

# The Abbeyfield Lancaster Society

## CHIRNSIDE HOUSE RESIDENTIAL CARE HOME



**Manager: Mrs Claire Holland**

**Chirnside House**

**Abbeyfield Close, Scofforth, Lancaster. LA1 4NL**

**and find us on Facebook**



The purpose of this brochure is to give you as much information as possible before you choose to take the step of joining us in our residential home.

If you need further help or information please contact any of our senior staff and they will be happy to assist you wherever possible.

We are dedicated to providing the best standard of care. We will always do our utmost to meet your needs and the standards laid down in this document. We strive to constantly raise our standards and never become complacent.

We would be delighted to welcome you to Chirnside House.

**Abbeyfield** is a charity providing housing, support and care for older people and is the name given to around six hundred voluntary organisations which exist throughout the United Kingdom to provide assisted living for older people. Each Abbeyfield Society is composed of a group of volunteers who are responsible for setting up, and managing, Abbeyfield houses.

## The **Abbeyfield** Lancaster Society

The Abbeyfield Lancaster Society Ltd is a registered charity which was established in 1962. The Society is run by an Executive Committee whose members act as trustees of the Society.

The Society runs a registered residential care home, Chirnside House, where a dedicated, trained team of care staff assist the Manager and her deputy to provide 24-hour care.

# CHIRNSIDE HOUSE

Chirnside House is a Residential Care Home situated on the outskirts of the City of Lancaster and close to the local amenities of Scotforth. The home

provides 24-hour care for thirty frail, elderly residents over the age of

65 years, including those with dementia. It is the policy of the Society that only ten residents who have been diagnosed with early onset dementia are catered for at any one time. The home, purpose built in 1994, was extended and refurbished in 2004 and, again, in 2008.

The home has a philosophy of care which includes encouragement of independence whilst providing personal care where needed. All bedrooms in the home are en-suite and of good size with a high standard of furnishing. The residents are encouraged to bring their own furniture and personal items.

There are ample communal rooms with a choice of seating areas according to choice. Activities are provided in the home, and outings are arranged.

## Philosophy of Care

**Our philosophy of care is that you have a number of important rights that will be protected at all times.**

- \* To be encouraged and assisted in maintaining a quality of life, with respect for your own individuality.
- \* To be encouraged to maintain your independence, choosing, when ever possible, your own level of freedom, habits and lifestyle.
- \* To have your interests dealt with confidentially and to have your privacy respected.
- \* To be encouraged to fulfil your human, emotional and social needs.
- \* To be addressed as you wish.
- \* To be safeguarded from discrimination on any grounds, whether it is age, disability, gender, sexual orientation, race, language or religion.
- \* To be given the choice to handle your own medicine when it is appropriate to do so.
- \* To be able to retain the doctor of your choice when ever possible.
- \* To receive medical and nursing care in a private place.
- \* To bathe, wash and use toilet facilities within the home, either in your own en-suite where available, or in facilities shared by other residents, and given assistance to make this possible.
- \* To have your care evaluated and assessed at regular intervals with the Management of the home, and to be given genuine, informed choices of the options available for your future care.

- \* To be freely given personal information on your condition and prospects, and to be informed of the person ultimately responsible for your care.
- \* To be cared for by trained and qualified staff appropriate to your needs.
- \* To be able to receive visitors at any reasonable time.
- \* To have the right to consult a solicitor, advisor or advocate and have the right to be encouraged to be represented , when necessary, to put forward your own point of view.
- \* To have access to a telephone that is in a private position.
- \* To be provided with a choice of high quality appetising and nourishing food appropriate to your dietary needs and personal wishes.
- \* To be encouraged to participate in recreational activities if you so desire, and to be given the opportunity to develop new hobbies and pastimes.
- \* To be encouraged to continue old friendships and develop new ones.
- \* To be able to freely comment on, or complain about, any aspect of the service provided at Chirnside House, through formal, or informal, channels, knowing that your views will be listened to and, wherever possible, accommodated.
- \* To be given quality service of a consistent standard that is appropriate and responsive to your needs.
- \* To have a contract of residence and a client guide to admission.

## **Care Management Assessment**

Before you come to Chirnside House one of our senior staff will meet you. It is always helpful to know a face and to be able to ask any questions you may have. At this time we will be trying to gain as much relevant information about you as we can so that, together, we will be able to plan the best possible care for you. If you have a social worker an assessment of your needs will have been done, but we will still be making our own at this time. We will be looking at all aspects of daily living and asking any health professionals you may have seen for their input.

## **How we are going to meet your needs**

Our Manager, Mrs Claire Holland, has been registered with CQC (the Care Quality Commission).

The home's total staff establishment is approximately forty, of whom twenty five have duties involving direct care for service users and have NVQ level 2 or 3.

Staff and Management undergo continuous training to maintain the high standard of care provided. With the assistance of visiting professionals we can assure you that your needs will be met at all times.

## **Trial Visits**

We are aware that moving home, especially when you are elderly, is a very big decision to make. We are happy to offer introductory visits to prospective residents to assist in this process.

