

SOUTHFIELDS HOUSE



RESIDENTIAL CARE HOME

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## A WARM WELCOME

Resident's Name.....

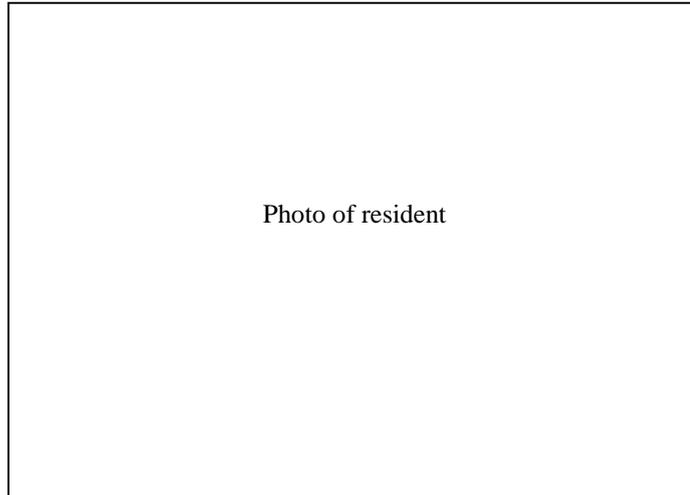


Photo of resident

**from**

SOUTHFIELDS HOUSE  
RESIDENTIAL CARE HOME

## RESIDENTS' GUIDE

August – 2010

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

### INTRODUCTION

We are a small friendly home, registered for up to 16 elderly people of either sex. Whether you are here for respite or permanent residence, we hope your stay here will be a pleasant one. Many residents, visitors and staff comment on the pleasant atmosphere that prevails at Southfields. We the proprietors are conscious of this and look upon Southfields as an extension of our own home. We strive to develop and maintain an ethos within the home that contributes towards the achievement of our Mission through our Aims and Objectives.

**We extend to you a warm welcome to Southfields House Residential Care Home.**

We realise that you and your family may be apprehensive about your moving into our home whether temporarily or permanently, so we have put together these notes to provide you with some information, and help you settle down quickly and make **our** home **your** home.

The notes cover:

- ◆ Our [Mission Statement](#), our [Care Philosophy](#) and our [Aims & Objectives](#)
- ◆ [Summary of our Brochure](#) (*also known as a "Statement of Purpose"*)
- ◆ [A Statement of Residents' Rights](#)
- ◆ [Who's Who?](#) at Southfields
- ◆ [Daily routine](#) of the home
- ◆ [Organised activities](#)
- ◆ [Services available](#) to you and your family
- ◆ What you will need to [bring with you on admission](#)
- ◆ Our policy regarding [personal electrical appliances](#)
- ◆ [Quality of Service](#)
- ◆ How to make a [complaint](#)

Other documentation too bulky to be included in this guide is available on request, to be read in conjunction with this guide:

- ◆ [Fire Precautions & Emergency Procedures](#) in this Home.
- ◆ Our [Full Brochure](#) also known as a "*Statement of Purpose*".
- ◆ [Terms and Conditions of Residency](#) – This is the formal contract between you and Southfields House Residential Care Home and will have been signed and witnessed by both you or your representative and the management of Southfields. We provide you with your copy and keep a duplicate in your confidential file.
- ◆ The most recent (and previous) [Inspection Reports](#).
- ◆ [Quality Reports](#):
  - East Sussex Fire and Rescue Service record of inspection - 9<sup>th</sup> July 2009
  - Fire Risk Assessment - 12<sup>th</sup> May, 2007
  - In House Quality of Service Program surveys

## **MISSION STATEMENT**

Our mission at Southfields House is to provide a secure, agreeable, and tasteful home, to those of advancing years, who are enduring the transition from total independence, to the need for progressive assistance.

*We endeavor to achieve this by providing a safe and comfortable, dignified yet stimulating, environment that is tailored to maximize each resident's physical, emotional and social capacity. We also strive to attain high standards of quality in the service we offer, the life style we lead, and the environment we nurture.*

### **Philosophy of Care**

*Our philosophy is to respect and involve residents using our services by delivering care in the best possible way, in a home from home environment, whilst maintaining an ethos that meets the care, social, spiritual and psychological needs of the individual. We celebrate and promote equality and diversity as all-encompassing principles to ensure that every resident has their individual needs comprehensively met and is treated equally and without discrimination. We recognise each person's right to air their views, make choices, and be informed of the risks and benefits of their care and treatment. We also encourage residents to be involved in the way our services are planned and run and to exercise their rights to the full.*

#### **Privacy**

We recognise that life in a communal setting combined with the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We, therefore, strive to retain as much privacy as possible for our service users.

#### **Dignity**

Disabilities can quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value by treating each resident as a special and valued individual.

#### **Independence**

Some residents may have given up a good deal of their independence in entering a group living situation; so we strive to foster our residents' remaining opportunities to think and act without reference to another person by tactfully offering assistance. We encourage residents take reasonable risks, maximise their abilities for self-care and carry out the tasks of daily living unaided. Residents are encouraged to access and contribute to the records of their own care.

