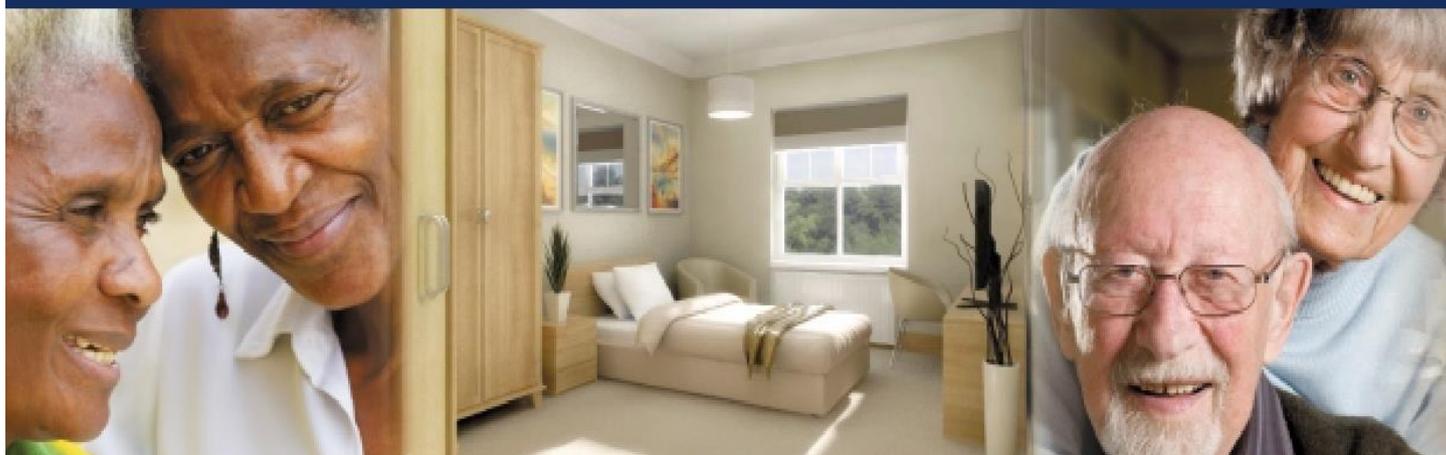


Lime Court Care Home

Dovercourt Healthcare Ltd.
Lime Court
Lime Avenue
Harwich
Essex CO12 4DE

Tel: 01255 506340
Fax: 01255 556805



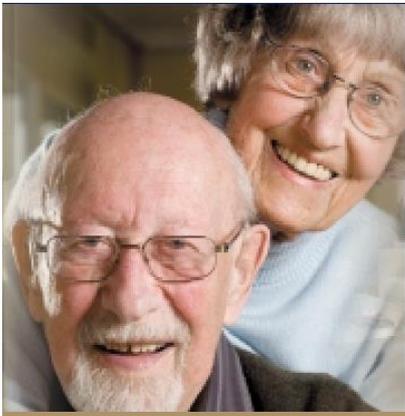
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Information Pack

Providing Residential and Dementia
Care for the Elderly

www.excelcareholdings.com





Providing Residential and Dementia Care For the Elderly

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This Information Pack has been produced to meet the requirements of Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Care Home Regulations 2009

If you would like a copy of this document in Braille, on Audio or in a different language please ask the Home Manager.

Introduction

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This section gives a brief description of Lime Court Care Home and our aims. It also sets out our commitment to provide a high quality service

Welcome to Lime Court Care Centre

On behalf of the Excelcare family-team we would like to extend a warm welcome to you.

The team at Lime Court Care Home are committed to ensuring independence, dignity and choice in every aspect of daily life and our core value is to put people at the heart of the care we provide.

We hope that you find the information in this document useful and informative. It contains detailed information about our aims and objectives, our philosophy of care, facilities and services, staff and organisation, and our care arrangements. It also contains brief answers to many questions often asked by potential and new Service Users.

Additional copies are available in Reception or can be requested from the Home Manager, Administrator or Team Leader.

If you require any more information or have questions about Lime Court Care Home and the service we provide, please do not hesitate to approach any member of our staff team who will be happy to give you more detailed information. Your comfort, care and wellbeing are always very important to us.

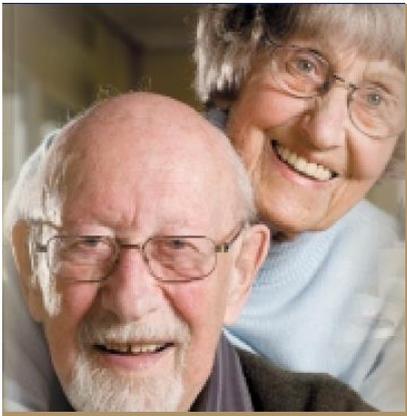
We will always remember that you are an individual and this will always be our priority when planning your care.

Throughout your stay with us, we will endeavour to ascertain your preferences and choices in all aspects of your care.

At Lime Court Care Home we aim to offer a home from home feeling with the added assurance of a safe environment. We aim to make the difference by offering care with integrity.



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About Our Home

Lime Court Care Home is a 44 bed purpose built care home in Harwich, Essex situated over two floors. Permanent care in a residential setting is provided for 44 Service Users. Dementia care is provided on the First Floor. All areas of the home are accessible to accommodate wheelchair users.

Lime Court Care Home is registered with the Care Quality Commission to provide the following activities:

- ◆ Accommodation for persons who require nursing and personal care.

Lime Court is on the outskirts of the old maritime town of Harwich. It is within easy reach of public transport and a railway station. There is a small town nearby with local shops, a post office, banks, church, supermarkets and bakers along with pubs and restaurants. There are also supermarkets and various stores in a complex just outside Dovercourt with access by public transport.

There is also a local bus service to other areas of Harwich and the surrounding area.

