

Service User's Guide



Carlton House Rest Home

15 Barton Court Road, New Milton, Hampshire, BH25 6NN

Quality of Life

Carlton House is a happy place where the residents can expect to receive person centred care in a warm, homely and friendly atmosphere. The home's management and staff are passionate about achieving this and they will tailor their approach to the individual's needs. The approach taken will encompass the following;

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment

Rights

Residents at Carlton House can expect to have their basic human rights preserved including consent, confidentiality, safety, equality and autonomy. They will also have their freedom of expression encouraged and will be supported to participate and make their own decisions.

Independence

At Carlton House we enable each resident to take calculated risks, to make their own decisions and think and act for themselves while offering assistance as appropriate.

Fulfilment

We aim to enable the residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living.

Privacy

We preserve all resident's rights to privacy by respecting and keeping confidential information relating to a resident and their families and respecting their preferences. In practical terms this means residents can expect their correspondences to be handed to them in their original sealed state, that all personal matters with staff and families will be discussed in private and without violating confidentiality and residents can use the handset phones to receive or make a telephone call in private.

Dignity

Carlton House staff treat all residents with respect and allow each resident to live in a dignified manner. They will maintain every resident's autonomy by empowering each person to consider choices and make their own decisions. The staff all get to know each resident and develop a good rapport with them and treat them all with respect.

Choice

Our staff are trained to ensure that they support every resident to have options over their activities of daily living in accordance with their capabilities and are supported to make informed choices. Residents will choose how they wish to be addressed. While first names are often used between our residents and the staff this will not be automatic even though this practice may be consistent with the family atmosphere, all choices will be respected.



The Home

Prior to moving in, each new resident is encouraged to visit the Home to satisfy themselves that the ambience is to their liking. Our Home Manager would also like to discuss the personal preferences of each prospective resident and whatever care and other needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

There are thirty-nine private rooms at Carlton House. Due to the rich history of the Home each room is unique in size, shape and we can therefore cater to a variety of budgets. Each room is furnished with equipment to assure comfort and privacy to meet the needs of the individual resident. A resident may wish to bring their own furniture and belongings and whilst we feel it is important for residents to be able to personalise their rooms, we must ask that any items are discussed with the home manager to ensure the safety of all residents and staff.



Communal areas include two ground floor lounges, one small top floor lounge with private dining area, a large ground floor dining room/day room and a large secure garden. These are available for everyone's use and enjoyment.

Fees

Fees payable for staying at Carlton House will be dependant on two things;

- Choice of room
- Individual care requirements (to be agreed after a full assessment)

You may be entitled to assistance with the care home fees from Social Services, The Primary Care Trust or State Benefits, or a combination of these.

The following are not included in the fees;

- Hairdressing
- Private chiropody
- Newspapers/Magazines
- Private therapy
- Clothing
- Confectionary
- Dry cleaning
- Private phone installation or mobile phone bills
- Personal toiletries
- Taxis or other transport to appointments
- Escorts to appointments



Visitors

Family, friends and other visitors will be welcome to visit at reasonable times and on a flexible basis seven days a week with the consent of the resident. Visiting times can be extended across the 24 hour period under certain circumstance with the agreement of the Home Manager.



Daily Life and Social Contact

Going into a Residential Care Home can be a very difficult time for both the resident and their families; therefore we aim to ensure that 'life quality' is promoted to the highest possible level with meaningful and enjoyable activities and continued social contact.

All meals are high quality and nutritional and prepared in our very own Environmental Health Services Five Star awarded kitchen. Our qualified catering staff prepare excellent home cooking with a varied menu using the finest quality produce. We cater for special diets and provide a range of beverages and snacks throughout the day.

Laundry services are included in the fees. To avoid clothing being mislaid all items should be labelled or marked. We have a purpose-built laundry room on the premises. Bedding is changed and laundered once per week or more often if required. Used towels, flannels and any required personal clothing will be laundered daily. Items will be ironed, if required, over night and returned the following day.

Health Care

Carlton House is a Residential Care Home, this means that the staff are trained to deliver personal care and support for our residents. If a resident needs medical or other social support beyond this they will be supported to access additional services from doctors and other health and social care professionals to ensure that all of their needs are met. Carlton House does not provide Nursing Care and we do not employ qualified nursing staff, but we do work closely with local district nursing services to ensure that our residents are supported with any nursing care needs that arise.



