



***SERVICE USER GUIDE***

***WELCOME***

***TO***

**PINE LODGE RESIDENTIAL HOME, 13  
HAZELDENE ROAD, WESTON-SUPER-  
MARE, BS23 2XL.**

**Telephone: 01934 622539**

WELCOME to Pine Lodge. Our aim is to provide a homely atmosphere enabling those, unable to live alone, to receive personal care and support whilst encouraging independence as far as possible. At the same time you will receive the degree of personal care and support necessary for you to live as full and active a life as your physical, mental and emotional condition will allow. Staff involved in providing resident care should display through their attitudes and behaviour, a belief in old age as an experience that can be about going forward, not just looking back. These attitudes are supported by an ongoing training programme for all staff.

The company runs two residential homes for older people in the South West of England, Pine Lodge in Weston-Super-Mare & Restgarth Home in Polperro, Cornwall. As registered providers we take our responsibilities very seriously and are constantly working hard to ensure that we provide a high standard of care and administration throughout our homes.

Mr and Mrs Thrush are the proprietors of Pine Lodge, both with registered nurse experience. Orchard Care South West employs Rebecca Kingston, the Registered Manager, to oversee the day to day running of the home.

The responsible individual for the home, Helen Fuller, oversees the management of the home and works with the manager to ensure that they are fully supported in what is a demanding but rewarding role. She visits Pine Lodge home a minimum of once a month and when required.

We value every individual that chooses Pine Lodge for residential care.

This is achieved at modest cost, consistent with the maintenance of high standards and often increasing expectations. To assure real quality of care includes maintaining dignity, choice, individual rights and a sense of fulfilment.

It is our hope that you will enjoy living here and feel this is home from home.



## Management

Pine Lodge is managed by Miss Rebecca Kingston who has many years experience in the care sector. All of this experience is working with the elderly which has built a good foundation for identifying and meeting their needs. She is supported by her deputy Mrs Pauline Kelly and a full team of care assistants (full and part time), two cooks plus a member of ancillary staff and a maintenance person.

The staff at Pine Lodge are dedicated and consistent with caring natures which enables them to fulfil their individual roles in looking after the residents.



## **THE HOME**

The home fully complies with all matters of the law and requirements set down by the Care Quality Commission, including records that must be kept, size of rooms, facilities in the home, food health and hygiene, environmental services, stringent fire regulations, health and safety precautions in accordance with the latest guidelines. We are inspected at regular intervals and pride ourselves in our good working relationship with the homes inspector. A copy of the most recent inspection report is located by the entrance to home. It can also be viewed online and [www.cqc.org.uk](http://www.cqc.org.uk) and follow the links to the home's inspection reports.



## MEALTIMES

All main meals are served in the dining room and we encourage this to be an enjoyable sociable occasion. There is also the facility for a tray to be taken in the resident's room. There is a choice of all meals.

If you have visitors during coffee time or afternoon tea, they will be welcome to join you.

If you will not be present for a meal please inform the staff so that relevant catering arrangements may be made.

**BREAKFAST** – is served between 7.30 – 9.30am. A large choice is available. If you require an additional choice please feel free to speak with a member of staff.

**MORNING COFFEE** – is served in main lounge at around 11am.

**LUNCH** – is served between 12 – 1pm. Details of lunch and available choices will be posted on the menu board in the dining room.

**AFTERNOON TEA** – is served at 3.30pm in the main lounge.

**TEA** – is served in the dining room between 4.30pm – 6pm. Details of tea and available choices will be posted on the menu board.





## **BEDROOMS**

We have 19 single bedrooms and 1 twin room. All residents have care and comfort in privacy. The majority of rooms have toilets en suite and all have personal washing facilities. All have an efficient radio call system to summon immediate help. There are telephone and television points for those who wish to have individual access.

Many residents bring in some of their own furniture as well as ornaments, pictures and photographs. Individuals may like to have their own curtains and matching bed linen. All furniture and furnishings are supplied if you prefer. Any electrical items more than a year old brought into the home will be submitted to safety testing before their use is allowed.

Please do not invade other residents privacy by entering their room if they have not given permission. Staff will knock at all times before entering (except during the night). You are most welcome to entertain family and friends in your room or in any of the communal rooms if you so wish.



## **MEDICINES AND DRUGS**

We are happy for you to self medicate if you wish. A short risk assessment will be carried out with you if you choose this option. We work alongside your General Practitioner and are happy to administer medication for you should you wish. We can administer homely remedies as required on request according to the home's policy.