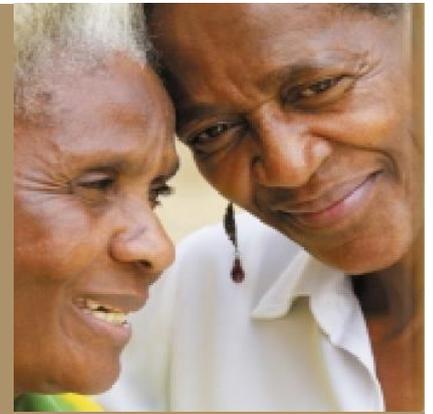
The Registered Provider of the home is Dovercourt Healthcare Ltd which is part of Excelcare, a private care company that has been operating since 1989. Excelcare currently operate homes for older people and younger adults in Southeast London, Cambridgeshire, Milton Keynes and Essex.

Our Aims

Our aims are to provide a caring and secure environment within which Service Users are treated with respect and regard for their dignity and well being.

Mission Statement

The company is an experienced, professional care provider committed to the delivery of a quality care service to adults and older people through nursing, residential and the provision of domiciliary services.

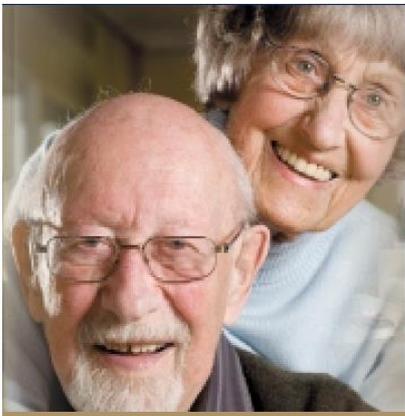


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Home Objectives

Care

- ❖ To ensure that services are delivered within the framework of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009, and the Care Quality Commission (Registration) Regulations 2009, Care Act 2014.
- ❖ To ensure all Service Users are actively involved, where possible, in devising their own personalised, assessed needs and abilities Care Plan.
- ❖ To ensure all care plans and risk assessments are reviewed no less than once a month.
- ❖ To promote local community links.
- ❖ To meet cultural, spiritual, social and diversity needs of Service Users.
- ❖ To provide regular activities - both inside and outside of the home.
- ❖ To ensure Service User/relatives meetings are held at least 6 times a year.
- ❖ To compile a regional newsletter for circulation every 3 months.



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Hotel and Housekeeping

- ❖ To promote health and safety within the home with regard given to providing an environment which is clean, safe and beneficial to Service Users.
- ❖ To maintain the quality of buildings and grounds on a planned basis.
- ❖ To ensure that all menus are reviewed at least four times a year and to use seasonal foods and incorporate Service User's choices.

Staff

- ❖ To ensure all staff receive a full and comprehensive induction programme.
- ❖ To facilitate staff training and supervision on an ongoing basis with annual personal development reviews.
- ❖ To ensure that staff adhere to the Company code of conduct, policies and procedures.
- ❖ To hold staff meetings Bi-monthly.
- ❖ Maintain the dignity, privacy and respect of the Service Users at all times.
- ❖ Assist Service Users to maintain their independent living skills for as long as they are able.
- ❖ Ensure Service Users retain their rights as citizens.
- ❖ Offer support to the family and friends of each Service User during the pre and post admission stages, with continuing support throughout the Service Users permanent care.
- ❖ Promote good care practice and maintain good working relationships with other professionals.

Philosophy of Care

Our aim is to look after our Service Users in a “home from home” environment creating a homely atmosphere and quality care services which meet the individual needs of each person.

We regard each Service User as an individual with their own rights to voice opinions, make choices, and be kept well informed about their identified needs and the way we will help meet these.

We offer at all times, sensitive and conscientious nursing and personal care from our team of competent and committed staff who have an understanding of the needs of elderly people.

We have staffs available that are willing and happy to advise and assist with personal problems. We believe in the value of having each Service User allocated a key worker. It is an important part of our philosophy to provide care with respect to privacy and dignity. Care Plans are established from an assessment of individual needs and ensure the information available guides us on how best to provide care.

We strive to maximise the autonomy of Service Users, and maximise their independence.

We are also aware of the spiritual requirements of the individual and act accordingly to ensure those needs are met.

It is an important part of our philosophy to provide quality care. Respect for the privacy and dignity of each individual being uppermost in our minds. Care plans are established from an individual assessment of needs to ensure the retention of dignity and as much independence as possible.

With the consent of Service Users with capacity, we encourage the involvement of families and their participation in regular assessment and care planning for Service Users whilst observing the rights of Service Users to personal privacy.

Above all, we will strive to create a home, where in comfort, safety and security, the Service User can be the individual that he or she has always been.

We believe life history is fundamental to care planning. It allows the staff to have an in depth understanding of the Service Users background and social history.

We believe that all Service Users are individuals and therefore we individually assess each Service User prior to admission and on admission.

The involvement of Service Users and support of the family we devise person centred care plans which assist us to ensure our Service Users receive the highest standard of care.



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Facilities and Services

2

This section describes:

- ◆ Our Accommodation
- ◆ Meals, Mealtimes and Kitchen Facilities
- ◆ Arrangements for Personal Medical Care
- ◆ Arrangements for Accommodating Service Users Personal Possessions.

Accommodation

Number of Lounge & Diners	3
Number of Therapy/Activity/Quiet Rooms	3
Number of Smoking Rooms	0
Number of Assisted Bathrooms	4
Number of Toilets	11
Number of Lifts	1
Number of Shower Rooms	2

Bedrooms

Number of Single Rooms	36
Number of Double Rooms	4

Bedroom sizes are a minimum of 9.35m² to a maximum of 24m²

Fees

Lime Court Residential Home accepts placements from private individuals and Essex County Council.

Fees for private individuals start from £790.00 and are determined by the level of dependency and the needs of the service user following an assessment by the home. Individuals may, subject to a financial assessment, be entitled to local authority funding. The home will contract directly with the local authority on such occasions.

All fees are subject to annual reviews and changes in dependencies.

