

Service Users Guide

**Apple Tree Care Home
Ox Carr Lane
Strensall
York
North Yorkshire
YO32 5TD**

Registered Manager:

ANGELA LAW

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A copy of the most recent Inspection Report **Regulation 5. (1) d.** is available on request

Introduction

The aim of this Services Users Guide is to enable you or you representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask the manager or senior staff member who will be pleased to help you.

SUMMARY OF THE STATEMENT OF PURPOSE

A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Apple Tree Care Home is situated on the outskirts of the village of Strensall approx. 7 miles from the centre of York, in the County of North Yorkshire.

The village has many amenities, a village hall, shops, churches, and public houses.

The Garrison Church is situated opposite Apple Tree and the Methodist Chapel is within walking distance, we have an excellent bus service operating between York and Strensall.

Apple Tree Care Home is a family run home for 20 elderly people with dementia related conditions, who are accommodated in three companion rooms and fourteen single rooms. All rooms have washing facilities, some have an ensuite wash basin and toilet and all have a staff call system. Apple Tree care Home is equipped with a wet room and a bathroom to meet client's individual needs. Other aids and equipment are available once an assessment has been carried out by an occupational therapist or district nurse.

Residents are encouraged to bring in personal items of furniture to personalise their own space however these must meet safety standards. We are not insured for damage or loss (or misplaced) of small items such as jewellery, ornaments, private hearing aids and spectacles. Please retain precious or sentimental items either in our safe or hand to a relative for safe keeping.

Apple Tree Care Home provides furniture that meets the minimum standards. The Home is cleaned on a daily basis and the proprietors strive to maintain the building and the environment to a high standard.

Apple Tree Care Home is centrally heated and all radiators are regulated and have individual thermostat controls. All rooms have adequate ventilation.
There is a full fire detection and alarm system that is maintained and complies with regulation.

AIMS OF THE HOME

To provide quality services for residents by experienced and caring, well trained staff.
To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent lifestyle as possible with rules and regulations being kept to a minimum. Residents of all genders over the age of 65 can be accommodated within Apple Tree Care Home.

OUR QUALITY

Apple Tree Care Home is committed to providing a quality service for residents, by experienced, caring, competent, well-trained staff within a homely atmosphere.

This will be achieved by:

- ◆ Staff development and training programme.
- ◆ Providing such resources as may be required to ensure that training takes place and skills are effective.
- ◆ Recruitment of staff that share our values and will care for residents to a high standard.

Apple Tree Care Home will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- ◆ Listening to staff, residents and others with an interest in the Home.
- ◆ Ensuring that assessments are made which promote rights, needs and independence.
- ◆ Promoting a level of responsible risk-taking in daily living activity.
- ◆ The operation of an effective care planning system.

Apple Tree Care Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- ◆ Enabling and empowering residents to influence the services provided in the home by giving each resident a real say in how services are delivered.
- ◆ Encouraging residents to become involved in all decisions, which are likely to affect them, either now or in the longer term.

Apple Tree Care Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- ◆ Residents' reviews and satisfaction surveys.

- ◆ Staff meetings.
- ◆ Residents and Relatives meetings

Apple Tree Care Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- ◆ Planned menus, which include resident's wishes, choices and preferences.
- ◆ Menus which are nutritionally balanced and fortified where required.
- ◆ Menus that offer variety at each mealtime.

Apple Tree Care Home will ensure that residents are fully informed about all matters which could affect their well-being.

This will be achieved by:

- ◆ Residents' reviews
- ◆ Key worker support.
- ◆ Provision of notice boards or other displays which are dementia friendly and that inform residents.

Apple Tree Care Home will offer a range of social activities, which meet the needs of the residents.

This will be achieved by:

- ◆ Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- ◆ Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the service it offers to residents.
- ◆ Ensuring that residents have individual choice to decline the activities offered by the Home.

Apple Tree Care Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- ◆ Ensuring that the physical environment meets all Health and Safety standards.
- ◆ Providing a safe and secure place to store valuables.

Apple Tree Care Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- ◆ An Equal Opportunities Policy.

RESIDENT'S RIGHTS

- ◆ The right to be called by the name of your choice.
- ◆ The right to care for yourself as far as you are able.

