

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, adjacent to The Rookery, 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

St. Brannocks

St. Brannocks is an Edwardian house situated in the coastal town of Mundesley and is registered for eight adult individuals with learning difficulties. The Manager is Angela Marlow who holds NVQ level 3 in Direct Care and the Registered Managers Award level 4. The Care staff are also supported to work towards NVQ/HSC awards. Janith Homes' staff attend training, both in house and externally from accredited trainers, to acquire skills in order to meet the needs of clients, regulations and personal development.

All accommodation complies with the *Health and Social Care Act 2008*. The house retains many of its original features and with tasteful updating offers comfortable spacious accommodation. The home benefits from private gardens, patio area, vegetable plot and fishpond. The people who use our service take an active part in the day to day running of the home and its gardens.

Mundesley is a popular holiday town offering a variety of shops, public houses, café's, hotels, post office, library, medical centre, pharmacist and blue flag award beaches. It is on a well served bus route to Cromer (famous for it's crabs) and the market town of North Walsham. The service users also have access to company vehicles for transport to day services, local facilities and the wider community.

St. Brannocks 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 service users 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 St Brannocks

St Brannocks 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 choosing a Keyworker to take a more personal approach to

their individual requirements and staff are trained and supervised to enable positive outcomes for our service users.

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 St Brannocks

People who have learning difficulties are service users of St Brannocks. The property offers single accommodation, some with en-suite facilities and one self contained studio apartment. Individuals are encouraged to take an active part in the day to day running of their home and access the facilities within Mundesley 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 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 repeated and incorporate overnight stays until such time as all parties are absolutely sure you have chosen the right home for you.

This process also enables us to gather information and put together a programme for you including a Care Plan which needs your agreement and is all 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 individual
- 3 Management of behavioural difficulties
4. Staffing requirements
5. A banding scheme is in operation to enable broader changes in clients 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, chiroprapist
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 at Barrington Day Service Centre.

Fees – What is not included

20. Dry cleaning
21. Hairdresser
22. Private telephone 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, toiletries, leisure items, i.e. books, CD's, magazines etc.
27. Unless contracted, day service provision

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

St Brannoeks Accommodation

The house has both ground floor and first floor bedrooms; some are en suite. There is also a purpose built studio apartment with en-suite bathroom facilities. The facilities available at the home are lounge, kitchen, dining room/computer room and spacious grounds with a pond.

- 1 Fully furnished single rooms with some en-suite facilities and a studio apartment.
- 2 Communal areas for relaxation and recreation.
- 3 Well maintained and attractive 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

Room	Length	Width	Square Area	Bathrooms
Dining room	4.6	6.1	28.06m ²	
Lounge	4.0	6.0	24.0 m ²	
Bedroom 1	4.35	6.00	25.8 m ²	En-suite
Bedroom 2 (own sink)	3.5	5.00	17.5 m ²	En-suite
Bedroom 3 (own sink)	3.7	2.7	10.0 m ²	Shared 2
Bedroom 4 (own sink)	3.7	3.25	12.02 m ²	Shared 2

Bedroom 5 (own sink)	2.4	4.00	9.6 m ²	Shared 2
Bedroom 6 (own sink)	3.9	3.8	14.8 m ²	Shared 1
Bedroom 7 (own sink)	4.85	3.8	18.4 m ²	Shared 1
Bedroom 8 (Flat) L shaped			35.8 m ²	En-suite

Support and Facilities

The home employs 1 Registered Manager and 3 Support Workers. The homes staff receive support from the Company's General Manager, four office and two maintenance staff based at the 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 First Aid, Medication Practice, Epilepsy and many others. The company also has a BILD qualified instructor in 'non crisis intervention' training and fully accredited trainers for Protection of Vulnerable Adults Manual and People Handling and Food Hygiene.

Bedrooms:

The home has 7 bedrooms, all single rooms and some with en-suite facilities and one self-contained studio apartment. 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 and a dining room in the home with access to a computer. In accordance with regulations smoking is permitted in designated areas only. Day Service facilities are located at Barrington Farm which is approximately four miles away at Walcott. The Day Services include a renowned Art Centre, for all types of art work including textiles and pottery and a Recreation Area for keep-fit, 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, through day services, adult education suitable for their individual needs. The service users regularly attend 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 our staff are trained to sign. Staff are also invited to attend communications courses for Sign-along.

External facilities:

St. Brannocks has well maintained, attractive private gardens to the rear of the home and recently landscaped front garden and parking area. The Day Service provision has a small, rare breed farm accessible by all service users and many of our service users 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. The people who live at St Brannocks have access to very many outside interests in the wider community.

Complaints

At anytime while you are living at St Brannocks you can with confidence make a complaint. Angela Marlow, 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,
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
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 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 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.

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 Service user or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense all the Service users prescribed medications. If a Service user elects to retain 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. Service users 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 Service users 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.

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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.
- c) Any particular wishes of the Service user concerning funeral arrangements.

Status of the Home

St Brannocks Residential Care Home 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