

BODAWEN NURSING HOME

◆PORTHMADOG◆GWYNEDD◆NORTH WALES◆LL49 9PR◆

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Section 3 -**STATEMENT OF PURPOSE**

Limited Company No.3580952

Registered in England & Wales

Registered Office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, Gwynedd, North Wales,LL49 9AP

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SERVICE-USERS GUIDE

FOR RESIDENTS AND THEIR RELATIVES



BACKGROUND INFORMATION

The earliest records we have show Bodawen as a private house in the mid 1850's. More recently it was owned by Gwynedd Council and operated as a residential home. The council sold Bodawen in the 1980's to a partnership initially operated the house as a country House Hotel & Restaurant. In the mid 1980's Bodawen was converted to a nursing home and was acquired by Cariad Care Homes Limited in February 2004.

LOCATION

Bodawen is located in Porthmadog just off the roundabout for the new Porthmadog bypass. Porthmadog High Street is 0.5 miles from the home and the local bus service stops close to the entrance to the home.

THE AIM OF BODAWEN

Bodawen is a care home designed for older people. Currently, Bodawen provides 24-hour nursing care for up to forty residents, including up to 5 persons over the age of sixty five in receipt of personal care due to dementia. Generally, our residents are people over the age of 65 who are married or single. Bodawen caters for people who because of physical and or psychological incapacity require help with daily living. Bodawen is committed to ensuring that no one residents or staff is excluded on grounds of ethnic origins, religion, race or culture.

OWNERSHIP AND ORGANISATION

Cariad Care Homes Limited, a limited liability company, specifically formed in 2004 when the Hughes family acquired Bodawen Nursing Home. Cariad Care Homes Ltd is registered at Companies House with the Registrar of Companies Company Number 3580952.

The Hughes family have lived in the area for several generations and currently live in Criccieth, Porthmadog and Pwllheli. Mrs Hughes and her daughters are actively involved in the day-to-day management of the business to ensure a homely, friendly, clean and safe environment for the service-users and employees. The responsible individual of Bodawen Nursing Home is Mrs Mair Hughes.

THE MANAGEMENT TEAM

Mrs Mair Hughes	Chairperson
Mrs Ceri Roberts	Managing Director
Miss Nia Thomas	Director
Mrs Mandy Jones	Manager (Registered Nurse Level 1)
Mrs Gillian Owen	Deputy Matron (Registered Nurse Level 1)

BODAWEN AND ITS OPERATIONAL CAPABILITY

Bodawen is managed on a day-to-day basis by the Matron and her Deputies with the support of the Directors. Mrs Hughes has been managing the company's other home Plasgwyn Nursing Home since the family converted their hotel to a Nursing home in December 1999, meanwhile Ceri Roberts was a manager in 5-star hotels and a Managing Director of a recruitment company whilst Nia Hughes was a Deputy Manager in a home for children with behavioural problems.

STAFFING LEVELS AND QUALIFICATIONS

Bodawen currently employs 3 Directors, 1 Administration Manager, 1 Manager, 1 Deputy Manager, 8 Registered Nurses, 26 Care practitioners, 1 Activity co-ordinator, 2 Cooks, 1 Kitchen Assistant, 5 Domestic staff (laundry, cleaning etc.) a full-time handyman and gardener.

Staffing levels are set taking into account the needs of residents and size of the building. At all times there is a Registered General Nurse in charge at Bodawen, who is supported in her duties and responsibilities by a number of care practitioners. Most of our staff are recruited locally and are bi-lingual (English and Welsh). Many of our care practitioners have completed National Vocational Qualification's NVQ level 2 in caring.