- ◆ The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- ◆ The right to personal privacy at all times and a right to lock your own bedroom door.
- ◆ The right to invite whomever you choose into your room.
- ◆ The right to independence.
- ◆ The right to have your dignity respected and to be treated as an individual.
- ◆ The right to receive an anti-discriminatory service, which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- ◆ The right to live your chosen lifestyle.
- ◆ The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- ◆ The right to take part in any decisions about daily living arrangements that affects your life.
- ◆ The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- ◆ The right to look after your own medicines.
- ◆ The right to control your own finances if you are able to do so.
- ◆ The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- ◆ The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- ◆ The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- ◆ The right to participate in voting at elections.

NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Apple Tree Care Home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that as far as is reasonably possible there will be suitably qualified competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. Full details of names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time.

We have a mixture of both mature and younger members of staff with varying degrees of experience from care assistants to senior carers. We employ a Manager, a deputy manager, 3 senior carers, 9/10 part time day Carers, 6/7 night Care Assistants, 2 Cooks, 2 domestic workers and a part time administrator.

We aim to have our deputy manager qualified to diploma Level 3 in health and social care, senior carers and care assistants to diploma Level 2. Cooks are required to hold a Food Hygiene qualification.

We use a private trainer to deliver some face to face in house training and we are signed up with Care Skills Academy for e-learning. All staff are required to complete the Care Certificate course and keep up to date with all mandatory courses.

Training includes Food Hygiene, First Aid, Dementia Awareness, Infection Control, Health and Safety, Equality & Diversity, Mental Capacity Act, and any others that are relevant to caring for older people with Dementia.

Information regarding the Home Manager

The Manager, Mrs Angela Law is a Registered Psychiatric nurse with many years' experience in nursing homes caring for people with dementia related illnesses.

Information relating to the registered providers

Mrs Gill Conroy is a retired general nurse with psychiatric experience and has the City & Guilds Certificate for Advanced Management for Care.

Mr Conroy is responsible for the financial affairs and maintenance programme of Apple Tree Care Home.

Apple Tree Care Home intends to remain financially viable, comply with all relevant legislation, to re-invest in the home and remain fit for the future.

AGE RANGE AND GENDER OF SERVICE USERS

Our Care Home provides long term care for 20 clients aged over 65 years for all genders.

RANGE OF NEEDS THAT APPLE TREE CARE HOME IS INTENDED TO MEET

Apple Care Home provides services in the following categories:

- Personal care
- Apple Tree Care Home provides services in the following categories of resident:
- Old age
- Dementia

NURSING CARE PROVISION

Apple Tree Care Home does not provide nursing care for residents in the Home, the District Nurse Team will visit our residents when required on referral from the GP.

FACILITIES AND SERVICES

MEDICAL CARE - QUALIFIED CARE STAFF

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. GP's visit on request, residents retain their own GP if this is practical. Community nurses and the primary care team staff will visit Apple Tree residents for minor dressings and referrals from the GP.

OPTICIAN AND DENTIST

Optical specialists are available and visit on an annual basis although you are free to make appointments outside if you prefer. Dental care can only be obtained with the Community dental Team by referral via the GP so it is easier and simpler to retain your own dentist where possible.

CHIROPODY.

A private chiropodist visits the Home regularly and the fee is charged for in addition to the care home fees. Any resident qualifying for the services of the health authority chiropodist is treated free of charge. This can only be arranged through the GP referral system.

PHYSIOTHERAPY

A community physiotherapist or occupational therapist will visit upon referral via the GP.

HAIRDRESSING

A hairdresser visits weekly this service is paid for by the resident, hair care is also provided by the care team. Outside appointments must be arranged by family or friends.

MEALS

Our main meals are supplied by Apetito which have all the nutritional values catered for, and are as varied as possible, the evening meal is home made by our cook, residents are offered choices each day and special softer pureed food is catered for.

Choices are available at all mealtimes. The day usually begins with a morning cup of tea followed by breakfast of fruit juice, cereals, porridge and toast, bacon and eggs are also available.