## **DOCTORS**

Doctors from the local surgeries visit the home regularly and can always be called in an emergency, but you can always make your own arrangements to continue care under your own general practitioner.

Community nurses and chiropodists visit the home as required. In addition, physiotherapy, dental care, eye care, hearing care and occupational therapy are arranged as required.

## **CLOTHES**

All clothes should be marked with name tapes to prevent loss. Laundry markers fade away with washing. All new clothes brought in by relatives should be appropriately named. Name tapes can be ordered through the home for a small cost.



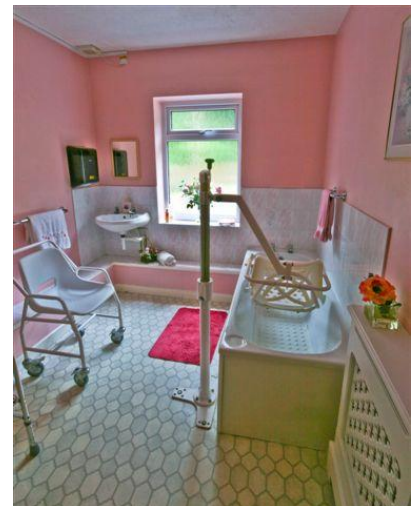
## **PETS**

Pets that visit the home from time to time must not be fed within the home for Health and Safety reasons. Small pets will be accepted at the discretion of the home's manager.

A 'No Smoking' policy exists in the Home.

## **BATHING**

There are a variety of special bathing facilities available around the home. Staff will encourage you to be as independent as possible but will provide personal assistance for those who require it.



## **RESIDENTS' RECORDS**

Residents should be aware that they can look at their own records if they wish.

Pine Lodge has a 'Resident's Liaison Officer'. This member of staff meets with residents on a one to one basis every Wednesday and talks to them about any concerns. These sessions are confidential and offer an outlet for residents to voice their opinions. This service is invaluable by ensuring that we meet the needs of our residents.

## LOUNGES

There are four lounges, all bright and cheerful with personalised furniture and a homely feel.

All lounges are for the use of all residents. Music centres and televisions are available for all, and there are quiet areas around the home where you may sit with visitors. Additional seating is available in the gardens during fine weather.

A regularly maintained stair lift connects the ground and first floor and is an especially great asset to those with mobility problems, enabling level access to first and second floor rooms.



## LONG TERM AIMS

We will care for you as long as we are able. Where this is not possible, because we are unable to supply adequate care; residents, relatives, doctors and staff consult together concerning the most appropriate action in individual situations.

## Complaints

Complaints are treated seriously at Pine Lodge. We always look at every complaint thoroughly and actions taken accordingly.

If you wish to make a complaint you may speak with the manager or deputy who will sit with you and discuss the details of your complaint. You may wish a friend or relative to sit with you if you wish. We will deal with issues sensitively and confidentially and keep you informed at every stage.

We will acknowledge your complaint in writing within 5 working days and will endeavour to respond, following investigation with 28 days. Should this not be possible we will keep you fully updated.

If you at all unhappy with the outcome of your complaint, please do not hesitate to contact the responsible individual for the home, Helen Fuller. She will acknowledge your complaint within 5 days and carry out a review of the complaint and outcome and respond in writing to you within 28 days.

We promise to treat every complaint individually and confidentially and not to judge or discriminate.

If you are still unhappy with the outcome you may wish to contact the CQC at the address below;

Care Quality Commission

South West Region

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000616161

Fax: 03000616171

**Email: [enquires.southwest@cqc.org.uk](mailto:enquires.southwest@cqc.org.uk)**



## FINANCE

The weekly cost of your room will be discussed with you by the manager before your admission to the home. This weekly cost is based on the room you choose and the level of care that you require. Any subsequent changes in cost will be notified to you by the home, giving at least four weeks notice of any such change.

Payment for rooms should be made in advance, preferably by standing order every month.

The home will keep a small amount of money on the service users behalf which will be fully accounted for at all times.

Your weekly charge includes your room, all care, meals, laundry, heating and lighting, as well as unlimited use of lounges and common rooms. If you require additional items such as toiletries, newspapers, hairdressing, clothing, other items you will need to meet the cost of these yourself. A 'shop' is available to purchase most items. Newspapers are delivered daily and a hairdresser calls regularly, but you can also arrange for your own hairdresser to visit the home as required.