## Your Personal Care Plan

We are dedicated to the promotion of your health, personal and social care. This is of primary importance to both you and us. If you have been referred through Care Management arrangements we will obtain a copy of your Care Plan and Care Management (health and social services) assessment. We will also do our own assessment. To help achieve this we will, together with you, formulate your own plan of care to identify your individual needs. We will base the plan on the following needs assessment:

- \* Personal care and physical well-being.
- \* Diet, weight and dietary preferences.
- \* Sight, hearing and communication.
- \* Oral health.
- \* Foot care.
- \* Mobility and dexterity.
- \* History of falls.
- \* Continence.
- \* Medication usage.
- \* Mental state and cognition.
- \* Social interests and hobbies.
- \* Religious and cultural needs.
- \* Personal safety and risks.
- \* Carer and family involvement.

We will work with you and your representative, and you, or they, will sign the plan so that we all know that we are in agreement.

We will not accept any application for which we are unable to meet the assessed needs to comply with the requirements of current good practice.

**Health Care** : We will ensure that your health care needs are fully met. Our team of carers will help you with any daily personal care where you require assistance. If our trained team is not able to help you with any aspect of your care we would request the advice of specialists such as community nurses, physiotherapists etc. We encourage you to be registered with the medical practitioner and dentist of your choice. Arrangements can be made for an optician and a chiropodist to visit you at Chirnside House. We can help you to claim all appropriate welfare benefits and access to social services. If we need to accompany you to the doctor, dentist or hospital we reserve the right to make a charge of £25 to cover the costs involved.

**Medication** : You will be entitled to be responsible for your own medication. However, this will have to be risk assessed. We have to adhere to strict rules and regulations with regard to medication. If you prefer that the care team should take care of your medication, it will be dispensed by our local Pharmacist who is available to help with any queries. We have strict rules about the disposal of medicines, and their movement, and we ask all residents to help us comply with these rules for the safety of all.

**Privacy and Dignity** : You will always be treated with respect and your right to privacy will be upheld at all times. Our care team receive instruction on these matters as soon as they join us. All your personal care, and consultations of any nature, will be carried out in private. We have communal areas, but should you wish to see your visitors in private please ask any member of our care team and they will assist you. We have a telephone that you may use in private. If you wish to have your own telephone you may have one installed in your room. You will be responsible for the cost of installation and any charges. The post is given out each day as it arrives and you will be able to open and read your mail in complete privacy. We do ask that your clothing is clearly labelled prior to your arrival so that we can do our very best to ensure that your clothing is returned to you safely after laundering.

# Dying and Death

## NHS Gold Standards Framework

The Gold Standards Framework (GSF) is a systematic, evidence-based approach to optimising the care for persons nearing the end of their lives.

All residents deserve the best care that we can provide - the "Gold Standard of Care". This means that you, and your family, receive high quality support, potential problems are anticipated and reduced, and staff are able to provide the right care, at the right time, and in the right way.

You have the right to live the final years of your life as comfortably and happily as possible, just as you would wish.

To provide the best possible care we need to know what is important to all concerned and what the resident's needs and preferences are for the future.

The aim of any discussion about thinking ahead, often called an "Advance Care Plan" discussion, is to develop a better understanding, and recording, of a resident's priorities, needs and preferences, and those of their families. This should support planning and provision of care, and enable better planning ahead to best meet these needs. This philosophy of "hoping for the best, but preparing for the worst" enables a more proactive approach and ensures that it is more likely that the right thing happens at the right time.

We encourage "Advance Care Plan" discussions to take place at an early stage on entering Chirnside House, preferably on admission. We are aware of the sensitivity of some of the issues. Some may not wish to discuss all in full but prefer to review and reconsider.

## Social Contact and Activities

We want your experience at Chirside House to live up to your expectations and preferences.

The policy of our Care Home is that you will have:

- \* Quality care, both physical and mental, which will enable you to maintain as much independence as possible.
- \* Good, home cooked food.
- \* A comfortable room where you can feel at home, personalised with any possessions that it is possible to accommodate. Your bedroom door is fitted with a lock to which you may be given a key. Another key is kept in the office in case of emergencies.
- \* Pleasant, airy communal rooms where you can communicate with the care team, and others, in a convivial atmosphere.
- \* Unrestricted visiting times.
- \* The privacy of your own room when you wish.
- \* Help from management and the care team when dealing with professionals such as doctors, solicitors etc.
- \* Daily access to management or senior staff to deal promptly with any problems which may arise.
- \* Help to maintain personal cleanliness if physical or mental health make independence a problem.
- \* Approachable, friendly, professional carers who always have your best interests at heart.

We have an extensive activities programme in which you are welcome to take part. We also plan time to help you follow your own interests and hobbies, both in the home and in the locality.

We have regular input from local ministers who are all happy to visit at any time deemed necessary.

## Community Contact

We want you to maintain contact with anyone you wish. If you have outside interests we will encourage you to continue with these as far as is possible. Your visitors are warmly welcome at Chirnside House.

