



# **The Royal Alfred Seafarers' Society**

## **Belvedere House** **(Resident Information Brochure)**

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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 anything 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 lifestyle, 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 as homely as possible 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 Residents' Charter of Rights expands on these principles.**



# Our 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' wellbeing and, at the end, in a peaceful and dignified death.

All staff are encouraged to develop their skills in clinical practice and communication. We believe that staff and residents should show appreciation to each other for their particular contributions to the Home, in order to maintain enthusiasm.

## Key values

### We will:

- Treat every person using our service, whether residents, families, carers, staff, or members of the general public, as equally important individuals.
- Meet 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 members of staff have 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 those aspects of life that we believe should be the minimum entitlement of those who live in our Home, subject only to the constraints of their care needs and safety.**

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, and political needs, and sexuality 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 needs.
- 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 or 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 modern, purpose-built care home set in the extensive landscaped gardens of the Weston Acres Estate.**

We have 68 single bedrooms, all with en-suite toilet and washbasin, and some with showers. All rooms are fully furnished, bright and nicely decorated. Each room is a minimum of 12 square metres excluding the en-suite facility and is equipped with a telephone socket to enable you to have your own telephone installed, at your own expense, should you so wish.

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

**For up-to-date fee rates please speak to the administration team.**

The charges are normally reviewed annually on 1<sup>st</sup> January.

### **Method of payment**

Payment is required for one month's worth of fees in advance by cheque or standing order. The charge will remain unchanged unless one month's 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 Department for Work and Pensions.

Other charges that you may incur are:

- Newspapers
- Hairdressing
- Drinks at the bar
- Meals for visitors
- Hand and foot massage
- Dry cleaning
- Chiropodist
- Dental costs outside the NHS
- Optical costs outside the NHS

## 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 carefully and in full before signing.**

We undertake to operate in accordance with the Care Act 2014 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 Royal Blue with white trimming. The nurses have the day-to-day responsibility for the nursing care, and Miss Alice Mitroi is the Deputy Clinical Manager.

### Care Assistants

We have two levels of care assistant; they all wear pale blue uniforms but have different coloured trims according to their grade.

### Administrators

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

## 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 practised in everything that 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 are performing to the levels 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 five 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 minibus, 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:

- Every day from 10.30am to 12.30pm
- Wednesday evenings from 7.30-9.30pm

We have a full range of spirits, beers and soft drinks available.

## Meals

**We have a team of excellent, highly-trained chefs who offer traditional home cooked meals, providing a well balanced diet.**

Special diets can be catered for, as can your likes and dislikes. The weekly 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, omelette, ice cream and yoghurts are available on request.

The following meal times are defined primarily to enable catering staff to plan the meals for the day.



## Meals (cont.)

- Breakfast: From 8.30am
- Lunch: From 12.30pm
- Dinner: From 5pm
- Sandwiches: 8-8.45pm
- Tea and coffee: 10am / 2.30pm / 7.30pm / 9pm (or at any other time on request)

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

**We wish to create a safe, warm and friendly environment and would like you to bring your own personal possessions into your room.**

There is a 'Property Sheet' section in your care plan records, which is for the recording of all items brought into the Home. This will initially be completed by the admitting carer and will be updated during your stay every time an item is added or removed.

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 resources. 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 by the Society up to a maximum 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 residents' cash securities and monies or any item with an individual value exceeding £1,000.

We also have the following technical insurance arrangements.

- Employer's liability £10 million
- Public liability £5 million
- Buildings and contents £2.9 million

## **Jewellery**

While we have a policy of freedom of choice it is not practicable to bring many pieces of treasured jewellery into the Home. As the 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 Home's safe; however our insurance policy strictly limits the number and value of items deposited. A record of all items will be maintained. Inexpensive items can be stored in the lockable drawer provided in each bedroom.



## Residents' property (cont.)

### **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, or at a cost the Housekeeper can label your belongings. 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.

### **Toiletries**

A limited range of toiletries is available for purchase from the Housekeeper.

