

JANITH HOMES LTD

SERVICE USER GUIDE

Janith Homes Ltd is an established residential care provider with five homes in the North Norfolk area. The company was founded in 1978 by the present proprietor's parents. Day service facilities are provided by Barrington Farm within the care package to meet individual's individual needs and aspirations. These needs and realistic goals are identified through "person centred care plans". The aims and objectives of the group of homes are to facilitate people with learning difficulties to lead a fulfilled life with dignity, purpose and opportunity. We support integration into the community to access the social, development and working opportunities available. The company's head office is The Rookery, Walcott, Norfolk, NR12 0PF; please view our website on www.janithhomes.org

Cypress Lodge

Cypress Lodge is a registered residential care home for 6 adults with learning difficulties, operated by Janith Homes Ltd, a private provider. The Registered Manager is Jane Pearse who holds NVQ Level 3 and The Registered Managers Award. Our staff attend training, both in-house and externally from accredited trainers, to acquire skills to meet the needs of individuals, current regulations and personal development. Care staff are supported to achieve NVQ/ HSC awards.

Cypress Lodge is set in the beautiful Broads village of Potter Heigham and has a local bus route to Great Yarmouth and Norwich. The house is only a very short walk to the local Broad, shops and picturesque boatyards. Service users have access to a fleet of company vehicles for transport to local facilities and the wider community. The accommodation meets the *Health and Social Care Act 2008* and is of a high standard.

The Home also benefits from a care package including day service provision from Barrington Farm as well as opportunities in local colleges and adult education services.

The home assists people who use our service to be supported in living their lives as independently as possible and choice, opinion and achievement of personal goals are promoted and encouraged.

Aims of Cypress Lodge

Cypress Lodge aims to provide the highest standard of accommodation and care. Staff are trained to encourage and support service users to reach their personal potential and lead a fulfilled life with dignity, purpose and opportunity. We support integration into the community to access the social, educational and working opportunities available.

These needs and realistic goals are identified through "person centred care plans". service users participate in writing their own care plan and choosing a Keyworker to take a more personal approach to their individual requirements

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and staff are trained and supervised to enable positive outcomes for the people who use our service.

Summary of Statement of Purpose

The Statement of Purpose sets out the following information:-

- Aims and Objectives
- Philosophy of Care
- Details of Homes Owner and Manager
- Home Organisation and Structure
- Staff Training
- Accommodation
- Admission details
- Fee Information
- Information on Privacy and Dignity, Smoking and Alcohol, Religion, Contact with Family and Friends
- Fire Safety
- Care Planning and Reviews
- Therapeutic and Social Activities
- Leaving or Temporarily Vacating
- Monitoring Quality
- Information on Meals and Medication, Telephone and Pets

Who lives at Cypress Lodge?

People who have learning difficulties are service users of Cypress Lodge, some people have complex needs and we provide a high level of staff support. A percentage of people have sensory impairments that require specialist communication skills. We facilitate a high level of independence at Cypress Lodge. The people who live here are encouraged to take an active part in the day to day running of their home and other facilities which gives a real feeling of community. We value each and every individual who comes to live in one of our care homes and becomes part of the community.

What happens when someone would like to live in one of our homes?

When we have an enquiry and have been given sufficient information about you we will start an assessment process. This will include the applicant's suitability and motivation for the level of care we provide and our ability to meet their care requirements. We discuss our philosophy and aims and objectives with the potential service user, their relatives and or representatives. From this initial assessment we can begin to formulate an individual plan of care and proceed through the various stages to ensure a smooth transition and a clear understanding of care needs can be established and agreed on.

We will arrange to visit you where you are living if this is appropriate and as part of the process we may invite you to visit us for a day to get the feel of the place and meet the people you would be living with. This invitation can be

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repeated and incorporate overnight stays until such time as all parties are absolutely sure you have chosen the right home.

This process also enables us to gather information and put together a programme for you including a Care Plan which needs your agreement that is recorded in writing. Fees would be assessed according to your individual needs. Fees range from £772 to £3000 per week. An individual fee would be structured in accordance with care requirements and contractual agreement. The next stage would be to offer a trial period of three months.

Conditions of trial period and full residency

Your room is for single occupancy, during any period of your care twenty eight days notice is required to terminate the contract between us and/or your care purchaser. Included in the fee for your residential care are; a fully furnished bedroom, full board, day service provision and ordinary laundry services.

A completed residential application form is required and acceptance of the home's 'Terms of Residency'.

What is not included; hairdressing, newspapers, satellite, dry-cleaning, staffing and transport for requested leisure outings, personal toiletries, clothing and leisure items.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

- 1 The type of facility required, and
- 2 The individual assessed needs of the service user
- 3 Management of behavioural difficulties
4. Staffing requirements
5. A banding scheme is in operation to enable broader changes in individuals care needs to be accommodated.
6. Level of access contracted for day provision.

