



Service User Guide



Welcome to Trust Care

This guide has been designed to provide the kind of information that you, your relatives and friends will find useful as you settle into your new home.

Perhaps you have other matters that you also need to know about. In this case, please just let us know and we will do our best to answer your questions.

Andrew Savage

Andrew Savage
Managing Director

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Introduction

We are pleased that you have chosen a Trust Care as your new home. Our aim is to provide the level of care and support you need to ensure that, as far as possible, you maintain your independence and individuality.

Your rights to freedom of choice, privacy and personal dignity will be respected at all times by each of our staff members with whom you come into contact.

As you settle into the care home there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

Our Philosophy of Care

The philosophy of care that we apply at Trust Care is the belief that by developing an atmosphere of individual care and attention for the people living in the home, this will contribute to their well-being and comfort so that they are able to enjoy life to their fullest potential.

Daily Life and Social Contact

Trust Care recognises the importance of maintaining a person's wellbeing when they enter a care home, where former routines of daily activities and recreational skills can be lost or forgotten.

As a provider of health and social care, we fully understand the transition to a care home is a major life change and our aim is to ensure that quality of life is promoted to the highest possible level with meaningful and enjoyable activities and social contact.

Your Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings.

We will always try to allocate you the room that you prefer. This is however, dependent on availability at the time of your admission to the Care Home. Should your preferred room become vacant later, it may be possible to relocate.

Should you require any treatment while you are in your bedroom, your privacy and dignity will be respected at all times.

Should you require assistance at any time while you are in your room, there is a nurse-call system at hand for you to summon assistance where a staff member will come to you as soon as possible.

We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'. In addition you will be able to lock your room if you so wish. A key will be available to you or may be held by the senior person on duty if this is preferred.

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Clothing

Our home offers an in-house laundry service. We would ask that all clothing is machine washable to 60°, colourfast and is clearly named prior to admission to avoid clothing becoming lost.

Whilst we have good on-site laundries we would advise that items that are more difficult to launder, such as cashmere and pure new wool are best avoided.

Dry cleaning can be arranged at an additional charge.

Meals and Mealtimes

We consider it very important for you to enjoy your meals, not only from the point of view of having a wholesome and nourishing diet, but also with regard to socialising with other people during mealtimes. However, if sometimes you prefer to have your meal in your own room, this can be arranged.

Our cooks prepare a wide range of home cooked dishes with fresh produce. The menu for the day will be displayed to give details of the choices available and weekly menus are also available.

Snacks and drinks are available for you to enjoy outside of main meal times.

Provided that your General Practitioner has no objection on medical grounds to you having alcoholic refreshments from time to time, there is no reason why you should not enjoy your favourite drink in moderation.

We of course must make sure that the rights and safety of everyone is respected in this regard.

In line with the preferences of the resident, close relatives and friends are always invited to take meals with the resident when visiting, at no cost.

Rising and Retiring Time

While we will always encourage you to be up and about during the day and to be in bed at a reasonable time at night, when you rise in the morning and when you go to bed is your own choice. If you prefer rising early or late, we will try to accommodate your wishes. However, we also have to keep in mind the needs of other people in the home.

Visiting Times

We understand how important it is to maintain links with your circle of acquaintances and to make this easier we have visiting at most times of the day.

However, should your visitors arrive during meal times or when you are being attended to by our care staff or other Professional Staff, your visitors will of course be made welcome and asked to wait until you are ready to see them.

In the interests of security and in compliance with Fire Regulations, all visitors to the care home are required to sign in when they arrive and to sign out as they leave.

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You may also wish to visit family and friends and we will help you with this. So that we know you are safe and well, it is important that you inform a staff member beforehand if you plan to leave the care home for any reason.

Fees

The fees are dependent upon the choice of room available and the individual's requirements and needs. This will be discussed with you prior to admission as will arrangements for paying fees.

Charging for additional Services

The home is able to provide a number of optional services/items which are not covered by the weekly fee.

The items/services that are typically available but not included in the weekly fee are:

- Chiropodist
- Hairdresser
- Newspapers
- Toiletries

Personal Monies

Whilst we cannot accept responsibility for residents' personal finances, in some circumstances we are able to hold small amounts of personal monies on behalf of residents to meet their immediate needs if requested. The amount you ask us to look after should be kept to a minimum but can be topped up regularly as required.

There is no interest payable on this money.

All expenditure must be authorised by you the resident or, where applicable, by your representative before payment is made.