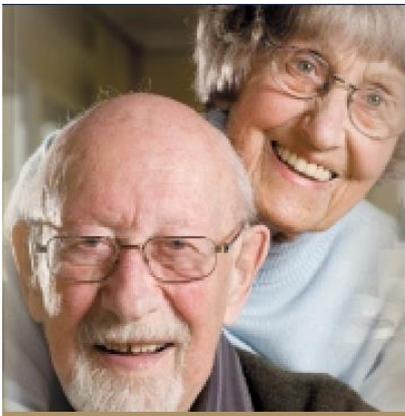
All Service Users will receive either a statement of terms and conditions in respect of the accommodation provided or a contract if they have purchased their accommodation privately.

Contract and statement of terms and conditions will detail the following information.

- ◆ Room which will be occupied
- ◆ Care and services (including food) covered by the fee
- ◆ Fee payable and by whom
- ◆ Additional services to be paid for over and above those included in the fees
- ◆ Rights and obligations of the service user and registered provider and who is liable if there is a breach of contract
- ◆ Terms and conditions of occupancy, including notice period.



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Additional information

Garden Facilities

Enclosed, landscaped garden with wheelchair access in the middle of the Home

Telephone Access

The Service User can request private access to the telephone in the Home Administrators Office. Should a Service User prefer to install a private telephone in their room, the home will assist to coordinate the installation through BT, once an agreement has been made that the Service User will meet the installation charge and future running costs.

Security

The main door can only be opened by manually inputting a code from inside the building or by the remote release by staff.

All staff are aware of the importance of security and visitors are requested to sign in and out of the Visitors book.

Fire Protection

The home is equipped with fire extinguishers, which are annually checked by the fire service.

A fire alarm system is in place and tested on a weekly basis, smoke detectors are placed around the home and also checked on a regular basis.

The fire procedure is on display throughout the home.

All staff receives full fire training.

Furniture provided

Each bedroom is provided with -

- ◆ A single bed
- ◆ An armchair
- ◆ A bedside cabinet
- ◆ A wardrobe

Meals

Fresh, home cooked traditional meals are prepared daily by our chef and their team. We cater for special dietary needs and cultural preferences; meals are well balanced nutritionally and tasty. We will ensure that our menus reflect Service Users choices and requirements.

Our team of catering staff will provide a menu that rotates on a 4 weekly basis. This will be changed to take into consideration seasonal produce available locally.

We encourage all Service Users to be involved in menu planning and our chef will visit Service Users to ensure active involvement is available.

The home offers breakfast, lunch, an evening meal and supper with snacks and drinks provided during the day and night.

Visitors are welcome to dine with Service Users for which a small charge will be made. Notice will be required.

Mealtimes

Breakfast is served between 8.00am onwards
Morning Drinks served between 10.30am – 11.00am
Lunch is served between 12.30pm and 13.30pm
Afternoon Drinks served between 14.00 and 14.30
Evening meal is served between 16.45 and 17.30

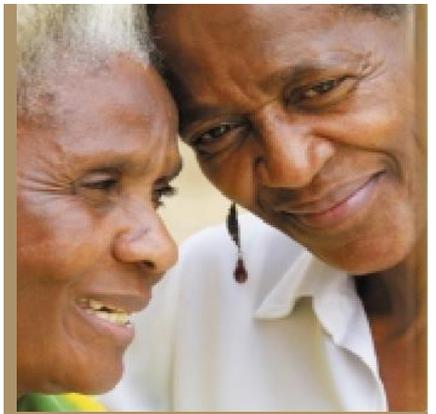
We have a 'Protected Meals' policy in place which is displayed throughout the home and asks visitors to avoid visiting during mealtimes unless they are dining with the Service User. This enables our Service Users to enjoy their meals without any interruption.

Kitchen Facilities

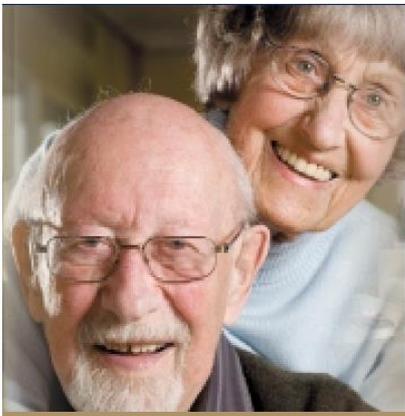
The kitchen facilities meet the standards set out by the Environmental Health Department and are inspected at least yearly by an Environmental Health Officer.

Lime Court Care Centre currently holds a '5 Star' certificate issued by our inspector following an inspection held in April 2016.

The main kitchen facilities are not accessible to Service Users and visitors due to Health & Safety and Food Hygiene Regulations, however, there is a Visitor Lounge on the First Floor where there are tea and coffee making facilities.



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Personal Care

Qualified Care Staff

Staff are always on duty to plan and supervise Service Users' care, ensuring the highest standards at all times. GP's, District Nurses and Primary Care Team staff will visit Service Users as needed and appropriate. Service Users where practical will be able to retain their own Doctor.

Optician and Dentist

Home visits will be made as requested and appropriate, although Service Users are free to make their own appointments if preferred.

Physiotherapy

This can be arranged as necessary.

Chiropodist/Podiatry

A private Chiropodist/podiatrist visits the home on a regular basis; a charge will be made for this service which will be billed to the Service User. Should an NHS assessment be required our staff will be happy to advise on this.

Hairdressing

We have 2 Hairdressers who visit Lime Court Care Home on a regular basis, details and price lists are available on request.

Shopping

Where appropriate we encourage Service Users to go shopping on their own or with relatives and friends. Where this is difficult staff will assist Service Users by purchasing goods on their behalf or will arrange a shopping trip.

Laundry

Laundry is undertaken within the home. All personal clothing should be clearly labelled prior to admission. Specialist laundry facilities are not available and only clothing that can be washed at 40 degrees and can be tumble dried will be catered for. There are no facilities at the home for Service Users to do their own laundry.

Laundry Services –Precautions

Dry Cleaning Garments

Some fabrics are too delicate to be washed in water, and may therefore have a dry cleaning symbol on the label this is in order to preserve the shape, colour and integrity of a garment. We ask that you be mindful of this and ensure such items are not put into the home's laundry as the home cannot be held responsible for damage caused to such items of clothing.

Clothes Labelling

Clothing is key to our personal identity and when a favourite shirt or blouse goes missing it can be very upsetting for all concerned.

