

## 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](http://www.janithhomes.org)

### The Rookery

The Rookery is a registered residential care home for 30 adults with learning difficulties, operated by Janith Homes Ltd, a private provider. The Registered Manager is Delyth Spring who holds Registered Managers Award, NVQ 4 Care award. Janith Homes' staff attend training, both externally and in-house from accredited trainers, to acquire skills to meet the needs of clients, current regulations and personal development. Care staff are supported to achieve NVQ / HSC awards.

The Rookery is an 18<sup>th</sup> century manor farm house and has extended within the grounds to provide six independent self contained cottages. The bedrooms provide single and some twin accommodation. The accommodation meets the *Health and Social Care Act 2008* and is of a high standard.

The Rookery is set in 25 acres of grounds, including extensive beautiful mature gardens in the coastal village of Walcott. The Rookery is a ten minute walk from the sandy beaches and on a bus route to the market towns of North Walsham and Stalham. Service users have access to a fleet of company vehicles for transport to local facilities and the wider community.

The site encompasses a small rare breed's farm, renowned art centre, café and complex available within the day service provision of Barrington Farm.

### Aims of the Rookery

The Rookery aims to provide the highest standard of accommodation and care. Staff are trained to encourage and support Individuals 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.

These needs and realistic goals are identified through "person centred care plans". Service users participate in their 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 the people that 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, Alcohol, Religion and 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 The Rookery?**

People who have learning difficulties are service users at The Rookery. Some people have very complex needs and we provide a high level of staff support. A percentage of people have sensory impairments that require specialist communication skills. Some of the service users have made their home at the Rookery since it opened in 1978.

Accommodation is offered to less able individuals in the manor house, the purpose built cottages and converted farm buildings provide supported living for our more independent individuals. The people who live at the Rookery 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.

## **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 this initial assessment we can begin to formulate an individual plan of care and proceed

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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 service user care are; a fully furnished bedroom, full board, day service provision and ordinary laundry services.

A completed service user 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 client
- 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 your personal financial situation, you 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**

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Call System
- Full Central Heating
- Personal care
- Managing challenging behaviour
- Full board accommodation
- Access and support to Education room/library with touch screen computer
- Person centred care programme
- Person centred risk assessments
- Access to health and fitness advice by qualified instructor
- Access with staffing to primary NHS health care, i.e. doctor, optician, chiropodist
- Access with staffing to NHS Psychiatrist if appropriate.
- Access to communication coordinator
- Speech and language skills, according to ability.
- Access to extensive grounds incorporating small working farm.
- Live music and entertainment on site

## **Fees – What is not included**

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

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

## **The Rookery Accommodation**

The manor house has both ground floor and first floor bedrooms; there are 13 single room accommodation and one twin room with some en-suite facilities. The Rookery provides many facilities including a games room, television lounge, learning room, treatment room and dining room.

We are currently installing a lift to ensure all the people who use out service can access the first floor. There are six individual self contained cottages on site with single room accommodation and en-suite facilities.

- 1 Fully furnished rooms, single or double with en-suite facilities where appropriate or access to bathrooms.
- 2 Communal areas for relaxation and recreation.
- 3 Day facilities on site.
- 4 We have very extensive gardens and grounds.
- 5 Access to working farm and its animals.

### **ROOM SIZES**

#### **Main House**

Room	Length	Width	Square Area	Bathrooms
1	3.95	3.10	12.20	En-suite
2	2.60	4.70	12.20	Shared with 2
3	4.40	4.00	17.60	Shared with 2
4	L-shaped room		19.50	Shared with 2
5	3.05	3.00	9.10	Shared with 2
6	4.25	4.50	19.10	En-suite
7	4.20	2.80	11.70	En-suite
8	3.95	3.05	12.00	Shared with 1
9	3.90	4.00	15.60	Shared with 1
10	4.40	4.90	20.00	Not shared
11A	4.50	4.70	21.10	Shared with 1
11B	3.15	3.00	9.10	Shared with 2
12	4.20	4.75	19.10	Shared with 2
13	4.30	2.90	12.40	Shared with 2

#### **Main House Communal Areas**

Room	Length	Width	Square Area
Lounge	6.8	4.7	31.9 m <sup>2</sup>
Recreation Room	6.7	4.9	32.8 m <sup>2</sup>