Personal Property

Any furniture you wish to bring or electrical equipment will be checked on admission by our maintenance person to ensure it is compliant with current regulations. Personal memorabilia, pictures, photographs and any favourite soft furnishings are welcome.

For security purposes, you need to let us know what personal belongings you have with you in the care home. We need to keep a detailed list of items that you have on admission and have brought into the care home subsequently.

In your room, you will have a place where you can safely lock away small articles.

We would advise you not to keep large amounts of cash, expensive items of jewellery or valuable ornaments in your room. In case of loss, damage, or theft we cannot accept responsibility. We therefore advise you to arrange for your own personal insurance to safeguard your property.

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Quality

Trust Care aims to deliver the best possible quality of care to you and all our residents, in all our homes, all of the time. In order to achieve this we must continually monitor and audit the service we provide, listen to the comments from others, including our regulators and those that receive our services and act accordingly to continually improve the service we give.

Inspection by our Regulators

The Care Quality Commission (CQC) not only registers our care home but inspects them as well. A report of the latest inspection is available on request or can be found on their website.

Internal Audit

We regularly audit our homes to ensure we are doing the right things the right way. Should we become aware of any shortcomings in the service remedial actions are taken to correct these.

Customer Views

We issue a survey each year to all of our residents, their relatives and friends asking what you think of the home. This can be done anonymously. The results of this survey are available within each home.

Communication

Our staff will always listen to what you and your family have to say and will provide you with as much feedback as they are practically and legally able to do.

Personal Care, Treatment and Support

Your personal and health care is planned in consultation with you, our staff members who will look after you, and your relatives if appropriate. Other appropriate health care professionals, such as your Social Worker, are also involved in the planning of your health care where necessary.

To ensure that we provide the highest level of care for you, our staff will record the details of your care in your Care Plan File along with details of your personal choices regarding the normal activities of daily living.

All Residents are actively encouraged to become involved in the care planning process and will be consulted at each stage of the care plan. A copy of the care plan will be made available to Residents and their family or friends, with their agreement for signature when a change or a review takes place.

Reviews of your care will be automatically carried out annually and include you, your relatives if appropriate, your key worker and Home Manager and should you be supported by the Local Authority their representative. This is to ensure that you are happy with the services you are receiving and that we are meeting your needs.

Whilst you will automatically receive an annual review you can ask to arrange one at anytime should you have any concerns.

General Practitioners

You may be able to retain your own General Practitioner, but if this is not possible, you will be able to register with a local GP who visits the home on a regular basis.

Your Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. Where necessary, your medication will be managed by a responsible staff member who will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

However, you may, with your General Practitioner's and the Home Manager's agreement, take care of your own medication and retain responsibility for taking it yourself, provided that you keep it safely locked in your bedside cabinet.

Hospital Visits

If you need to attend hospital for any reason, arrangements will be made with your family or friends for them to accompany you there safely. If this is not possible, and the appointment is a pre-planned appointment, there will be an additional charge for a staff member to accompany you.

In an emergency admission to hospital it is highly unlikely that a member of staff will be able to accompany you. However, written details of your condition will be provided for the paramedics and hospital staff so they are fully aware of your situation.

Should you be required to spend time in hospital, your room will be reserved for you.

Onset of Illness

Your relatives will be advised if you have been taken ill, or sustained an accident and will be informed of your progress during the course of your illness.

Religious Services

Your particular religious beliefs and practices will be respected. If you are no longer able to go to your normal place of worship, it can be arranged for your minister or priest to visit you privately.

Alternatively, you may wish to participate in the church services that are held in the Care Home.

Telephone facilities

It is important to keep in touch with relatives and friends. If you need to make a call, there are telephones available for you to use. Staff will be available to assist you with this.

It may also be possible for you to arrange with the telephone company to have your own personal telephone installed in your room. You would of course have to pay for this yourself.

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Safeguarding and Safety

Your safety is a prime concern to us and we will take the steps to ensure your wellbeing at all times. Whilst Trust Care makes every effort to ensure that our care homes are as relaxed and homely as possible, it is necessary for us to highlight some basic health and safety requirements for the benefit of our residents, visitors and staff.

Safeguarding, Trust Care Homes recognises that our homes must protect residents from any form of abuse, neglect, injury or exploitation.

Who should I tell if I am concerned?

In most cases you must inform the Home Manager, however, in some instances it may be appropriate to contact the Managing Director.