OUR OBJECTIVES

- * ***To provide the highest standard of care using individualised programmes.***
 - * ***To preserve the legal and moral rights of our service-users.***
 - * ***To ensure that service-users dignity is preserved at all times.***
 - * ***To provide a therapeutic and homely environment where relatives and visitors are encouraged to participate in activities and the service-users individualized care programme***
 - * ***To protect service-users right to choose and provide service-users with choices as far as is possible***
 - * ***To promote nurse and care practitioner development through the provision of onsite training and where appropriate arrange for staff to attend offsite training sessions***
 - * ***To ensure that our staff have a positive and caring attitude.***
 - * ***To maintain cordial relationships with the individuals providing professional services to Bodawen***
-

FACILITIES AT BODAWEN

The accommodation at Bodawen is on two floors. The floors are linked by one staircase and two passenger's lifts each with its own telephone link in the case of an emergency.

Bodawen's fire protection and nurse call systems use proven technology. The fire alarm system is tested weekly – service-users and visitors in Bodawen are advised of the test just before it occurs. All rooms are en-suite and there is a telephone point in most rooms. There are four lounges and two separate dining rooms.

The gardens around Bodawen are pleasant and well maintained. The garden is intended for the use of service-users and their families & visitors.

All employees are required to attend regular training sessions to ensure they are updated of new developments as they occur. There is also a team of ancillary staff responsible for the catering, cleaning, laundry and maintenance.

The management of Bodawen have retained local professionals who are prepared to attend; arrangements are in place with; opticians, dentists, chiropodists, speech therapists, physiotherapists and a massage therapist.

The mobile library calls on a monthly basis to replace and replenish books.

Service-users are encouraged to adapt their rooms to reflect their own preferences. Additionally, Bodawen has no objection to service-users bringing items of furniture and other



personal belongings to their bedroom, subject to the prevailing regulations and provided they do not interfere with the care plan. Electrical equipment must pass a safety test. Electric fires or fan heaters are not permitted.

Bodawen does not insure items belonging to service-users such as jewellery, valuables and cash. Service-users are strongly advised to make their own arrangements in respect of these items. Each service-user has access to a lockable cabinet for their own use if required. Additionally, Bodawen does have a cash box in which service-users may place petty cash for safekeeping.

Ministers of all denominations are encouraged to visit Bodawen.

ADMISSIONS

All prospective service-users, their families and friends are encouraged to visit Bodawen to see the environment we have created.

Prior to admission, all prospective service-users are provided with a copy of our statement of purpose, service-users guide, service-users contract & statement of terms and conditions. Additionally, all prospective service-users are assessed by our Matron who, in conjunction with the family, GP and Social Worker, will assess the individual and devise an individual programme of care, which will be undertaken once they become resident. In the event that Bodawen is fully occupied it is possible for prospective service-users to be placed on a waiting list and contacted once a vacancy occurs or could temporarily be placed at our sister nursing home, Plasgwyn Nursing Home in Pentrefelin.

Service-users are admitted to Bodawen through four main conduits;

1. Hospitals – Multi disciplinary care teams
2. Social and Community workers
3. General Practitioners
4. Relative and friends of existing service-users

Service-users of Bodawen are all here because they have been assessed as requiring Continuing Health Care, nursing care twenty-four hours a day, personal care or personal care due to dementia.

Once admitted to Bodawen, service-users have four weeks in which to decide that Bodawen is the nursing home for them. This first month provides an opportunity for the staff to get to know individual service-users and to identify their needs and preferred ways of living. During this period the service-users care, and support requirements will be assessed, discussed and developed into an agreed plan. This process includes discussions on any risks to which the service-user and staff might be exposed as a result of making their own choices and decisions. It also includes discussions, with the service-user's agreement, with any relatives or representatives who may be involved in their care needs and plans. The main objective is to achieve a care plan that satisfies the requirements of all those involved.

The resident and their families, or social Services, or possibly the Local Health Board (LHB) pays the fees. Additional information is available by contacting the local social service offices or the prospective resident's Social Worker.

Service-users come under the care of the GPs from the various local practices in Criccieth, Porthmadog and Penrhyndeudraeth. Service-users have the ability to remain with their own



GP providing the GP is local and willing to visit. Our GP is on call as and when required. Service-users have access to all of the National Health Service resources.

