



The New Careford Lodge Ltd
Church Street, Merriott, Somerset, TA16 5PR



Service User Guide

Careford Lodge Residential Home

**Church Street
Merriott
Somerset
TA16 5PR**

**Tel: 01460 75592
Email: carefordlodge@hotmail.co.uk**

WELCOME TO CAREFORD LODGE

On behalf of Careford Lodge and all our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and satisfied with us and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present and enhance your life in any way we can. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into Careford Lodge there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

Useful Contact Information

- The Registered Manager is Laura Zbijowski
- The person responsible for complaints or comments and suggestions is Laura Zbijowski
- The person responsible for Data Protection is Jason Chant
- The Nominated Individual for regulation is Lorraine Chant

About Careford Lodge

The Lodge has been known as Careford Lodge since 1997. Initially providing care for 8 residents, the home now accommodates and cares for 18 older adults.

Property Location

Directions by road. **From the A303** roundabout at Lopen Head take the exit marked for Merriott. Proceed along this road until you come into Merriott. On entering Merriott, take the first turning on your left into Church Street. Continue along Church Street, passing the church on your left until you see the Kings Head Public House which is also on your left. Our driveway is shared with Keyford House which is situated next door to the Kings Head Public House. Please drive into our car park at the top of this shared driveway. **From Crewkerne** - proceed out of Crewkerne along North Street. Turn left as you leave Crewkerne to take the sign posted route to Merriott. On entering Merriott, go straight across the first mini roundabout and then turn right at the second mini roundabout which takes you into Lower Street. Proceed along Lower Street and take the second turning on the left which takes you into Church Street. Just a short distance along Church Street you will see the Kings Head Public House on your right. Our driveway is shortly before the Kings Head Public House on your right and is sign posted Careford Lodge. Please drive to the top of this shared driveway where you will discover our car park.

What is this Service User Guide for

This guide is intended to give Service Users the information they need about Careford Lodge. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know.

PHILOSOPHY OF CARE

Careford Lodge offers tailored care and support to enable people to achieve their optimum state of health and well-being. We: -

- Uphold the human and citizenship rights of all who live, work and visit here.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right to independence of all Service Users.
- Recognise the individual uniqueness of Service Users, staff and visitors, and always treat them with dignity and respect.
- Always respect individual requirements for privacy and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programs of meaningful activity to satisfy that need for service users and staff.

We plan our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If you have any questions about these, or you feel that someone is not upholding them, please let the manager know.

Safe

Careford Lodge will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- Ensuring that our staff are well trained and skilled to provide the right care and support and can recognise signs of abuse and report them swiftly.
- Employing the right staff who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through their caregiving.
- Giving you the information you need to make informed choices and take informed risks. Staff at Careford Lodge understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and others.
- Keeping a clean environment free from hazards and keeping infection under control.
- Supporting you with any medication needs carefully to minimise the risk of errors.

Freedom from Discrimination

Careford Lodge has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of age, marital status, being pregnant or on maternity leave, disability, race, nationality, ethnic or national origin, religious beliefs or lack of religion/belief, sex, sexual orientation or social standing.

Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement. Each Service User is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

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The service we provide is effective because: -

- We will ask for your views and ideas on daily living arrangements and enable you to contribute to any proposed changes.
- We will consult you on your wishes and preferences and put this in your Care Plan. We will ensure that your personal care plan is updated at regular intervals when your Care Plan is reviewed and at any time your care needs and/or preferences change.
- We will ask for your informed consent to any changes to it in all decisions about your care.
- The principles of the Mental Capacity Act will be followed, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles.
- The New Careford Lodge Ltd has the skills to monitor the service and make changes when they are needed.
- Staff will work with other professionals to ensure that your care is joined up.

Caring

Careford Lodge provides a caring environment which supports a person-centered approach because:

- Staff will take an interest in what makes you, you; the things you want to share from memories, the things you like and don't like, current interests, wishes and new pursuits.
- Staff will treat you with dignity in the way they speak with you and the way they behave.
- We will assist you in continuing to use your skills and in pursuing your interests, as well as facilitating a varied range of new skills and interests to try if you would like.
- Staff will create a stimulating environment which enables you to be as active as you would like to be.
- We will uphold your right to privacy in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention.
- You will be supported to carry on relationships and have access to family, friends, facilities and the community.
- You will be supported to achieve as much independence as possible, emotionally, physically, intellectually and socially and without unreasonable restrictions.