You can also report any adult protection concerns to the safeguarding team at Social Services, the Care Quality Commission or Police. These contact details are displayed in the home.

Bedrails, where used are fitted to manufacturers instructions and should always have a bumper in place when the resident is in bed. We ask that relatives and visitors do not tamper with bedrails or bumpers, but request assistance from staff as required.

Fire, we ask all visitors and residents, where able, make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated rendezvous point.

We would draw your attention to the fact that it is not permissible for bedroom doors to be propped or wedged open at anytime. Some doors are fitted with portable devices which hold the door open, but release when the fire alarm sounds.

Gifts, Care home staff are not permitted to receive hospitality or gifts (Including gifts of money) from residents or their families at any time.

Boundaries, Boundaries are the framework and guidance within which the friendship between our staff and residents' develop. Boundaries make the relationships professional and safe for the person cared for as well as for the professional person. Our staff have clear guidance on their relationship with our residents', these include, never accepting gifts or money, no 'personal' relationships with residents are ever allowed and any concerns that they may have that something is appropriate must be reported immediately.

Infection Control, In order to minimise the risk of cross infection, residents are asked to bring in their own personal hygiene items such as nail clippers, hair brushes, shaving items etc. To further support good infection control we ask that all visitors to the home make use of alcohol gel dispensers around the home.

Moving and Handling, Our staff are trained to ensure that residents are moved in such a manner as to minimise the risk of injury to both the resident and members of

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staff involved. We therefore ask that relatives do not attempt to lift or mobilise residents who are unable to do so for themselves.

Pets, We do have to put some restrictions on the type and number of pets that people may wish to bring into the care home. We would be pleased to discuss your particular needs in this regard.

Security Awareness, Our homes have keypad entry systems, and whilst it is appropriate to give the code on occasions to visitors, if it becomes widely known it becomes meaningless as a security measure. Entry door codes will be changed from time to time to maintain security. We would also ask if any visitor sees anything or anybody suspicious that they alert staff immediately.

Children, Any children visiting the home must be accompanied at all times by an adult, this is to ensure their safety at all time whilst in the home.

Smoking, As you would expect, we promote a non-smoking, health-promoting environment in the care home, but at the same time we are sympathetic to those who have enjoyed smoking all their lives.

There are restrictions imposed on you if you wish to smoke, as we must ensure the safety and well-being of all. Therefore, we do not permit smoking inside our homes, however, there is a designated smoking area outside.

Window Restrictors, If a window is fitted with a restrictor, which limits the amount it can be opened, it is not permissible for any resident or visitor to override the mechanism.

Leaving our Care Home

Should the time come when you no longer wish to stay in the care home, this will of course be respected and the necessary arrangements will be made with your GP and the Local Authority, if involved, to end your stay with us. We require that four weeks in advance you advise us in writing of your intention to leave the care home.

Similarly, if the situation should ever develop where it would be necessary for us to ask you to leave the care home for any reason, we would do so by written notice as confirmed in our terms and conditions. This would naturally follow a period of consultation and attempts to prevent this taking place.

There is an expectation that all outstanding fees will be paid prior to departure.

How to make a complaint

It is our objective to ensure that you are provided with a high level of care, comfort and safety such that you should never feel the need to make a complaint.

However, should you, or a relative or friend, ever have cause to complain, we would urge you to speak to us about it immediately. Complaints are taken very seriously and will be thoroughly investigated.

You will receive a letter to acknowledge your complaint has been received within 7 days and you will then be advised within 28 days of the action, if any, that has to be taken.

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In the first instance, you should speak about the problem to your own carer who will do everything possible to resolve the problem. If you are not satisfied with the outcome, approach the home manager with your complaint.

At this stage, a staff member will enter your complaint into the formal Complaints Register and record the details in a separate form to maintain your confidentiality. If you still feel that your complaint has not been dealt with to your satisfaction, then you should ask to speak to the Operations Director.

You may at any stage register your complaint with the Local Authority or the Care Quality Commission.

CONTACT NAME	ADDRESS	PHONE NUMBER
Operations Director Steven Wilson	Central Office Ground Floor Suite 1 Block A Loversall Court Tickhill Road Doncaster DN4 8QG	01302 572725
Local Authority	This is displayed in reception in each home	
Care Quality Commission	The Care Quality Commission National Correspondence Citygate, Callowgate Newcastle Upon Tyne NE1 4PA	03000 616161
Local Government Ombudsman		LGO Advice Line 0300 0610614 or 0845 6021983

www.trustcare.co.uk