HOW IS CARE PROVIDED TO SERVICE-USER'S

The care plan designed for each service-user provides the basis upon which Bodawen's care is delivered. Each service-users plan includes a brief description of their preferred daily routine, their likes and dislikes in relation to food including specific dietary requirements and similar matters. It includes their list of preferences in respect of how they prefer to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. It is particularly important to determine this in respect of any intimate or personal care to be performed. The care plan will also include risk assessment and risk management plans needed as well as details of health care needs, medication, GP details and any community nursing or other therapeutic services provided or that may be commissioned by the Service-user. The care plan also includes details of service-user's social interests and activities and how they are met along with arrangements in place to facilitate the provision of religious services of their choice and contact with relatives, friends and representatives. Trained Nurses are responsible for monitoring and reviewing the care plans for all our service-users. The duties of Nurses include preparing service-users and gathering information for their reviews. The Matron and the Deputy Matron share responsibilities for supervising reviews and communicating with outside professionals who may also be involved with the service-users. Confidentiality of information relating to Service-user is preserved through a confidentiality policy signed by all staff and individuals from other organizations such as Social Services and the Local Health Board who are now also required to sign a confidentiality policy. Care plans are reviewed and updated at least once per month by the registered nurses.

The care plan is organised as a response to service-users individual and combined needs. All meal times are flexible, and service-users can arrange to have meals in their own rooms or in the dining room. Our communal lounges have been established with specific uses such as, a quiet lounge, three lounges have a television set, two have a compact disc player/audio equipment to allow groups to listen to different TV channels or radio stations. This reflects Bodawen's commitment to provide service-users with as much choice as they want. However, we would encourage service-users to have their meals in the dining room with other residents.

MEAL TIMES

The menu is on display in the dining room – if you require a copy please do not hesitate to ask and one will be provided to you. Bodawen's attitude to meals and meal times is very flexible. Specific menus and diet can be catered for by prior arrangement. Meals can be served in the dining room, bedrooms or any of the lounges. Our meal times are set out for guidance purposes as follows:

Breakfast	07.30 – 09.30
Mid morning coffee/tea	11.00 – 11.30
Lunch	12.30 – 13.30
Afternoon tea	15.00 – 15.30
Evening Meal	17.00 – 18.00
Drinks/Snacks	20.00 onwards (A selection of hot and cold drinks along with sandwiches and snacks are available all through the night.)



ESCORTED OR ACCOMPANIED OUTPATIENT VISITS

Bodawen is willing to offer trained care practitioners and or nurses to escort service-users on outpatient visits.

The fee scale applicable as follows:-

Registered Nurse Level 1 £16.00 per hour

Care Practitioner £ 9.00 per hour

The hourly rate will be applied from the time of departure from Bodawen to the time of return.

VISITING

We have introduced protected meal times in order to ensure that residents can enjoy their meals in a relaxed environment and are not disturbed whilst eating their meals.

We therefore ask visitors **NOT** to visit between the following times

8.00 am-10.00 am

12.00 pm- 1.00 pm

5.00 pm- 6.00 pm

Obviously if a resident is poorly you are welcome to visit at anytime.

The management wish to make it known that domestic animals such as dogs are allowed on the premises. Owners are required to keep their pets on a lead and under control at all times. Bodawen accepts no responsibility for any issues arising from visitors bringing animals to our premises.

OTHER

Our aim is to ensure that the dignity of our service-users is preserved at all times and that they are afforded such privacy, as they want. Should you require additional information or clarification on any point or issue, please do not hesitate to telephone or better still call in and see us. Our Telephone Number is 01766 513422 ask for our Matron Mandy Jones.

We aim to give all our service-users the highest degree of care and the best possible service. However, in the event of a complaint, the matter should be raised in the first instance with the nurse on duty (nurse in charge). If the nurse in charge is unable to resolve the matter then the complaint should be taken up with our Matron Mandy Jones. In the unlikely event of a dispute not settled to your satisfaction the matter may be referred to the Care Standard Inspectorate for Wales. Contact details are set out below:

Care Inspectorate Wales
North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 062 5609



SERVICE-USERS CHARTER OF RIGHTS

At Bodawen we always bear in mind that our service-users are human beings and have the same rights that all of us have regardless of the degree of dependence or disability. Our service-user's quality of life is dependent on being seen by others as a person with intrinsic value and status, entitled to dignity and respect at all times.

