

JANITH HOMES LTD

SERVICE USER GUIDE

Janith Homes Ltd is an established Residential care provider with five homes in the North Norfolk area. Janith Homes Ltd 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 needs and aspirations; this facility is approximately 4 miles away. These needs and realistic goals are identified through "person centred care plans". The aims and objectives of the homes are to facilitate people with learning difficulties to lead fulfilled lives with dignity, purpose and opportunity. We support integration into the community for social, development and working opportunities.

The company's head office is The Rookery, Walcott, Norfolk, NR12 0PF; please view our website on www.janithhomes.org

Hall Farm Cottage

Hall Farm Cottage is a registered care home for 3 adults with learning difficulties, operated by Janith Homes Ltd, a private provider, which has five registered homes in total. The Registered Manager is Delyth Spring who holds Registered Managers Award, NVQ 4 Care award. Janith Homes' staff attend training, both in house and externally from accredited trainers, to acquire the skills to meet the needs of service users, current regulations and personal development. Care staff are supported to achieve NVQ / HSC awards.

Hall Farm Cottage is in a picturesque setting within the rural and coastal village of Bacton. The property is an attractive character flint cottage offering spacious accommodation which complies with the *Health and Social Care Act 2008*. The home benefits from private and attractive well maintained gardens, patio area, summer house and many other interesting features including a vegetable garden. The service users take an active part in the day to day running of the home and its gardens. The cottage is a short walk to the heart of the village and beach which offers shops, amusements, cafe's and public houses. The village is supported by bus routes to the local towns of North Walsham and Stalham and the service users have access to company vehicles for transport to local facilities and the wider community.

Hall Farm Cottage also benefits from a care package which includes day service provision at Barrington Farm as well as opportunities in local colleges and adult education services.

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

Aims of Hall Farm Cottage

Hall Farm Cottage 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 encourage integration into the community to access the social, educational and working opportunities available.

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These needs and realistic goals are identified through “person centred care plans”. Service users participate in their person centred care plan and choosing a Keyworker to take a more personal approach to their individual requirements and staff are trained and supervised to enable positive outcomes for everyone who uses 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 Hall Farm Cottage

At the moment the service users of Hall Farm Cottage are men; they have different levels of learning abilities. The Cottage has first floor bedrooms. Facilities available within the house and grounds are lounge, dining room/computer room and kitchen/diner. Day Service facilities have an education room offering a wide range of learning and therapies, including speech therapy and specialised adult education programmes, treatment room, and dining rooms. The renowned art barn, cinema, disco, keep fit, café bar and rare breed's farm are part of Barrington Farm day services. The people who live at Hall Farm Cottage are supported to take an active part in the day to day running of the care home and other facilities which gives a real feeling of community.

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

We value each and every individual who lives in one of our care homes and becomes part of the community.

When we have an enquiry and have been given sufficient information about you we will start an assessment process. This will include your suitability and motivation for the level of care we provide and our ability to meet your care requirements. We discuss our philosophy and aims and objectives with you, your relatives and/or representatives. From

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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 that 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 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 through discussion with you to put together a program including a written Care Plan. Fees would be assessed according to your individual needs. Fees range from £772 to £3,000 per week. An individual fee would be structured in accordance with your 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 service user 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
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. Speech and language skills, according to ability.
18. Access to extensive grounds incorporating small working farm.
19. Live music and entertainment on adjacent site

Fees – What is not included

20. Dry cleaning
21. Hairdresser
22. Private phone installation and calls
23. All personal items, i.e. personal T V licence and T V rental, satellite, video, DVD or music systems
24. Transport for requested outings*
25. Staffing for requested outings*
26. Personal clothing, dry cleaning services, toiletries, leisure items, i.e. books, cassettes, magazines etc.
27. Unless contracted, day service provision.

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

Hall Farm Cottage Accommodation

1. Fully furnished single rooms with access to bathrooms.
2. Communal areas for relaxation and recreation.
3. Attractive, spacious and well maintained gardens.
4. Day facilities off site at Barrington Farm with access to the working farm and its animals, extensive garden and grounds, Art Barn and many other facilities.