Your post will be delivered to your room.

We encourage new residents to set up enduring Power of Attorney to a relative or solicitor on admission as this relieves anxiety should you become more frail.

Where there is no relative or friend available, whom the resident trusts, the local social services department should be asked to recommend someone to act as agent. No member of staff is able to take on this role.

**The fees at Pine Lodge range from £380 - £450 per week.**

## **INSTRUCTIONS IN CASE OF FIRE**

Every week the fire alarms are tested. Short bursts of bell ringing means the staff are testing.

Continuous ringing means FIRE or FIRE DRILL.

In case this happens **CLOSE YOUR DOOR AND STAY PUT UNTIL TOLD OTHERWISE** – you could walk into a fire.

The Home has many features to prevent fire. Your room has a fire door and the home is sectioned into areas by automatic closing fire doors.

The Assembly point if evacuated is the CAR PARK.

Get to know the fire exits – NEVER use the lift when the fire bells are ringing.

The staff are trained very regularly and will help you.

**KEEP CALM**

## ORCHARD CARE SOUTH WEST LTD

Pine Lodge Residential Home, 13 Hazeldene Road, Weston-Super-mare, BS23 2XL. Tel: 01934 622539

### PINE LODGE STATEMENT OF TERMS AND CONDITIONS

#### AGREEMENT BETWEEN **ORCHARD CARE (SOUTH WEST LTD )**

AND .....RESIDENT relating to the acceptance of accommodation in: ROOM.....

Pine Lodge, 13 Hazeldene Road, Weston-Super-mare, BS23 2XL. Tel: 01934 622539

THE HOME IS REGISTERED FOR RESIDENTIAL CARE WITH CARE QUALITY COMMISSION (CQC), AND IS NOT A NURSING HOME.

#### CONTRACT STATEMENT

The statement, in accordance with Standard 2 of the Care Home regulations, sets out the respective rights and responsibilities of the proprietors and staff of Pine Lodge and the resident relating to residence in the Home. The Home aims at all times to reach, and indeed exceed, the *National Minimum Care Standards for Care Homes for Older People*. A copy is kept in the Home and may be seen on request.

We try to provide a comfortable and happy home, and hope that the residents will enjoy living here. We do everything possible to respect the rights of older people in this home, particularly by observing the values of privacy, dignity, independence, security, choice, civil rights and fulfilment, which can be threatened by living in a communal environment, and by having to cope with disabilities.

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 representatives at all times, and as fully as possible. This statement should be read and interpreted in the light of these principles.

#### GENERAL

1) Fees are from £380 to £450 For **Room** fees are £ per person per week, payable in advance on the 1<sup>st</sup> of each month. They are reviewed periodically, in general with effect from April 1<sup>st</sup> each year, unless exceptional circumstances decree otherwise, with four weeks' notice in writing being given of any changes. For respite Care, there is a one-time charge of £25 for registration. We reserve the right to charge interest at 3% per month on overdue accounts.

2) Room Reservation - a deposit of one week's fees will secure a room for two weeks, and if occupied within this period, the deposit will be deducted from the first month's fees. A further two weeks' deposit may be accepted at the proprietors' discretion.

3) Upon payment of the agreed fee, the resident shall have the use of sleeping accommodation, access to all facilities including use of common rooms, all meals, a laundry service (other than dry-cleaning) and all personal care necessary for comfort and well-being.

4) The resident shall, from his/her own resources, and/or personal allowance, provide medical requisites (other than medication by prescription), hairdresser, newspapers, telephone, TV, clothing, toilet requisites, incontinence supplies, and other items required of a luxury or personal nature.

5) The first four weeks shall be regarded as a trial period for the benefit of the resident and the proprietors. Unless mutually agreed otherwise, one week's notice – or payment in lieu – will be required to terminate this contact during the trial period. Thereafter the Home reserves the right to terminate a resident's occupation, giving four weeks' notice in writing, or vice-versa. Residents may be asked to leave in the following circumstances:

- Non-payment of fees.
- If, in the opinion of the proprietors, they are unable to provide the degree of care and attention required by the resident.
- Any circumstances or behaviour which the proprietors feel may be seriously detrimental to the Home or the welfare of the other residents.
- Four weeks' fees will be charged if a resident should leave without giving the required notice.