Care will be delivered in ways that actively promote a positive image for our service-users.

All Service-users are individuals and have a variety of needs and requirements.

Quality of life depends on fulfilling these needs using the same means that we all do

The style of care provided at Bodawen gives residents the opportunity of autonomy, choice and access whilst preventing infringement of legal, civil and moral rights.

We value our service-users as individuals. We believe that our service-users should maintain personal links and continuity with the community at large and be recognised as unique individuals.

PHILOSOPHY OF LEARNING

By providing a stimulating environment that facilitates learning and understanding of the service-users physical and psychological requirements, the knowledge of treatment progresses.

Ongoing education of staff is conducted at Bodawen by a trained assessor and our nurses & care practitioners acting as role models. This allows our staff to relate to service-user's specific requirements and identify the problems encountered on a day-to-day basis. All staff are monitored by the management team on a day to day basis to ensure that all procedures are adhered to and that staff conduct themselves professionally at all times.

Nurses and care practitioners are encouraged to develop their full potential and to participate as a member of the therapeutic team.

High standards are maintained at all times by following our policies and procedures.

By developing an awareness of the legal and moral rights of all service-users, nurses and care practitioners can determine and carry out their duties and responsibilities to our service-users.

Service-user's participation in all aspects of their individualised programme of care is monitored through daily discussions with all grades of nursing staff and care assistants. This ensures that all members of staff are contributing to the programme and that adequate feedback is obtained allowing results to be evaluated and programmes to be adapted as required.

Bodawen encourages all staff to develop their natural talents and skills. The Health Trust runs a development programme allowing all grades of staff to compliment and reinforce experience gained in nursing homes. All staff are given the opportunity to extend their knowledge by attending relevant and appropriate training courses. Qualified nurses are required to register with their professional body every year. This annual registration requires nurses to update their knowledge by attending professional courses.

EVALUATION

Using continuous feedback from various sources (service-users, families, management etc.) and on-going evaluation we aim to achieve the highest possible standard of care. We have adopted a problem-solving approach with a realistic, optimistic and professional manner, service-users are encouraged to achieve the goals they have set.

SCHEDULE OF SERVICES

Items INCLUDED in Weekly Fee	Items EXCLUDED in Weekly Fee
General Nursing Care	Professional hairdressing
Linen & Towels	Opticians Fees
Incontinence Aids	Private Physiotherapy
Laundry	Dry Cleaning
Minor Toiletries such as Soap	Clothing
Non-alcoholic beverages	Individual Newspapers
Special Diets	Individual Magazines
In-house activities	Personal supply of alcoholic beverages
Birthday Cake & Card	Private prescriptions
Daily Newspapers	Escorted/Accompanied outpatient visit to Hospital
Christmas present	Hairdressing
Occasional glass of sherry or wine (with G.Ps Permission)	
Professional Chiropody	
Communal Newspapers	
Aromatherapy massage	

THE PHYSICAL ENVIRONMENT

- * The building is regularly inspected by the fire officer and meets with the local authority standard.
- * The building meets the local authority standard as regards room temperatures
- * The building is accessible to people using wheel chairs
- * All floors are carpeted or covered with non-slip flooring and the floor space is free of obstructions, which might be hazardous to an infirm person.
- * The building is well ventilated
- * The building is well lit with all rooms having adequate and appropriate lighting
- * All rooms are clearly marked as to their purpose. Signs are sufficiently large and include symbols
- * Room doors are numbered and labelled to allow visual identification
- * Corridors, stairs, toilets and bathrooms have hand rails
- * There are sufficient rooms to allow privacy as and when required by service-users
- * Each service-user is encouraged to bring personal items of furniture into Bodawen (Subject to Matron's confirmation). A property list will be maintained.
- * Sufficient toilets are available within easy distance of the communal areas (lounges, the dining room etc)
- * Bathrooms/toilets are sufficiently wide to allow two nurses to assist a patient who is immobile
- * There is a garden area which is discreetly fenced and is accessible to service-users and provides for their safety
- * There is a state of the art nurse call system with sirens audible in each bedroom, communal rooms, bathrooms and toilets. There are visual display units throughout the building identifying the source of the call
- * There is a passenger lift serving both floors of the building
- * The requirements of the CSIW have been met
- * All service-users can have access to a private telephone in their rooms by prior arrangement.
- * A selection of newspapers are available to service-users in the communal rooms.