We do ask, on behalf of our residents, that:

- \* Visitors try to avoid very early or very late visiting as this is frequently not convenient for other residents.
- \* Visitors sign our Visitors' Book, both on arrival and departure. For reasons of safety and security we need to know who is in the house at all times.
- \* Visitors make themselves known to a member of the care team, purely because we like to offer hospitality.
- \* Absolutely no medicines are given without first checking with the Manager or her deputy.
- \* All visitors remember that this is "Home" to all our residents.

Also, please note that:

- \* At the request of the residents, visiting in private will always be arranged.
- \* Anyone visiting Chirnside House, for any purpose, does so at the discretion of the management.
- \* Visitors will be asked for identification. Failure to provide identification may result in their not being admitted to the home.

If a resident expresses a wish not to see a visitor, for any reason, or asks that a visitor leave, the care team will carry out the wish of the resident at all times. Failure to leave, reasonably, on such an occasion will result in our summoning the police.

## **Autonomy and Choice**

We want to help you to exercise as much choice and control over your life as is possible. To enable you to do this, we will encourage you to keep control over your own financial affairs for as long as you wish, and have the ability and capacity so to do. If you are having difficulty, or are no longer able to manage, we will gladly help you to contact an agent or advocate who will be able to guide you.

You have the right to access your own personal records that are held by us. Any possessions that you wish to bring with you must be discussed with the care team and agreed beforehand. This is to protect you and to ensure that your possessions can be easily identified.

We would like you to consider writing a will prior to your arrival as, in our experience, it is often a very helpful thought-provoking exercise that helps your next of kin to carry out your wishes. At no time are any employees of Chirnside House allowed to act as a witness, or executor, of a will.

It is the choice of all residents to do whatever they may wish with their money and possessions during their lifetime. However, it is our policy to decline any personal gifts in order to prevent suspicion of undue influence.

We ask that only small amounts of cash be kept and that the safe keeping facility be used for larger amounts.

The management does not accept liability for loss, or damage, to any possessions brought into the home.

## **Meals**

It is our intention to provide you with a wholesome, appealing and balanced diet, in pleasant surroundings. You can inform us, on admission, of any specific dietary requirements, likes and dislikes. We are able to cater for most needs and tastes.

## **Residents' Circle**

The group meets with a member of the House Committee every two months to discuss all elements of care, the home and activities, and to answer any questions or concerns that you may have.

## **Protection**

As providers of a care service it is our duty of care to safeguard you from physical, financial, material, psychological, sexual and discriminatory abuse. It is also our duty to protect you from self-harm and inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with our written policies.

We will comply with the local Department of Health "No Secrets" Public Disclosure Act 1998.

A full copy of our latest Care Quality Commission inspection report can be accessed/ordered online at : [www.cqc.org.uk](http://www.cqc.org.uk)

## Residents' Rights

The main aim of Chirnside House is to enhance the quality of life of our residents and, to this end, every resident is entitled to the following rights :

- \* The right to personal independence, personal choice and personal responsibility for their own actions.
- \* The right to care for themselves as far as they are physically and mentally able, and willing to do so.
- \* The right to have their personal dignity respected by others in every possible way and to be treated, whatever their disabilities or frailties, as valued individuals in their own right.
- \* The right to personal space and privacy, for themselves, their belongings and their affairs.
- \* The right to take a full part in decisions about daily living arrangements, to be consulted about any changes which may be proposed, and to have a genuine say in the policies of the home.
- \* The right to the same access to facilities and services in the surrounding community as any other person, including registration with the Medical Practitioner and dentist of their choice, access to public services and the opportunity to vote in elections.

- \* The right to be given every opportunity to mix with people in the community, whether by going out or by inviting people to come in to the home.
- \* The right to have their cultural, religious, sexual and emotional needs accepted and respected, as well as the whole range of other commonly accepted needs like shelter, warmth, food and self respect.
- \* The right to expect the Management and staff to accept the degree of risk that is involved in these principles, and not to have their personal independence unnecessarily, or unreasonably, restricted for fear of such risk.
- \* The right to leave the home, and to be assisted to leave, if they choose to do so.

## Complaints

Whether you are a resident, or a relative or friend of a resident, of Chirnside House, we want you to be entirely satisfied with all aspects of our service. We encourage you to inform us immediately if there is any way in which our level of care may be improved because it is in the interests of us all that we maintain the highest possible standards. Please feel free to discuss any matters about which you are unsure with our Manager or her deputy.

If, however, you feel that there is a legitimate cause for a complaint that has not been resolved by approaching either of the above, please put your complaint, in writing, to :

Mr Brian Threlfall - Chairman of The Abbeyfield Lancaster Society.

All complaints are taken seriously, recorded and action will be taken. There will be a full investigation of the complaint and there will be a response within twenty eight days.

If you feel a complaint remains unresolved, you may write to the Care Quality Commission at :

Care Quality Commission - North West Region  
Citygate  
Gallowgate  
Newcastle-upon-Tyne NE1 4PA  
Tel : 0300 061 6161

Or contact :

Local Government and Social Care Ombudsman  
[www.lgo.org.uk](http://www.lgo.org.uk)  
0300 061 0614





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