Mid-morning tea/coffee and biscuits are provided, a two course dinner at mid-day, mid-afternoon tea, coffee, with cakes or biscuits. A two course, hot or cold meal is provided at 5pm, followed by supper drinks and a hot or cold snack. Fresh fruit and drinks are always available within the communal areas and offered throughout the day.

All meals, snacks, supplements and drinks are provided within the fees for the service. Special diets are catered for by Apetito of four different categories. Advice from a GP is sought where necessary who will in turn refer to a specialist dietician if necessary. Alcoholic beverages maybe offered on special occasions, however all residents are entitled to purchase their own alcoholic drinks to consume whenever they wish.

PERSONAL TELEPHONES

The business telephone number is **01904-491300** and email is care@applecareyork.co.uk or manager@applecareyork.co.uk

Residents can make arrangements to have their own private landline if required.

ADMINISTRATION SUPPORT

This is available in the home via our Registered Manager, administrator and senior care staff on duty.

BENEFITS ADVICE

Can be provided via the Registered Manager. Information can be obtained regarding Pension and Social Security Benefits.

SHOPPING

Where appropriate we encourage residents to go shopping with their relatives a staff member or voluntary agencies. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

LAUNDRY

A full laundry service is provided within the home. All clothing is required to be machine washable as we cannot provide a hand wash service. The home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not marked.

DRY CLEANING

Can be provided at cost plus a service charge and can be arranged through the care staff.

KITCHEN FACILITIES

Comply with the standards laid down by the Environmental Health Department. Our cooks manage the Kitchen. Drinks, fruit and other snacks are available at any time for residents upon request.

OTHER SERVICES

ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Apple Tree Care Home operates an electronic care planning and review system using person centred software. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters but aim to enhance the resident's quality of life; this is then reviewed on a monthly basis. Any persons involved in the care of a resident are invited, at least annually to discuss, review and revise a care plan.

ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES

Apple Tree Care Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Apple Tree Care Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the service user planning process. We book various entertainers to visit the home from time to time and we arrange short outings whenever we can. We encourage regular contact with animals and arrange visits of various creatures during the year.

ARRANGEMENTS FOR PETS

We may be able to accommodate a residents pet but this would be considered on each individual basis. Relatives may bring pets into the home for a visit provided they are observed and controlled by their owners.

ARRANGEMENTS FOR CONSULTATION ABOUT THE HOME

Apple Tree Care Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the home or about matters which might affect their well being or quality of life. Management and staff are available to listen to the views of residents.

ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Apple Tree Care Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into the Care Home. We support and encourage residents to maintain contact where possible.

Apple Tree Care Home is looked upon as a resident's own home and hence, subject to the resident's wishes, visitors are welcome at any time. However it would be preferred not to have visitors at mealtimes to respect our resident's privacy and dignity. Any relative travelling a long distance may be provided with a meal if arranged in advance.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4(17), Health & Safety legislation and Fire Regulations.

Residents are able to receive visitors in their own room at any time and visitors are free to use the communal areas. Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This should also be noted in the 'Visitors Book' on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings and outings.

RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of, or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- ◆ **Identified to the Home in writing with a current written valuation and deposited within the Home's safe for safekeeping.**

In the case of money, liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sums exceeding £200 and in the case of all other property the Home's liability in respect of any item shall not exceed £200. For items above £200 the individual resident is solely responsible for a separate insurance policy to cover that risk.

GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Apple Tree Care Home welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home all complaints will be treated seriously. If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

As per the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 16, we are required to inform you in writing how a complaint about the home may be made.

You or any person acting on your behalf may report any complaint to the Directors or the local Ombudsmen who will ensure that any complaint is fully investigated. The Care Quality Commission do not look into individual complaints although they may be able to advise.

All complaints received will be recorded and acknowledged by the Manager within seven working days of receiving the complaint. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days.

THE CARE QUALITY COMMISSION

This is a national body, which regulates the conduct of Care Homes in England. There are a number of regional offices from which officers carry out their duties.

Apple Tree Care Home is part of the Northeastern regional Area Office and The Care Quality Commission offices are located at:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

They can be contacted at the above address or by:

Telephone: 03000 616161