bring many pieces of treasured jewellery into the Home. As loss of such items can be very distressing, you are encouraged to deposit items with

relatives or friends. Some items can be deposited in the Homes safe; however our insurance policy strictly limits the number and value of items deposited. A record of all items will be maintained. Inexpensive item can be stored in the lockable draw provided in each bedroom.

Clothing and Laundry.

Prior to coming into the Home, your belongings should be labelled with your full name e.g. Mabel Smith not Mrs. Smith. All laundry is carried out on the premises using modern commercial equipment, the charge for this is included in the weekly fee. However there will be a charge made for any item requiring dry cleaning.

Furniture.

Small pieces of furniture, which can be accommodated in your room, may be brought into the Home at the discretion of the Manager. Furniture should be of sound quality and meet current fire safety regulations. Each item should be discretely labelled and recorded along with your other possession.

Pictures and Ornaments.

We encourage you to personalise your room with the introduction of pictures and ornaments. As with all of your property these should be discretely labelled and recorded on your property sheet.

Aids and Appliances.

You may wish to continue to use the aids or equipment you had at home. These items should also be discretely labelled and recorded on your property sheet.

Electrical Equipment.

Electrical equipment must not be brought into the Home without the permission of the Manager. For reasons of health and safety all electrical items will be examined and tested by our maintenance engineer before being used. These items should also be discretely labelled and recorded on your property sheet. All electrical items are tested annually by an electrician.

Care Planning.

A care plan is a document, which clearly states any assessed risk, and your identified needs and how the staff should meet those needs. To ensure we identify your needs properly we will invite you and your relatives / other representatives to be involved in this process. Care planning is a continuous cycle, which will be evaluated and reviewed at set points during your stay, e.g. upon admission, after 28 days and then at 6 monthly intervals.

Medication.

You may if you wish continue to administer your own medication; there is a lockable draw in your room to keep your medicines safe and secure. However the nursing staff are willing to take on this responsibility for you.

Medical Care.

You may retain the services of your own General Practitioner if he/she will visit you at Belvedere House. Alternatively we have visiting General Practitioners who will be willing to attend to your needs. They visit regularly twice each week for routine matters and will deal with all your prescription needs.

Equipment.

We have a full range of nursing equipment and aids if you need them. They include special pressure relieving mattresses, hoists, etc.

Pets.

We have a 'no pets' policy.

Television

If you have your own television and are under the age of 75 years, a licence concession of £7.50 will be payable. The Homes' administrator will arrange this for you. If you are aged over 75 years, proof of your National Insurance number will enable you to be exempt from this fee, please refer to the administrator for further advice.

Chiropodist.

The Chiropodist visits the Home on a regular basis. Inform the care staff if you wish to be seen.

Optician.

We have a visiting optician who will attend to all your optical needs if you wish.

Dentist.

We have a visiting dentist who will attend to all your dental needs if you wish.

Hand & Foot Massage

A trained masseuse visits Belvedere House every week to provide hand and foot massage for those residents who wish to experience it.

Hairdressing.

Mrs Lyn Carlile, our Hairdresser, runs our Salon situated on the Ground Floor. A list of charges is displayed in the corridor outside the salon.

Recreational Activities.

We have 2 activities organisers who run an extensive programme within the Home. They also organise trips out, e.g. places of interest, and shopping trips. They also encourage our residents to take an interest in social activities, hobbies and leisure interests.

We also have the support of other organisations e.g. Not Forgotten Association and Lest We Forget Association.

Residents & Relatives Meetings.

Meetings are held every eight weeks by the Manager. Relatives are most welcome to attend.

Volunteers will provide their services by agreement with the Home Managers in accordance with their availability.

Spiritual Needs.

We have visiting clergymen, (Church of England and Roman Catholic), who hold communion services each month. Ministers of different religions will call on us to meet with you if you wish. You are encouraged to exercise religious and cultural preferences at other times.

Social.

The Society is fortunate to have connections with many ex-servicemen's organisations and those who provide residents with the opportunity for many outings and functions, including Buckingham Place garden parties, Wimbledon Tennis, to mention the most popular.

All birthdays, religious and social events throughout the year are celebrated as they occur. If you wish to celebrate an event with members of your family and friends, small parties can be arranged and catered for. Please speak to the Business Manager, who will discuss the arrangements with you and explain the charges involved.

Entertainment.

From time to time we invite entertainers to visit the Home and perform for the residents.

Holidays

You are encouraged to spend annual holidays with family and friends or other voluntary organisations.

DVDs

We have a large range of films for viewing; just ask the staff for our list.

Newspapers.

We can arrange for the daily paper or magazine of your choice to be delivered. The administrator will organise with you for the payment of these.

Smoking.

In accordance with legislation, smoking will only be permitted in designated areas outside the buildings. Residents are not permitted to smoke in their bedrooms for reasons of safety.

Freedom of Movement.

We do not restrict your freedom. However, we cannot accept responsibility for your safety when you are away from the Home unless we have arranged the journey and any supervision.

Open Access.

You will have unrestricted use of communal areas provided within the Home and gardens.

Health and Safety

You are requested to familiarise yourself with the Fire procedures, which are posted next to the fire alarm call points, to be aware of the various fire exit routes. In the event of the alarm-sounding wait where you are until staff arrive to tell you where to go.

Compliments and Complaints.

We always welcome compliments and comments on how we can improve our service. We may not get things right all of the time, so if you have a complaint then please speak to the senior person on duty. If they cannot solve the problem, then please speak to Manager. A full copy of our complaints procedure is available on request and the Manager will endeavour to resolve all complaints within 28 days of the complaint being made. You have the right to contact the Registering Authority at any time. Their address is: Lead Inspector, Care Quality Commission, SE Region, Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA. Tel: 03000 616161 Fax: 03000 616172

Visitors.

Our policy is that you receive your guests at times to suit you. All we ask is that for fire safety reasons guests sign in and out of the visitor's book available in the front entrance hall.

If your guests wish to join you for a meal then this can be arranged. Please speak to the Administrator. There is a small charge payable in advance.

Finally.

We hope you will have a long and happy stay with us during which time we develop a partnership based on care and trust.

Please ask in the Administration Office if you would like to read a copy of a recent Inspection Report on Belvedere House.

Belvedere House, Weston Acres, Woodmansterne Lane,
Banstead, Surrey SM7 3HA 01737 360106

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