6) The fee shall be based on the resident's requirements, as at the date of this Agreement. The proprietors reserve the right to negotiate a new fee, after consultation with the resident's representative or next-of-kin, where the resident's

circumstances change, and extra care is needed because of, for example, long-term deterioration in the resident's health, or severe short-term or acute illness. The resident will be permitted to stay at Pine Lodge, and will receive adequate care during long-term, chronic or terminal illness, unless his/her GP recommends alternative arrangements.

7) If a resident is temporarily absent from the Home, the proprietors undertake to retain the accommodation at the full fee. The resident's room will be kept empty and secure during any absence.

8) In the event of death, any fees outstanding for private residents will be charged to their estate or next of kin. Any fees outstanding for residents funded by Social Services, plus top-up agreed, will be recoverable from the next-of-kin, who must sign below to this effect. The proprietors reserve the right to charge for a period of four weeks after death at 75% of the full fee, and until the resident's room is cleared of their furniture and possessions. This charge may be reduced if the room is re-allocated within the four week period.

9) The proprietors undertake to maintain a standard of care, as required by the CQC and by any statutory enactment for the time being in force.

10) The property and contents of the Home are insured through the Gold Direct Group, but the Home cannot accept responsibility for personal property, including cash securities and monies (although we will take care of personal spending money if required). It is recommended that you insure your own personal effects if necessary. Gold Direct Group Insurance covers resident's possessions up to the value of £ 1000.00.

11) Smoking is not permitted in the Home.

12) Clothing should be marked before arriving with the resident's name, or initials.

13) Visitors will be welcomed at all reasonable times and are asked to let the person-in-charge know of their arrival and departure from the Home and to sign in the visitors book.

14) Phone calls during office hours please, unless urgent.

## **RESIDENT'S ROOMS**

The resident will have exclusive (or shared) use of allocated room, which will be treated as far as possible as his or her private space. Residents are welcome to bring to their rooms personal items, and any furniture they wish to use which can be safely accommodated in the space. Electrical items shall be inspected as to their safety. Furnishing of the resident's room will include at least the following, unless the resident wishes otherwise:

1. A clean comfortable bed suitable for the resident's needs.
2. Bed linen.
3. Curtains.
4. Overhead and bedside lighting.
5. Comfortable seating for two people.
6. A mirror.
7. Drawers and enclosed hanging space for clothes.
8. Two accessible double electric sockets.
9. A table to sit and a bedside table.
10. A wash hand basin, and en suite facilities where installed.
11. Carpets.
12. Lockable storage space (on request) for medication, money and valuables.
  - Keys to the room and storage space (unless a risk assessment in the care plan indicates otherwise).
  - In double rooms, screens to ensure privacy for personal care.

Transportation, insurance and removal of resident's personal effects shall be the resident's responsibility, or that of their executors.

## **PERSONAL POSSESSIONS**

Residents are encouraged to bring personal possessions, subject to Health and Safety and Fire risk assessments, which remain their property. Small pets only may be managed at the proprietor's discretion. Items of significant value should be passed to the management for temporary storage in the safe. The staff will attempt to provide security for resident's possessions, but no responsibility can be accepted for items retained in the resident's room. The Home will make every effort to prevent damage to clothing, but residents should identify any special cleaning requirements to the proprietors.

## **HEALTH AND GENERAL CARE**

The Home will promote and maintain the resident's health, and ensure access to health care services.

1) Residents will be required to provide information to the proprietors on the state of their health, any treatment required, the name of their medical advisor, and their next-of-kin or person to be contacted in the event of an emergency. If there is a LPA in place on admission or if it is applied for during any part of the residents stay at Pine Lodge, a copy of this paperwork must be forwarded to the home. It must specify whether the lasting power of attorney covers Health & Welfare or Property & Finance.

2) The proprietors will keep a record of the resident's relevant medical information and care given, including doctors' visits, visits made by other health professionals, admission to hospital, visits to clinics, dentists, etc. You are entitled to see these records, and, if you wish to do so, please make arrangements with the proprietors. Every effort will be made by the proprietors and staff to keep confidential any medical information entrusted to them. By arrangement with the proprietors, and provided that there are sufficient staff on duty, residents may be escorted to medical appointments if family are unable to transport, If an escort is required and this can be arranged with an off-duty carer, the resident will be responsible for the carer's wages, at the current hourly rate, plus any transport costs incurred.

3) On the death of a resident, the proprietors undertake to use their best endeavours to contact the next-of-kin, or the person previously nominated by the resident.