The traditional methods of sewing in, or ironing on labels do not always prove robust enough when clothing needs daily washing. Labels can come off during the laundry process and may need to be re-done on a regular basis, which is very time consuming. Unsightly marker pen not only ruins the garment but washes off very quickly.

Within Excelcare we recommend using a clothes label called 'Attach-a-Tag' it has proved successful at reducing lost laundry it is a simple, quick and secure attachment device means that the tag will stay on the garment until it needs to be removed. The ergonomically designed shape, coupled with its discrete size means that it is barely discernible by the wearer.

We do not recommend using Attach-a-Tag for socks and stockings and tights collectively also underwear Attach a Tag sell mesh laundry bags to increase efficiency and reduce handling of these garments. The mesh bag then has a tag applied to the label for identification. The Mesh bags cost around £2.10+VAT each

The laundry at the home have the applicator that can attach the tags for you or if you prefer you can purchase a Dolphin applicator to attach the tags yourself; it is very easy to use and cost around £10.00+ VAT

The tags themselves costs around £20.00 +VAT for 50 tags – you can either order online; call the company direct or ask our Receptionist/Administrator to assist you with ordering these.

The details of Attach-a-Tag are:

StayPut Systems Ltd

The Glass House

Arthur Road

Wimbledon Park

London SW19 8AE

Tel: 0203 405 2770

<http://www.attachatag.com>

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Personal Insurance and Security of Valuables

Service Users and their families are advised that when taking personal furniture, mirrors, and ornaments to the home, the company insurance limit for replacement is £500 and therefore it is advisable to consider having insurance in place should the items value exceed our insurance limit.

With personal items of jewellery, it is advised that thought be given to how items will be safeguarded from loss when in possession of the Service User. Although a lockable cabinet is provided in bedrooms and there is the use of the homes' safe located in the manager's office, there is always a potential risk of loss. The insurance limit is £500, and claim for loss would require proof of valuation and of the jewellery having been entered on an inventory at the time that the Service User became resident at the home. Service Users or their families may wish to consider having a photo taken of jewellery, or agreeing that the home do so, to assist staff should an item be lost. Personal insurance for valuable items is advised.

Service Users need to be aware that the replacement costs of expensive hearing aids and spectacles will be limited by our insurance cover and proof of value will be needed in the event of a claim for lost items. Personal insurance for valuable items is advised.

Personal Telephones

Service User's personal mobile phones are acceptable within the home. The costs incurred will be met by the Service User.

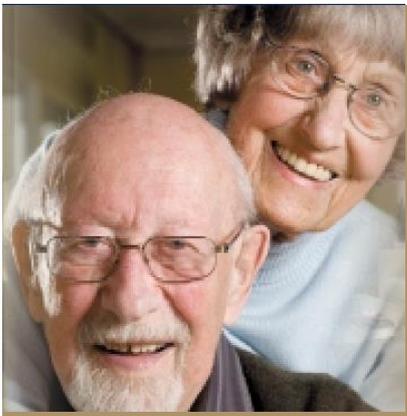
Arrangements for Pets

Lime Court Care Home has a pet's policy which can be discussed with the General Manager.

Visitors are permitted to bring well-behaved pets into Lime Court Care Home with prior consultation and at the discretion of the Home Manager.



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Locks and Keys

Should Service Users require further privacy, a key to the bedroom door is available, however a master key will be held by the management to use in an emergency.

Gifts and signing Legal Documents

It is a management concern that Service Users may place members of staff in a difficult position by asking them to accept money or to assist them with the preparation of a will or any other document purporting to bestow property. Service Users may bequeath to employees gifts that could later be disputed by the Service User/next of kin/significant other or other beneficiaries. This could cause embarrassment both to the member of staff concerned and to the care home/service; consequently it is company policy for staff to politely decline the gift.

In order to reduce the risk of accusations of undue influence the management have drawn to the attention of staff the dangers that exist and have advised staff should not accept gifts or money from Service Users.

If, however, a Service User is insistent on making a gift the staff member must seek advice from the Management who may arrange for them to discuss the issue with a senior officer of the registration authority. In addition staff are instructed not to help or offer advice upon the preparation of wills, deeds or gifts and are instructed that they can not witness the signature of a Service User or relative on this type of documentation.

If a Service User wishes to make a will, assistance can be offered by the home in order to obtain information about services that offer a will writing service.

Moving In and security of your personal possessions

Once you have chosen the home that is right for you, we will, if requested by you and your family or social services, advise on your move in arrangements, but not be responsible for the costs or organisation. Similarly, we will advise on what personal possession you need to bring, insurance arrangements you may want to consider and the safety checks needed for equipment.

When you arrive, the staff will help with unpacking and if you have not completed one in advance, will make an inventory of all possessions you can request a copy of the personal possessions form from the home to fill in before you arrive. The form sets out all property brought in on the day of admission.

Please ensure you include items worn on the day of admission. The form will not record items brought in, removed or replaced at a later date; it is therefore advisable that if there are any subsequent changes to personal possessions that you ask a member of staff to update the form held within your care plan and provide you with a copy.

It is important that items listed on the form are given detailed descriptions and where possible photographs taken and supplied with the form and kept on your care plan file.

For the sake of security it is not advisable to hold valuable jewellery or large amounts of cash in the lockable drawer in your room.

We regret that although the home has a safe we cannot store items of jewellery or large amounts of cash for residents.

Please note that we cannot be responsible for the loss of jewellery, cash or other valuable items. Property is brought into the home at the owner's risk and we advise you to take out your own insurance policy cover before becoming a service user.

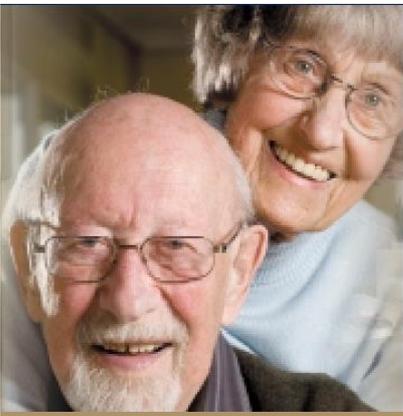


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Staff and Organisation

3

This section describes the Organisation of Lime Court Care Home and the Management and Staff with details of their experience and qualifications.