Responsive

Careford Lodge will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- Care staff will ensure that they are up to date with what is in your Care Plans and make changes when they are needed.
- We will make information accessible and in a way that you can understand, both about your care (including medication) and the services being offered.
- We will make sure that you understand information and what is said, providing you with the support you need, and giving you the help that you require to make your voice heard.

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- Careford Lodge welcomes complaints, compliments and issues raised and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer.

Well Led

The New Careford Lodge Ltd is a well-led organisation, knowing its responsibilities and carrying them out.

- The management staff of Careford Lodge are both visible and approachable for Service Users and staff alike.
- When things go wrong, Careford Lodge and its management staff are honest with you and give solutions on how to put things right.
- We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to our Privacy Officer if you are concerned about your personal information.
- All information about Service Users is treated as confidential and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or the consent of your representatives.
- Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary.

Statement of Purpose

We have a Statement of Purpose which you can ask to see. Laura will be able to help you with this.

Our Staff

Within our service, we recognise that to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos.

Our Services

The regulated activity we offer is *Care home service without nursing*.

In addition, we offer the following services; all meals, refreshments, laundry, social activities and cleaning.

If there is a service you require that is not listed here, please do not hesitate to speak to the manager to see if it can be arranged.

The Services Offered by Others

Service Users can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of Careford Lodge. We will arrange for the Service User to have access to these services, which include:

- Hairdressing
- Chiropody
- Physiotherapy
- Opticians
- Dental services

They will state their costs and terms of business directly to the Service User. Service Users should normally receive and deal directly with payments to independent contractors but if this is not possible, Service Users are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

Your Visitors

- Visitors are very welcome to Careford Lodge at any time that is convenient for you. Principal carers and/or family and friends may telephone us or you at any time, day or night, to enquire about your wellbeing.
- We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way.
- Visitors are asked to sign in and out in the Visitor's Book to comply with health and safety requirements.
- We also request that all visitors comply with health and safety notices, the latest public guidance on the control of the spread of infection, do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge

Keeping Links with Friends, Family and the Community

- We will support you in keeping links with the community in a way that supports you and maintains your safety.
- We will help you to maintain your network of friends and family, and help you to visit shops and places of interest where possible.

Activities

- Careford Lodge actively promotes your normal social networks and social activities and support for access will always be available. The Home can facilitate the use of specialised equipment for help with sensory loss such as loss of sight and hearing.
- Each Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that we can ensure that these are a part of everyday life

Communications – How we will listen and share information

Resident and Family meetings

These monthly meetings provide a recognised forum for Service Users and principal family carers to talk and share their views. Participation in decision-making is encouraged and valued. Minutes of these meetings are recorded and cascaded to stakeholders.

News

- Special news, details of staff changes, changes in the organisation, minutes of the Service Users' meetings and advance notices of events are detailed in a monthly newsletter which is cascaded to stakeholders and posted on the public noticeboard.
- We will support Service Users and representatives with any information required in accessible formats and try to give messages verbally as well as in writing.

Telephones

- A telephone is available in your room for private use at any time.
- Any member of staff will help you to access the telephone if you need help.
- Service Users are also very welcome to use the telephone in the office – to do so please ask any member of staff.

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Mail

Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.

Internet

Careford Lodge has in place a broadband service and Wi-Fi is available. Please speak to Laura Zbijowski for Wi-Fi codes and any assistance you need with email addresses etc.

Call Bell System

- A call bell system call point is in your room and at appropriate points throughout the home, enabling you to always summon assistance from staff.
- You are also provided with a call pendant to use when moving around outside of your room.
- You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Privacy and Dignity

We will respect Service Users' privacy and dignity at all times. We will do this by making sure that:

- **Door Locks** - Service Users' personal rooms will have a lock fitted appropriate to needs, and you will be provided with a key unless your risk assessment shows that this is not possible and agreed by you.
- **A locked cabinet or a locked cash box** is available in your room.
- Giving you **privacy in bathrooms and toilets** as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment.
- Discussion of your affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private.
- We will make sure that you have somewhere private to have any important discussions.
- Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed.
- Records will be made available to your principal Care Worker and family only with your consent.