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### Rose Cottage 1

Room	Length	Width	Square Area	Bathroom
1	3.00	3.20	9.60	Shared by 1.5
2	3.30	3.00	9.90	Shared by 1.5
3	3.30	3.00	9.90	Shared by 1.5

### Rose Cottage 1 - Communal Areas

Room	Length	Width	Square Area
Lounge	5.60	5.00	28m <sup>2</sup>
Kitchen/Diner	5.00	3.06	18 m <sup>2</sup>

### Rose Cottage 2

Room	Length	Width	Square Area	Bathroom
4	3.00	3.4	10.2	Shared by 1.5
5	3.00	3.30	9.90	Shared by 1.5
6	3.00	3.30	9.90	Shared by 1.5

### Rose Cottage 2 Communal Areas

Room	Length	Width	Square Area
Lounge	5.60	5.00	28m <sup>2</sup>
Kitchen/Diner	5.00	3.06	18 m <sup>2</sup>

### Maple Cottage

Room	Length	Width	Square Area	Bathroom
1	2.94	4.05	11.90m <sup>2</sup>	En-suite
2	3.05	4.32	12.14m <sup>2</sup>	En-suite
3	2.96	3.99	11.81m <sup>2</sup>	En-suite

### Maple Cottage - Communal Areas

Room	Length	Width	Square Area
Lounge/Dining Room	6.44	4.50	28.98m <sup>2</sup>

### Lavender Cottage

Room	Length	Width	Square Area	Bathroom
4	2.91	4.18	12.16	En-suite
5	2.79	4.10	11.66	En-suite
6	2.95	4.50	13.27	En-suite

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### Lavender Cottage - Communal Areas

Room	Length	Width	Square Area
Lounge/Dining Room	4.79	7.00	33.53

### Support and Facilities

The home employs 1 Registered Care Manager, 1 General Manager, 30 Support Workers, 4 Office Support Staff, 3 Domestic/Support Workers, 1 Cook and 2 Maintenance staff. 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. All new staff immediately commence a Common Standard Induction by qualified senior staff in critical subjects. The home aims for all Support Workers to hold a minimum of NVQ level 2 in Care. All members of staff are required to train to achieve this important qualification. Staff receive mandatory and in-house training and the home also provides external training courses for such topics as First Aid, Medication Practice, Autism, Epilepsy, Health and Safety and many more. The home also has BILD qualified instructors in 'Non Crisis Intervention' training, an accredited Safeguarding Adults, Manual and Patient Handling and Food Hygiene.

#### *Bedrooms:*

The home has 28 bedrooms, one of which is a twin bedrooms for those individuals who prefer to share, many with en-suite facilities. Each service user has a minimum of bedroom and communal space.

#### *Social Rooms:*

There are various day rooms and a games room in the Main House and within the on site Cottages. There is a hairdressing salon/treatment room, with a hairdresser visiting once a week. The treatment room is also used for aromatherapy, foot spa's, hand massage, chiropody and a variety of other treatments. We are currently adding a lift in the main house to allow wheelchair users and higher dependency service users to access the first floor.

There is a learning room, with touch screen computer, which allows all service users to access on site adult education suitable for their individual needs. People who use our service regularly attend speech and language therapy in the learning room with a communications specialist. To promote all avenues of communication with service users with hearing and speech difficulties staff also have access to training in Sign-along sign language. Some staff have been nominated to attend communications courses for Sign-along.

The adjacent day service provision includes an Art Barn, for a wide media of art work including painting and pottery, a recreation area for keep-fit, a Café and games room. The recreation area converts into a Cinema with a large screen and a large selection of videos and DVD's. The recreation room is also used at least once a week to hold a music evening and for many other functions including disco's and bingo. The recreation area, farm and grounds are permanently accessible to service users.

In accordance with regulations smoking is permitted in designated areas only

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### *External facilities:*

Access to the rare breeds farm where many of our service users enjoy animal husbandry and helping on the farm. We have extensive grounds and gardens including many seating areas, woods, formal gardens and a small lake. The people who live at The Rookery and our small homes have access to very many outside interests in the wider community which include adult education, cinema, theatre, swimming, bowling, shopping, horse riding and a specialist sensory room.

## **Complaints**

At anytime while you are living in one of our homes you can with confidence make a complaint. Delyth Spring, 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;

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:**

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.

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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 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

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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.

### **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.
- c) Any particular wishes of the service user concerning funeral arrangements.

### **Status of the Home**

The Rookery / service user Guide November 2010 – 10 / 11

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The Rookery 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 .....