### **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 discreetly labelled and recorded along with your other possessions.

### **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 discreetly 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 discreetly 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 discreetly labelled and recorded on your property sheet. All electrical items are tested annually by an electrician.



# Healthcare

## Care planning

A care plan is a document, which clearly states any assessed risk, your identified needs and how staff should meet those needs.

To ensure we identify your needs properly we will invite you and your relatives or 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, for example upon admission, after 28 days and then every six months.

## Medication

You may, if you wish, continue to administer your own medication. There is a lockable drawer 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 they 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 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.



## Healthcare (cont.)

### Hand and foot massage

A trained masseuse visits Belvedere House every week to provide hand and foot massage for those residents who wish to experience it. A list of charges is displayed on the activities board and notice boards in the dining rooms.

### 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 three activities organisers who run an extensive programme within the Home. They also organise trips out to places of interest and to take you shopping. All residents are encouraged to take an interest in social activities, hobbies and leisure pursuits.**

We also have the support of other organisations, such as The Not Forgotten Association and The 'Lest We Forget' Association.

### Residents' and 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-service organisations and those which provide residents with the opportunity for many outings and functions, including Buckingham Place garden parties and the tennis Championships at Wimbledon, to mention the most popular.



## Recreational activities (cont.)

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 safety 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:

Regulation Inspector  
Care Quality Commission  
South East 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 electronic 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.

## Thank you

**Thank you for reading our information brochure on Belvedere House.**

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.





# Residents' information sheet

## How are my charges established?

Charges have been reviewed to ensure that they are reasonable in comparison with the charges made by similar homes in the area and to make sufficient income to cover costs. As a charity we do not seek to make a profit but must ensure costs can be met by the Society's income either from charges or from donations and legacies.

## Will my weekly charge vary at all?

The full weekly charge will not vary until the next charges review unless your care needs change and then you will receive at least four weeks' written notice of the change.

## Am I entitled to any financial help with my charges?

Financial assistance is available from the Pension Service in the form of **Attendance Allowance** and/or **Pension Credit**; from the **local authority** social services department and from the **health authority** in the case of nursing care. Details of these are given below.

If you do not receive these benefits but think you may be entitled to receive them, please contact the Pension Service for an application form or telephone the Pension Credit application line on freephone 0800 99 1234. If you believe you are entitled to local authority funding, please contact your local social services department.

### Attendance Allowance

If you pay the full amount for your care, from your own resources, you may be entitled to receive this allowance at the higher or lower rate. This is an award to help you pay for your care and is **not** means tested.

### Pension Credit

You may be entitled to claim Pension Credit if your income is below a specific level. The actual amount available depends on individual circumstances because it is a means tested benefit. This award is normally linked to funding by your local authority.

### Local authority funding

If you have less than £23,250 in capital (assets) you may be entitled to funding by your local authority. As part of the arrangement with the local authority you will be required to contribute an amount, towards your care, which can be afforded from your own resources (including Pension Credit).

## How should I pay my charges?

Most residents pay by standing order. This is the Society's preferred method of payment. Some people prefer to pay by cheque. We make individual arrangements as necessary to accommodate these.



# Residents' information sheet (cont.)

## **How can I obtain financial advice?**

We believe it is useful to be able to provide you with access to financial advice, whether in connection with payment of your charges or not.

We have identified CareAware as an independent charity which has a good reputation and proven experience and expertise. An advisor can be arranged to talk to you or your relatives if you wish. We believe this is a useful service and your comments would be appreciated by Home Manager.

Call CareAware on 0161 707 1107 or visit their website, [www.careaware.co.uk](http://www.careaware.co.uk), for more information.

## **Are my belongings insured?**

The Royal Alfred Seafarers' Society provides cover for each resident's belongings in the event of fire or theft on the premises up to £2,500. If you require additional cover, this should be arranged separately. All valuable assets must be declared to the Home Manager on admission for insurance purposes.

## **What if I do not understand the information given?**

In the first instance you should contact the Home Manager, Anne Kasey, on 01737 360106.