Service Users' Dignity

Your dignity is a matter of utmost importance to us, and all staff will have received training in this area.

- You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff.
- You are entitled to ask that your main carers use one name, and others use another name. The level of familiarity is within your control.
- In the absence of information, staff will address you formally, using your title and surname.
- Staff are trained to always support you with dignity and will ensure that support is given in a dignified way, whether you are alone or in company.
- Staff are trained to knock and wait for your invitation before entering the room.

Raising an Issue, making a Complaint and Giving Compliments

- We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide.
- No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue.
- We will support Service Users in making a complaint. If you require specific support, we will make this available to you.
- We encourage Service Users to make a complaint through the Complaints Procedure whenever they feel that this is necessary.
- We encourage Service Users to raise issues, however small they may seem, and whatever the impact. This can be done informally, or formally through the complaints process.

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- Complaints can be made by anyone. They are not restricted to Service Users. You can make a complaint to any of our staff but the person in charge of complaints is Laura Zbijowski.

Our Commitment:

- All complaints and issues will be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days.
- If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint, and you will be informed of what that action is.
- Service Users are entitled to involve an impartial third party in the complaints procedure if they wish.
- We will learn from complaints and issues and take action to rectify problems.

Service Users and their representatives may take their complaints to people in authority outside the home.

- For Service Users funded all or in part by Social Services or the Integrated Care Board, complaints, in the first instance, can be directed to them.
- For privately funded Service Users, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Director of Social Services: Somerset Council County Hall Taunton Somerset. TA1 4DY Tel: 0300 123 2224	Care Quality Commission: Care Quality Commission (CQC) National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne. NE1 4PA Tel: 03000 616161
Local Integrated Care Board: Somerset Clinical Commissioning Group Wynford House Lufton Way Yeovil Somerset. BA22 8HR. Tel. 01935 384000	The Local Government and Social Care Ombudsman: PO Box 4771 Coventry. CV4 0EH Tel: 0300 061 0614 Email: advice@lgo.org.uk Website: https://www.lgo.org.uk/

Advocates

All Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Laura Zbijowski will be happy to provide information on local advocacy groups and other support networks.

- Some of those Advocates currently known to us are: -

AGE UK Somerset

Tel: 01823 345613

Email: infoandadvice@ageuksomerset.org.uk

Care Aware

Tel: 0300 3033858

Email: enquiries@carewareias.co.uk

Website: www.careawareias.co.uk

Swan Advocacy

Tel: 03333 447928

Email: somerset@swanadvocy.org.uk

Arrangements for your Voting Rights

Can be made through the:

Somerset Council Electoral Services

County Hall
Taunton
Somerset
TA1 4DY

Tel. 0300 123 2224

Email. elections@somerset.gov.uk

Other Documents

You are invited to review the latest CQC inspection report for Careford Lodge, and the latest summary of Service Users' and Service Users families' views on the Services offered.

A copy of the full report can be found on the CQC Website: <https://www.cqc.org.uk/> and the overall ratings are published on the noticeboard in the home. Copies can be made available to you from the manager at any time.

Living at The New Careford Lodge Ltd

Trial Period

The first month of your stay will be on a trial basis, to ensure that you are happy that you have made the right decision. At the end of the month, we will talk with you and, if appropriate, your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you in that decision and help you to find other accommodation.

Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission. Should your preferred room become vacant later, it may be possible to relocate.

Should you require any treatment while you are in your bedroom, your privacy and dignity will be always respected. Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to visit you as soon as possible. We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'. In addition, you will be able to lock your room if you wish. Careford Lodge has a total of 18 ensuite rooms, two of which are suitable for shared occupation if preferred.

Admission

Our manager or senior member of staff will assess all Service Users prior to admission where possible. Once this assessment has taken place and all parties agree that Careford Lodge can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial Care Plan will also be agreed upon prior to admission and this will be reviewed and amended during the first week as needs and preferences become known. We recommend that all potential Service Users and representatives visit the home. Service Users are offered the opportunity to move in on a trial basis to assess the facilities and suitability before they, or their representative, make a decision to stay. A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission.

Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. We will support you in managing your own medication where possible with your General Practitioner's and Laura Zbijowski's agreement. If you can retain responsibility for your own medication management, we will provide you with a lockable cabinet in your room. Where necessary, following an assessment, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

Personal Care

Your personal care and health care are planned in consultation with you, with our staff members who will look after you, and with your relatives if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan, along with details of your personal choices regarding the normal activities of daily living. All Service Users are actively encouraged to become involved in the care planning process and will be consulted at each stage of the Care Plan. A copy of the Care Plan will be made available to you and/or your family/friend (with your consent), to seek your agreement for signature when a change or a review takes place.

Personal Preferences

At any time, you can discuss any personal preferences that you may have relating to your care, the gender of the person providing that care, your diet or social activities.

Personal Property

- Service Users are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and space are made available.
- In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of The New Careford Lodge Ltd that the Service User is responsible for keeping a record of their property if they wish and ensuring its safekeeping. The New Careford Lodge does not accept responsibility for lost or mislaid items.
- Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility.
- The New Careford Lodge Ltd insures Service Users' property to a total of 2,000 each. Any single items of value, or property which totals more than 2,000 should be insured by the Service User personally.

Key Workers

- For you to receive the best care, we have a Key Worker system. You will be allocated a Care Worker who will be your Key Worker for your needs.
- They will undertake to identify your needs with you and ensure that they can be met through a Care Plan to ensure that your health gains are maximised.
- The aim of the Key Worker system is to provide each Service User with an advocate within the staff team and develop a relationship between the Service User and staff based on trust and mutual respect.
- They will arrange meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your care programme.
- If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you.

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Hobbies, Interests and Activities

Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests, please let us know so that we can plan for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally, you are free to choose whether to join in or not. There are quiet corners in Careford Lodge where you can relax if you wish to be peaceful. In-house and external activities are arranged by the home's activity team. Such events enable residents to socialise if they wish and lead a fulfilled and enriched life. Residents are encouraged to contribute to the monthly newsletter with their poems, photos etc. and are actively encouraged to contribute their ideas and opinions as to how the home should be run to meet their expressed needs, preferences and wishes through residents' meetings. Activities might include painting, quizzing, gaming, singing, dancing, entertainers and trips out amongst others.

Religious observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private, communal or individual devotion on the premises and services are arranged within the home.

Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally wherever possible. We are happy to provide meals for visitors, subject to a small charge if reasonable notice is received.

At present, mealtimes are:

Early morning drinks	From 6am onwards or as requested
Breakfast	From 8.15am onwards or as requested
Tea & coffee	Between 10.30am and 11am or as requested
Lunch	12.30pm or as requested
Evening meal	From 5.30pm or as requested
Tea & coffee, & supper	From 8.30pm or as requested

Car Parking

Car Parking is available on site.

Smoking

In accordance with legislation, the home does not allow smoking inside of the home. Smoking is therefore not permitted anywhere on the premises other than in the designated staff area. Residents may smoke in the rear courtyard, away from the door and windows of residents rooms.

Fire Precautions

- The New Careford Lodge Ltd carries out a full fire risk assessment on its premises and procedures and takes steps to ensure that the risk of fire is minimised.
- There are sound practices in place to ensure that staff are well trained and to avoid fire risks, and steps are taken to ensure everyone's safety in the event of a fire.

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- Careford Lodge is subject to inspection by the Fire Brigade as well as conducting our own fire safety surveys and assessments through a third party company, and there is an addressable fire alarm system installed.
- If you become aware of any potential fire risk, please immediately inform a member of staff.

Services Available

Shopping

- Should you wish to go shopping, your Key Worker or our activities organiser will try to make arrangements for you.

Transport

- Our policy is that all Service Users will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by Careford Lodge if needed/requested, subject to the published charge being paid.
- Taxis will be arranged (charged to the Service User at the full cost), if necessary, for relevant appointments where other arrangements cannot be made, and properly adapted coaches for disabled Service Users will be hired for outings where possible.
- All Service Users will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Service User in retaining their independence.