WHAT SERVICE-USERS SHOULD EXPECT

1. To be addressed according to their wishes.
2. Service-users wishes with regard to time of rising and time of retiring are respected and balanced with the residents need for rest and sleep.
3. Nurses will ascertain service-users interests and the care plan will include attempts to involve the resident appropriately.
4. Visitors are welcome at any time other than meal times.
5. Service-users will have their affairs dealt with confidentially and their privacy will be respected at all times.
6. Service-users will be encouraged to fulfil their human, emotional and social needs.
7. Service-users will be safeguarded from discrimination on any grounds, such as age, disability, sex, race, language or religion.
8. Service-user's preferences regarding diet will be identified and recorded. Where a service-user is unable to exercise a choice of menu their likes/dislikes will be identified recorded and noted in the kitchen as well as the care plan.
9. Service-users must have their own toiletries. There are no communal toiletries.
10. Each service-user has their own clothing, nametags must be provided.
11. Service-users are able to retain the Doctor of their choice, where possible.
12. Service-users will receive medical and nursing care in private.
13. Service-users will have their care evaluated and discussed at regular intervals with the Management of Bodawen and will be given genuine and informed choices of the options available for their future care.
14. Service-users can have access to their individual care plans.
15. Service-users will be cared for by appropriately trained and qualified staff.
16. Attempts will be made to identify service-user's preferences in respect of music, television and radio programmes. Inappropriate use of the television/radio is avoided.
17. A programme of activities is on display. The programme includes therapeutic (e.g. Reminiscence/orientation-exercise) activities, which will be ongoing and part of a daily routine.
18. Appropriate transport is available to facilitate offsite activities, relatives are encouraged to participate.
19. Service-users have the right to consult privately with a solicitor, adviser, advocate and or financial adviser and the right to be represented when this is necessary to put forward the resident's point of view.
20. Service-users will be provided with homely, safe and clean accommodation of a high standard and will be encouraged to bring personal effects into Bodawen.
21. Service-users have access to private telephone by prior arrangement.
22. Members of the local community are encouraged to visit Bodawen on occasion e.g. local choir, nativity plays etc.
23. Service-user's religious beliefs are identified and recorded. Service-users will be assisted in maintaining religious practises.
24. Service-users right to privacy is respected at all times, service-users will never be expected to dress, undress or use the lavatory in view of other service-users.
25. Service-users will have a contract and statement of terms and conditions of residency and this service-user's guide prior to admission.
26. Service-users will be given a quality of service of a consistent standard that is appropriate and responsive to their individual needs.

CONTRACT

BETWEEN

.....

AND

CARIAD CARE HOMES LTD

This agreement is made on theday of between Cariad Care Homes Limited (hereinafter referred to as "the home" andhereinafter referred to as the Service- user andhereinafter referred to as "The Appointed representative or next of kin"

IT IS HEREBY AGREED AS FOLLOWS

GENERAL TERMS

1. The home aims at all times to maintain the National Minimum Standards for Care Homes for Older People.
2. The home will aim to provide a comfortable and happy home and hope that Service – users will enjoy living here.
3. The home will do everything possible to respect the rights of the service-users in the home, particularly by observing the values of privacy, dignity, independence, choice, civil rights and fulfilments which can be threatened by living in a communal environment and having to cope with the disabilities.
4. We recognise that providing good care is a co-operative process and we will attempt to consult residents and, where appropriate, their relatives, friends and representative at all times and as fully as possible.