Depending on the personal financial situation, a service user can either pay the fees privately or these may be paid by a placing authority. In this instance social security benefits would normally form part of the fee payment with the exception of personal allowances.

Fees – What is included

1. Fully trained staff in 24 hour attendance
2. Good Home Cooking
3. Provision for Special Diets
4. Laundry Service

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5. Call System
6. Full Central Heating
7. Personal care
8. Managing challenging behaviour
9. Full board accommodation
10. Access and support to education room/library with touch screen computer
11. Person centred care programme
12. Person centred risk assessments
13. Access to health and fitness advice by qualified instructor
14. Access with staffing to primary NHS health care, i.e. doctor, optician, chiropodist
15. Access with staffing to NHS Psychiatrist if appropriate.
16. Access to communication coordinator
17. Access to Speech and language skills, according to ability.
18. Access to extensive grounds incorporating small working farm.
19. Live music and entertainment on site.

Fees – What is not included

1. Dry cleaning
2. Hairdresser
3. Private telephone installation and calls
4. All personal items, i.e. personal T V licence and T V rental, satellite, Video, DVD or music systems
5. Transport for requested outings*
6. Staffing for requested outings*
7. Personal clothing, toiletries, leisure items, i.e. books, CD's, magazines etc.
8. Unless contracted, day service provision

*These additional charges will be shared with number of people taking part in outings etc

Cypress Lodge Accommodation

The Georgian house situated in the Village of Potter Heigham on the Norfolk Broads and is registered for six adult Service users with learning difficulties. The house retains many of its original features though tasteful updating offers comfortable spacious accommodation, which complies with the Care *Health and Social Care Act 2008*. The home benefits from private gardens, patio area, summerhouse and fish pond. Service users take an active part in the running of this house and its gardens and looking after the fish and pond. Potter Heigham is a popular village on the picturesque river Thurne offering a variety of shops, pubs and cafés.

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BEDROOMS

ROOM	SQUARE AREA(m)	BATHROOM
1	13.25	Not shared
2	25.78	En-suite
3	12.71	En-suite
4	12.16	En-suite
6	17.60	Not shared

COMMUNAL ROOMS

ROOM	SQUARE AREA (m)
LOUNGE	22.31
DINING/COMPUTER ROOM	28.66
KITCHEN/ DINER	22.31

Support and Facilities

The home employs 1 Registered Manager and 3 Carers. The homes staff receive support from the General Manager, 4 office and two maintenance staff based at Head Office. The staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in critical subjects. All new care staff immediately commence a Common Induction Standards, and the home aims for all Carers to hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification. The home also sends staff on external training courses for such topics as Food Hygiene, Moving and Handling, First Aid, Medication Practice, epilepsy and many others. The home also has a BILD qualified instructor in 'non crisis intervention' training and qualified, accredited trainers in Manual Handling, Safeguarding Adults and Food Hygiene'.

Bedrooms:

The home has 6 bedrooms, all single rooms most with en-suite facilities. Each service user has complete choice in how they would like their bedroom decorated and choose their own bedroom furniture.

Social Rooms:

There is a large communal lounge/television room, spacious dining room with access to a computer and an open plan kitchen with tables and seating in the house. In accordance with regulations smoking is permitted in designated areas only.

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Day Service facilities are available at Barrington Farm which is about ten miles away on the coast. The Day Services include the Art Centre, for all types of creative art work, a small working rare breed's farm, a recreation area for fitness, dance, a Café and a games room. The recreation area converts into a Cinema with a large screen and a selection of videos and DVD's. The Gym is used weekly to hold a music evening and for many other functions. There is also a learning room which allows all service users to access on site adult education suitable for their individual needs. The service users regularly attend speech and language therapy in the education room with a communications specialist if required. To allow the staff to communicate well with service users with hearing and speech difficulties all our staff are trained to sign. Staff are also invited to attend communications courses for Sign-along.

External facilities:

The Day Services has a small, rare breed's farm accessible by all people who use the service and many of our service users enjoy working and helping on the farm. There are extensive grounds and gardens including many seating areas, woods, formal gardens and a small lake. The people who live at Cypress Lodge have access to very many outside interests in the wider community.

Complaints

At anytime you can with confidence make a complaint. Jane Pearse, Martin Bastow or Linda Jenkins will try to resolve any concerns you may have and take you through the complaints procedure. You can also make your complaint to;

Hilda Stephenson
Care Quality Commission Eastern,
Citygate,
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel 03000 616161

Other local contacts you may find useful are;

North Norfolk Learning Difficulties Team
Blickling Hall
West Wing
Blickling
NR11 6NF
01263 835200

INSPECTION REPORTS ARE AVAILABLE ON REQUEST.

APPENDIX A

Contract of Residence

THIS AGREEMENT Is between Janith Homes Ltd

And “**THE SERVICE USER**”: ...