ROOM SIZES

Bedrooms

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Rooms	Width	Length	Square Area	Bathrooms
Bedroom 1	3.95	3.25	12.83m ²	Shared by 2
Bedroom 2	3.24	3.88	12.57 m ²	Shared by 2
Bedroom 3	3.24	3.88	12.57 m ²	Shared by 2

Communal areas

Room	Width	Length	Square Area
Lounge	3.90	3.50	13.65 m ²
Kitchen/Diner	3.5	3.30	11.55 m ²

Support and Facilities

The home employs 1 Care Manager and 3 Support Workers. The homes staff receive support from the Company's General Manager, 4 office and 2 maintenance staff based at Head Office. The homes 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 staff immediately commence a Common Induction Standards and the home aims for all Support Workers 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, First Aid, Medication Practice, Epilepsy, Infection Control and many others. The home also has BILD qualified instructor in 'non crisis intervention' training and a fully qualified trainer in Safeguarding Adults, Food Hygiene and Manual and Patient Handling.

Bedrooms:

The home has 3 bedrooms, all single rooms. Each service user has complete choice in how they would like their bedroom decorated and chooses their own bedroom furniture.

Social Rooms:

There is a large communal lounge/television room in the cottage and access to a computer. In accordance with regulations smoking is permitted in designated areas only.

Day Service facilities are at Barrington Farm which is a distance of approximately 2/3 miles away. The Day Services include an Art Barn, for all types of art work including textiles and pottery, a recreation area for keep-fit, 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 once a week 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 can access speech and language therapy in the education room with a communications specialist. To allow the staff to communicate well with service users with hearing and speech difficulties, staff are trained to sign. Staff are also invited to attend communications courses for Sign-along.

External facilities:

Hall Farm Cottage has a beautiful well kept garden with an attractive summer house. The gardens are well stocked with flowers and shrubs and a vegetable garden.

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The people who live at Hall Farm Cottage have access to very many outside interests in the wider community and enjoy shopping trips, cinema, bowling, swimming, horse riding and many other activities.

Day Services has a small, rare breed farm accessible by all service users, many of whom enjoy working and helping on the farm, learning animal husbandry skills. There are extensive grounds and gardens including many seating areas, woods, formal gardens and a small lake.

Complaints

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

Jan Fooks-Bale
Care Quality Commission Eastern,
Citygate, Fulbourn,
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
Tel: 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.

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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. Day facilities on site.
4. We do not have house rules but to provide a harmonious life for everyone we request service users do not disturb or harm other people or their property.
5. Service user's rights including privacy are to be respected.
6. The home follows a procedure (which can be seen) for staff when faced with challenging behaviour
7. Personal belongings and furniture will be accommodated wherever possible.
8. For everyone's comfort and to comply with legislation there are designated smoking areas.
9. 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 Residential Fees

1. Fees range from £772 to £3,000 per week depending on individual needs, individual fee as per contractual agreement.
2. Any placing Authority may be funding in part or whole the provision of accommodation.
3. Personal monies as deemed by Department of Social Security.
4. 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 of a Residential Care Home.
5. 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 4 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 parties to this agreement.
6. The proprietors undertake to maintain a standard of care as required by the Health & Social Care Act 2008 and the registration authority. If an occasion should occur where a complaint or query arises the service user is referred to the 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 service user may wish to refer to Care Quality Commission, the registration authority whose address is on the complaints procedure.
7. 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.
8. The first three months of admission shall be regarded as a trial period for the benefit of the Service user and the Proprietors.
9. The Home will be the abode of the Service user. Should a Service user at any time require hospital treatment, the Proprietors will retain the accommodation for four

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- weeks at full fee, after which time we will negotiate current fee, unless two weeks notice of termination of contract is given by either party to the other.
10. In the event of death, any fees outstanding for Service users 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.
 11. The Proprietors may give notice, as outlined in clause 7 above, requiring the Service user to leave the Home under the following circumstances:
 - a) Non payment of fees
 - b) If, having consulted the Service user 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 Service user, 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 Service users.
 12. 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.

Insurance

- 1 The Home is insured at the rate of £1,000 per person with £150 excess for valuable effects left in the Service user's room. The insurance cover does not extend to the Service users 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

The Service user is asked to supply the following information to assist the proprietors in the event of an emergency or termination of accommodation:

- a) Name, address, and telephone number of next of kin.
- b) Any social or cultural traditions that the Service user requires to be kept
- c) Any particular wishes of the Service user concerning funeral arrangements.

Status of the Home

Hall Farm Cottage is a Residential Care Home is registered as such by the Care Quality Commission. It is not a nursing home.

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SIGNED
For and behalf of Janith Homes Ltd

DATE

SIGNED
The Service user

DATE