All residents are welcome at Carlton House, admission would only be declined if we did not have the provisions to safely meet an individual's needs. There are no other exclusions.

Community Facilities

Residents will not be required to change doctors, dentists, opticians, chiropodists and hairdressers for the convenience of the home. However, it must be recognised that doctors and other services work within a geographical area and a move into the home may necessitate a change. When this becomes necessary the residents will be given a choice from the local services including local doctors that work within the area of the home. All of the local GP's fall under the Coastal Medical Partnership. Carlton House has been assigned a local GP surgery, The Arnewood Practice to be our main GP surgery and they have adopted some processes with the Home to help support the residents with the best access to medical services so choosing this GP surgery will offer particular benefits. Residents are still free to choose from other local surgeries.



To support our residents to have access to other community facilities Carlton House has arranged a visiting hairdresser, chiropodists and opticians to come to the home regularly. These services are provided by individuals who are not employed by Carlton House so there are additional costs to use these services and appointments will need to be booked with the providers either directly or through the staff at Carlton House. We will happily work to support access to any other providers providing that they agree to the Home's terms and have the required insurance.

All residents will be able to continue to access other social and religious events outside of the home providing it is safe for them to do so.

As well as our comfortable interior facilities Carlton House offer lovely gardens and comfortable seating areas, ideal for sitting out and enjoying the fresh air either alone or with friends and family.



Staffing and Management

Carlton House achieves high levels of care due to the passion and dedication of our team of professional and friendly staff. We have appropriate recruitment procedures in place, carry out all relevant checks when employing staff and we make sure that our staff have the right experience, qualifications, skills and temperament to support and care for our residents. Staff all receive relevant training and are encouraged to develop themselves further. We ensure staff have adequate supervision and are appraised to develop an open feedback culture.

Personal Belongings

Residents are encouraged to personalise their room and welcome to bring a reasonable amount of personal belongings into the Home, including photographs and pictures to be hung, ornaments and other personal items.

Carlton House has a limited insurance policy covering residents' personal effects. The nominated insurance company will consider claims on merit and this is not decided by the Home. We strongly advise that you take out your own insurance cover for all personal assets if required.

We strongly advise residents to limit the amount of cash they have with them in the home. We are able to store limited amounts of cash in the office safe for each of our residents. Our accounts staff keep a ledger to show all money coming in and going out for your records and this can be printed when requested. With your permission we can pay the hairdresser, chiropodist and for other sundries directly on your behalf while logging all activity in the ledger. Our accounts staff will notify you or your family when your funds are getting low so that it can be topped up. If you need to withdraw any cash from the safe you can do so during office hours.



Medication

The Home has a system for the control, supply, and administration of prescription and other medicines;

Resident's medicines are generally dispensed from a labelled individual boxes, bottles or tubes. All medication is in a locked medicine cabinet which is kept in a locked cupboard downstairs. The key to this cupboard is kept in a key safe. Medication is administered by trained care staff according to GP orders via our electronic medication system. It is the responsibility of the Medication Lead to ensure that all the medication is ordered and checked in when it is delivered. A resident wishing to self-administer their medication will be supported to do so subject to a risk assessment. When a resident moves into the Home it is preferable that they bring a full four weeks of medication with them. This can be requested from their GP and picked up from their pharmacy prior to the move in date. It is essential that families and visitors do not give residents additional medication or supplements even if they can be purchased over the counter, they could be harmful to the resident. Further information is in our Medication Policy.



Complaints

We encourage feedback, both positive and negative from residents and their families and other visitors. Minor concerns should be raised with the senior staff on duty or the Home Manager as soon as possible to allow them to rectify any issues swiftly.

We aim to deal quickly and effectively with any complaint raised.

Step 1

When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

Step 2

Staff will apologise for the fact that there was a need to complain in the first instance and explain the complaints process as described in the procedure steps.

Step 3

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged.

Step 4

Formal acknowledgement of all complaints received (whether verbal or written) will be sent within 3 working days to the complainant. This could be via letter or e-mail.

The acknowledgement will include;

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint
- How the investigation will be handled – the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 days. However, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation.

Step 5

Following a full investigation, a response letter will be sent and this will include the following:

- A summary of the issue from the complainant's point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described.
- A conclusion, stating clearly whether the issue is 'upheld', 'partially upheld' or 'not upheld', unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue.

Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction we will support the complainant to access further support from the;



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