Registered Provider, Responsible Individual and Home Manager

Name and address of Registered Provider

Dovercourt Healthcare Ltd
Lime Court Care Home
Lime Avenue
Harwich
Essex CO12 4DE
Tel: 01255 506340
Fax: 01255 556805
Email: suzanne.moore@excelcareholdings.com

Responsible Individual – Helen Bennett

Tel 07984 619138

Manager – Suzanne Moore

NVQ Level 2 and level 3 in care.
QCF 5 in Management
30 years experience in the care industry
Suzanne joined the team in 2010 as a Team Leader and in 2012 was promoted to Deputy Manager before becoming Home Manager in November 2015

Deputy Manager – Robin Sayers

NVQ Level 3
Robin has over 20 years experience in the care industry and is responsible for the running of the home in the absence of the Manager. Robin is also the in house trainer.

Administrators

Our Administrators are responsible for all aspects of administration within the home including dealing with all incoming calls and meeting and greeting visitors to the home.

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Team Leaders

Team leaders organise the management of their shifts and the staff who are on duty. They will either have an NVQ in Health and Social Care or be working towards it and have a minimum of two year's experience of working in a care home environment.

Senior Carers and Care Assistants

Senior Carers and Care Assistants deliver care to Service Users under the guidance and instruction of senior staff, taking into account individual preferences including gender, religion, diversity cultural and linguistic backgrounds whenever possible. Senior Carers have an NVQ in care and care assistants are encouraged to gain this qualification.

Activities Coordinator

Our Activities Coordinator provides opportunities for meaningful and purposeful activities and outings planned through a structured programme following discussions with Service Users and families.

Housekeeper

Our Housekeeper and the team of domestic and laundry staff are responsible for ensuring the highest level of cleanliness is maintained throughout the home and laundry this is undertaken with care and attention to infection control guidelines.

Chef

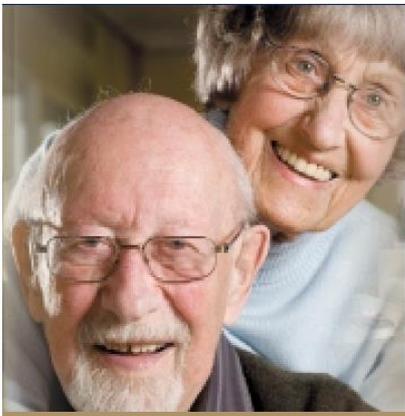
Our Chef is responsible for the day to day running of the main kitchen ensuring that all catering needs are met and that the kitchen meets the regulation standards.

Maintenance Manager – Alex Eley

Alex is responsible for ensuring all our homes across the Essex region are well maintained and fit for purpose. He manages a team of 6 maintenance engineers and 2 gardeners, this team carries out the vast range of work required to keep our homes in tiptop condition. The team covers general repairs and maintenance of the buildings, services, grounds, facilities and equipment. The team also offer assistance in personalising a Service Users' room with picture and shelf hanging as an example.



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Staff Training

All staff attend training courses when they first start working at Lime Court Care Home and attend refresher courses throughout their employment.

The mandatory training for all staff includes:

- ◆ SOVA (Safeguarding of vulnerable adults)
- ◆ Fire Awareness
- ◆ Health and Safety
- ◆ COSHH (Control of Substances Hazardous to Health)
- ◆ Manual Handling
- ◆ Food Hygiene and Safety
- ◆ First Aid
- ◆ Dementia
- ◆ Infection Control
- ◆ Equality and Diversity
- ◆ Customer Care & communication

Employee of the Month Scheme

The aim of the employee of the month scheme is to recognise and reward the hard work and dedication of all staff. It is an opportunity for residents, relatives, professional visitors and colleagues to show their appreciation for the care, support and assistance provided by an individual, by nominating them to receive the award. Nomination forms are placed in all main areas of the home, i.e. on the notice board, in the office and on request. The form contains further information about the scheme and gives you the opportunity to let us know who in your opinion has offered outstanding care and support or whose work has made a real difference in the team in which they work. The nomination forms should be returned to the Home Manager who will meet with a judging panel on a monthly basis to consider the nominations and agree on an Employee of the Month.

Care Arrangements

4

This section describes the Care Services offered at Lime Court Care Home and recognition of the Rights of our Service Users.



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Admission Criteria

Procedure

Prior to agreeing to the admission of a potential Service User, the Home Manager, Deputy Manager or a suitably qualified member of staff will visit the intended Service User at home or in hospital, unless the Service User prefers to visit the Home and is able to do so. At this time, the needs of the Service User will be discussed. The draft care plan from Social Services will be used, in conjunction with the Excelcare pre-admission assessment and draft care plan.

The Home Manager, Deputy Manager or member of staff will ensure, as far as it is possible that both the potential Service User and their family/representative are fully informed of the scope of services and facilities available at the home within the Statement of Purpose.

Once a date for admission and a fee rate has been agreed (if appropriate), the following Home Pack is given to the Service User and or their family/representative incorporating the following.

- ◆ Statement of Purpose
- ◆ Terms and Conditions or Contract for private Service Users
- ◆ For Local Authority funded Service Users, a formal service contract between the Home and the Authority will be agreed in addition to the above.

Any contract with Service Users shall be based on the above information and in compliance with the Care Quality Commission regulations.

Prior to admission the pre-admission assessment and Care Plan sheets will be given to the person responsible for the Service User's care.

Before six weeks have elapsed a placement review will take place for each Service User and their care plan will be reviewed. Where a Service User has an allocated Care Manager they will organise the placement review and arrange a date, six weeks after admission and as required thereafter. Where there is no Care Manager the key worker or named nurse will organise and arrange a multidisciplinary placement review, six weeks after admission and six monthly thereafter.

The Care Plan will be reviewed in the Home on at least a monthly basis in addition to the placement reviews. Full involvement by families or advocates is actively encouraged.