RESIDENCE

5. You have selected room number _____, this room has been reserved exclusively for your use. Should you decide that you wish to move to an alternative room this can be achieved by mutual agreement providing of course that an alternative room is vacant. A change of room may be required for medical/nursing reasons, but this will be discussed with you or your family.
6. Residence in the Home for the first four weeks shall be on a trial basis. If during or at the end of that period either the service-user or the home's management regards the arrangement as unlikely to be satisfactory for the long term, residence can be terminated with reasonable notice from either side and the service-user will vacate the home at a time agreed.
7. The staff and management of the home will make every effort to provide the service-user with a permanent place of residence including wherever possible through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that the home is temporarily or permanently unable to provide for the service-users medical or nursing needs.
8. This agreement shall remain in force until termination by either party. In the event that either the management of the home finds that the home is no longer able to accommodate the service user appropriately or the service user wishes to leave the home for any reason, either side will give four weeks notice of termination of residence.
9. Should the service user leave the home without giving the required notice, the service user will pay one month's fee in lieu of notice.
10. The home may give notice of termination as outlined in clause 8 requiring the service user to leave the home as a result of the following:

- Non-payment or persistent delayed payment of the monthly fees.
 - Any circumstances that in the opinion of the management of the home may be detrimental to the home or the welfare of other service-users within the home.
11. If the service-user vacates his or her room temporarily for a holiday, hospital admission of less than six weeks or any other reason, reduction of fees will not be made. The home undertakes to keep the service-users room empty and secure during the period of absence.
12. As afunded service-useris/are responsible for paying the care fees.

It is possible that if you are privately funded that at a future date the Social Services or Local Health Board will become responsible for paying for your care. We take the opportunity to point out that the fees paid by the council are below the current fees of the home as the home has a fixed contract with Gwynedd Council. Accordingly, we take the opportunity to point out that a top-up fee may be required, and you will be responsible for this amount should the funding arrangements change.

The fees payable will be £_____per week, payable monthly in advance by cheque or standing order. Fees for periods of less than one week are calculated at a daily rate of 1/7th of the weekly fee with part days calculated at the full daily rate.

*Fees include all care and accommodation costs, food and drink, heating and lighting, laundry (undertaken on the premises) and any other staff services. **Fees do not cover the cost of newspapers and periodicals, hairdressing, dry cleaning, treatment by dentists or opticians or the purchase of clothing or personal effects.***

14. Fees shall be due and payable on the first business day of the month. Fees are to be paid on month in advance.
15. The monthly charge will be the same regardless of the number of days in the month. The fee is calculated as the weekly charge multiplied by 52 and divided by 12.
16. If a service-user requires additional care, it may be necessary to increase the fees. The home will give at least one month's notice of increase in fees.
17. For Service-users taking up residency during a month, a pro- rata amount will be calculated using a monthly charge derived under clause 15 above, divided by 7 and multiplied by the number of days from the date of residency to the end of the month.
18. A security deposit equal to one month's fees (inclusive of nursing care) is required by Cariad Care Homes Ltd. This deposit will be held in a non-interest-bearing account. Should the service-user decide to leave the home it will be used to settle any outstanding bills incurred, such as but not limited to personal care, board and lodgings, newspapers, telephone, dry cleaning, private chiropody/physiotherapy etc. The balance of the security deposit will be returned to the resident or their next of kin/estate within six weeks of leaving the home along with a statement of account detailing the amount being returned and explaining any deductions made. **In the event of a resident's death, an additional four days fee will be charged.**

19. Should the service user be required to attend hospital appointments, day clinic, dentist and so on, it is the responsibility of the next of kin to escort. If the next of kin is unable to escort the home will try to assist in finding a suitable escort. The service- user/next of kin will be charged the cost per hour of the member of staff escorting which is to be paid directly to the escort.