4) Unless contraindicated by a letter from his or her doctor, the proprietors respect the right of the resident to accept full responsibility for the administration of his or her medicines, provided they are known and approved by the manager and kept in a secure place. A Self medicating risk assessment will be completed prior to this and will be agreed by all parties. All staff will be informed of the risk assessment and a copy kept on the resident's file. If requested by the resident, or where appropriate, his or her representative, the proprietors undertake to order, take charge of and dispense all prescribed medication.

5) The resident will be given help with bathing and any other routine of personal care necessary for his / her comfort and well-being. The proprietors undertake to provide fresh water for each bath.

6) The proprietors undertake to respect the individual culture and / or religious beliefs of each resident, and to provide reasonable facilities for the resident to continue to follow such beliefs.

7) Residents who are able, are free to journey out of the Home alone, unless, in the proprietors' view, supported by the resident's GP, their health, safety and welfare would be severely at risk. In this case a full risk assessment would be carried out and relevant organisations involved E.g. CQC and Deprivation of liberty safeguarding personnel. The proprietors will not be responsible for the safety of residents outside the Care Home.

8) In addition, the Home will, so far as is reasonably practicable, meet the following:

- a. Support self –care wherever possible.
- b. Maintain personal and oral hygiene.
- c. Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.
- d. Seek and act on the advice on continence and ensure that the necessary aids and equipment are provided and used.
- e. Monitor psychological health and ensure that the preventative and restorative care are provided.
- f. Provide appropriate opportunities for exercise and physical activities.
- g. Identify and act on any risk of falling.
- h. Regularly assess and act on the resident's nutritional needs and monitor weight gain or loss.
- i. Enable residents to register with a GP of their choice, subject to the GP's agreement.
- j. Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care as required.
- k. Ensure access to hearing tests and sight tests and appropriate aids.
- l. Provide information and advice about entitlements to health care.

COMPLAINTS PROCEDURE

Care Quality Commission (CQC) is responsible for inspecting this Home under the provisions of the Care Standards Act 2000. In the event of a complaint see the manager first, then the registered providers or their agents, then if you are still not satisfied then it is open to you to complain to the CQC. You may do this in the first instance by contacting:

Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

If you are dissatisfied with the response from the CQC, then the Local Government Ombudsman may be able to help you. He may investigate complaints from members of the public who think they have suffered injustice as a result of maladministration. The Local Government Ombudsman is at 'the Oaks' Westwood Way, Westwood Business Park, Coventry, CV4 8JB. His telephone number is 01203 695999

SIGNED.....PROPRIETOR / MANAGER

SIGNED.....RESIDENT / NEXT-OF-KIN

DATED.....

In the case of residents whose fees are paid from Public Funds, the undersigned next-of-kin hereby agrees to meet any contractual obligations, should the resident die or leave without giving the required notice.

SIGNED.....( Next-of kin )

NAME.....

ADDRESS.....

## CHARTER OF RIGHTS FOR RESIDENTS

EACH RESIDENT HAS THE RIGHT:-

- \* to be addressed as he or she wishes.
- \* to be helped to maintain a high quality of life.
- \* to maintain his or her independence.
- \* to take risks related to the encouragement or maintenance of an active lifestyle.
- \* to have his or her privacy respected.
- \* to be treated with dignity.
- \* to have his or her social, emotional, religious, cultural and political needs accepted and respected.
- \* to have a regular, defined review of his or her individual circumstances at which he or she has the right to be present.
- \* to make informed choices about his or her future personal care programme.
- \* to choose his or her own doctor and dentist, and to consult them in private.
- \* to be responsible for his or her own medication unless this is contrary to the advice of his or her medical advisor.
- \* to be cared for by adequately and appropriately-trained staff.
- \* to receive visitors at any reasonable time.
- \* to be provided with adequate and appropriate accommodation.
- \* to bring personal belongings into the home provided that they meet with the standards required under Fire, Health & Safety Regulations.
- \* to be consulted about the daily living arrangements in the home and participate in discussions about any proposed changes to those arrangements.
- \* to transfer to another home.
- \* not to be moved to another room or home without consultation.
- \* to have access to a telephone.
- \* to be provided with nourishing and appetizing food.
- \* to participate in leisure activities.
- \* to manage his or her own financial and personal affairs.
- \* to have access to a formal complaints procedure, and to be represented by a friend, relative or adviser if he or she wishes.