We recommend all potential Service Users, relatives and friends visit the Home to assess our facilities and their suitability. All potential Service Users are offered the opportunity to move in on a trial basis before they or their representatives make a decision to stay permanently.

Dementia Care

Within Lime Court Care Home we have a designated living area for Service Users that have dementia. In order to ensure good practice is set within dementia care all our staff attend dementia training. We also work closely with our local GP's and other outside agencies such as CPN's, District Nurses, Dieticians and the Falls Coordinator to ensure a high quality of dementia care is provided and maintained.

Emergency Admissions

Emergency admissions are not frequent but occasionally a crisis arises and Social Services Emergency Duty Team will arrange for an older person to be admitted to Lime Court Care Home. The home will endeavour to gather as much information as possible about the Service User and staff will support that Service User to help reduce anxiety and distress. A review will be held within 48 hours of admission.

Care Planning

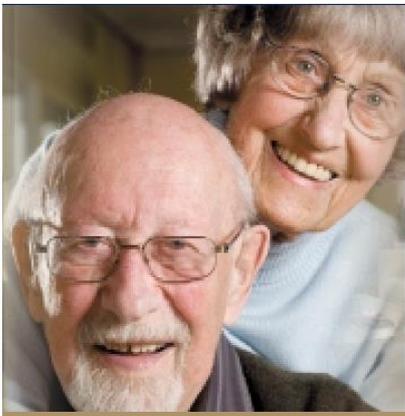
A Care Plan is developed with each Service User and their key worker, and reflects the Service Users individual needs and wishes. Service Users and their relatives (with the Service Users permission) may have a copy of their care plan.

Care Plans are regularly updated, (at least monthly) to reflect and address the changing needs of the Service Users; which are discussed and agreed with them.

Reviews of the Care Plan will take place at monthly intervals or as a need changes.



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and
Dementia
Care
For the
Elderly



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Key Worker Role

A designated member of staff will be assigned to each Service User to support and develop a caring relationship with the Service User so as to provide both guidance and counselling help as appropriate. They will also develop communication with families and external agencies. A full description of the key worker role is available if required.

Resident of the Day

At the heart of our quality system is the concept of 'Resident of the Day'. This concept provides a structured approach for all staff to get to know the people they care for better. It helps staff to understand what is important to the person and how they can help meet their wishes and needs. It gives the person who uses the service, and their family, a formal, planned opportunity to share their experience of living in the home and receiving care. The chef, administrator, housekeeper and Care Manager visits the person, their room is deep cleaned and any changes identified and planned for. A letter is provided to the individual, and their family if they so wish, which explains the concept and tells them their allocated date. The same date is allocated to the person who uses the service every month and is deemed 'their day'. An invitation should also be sent to the relevant professionals for their input e.g. district nurses, T.V.N , G.P and dieticians as applicable.

Medication

Staff who have had medication training administer medicines in the home however, should Service Users wish to administer their own medicines a lockable space will be provided (unless a risk assessment indicates otherwise).

Privacy, Dignity, Rights and Choice

The following information summarises the commitment we have to ensure the rights of all Service Users are respected at all times.

Privacy

- ◆ Staff will knock and wait before entering a Service Users room.
- ◆ Staff are aware of the need to maintain confidentiality.
- ◆ When undertaking personal care procedures, these are provided in private.

Rights

- ◆ Service Users are able to voice views at meetings and individually
- ◆ Service Users and chosen advocates are consulted when planning care
- ◆ Service Users have a right to take risks
- ◆ Complaints are treated with sensitivity and Service Users are encouraged to voice concerns without fear of reprisal
- ◆ Service Users give informed consent to treatment and have a right to refuse treatment or care
- ◆ Service Users are encouraged to bring some of their own furniture and possessions
- ◆ Service Users are involved in all aspects of planning their care and treatment

Choice

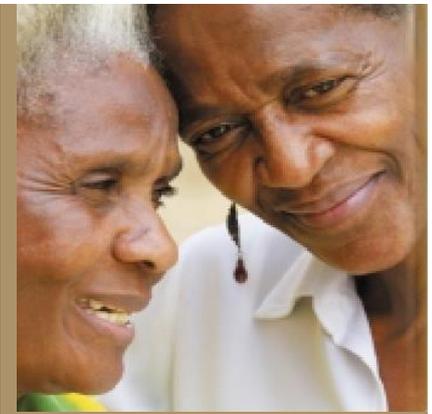
- ◆ Service Users may choose the time they rise and go to bed, the time they get washed and dressed, the number of showers, baths they have and choose where they eat
- ◆ Service Users have a choice of meals
- ◆ Service Users are allowed and encouraged to choose their General Practitioner
- ◆ Service Users are consulted when reviewing menus

Fulfilment

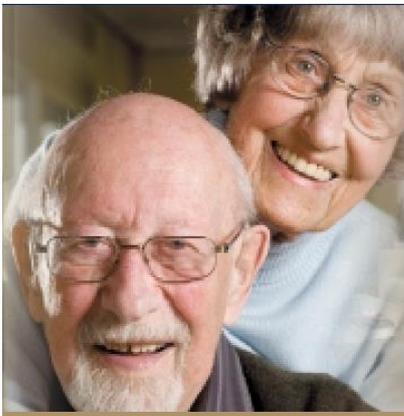
- ◆ Service Users are encouraged to fully realise their personal aims
- ◆ Service Users are encouraged to fully realise their full potential
- ◆ Service Users are happy and contented with their quality of life

Rights of the Home and its Occupants

- ◆ Service Users must respect the property and belongings of others
- ◆ Service Users must respect the privacy of other Service Users at the home
- ◆ Service Users must respect the rights of other people and allow them to continue in their beliefs and to make their own choices
- ◆ Service Users must respect both other Service Users and staffs' ethnic background, language, culture and faith
- ◆ Service Users must consider other Service Users in the home and not cause unnecessary noise, pollution or disturbance.



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Data Protection Act

In order to provide services to you, adult social care services registered with the care quality commission (CQC) are required to maintain contemporaneous records of care under the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 17.

We will process and safeguard your details in accordance with the General Data Protection Regulations.