THE SERVICE-USERS ROOM

20. The service-user will have exclusive use of the allocated room, (unless the Service-User is accommodated in a twin room) which will be treated as far as possible as his or her private space. Service-users are welcome to bring to their rooms personal items and any furniture they wish to use which can be safely accommodated in the space. Furnishing of the service-users room will include at least the following;

- A clean and comfortable bed suitable for the service-users needs.
- Bed Linen
- Curtains
- A Mirror
- Overhead and bedside lighting
- Comfortable seating for two people
- A chest of drawers and a wardrobe with hanging space for clothes
- Two accessible double electric sockets
- En-suite facilities

PERSONAL POSSESSIONS

21. Service-users are encouraged to have their personal possessions in the home with them, subject to health and safety and fire risk assessments. Costs relating to the transportation, insurance and eventual removal of personal items shall be the responsibility of the service-user, their estate, their representative or next of kin.
22. Service- user wishing to bring a pet into the home should discuss the matter with the manager.
23. Items of significant value may be stored in the safe by mutual agreement. Staff will attempt to provide security for service-users possessions, but no responsibility can be accepted for items retained in service-users own rooms.
24. The home will not accept responsibility for valuables left in the Service-users possession or for any items of value not declared upon arrival to the home.
25. Although the home has insurance cover for personal items Service-users are strongly advised to arrange insurance cover for their own personal items.
26. All clothing should be marked with the name of the service-user. The home will make every effort to prevent damage to clothing but will not accept responsibility for items of clothing which are not machine washable.

HEALTH

27. The home will promote and maintain the service-user's health and ensure access to health care services. In particular it will do the following.
- Support self-care wherever possible.
 - Maintain personal and oral hygiene.
 - Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.
 - Seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used.
 - Monitor psychological health and ensure that preventive and restorative care are provided and used.

- Provide appropriate opportunities for exercise and physical activities.
- Identify and act on any risk of falling.
- Regularly assess and act on the service-user's nutritional needs and monitor weight gain or loss.
- Enable service-users to register with a GP of their choice, subject to the GP's agreement.
- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody, and therapeutic services and hospital and community health care as required.
- Ensure access to hearing tests and sight tests and to appropriate aids.
- Provide information and advice about entitlements to health care.
- Inform the service-user's next of kin or representative of serious illness or death.

MEDICATION

28. The home maintains a clear policy and stringent procedures with Department of Health guidelines for all aspects of the handling of service-user's medications.

CARE

29. The management undertakes to make available sufficient staff to meet the service-users care needs.
30. A full assessment of care needs will be carried out before admission and needs will be reviewed regularly.
31. A service-user plan will be drawn up with the full involvement of the service-user and reviewed at least monthly.
32. The care plan will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the service-user are met.

HEALTH AND SAFETY

33. The management will ensure as far as practical the health, safety and welfare of service-users, including compliance with relevant legislation and the Department of Health and guidance.
34. To comply with FIRE Regulations and for the safety and comfort of service-users and staff, smoking is permitted only in the smoking room.

VISITORS

35. Visitors are welcome at any time.
36. Whenever we have a themed lunch Visitors are encouraged to join their relative for a meal.
37. In the interest of general safety visitors are requested to sign themselves in and out of the premises and to advise the nurse on duty if a service-user is leaving the premises with them.

COMPLAINTS

38. The home has a complaints procedure, which is displayed in the reception area, noted in the service-user guide and is available upon request.
39. Any complaint made by or on behalf of a service-user will be investigated and dealt with under the procedure within 28 days.

REGISTRATION

The home is registered by

Care Inspectorate Wales
North Wales Region
Government Offices
Sarn Mynach

Tel: 0300 062 5609



Llandudno Junction
Gwynedd
LL31 9RZ

You may also contact The Public Services Ombudsman for Wales whom have legal powers to look into complaints about public services and independent care providers. They also investigate complaints that members of local government bodies have broken their authority's code of conduct and are independent of all government bodies.

The Public Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

I confirm that I have read and understood this contract. I agree to abide by these terms and conditions.

The Service User

Signed: _____

Print Name: _____

Date: _____

The Appointed Representative or Next of Kin

Signed: _____

Print Name: _____

Date: _____

Cariad Care Homes Limited

Signed: _____

Print Name: _____

Position: _____

Date: _____