Our Aim is to provide a long term care home for adults with learning difficulties within a safe stimulating environment with 24 hour care, three meals daily and access to snacks and beverages.

Accommodation

- 1 Fully furnished rooms, single or double with en-suite facilities where appropriate or access to bathrooms.
- 2 Communal areas for relaxation and recreation. Extensive beautiful gardens. Access to working farm and its animals.
- 3 We do not have house rules but to provide a harmonious life for everyone we request people who use our service do not disturb or harm other people or their property.
- 4 Individual's rights including privacy are to be respected.
- 5 The home follows a procedure (which can be seen) for staff when faced with behaviour that challenges the service.
- 6 Personal belongings and furniture will be accommodated wherever possible.
- 7 For everyone's comfort and to comply with legislation there are designated smoking areas.
- 8 Visitors are welcome - prior notice appreciated to avoid disappointment during the day. For evening and night visits we would ask for notice.

General

Residence and Payment of Fees

- 1 Fees range from £772 to £3,000 per week depending on individual needs. Individual fee applied as per contractual agreement.
- 2 Personal monies as deemed by Department of Social Security.
- 3 Upon payment of the weekly charge (see clause 1 below) the Proprietors undertake to provide accommodation, food, light, heat, laundry and all necessary personal care as would normally be required by a service user in a Care Home.
- 4 The weekly charge shall be paid two weeks in advance and two weeks in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 3 above. The weekly charge shall remain unchanged unless three months written notice is given by the Proprietors or this Agreement is jointly amended by all the parties to this agreement.
- 5 The proprietors undertake to maintain a standard of care as required by the Health and Social Care Act 2008. If an occasion should occur where a complaint or query arise the person using our service is referred to the

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Home's written procedure for dealing with complaints. The Proprietors will be pleased to help in every way possible; if the complaint is not resolved the individual may wish to refer to Care Quality Commission, the registration authority whose address is on the complaints procedure.

- 6 This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the service user leave the Home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.
- 7 The first three months of admission shall be regarded as a trial period for the benefit of the service user and the Proprietors.
- 8 The Home will be the abode of the service user. Should a person who uses our service at any time require hospital treatment, the Proprietors will retain the accommodation for four weeks at full fee, after which time we will negotiate the current fee, unless two weeks notice of termination of contract is given by either party to the other.
- 9 In the event of death, any fees outstanding for the service user will be charged to the Authority responsible for their placement or to their estate. Third parties who agree to meet service user's fees in whole or in part must sign below to this effect before the said person becomes a service user.
- 10 The Proprietors may give notice, as outlined in clause 6 above, requiring the service user to leave the Home under the following circumstances.
 - a) Non payment of fees.
 - b) If, having consulted the individual and taken advice from the appropriate members of the primary health care team, e.g. general practitioner, community nurse or social worker, concerning the present and future care needs of the individual, the Proprietors are no longer able to meet the service user's needs.
 - c) Any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the Home or welfare of other people who use our services.
- 11 Fees will be reviewed from time to time as determined by the Proprietors. Any increase in the fee will be as a result of inflation, for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements

- 1 The service user shall from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription) hairdresser, newspapers, clothing, toilet requisites and other items of a luxury or personal nature. Transport for requested outings by Company vehicle is charged @ 53p per mile and £7 per hour staffing to be shared by occupants.
- 2 Service users will be required, before taking up residence, to provide information to the Proprietors on the state of their health, any treatment required and the name of their medical advisor.
- 3 The Individual or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense all the Individuals prescribed medications. If a person who uses our service elects to retain

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and administer his or her own medication this will be subject to a risk assessment and the provision of a locked cabinet by the home.

Personal Effects and Personal Mobility

- 1 People who use the service are free to journey out alone as per the agreed care plan and will be accompanied by staff as deemed necessary.
- 2 All electrical items brought by individuals on admission or during occupation of the Home shall be first inspected as to their safety by the Proprietors before their use.
- 3 At the discretion of the Proprietors items of furniture may be brought in by the service user subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the service user's responsibility or that of their Executors.

Insurance

- 1 The Home is insured at the rate of £ 1,000 per person with £150 excess for valuable effects left in the individuals' room. The insurance cover does not extend to the individuals cash securities and monies so the home has a system of encouraging and supporting service users to use banking facilities.
- 2 All valuable assets must be declared to the Proprietors upon admission for insurance purposes. Safekeeping can be arranged by the Proprietors.

In the Event of an Emergency

- a) The service user is asked to supply the following information to assist the proprietors in the event of an emergency or termination of accommodation:
Name, address, and telephone number of next of kin.
- b) Any social or cultural traditions that the service user requires to be kept and any particular wishes of the service user concerning funeral arrangements.

Status of the Home

Cypress Lodge is a Residential Care Home and is registered as such by the Care Quality Commission. It is not a nursing home.

SIGNED
For and behalf of Janith Homes Ltd

DATE

SIGNED
The Service user

DATE