Principles

There are six principles put in place by the General Data Protection Regulations to make sure that your information is handled properly.

We must:

- ◆ Process it lawfully, fairly and in a transparent manner.
- ◆ Collect it only specified, explicit and legitimate purposes
- ◆ Confirm it is adequate, relevant and limited to what is necessary for the purpose.
- ◆ Ensure it is accurate and, where necessary, up to date.
- ◆ Keep it in a format which identifies data subjects for no longer than necessary.
- ◆ Process it in a manner that ensures appropriate security.

By law data controllers have to keep to these principles.

The address of the information Commissioners Office who ensures compliance with the legislation is given within our complaints section.

Social Activities, Hobbies and Leisure Interests

Visitors

We have an 'Open Door' policy and visitors are welcomed at any time that is convenient to the Service User with the exception of our protected mealtimes unless they are dining with a Service User. Quiet rooms are available on each floor for Service Users to use if they wish to receive their visitors in a more private setting.

We ask that visitors arriving after 8pm should telephone the home in advance for security reasons.

Activities

We aim to provide as varied a programme as possible. This is, in addition, to one to one activities based on social assessments undertaken to identify interests and abilities.

Activities are as person centred as possible and Service Users are able to carry out activities that are meaningful to them.

The programme is displayed on the homes notice board. We shall discuss the programme with Service Users and relatives on an ongoing basis to ensure it remains interesting and enjoyed.

We shall encourage outside links with the community and work towards continuing to facilitate interests followed prior to admission.

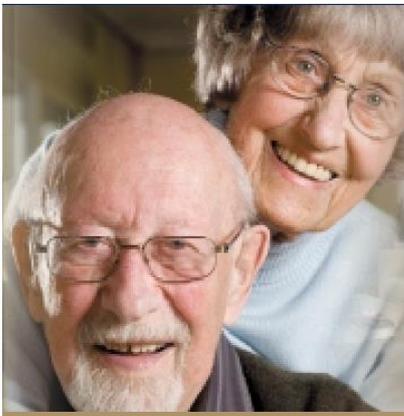
Additional Therapies

The home can provide information on additional therapies such as physiotherapy, reflexology and aromatherapy, and these services can be arranged to visit the Service User at Lime Court at an additional cost.

This list is not exhaustive and continuation of any additional therapies that a Service User uses prior to admission would be encouraged.



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Spiritual Needs

We try to meet all religious and spiritual needs and will encourage regular visits to the home by representatives from local churches or places of worship.

Individual requests will be discussed with each Service User on admission.

Advocacy

Advocacy services are available; details of the local advocacy service are available.

Post arrangements

The administrator is responsible for all post that arrives in the home; they will ensure all post is delivered to the relevant person unopened the same day that it arrives. Assistance is available if required to open and read post.

Individual of the Day

At the heart of our quality system is the concept of 'Individual of the Day'. This concept provides a structured approach for all staff to get to know the people they care for better. It helps staff to understand what is important to the person and how they can help meet their wishes and needs. It gives the person who uses the service, and their family, a formal, planned opportunity to share their experience of living in the home and receiving care. The Chef, Administrator, Housekeeper and Team Leader visits the person, their room is deep cleaned and any changes identified and planned for. A letter is provided to the individual and their family if they so wish, which explains the concept and tells them their allocated date. The same date is allocated to the person who uses the service every month and is deemed 'their day'. An invitation should be sent to the relevant professionals for their input e.g. district nurses, T.V.N, GP and dieticians as applicable.

Service Users and Relative Meetings

Service Users meetings are held to discuss any issues that they may have, minutes from these meeting are available upon request.

Relatives meetings are also held to discuss any issues, minutes from these meetings are available upon request. Details of planned meetings are on display within the home.

Service User/Relative Satisfaction Surveys

These are routinely sent out to current Service Users and their families on a quarterly basis. These surveys are returned to the company's Communication and Support team who collate the information and produces a booklet showing the results, this is then sent out to the Home Manager who will display the results in the front hall and include any proposed action to be taken. Copies of these results are sent to Care Quality Commission, Social Services Contracts Managers and the Company Directors.

Quality Assurance

The home is registered and inspected by The Care Quality Commission, who carries out regular inspections.

We may also be inspected by the following professional bodies:

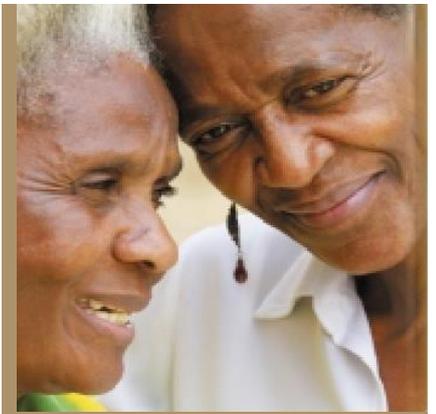
- ◆ The Pharmacist
- ◆ Fire Service
- ◆ Health and Safety Executive
- ◆ Environmental Health
- ◆ Placement Officers/Care Managers
- ◆ County Council Contracts Monitoring
- ◆ Company personnel
- ◆ Training personnel

This list is not exhaustive.

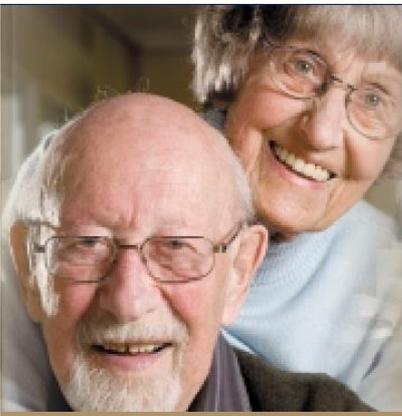
Regular audits are undertaken by Company Personnel to monitor care standards and facilities.

Any change to our statement of purpose will be notified to the Care Quality Commission within 28 days.

Should a variation of registration be required in the future, a revised Statement of Purpose will be submitted to support the application.



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Fire Prevention Policy

Policy Statement

Lime Court Care Home is committed to the highest standard of fire prevention and control. Our policies have been developed to take account of the advice given to the company from the Fire Service Authority. Every effort is made to make sure all our equipment complies with current fire safety standards. All personnel are provided with fire safety instructions during the first session of their induction programme and given regular updates including fire evacuation exercises.