Keeping Pets

- Wherever possible, the keeping of pets will be encouraged because of their beneficial and positive influence on Service Users' lives. We also have regular visits from the (well behaved) pets of Service Users and relatives, and therapy animals.

Medical Services

- You are encouraged to keep your own GP, who may attend to you when requested. However, if your GP cannot attend to you in the home, or you wish to change GP, we will help to register you with the appropriate servicing surgery.

Visiting Physiotherapist can be Arranged

The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Service Users.

A Visiting Chiropodist can be Arranged

The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Service Users.

Dentist or Optician

You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their Practices. Again, they will charge the Service User as appropriate.

Community Nurse and Community Services

If you are assessed as “residential”, you can have visits from the Community Nurse. There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled.

Personal Development

Careford Lodge will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests.

Fees

You will be given a Service User Contract on admission. In brief, the arrangements on fees are:

- If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should plan for regular payments to be made to the home, on month in advance on the 1st of each month, for example, by setting up a standing order. Fees are proportionately refundable on discharge
- Privately funded Service Users whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level to ensure both continued payment of fees, and preservation of capital
- If you are supported by a Social Services Department or another public body, then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to the home. Your benefits will be paid into your bank account or that of your representative, and the portion due to The New Careford Lodge Ltd must be paid to The New Careford Lodge Ltd regularly.

Other Charges

Where the home supplies items such as toiletries for purchase by Service Users, payment should, if possible, be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Service User and an invoice raised. Service users are required to pay for ancillary services from their own funds, e.g. newspapers, hairdressing, toiletries, chiropody treatment etc. An account will be kept and invoiced monthly in arrears at the cost to the Provider or if preferred, relatives can leave a small float of cash with the home, and a statement of payments made will be kept and can viewed at any time by request. Service Users are encouraged to hold only a small nominal amount of cash with them e.g. £20, and to keep this safely locked in the facilities provided.

Elections

You are fully entitled to vote in all local and national elections while you are a Service User in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote.

Electrical Safety

All electrical equipment brought into the home on or after admission must be presented to the home manager before use, for its safety to be checked.

Risk and Hazard

- We encourage Service Users to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations, we request that Service Users ask for food to be appropriately stored, such as in a refrigerator
- Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

Service User's Checklist

The following checklist is meant as a guide to help with your requirements in the home:

- **Clothes (as a minimum):**
 - 3 sets of day clothes.
 - 7 sets of underwear.
 - 3 sets of pyjamas or nightdresses.
 - Dressing gown and slippers.
 - Shoes and appropriate hosiery.
 - Where possible, we would ask you to please see that the items are clearly and permanently marked with your name to help staff return them to you from the laundry.
 - We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for handwashing is limited. We will be happy to arrange for your clothing to be collected for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.
- **Toiletries:**
 - Toothbrush, toothpaste/denture cleaner
 - Soap, face flannel
 - Shaving material

It is important that you bring with you any items such as: -

- Spectacles
- Magnifying glass
- Hearing aid
- Walking stick
- Writing materials, stamps
- Radio/TV.
- Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

Inappropriate Behaviour

Inappropriate behaviour is the systematic maltreatment or physical, sexual, emotional or financial abuse of one person by another. The New Careford Lodge Ltd is committed to preventing inappropriate behaviour and if a Service User, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure. Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Fire Safety

We ask for your cooperation in paying attention to fire safety and fire prevention. The following points should be observed:

- Please abide by the smoking rules; smoking is only allowed in the designated smoking areas.
- Please do not store possessions next to a source of heat.
- Please turn off your electrical equipment when you have finished with it.
- Make sure that you have all your personal electrical equipment checked by our maintenance engineer before you use it in the home.
- When you are leaving the home, please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises.
- Please ask your visitors to sign our Visitor's Book, so that staff are aware of who is on the premises.

Quality Assurance

Our home is registered and inspected by the CQC. This involves unannounced inspections, and we always receive a report following these.

The following are examples of other professionals who may also inspect us: -

- Somerset Council placement officers or care managers and Environmental Health
- Pharmacist
- Fire Service
- Health and Safety Executive
- Senior managers of the company

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about Careford Lodge or the care you are receiving.