Fire Procedure

- ◆ Lime Court Care Home has a Fire Safety system that complies with current fire regulations that is approved by the local Fire Service.
- ◆ The Home Manager or the nominated representative under takes a weekly check on the fire alarm system. The system is tested weekly and the test is recorded in the fire test register and kept at the care home.
- ◆ There is regular testing and maintenance of all fire extinguishers in line with current best practise. These tests are recorded in the fire register and are made available along with all test certificates during statutory inspections.
- ◆ All electrical appliances in the building are checked annually. The date of the test is noted on the appliance and entered in the fire appliance test register.
- ◆ All new purchased electrical appliances and any electrical appliances brought into the building by Service User or next of kin/significant other must be checked by the Maintenance Department before they are brought into use.
- ◆ All personnel receive fire safety training as part of their induction and ongoing staff training and development. This is recorded in the fire safety register
- ◆ The designated fire evacuation point for each home has been agreed with the fire service and is prominently displayed throughout the building.
- ◆ All fire drill exercises are recorded in the fire register.

Fire Action

If you discover a fire activate the fire alarm immediately.

Attack the fire, if possible, with the equipment provided, but do not take any personal risk.

On hearing the alarm a responsible person will call the Fire Brigade immediately.

Dial "999" (After pressing 9 to obtain an outside line)

The caller will remain calm and speak clearly and slowly to the operator and the operator will ask for the following information:

What emergency service do you require? State: **FIRE SERVICE**

Where is the fire? State: **Lime Court Care Home, Lime Avenue, Harwich, Essex CO12 4DE**

What is the number of the telephone that you are calling from? State: **01255 506340**

What is your name? State: **My name is.....**

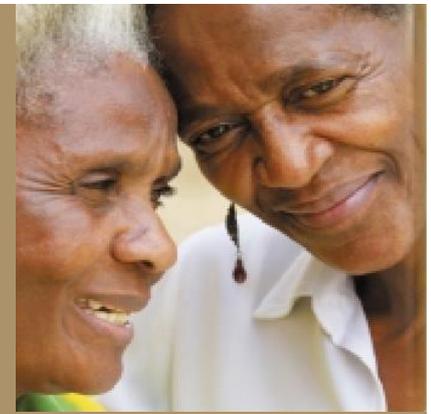
The operator or fire service may require the following information:

The type of home and the number of people in the building. This will include the Service Users, visitors and all staff.

The number of bed and wheelchair dependent people in the building.

Staff should immediately start moving Service Users, visitors and staff horizontally away from the site of the fire. There must be at least two fire doors between these people and the site of the fire.

This gives you a minimum of 60 minutes fire resistance.



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A member of staff should be detailed to contact the manager on call and advise him/her of the situation. This person will alert other appropriate managers.

A senior member of staff on duty should be detailed to meet the fire service and direct them to the fire. They will also want the senior member of staff on duty to be identified to them.

From the time of the arrival of the fire service the senior member of staff on duty should accept direction from the senior fire officer who will advise when the Service Users, visitors and staff can return to their floor and rooms.

At the end of the emergency the senior fire officer will debrief all staff.

The senior member of staff on duty must require the senior fire officer to make an entry in the fire register.

Dealing with Complaints and Compliments

It is our belief that any comments, whether these be positive or critical can help in the improvement of Quality Standards and we are always pleased to receive feedback on the service provision.

Should anyone with an involvement in the home have cause for complaint, we would be happy to investigate the matter fully, record the details and offer a detailed explanation of the incident/occurrence and advise on action that has been taken. As a company we have a direct line to our Head Office who record and monitor Compliments and Complaints. The Freephone direct line is 0800 1412168.

If a complaint is raised with a member of staff, the matter will be brought to the attention of the Home Manager who will proceed to look into the matter in order to resolve the issue. The Home Manager will also take steps to minimise the risk of a recurrence of the issue.

If the Home Manager is unable to resolve the issue, the matter will be referred to the Regional Manager. We provide an initial response within 7 working days and a further response in conclusion of the investigation within 28 days of receipt detailing any action to be taken.

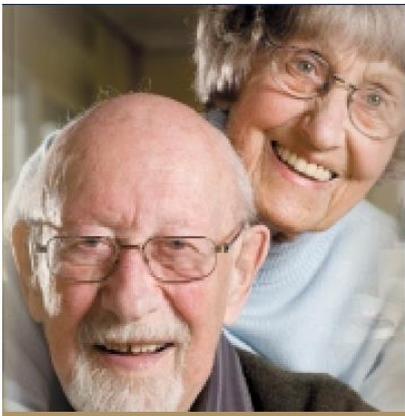
A full copy of the complaints procedure that details the second stage process is available within the home and the Home Manager would be pleased to provide a personal copy on request.

In the event of the complainant not being satisfied, the person will be advised that the matter can be referred to the Head of Care & Compliance for Excelcare and/or Care Quality Commission and/or the Local Authority Social Service Department.

Data protection concerns should be addressed to the Information Commission Office.



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The relevant addresses are:

Helen Bennett

Regional Director
Longfield Healthcare
Fambridge Close
Maldon
Essex CM9 6DJ
Email – helen.bennett@excelcareholdings.com
Tel: 01621 851010

Josephine Garston

Head of Care & Compliance
Excelcare
Ertosun House
61 Widmore Road
Bromley, Kent, BR1 3AA
Email – josephine.garston@excelcareholdings.com
Tel: 0208 313 5027 Fax: 0208 313 5004

Care Quality Commission

CQC Eastern Region
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161 Fax: 03000 616171

Contracts and Care Placements

Essex County Council
Ely House
Ely Way
Basildon
Essex
SS14 2BQ
Tel: 01268 643325 Fax: 01268 643301

Local Government Ombudsman

Local Government
P.O. Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614 or 0845 602 1938

Information Commission Office (Data Protection)

Wycliffe House
Water Lane
Wilmslow
SK9 5AF



www.excelcareholdings.com