#### **Security**

We aim to provide an environment and structure of support which responds to the need for security by offering assistance with tasks that might otherwise be perilous and protecting residents from all forms of abuse. We provide readily accessible channels for dealing with complaints and create an inclusive, open and positive atmosphere in the home.

#### **Civil rights**

Having disabilities and residing in a home can act to deprive our residents of their rights as citizens. We therefore work to maintain our resident's place in society as fully participating and benefiting citizens. We ensure that residents have the opportunity to vote in elections and have full and equal access the National Health Service and can claim all appropriate welfare benefits and social services. We will assisting residents' access public services such as libraries, further education and lifelong learning.

#### **Choice**

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives such as providing meals and choice to decide where, when and with whom they dine. We offer residents a range of leisure activities and enable them to manage their own time and not be dictated to by set communal timetables. We respect individual, unusual or eccentric behaviour in residents.

#### **Fulfilment**

We want to help our residents realise personal aspirations and abilities in all aspects of their lives thus we inform ourselves as fully as each resident wishes about their individual histories and characteristics thereby enabling us to providing a range of leisure and recreational activities to suit the tastes and abilities of all residents. We try to respond appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident and respect their religious, ethnic and cultural diversity. We help residents to maintain existing contacts and to make new friendships, and personal relationships if they wish. We are always ready to listen and attend promptly to any resident's desire to communicate at whatever level.

#### **Diversity**

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home by demonstrating to our residents that their diverse backgrounds enhance the life of the home.

We respect and will provide for the ethnic, cultural and religious practices of residents and outlaw negatively discriminatory behaviour by staff and others. We help residents to celebrate events, anniversaries and festivals which are important to them.

## **AIMS and OBJECTIVES**

### **WE AIM TO PROVIDE A SECURE HOME BY:**

- Ensuring an effective fire detection and alarm system and fire drills that all occupants of our home are regularly instructed to comprehend and observe.
- Assuring the security of occupants, and the safekeeping of their valuables, with stringent, but unobtrusive controls.
- Recurrent risk evaluation based on regular safety and security audits, ongoing reviews, and the thorough investigation of all accidents/incidents.
- Satisfying ourselves of the integrity of staff through a robust recruitment process, observation, personal references, and by ensuring awareness that dishonesty will automatically occasion dismissal.

### **WE AIM TO PROVIDE AN AGREEABLE AND COMFORTABLE HOME THAT SUBSTITUTES, AS MUCH AS POSSIBLE, FOR THE FAMILY HOME BY:**

- Giving residents the opportunity to bring items of their own furniture, personalize and select decoration of their room, within a range of possibilities.
- Regular contact with residents and their families providing everyone with opportunities to air their views, and for the management to monitor morale and address grievances.
- Hosting a social occasion (BBQ, buffet dinner, outing, picnic, birthday party) the proprietor and his wife, as active members of the family group, strive to nurture the family atmosphere.
- Accommodating the resident's choice of menu, as far as possible from a variety of fresh, healthy food, complemented with specialties according to demand.
- Assisting in arranging links with family (facilitated telephone calls, fax, e-mail and internet connections).

### **WE AIM TO PROVIDE A HOME WHERE DIGNITY IS RESPECTED BY:**

- The rigorous application of policies to ensure equality of opportunities and prevention of abuse.
- Assigning a member of staff, acceptable to each resident to monitor their welfare, and act as a discreet mentor.
- Discouraging patronization whilst promoting friendly advice and emotional support when needed.
- Providing those residents who so wish it with personalized stationary and a discreet family postal address.
- Complying with all residents' reasonable requests that are realistic whilst explaining in detail, and painstakingly why those that cannot be granted, are denied.
- Providing residents with their own room key where appropriate, whilst solely the proprietors hold a master key, for emergency use only.
- Recognizing that mishaps through incontinence may occur and by discreetly addressing any soiling without discomfort, reproach or disclosure.

### **WE AIM TO PROVIDE A HOME WHERE AUTONOMY IS ENCOURAGED SO THAT RESIDENTS ACHIEVE OPTIMAL INDEPENDENCE BY:**

- Encouraging residents to choose their own source of clothing, and by facilitating their choice of garments and assisting them to visit their preferred retail stores.
- Encouraging both residents and their families to participate in the design and review of care plans.
- Encouraging residents to lead as normal a life as possible and facilitating the entertaining of friends and relatives.
- Involving residents who demonstrate that they are fit enough, in the performance of useful tasks, in daily routine of the home and garden.
- By encouraging residents where possible, to follow their established hobbies and pastimes.
- Encouraging communal activities, and providing a stimulating environment whilst respecting preference for privacy.

### **WE AIM TO PROVIDE A TASTEFUL HOME WITH HIGH QUALITY SERVICE BY:**

- Maintaining a high standard of decoration, bright but tasteful decor, and functional, modern furnishings.
- Continually improving amenities within the home, the garden and those for recreation.
- Developing quality consciousness among staff to monitor services and facilities, thereby assuring that they meet our standards.
- Requiring staff to comport themselves with courtesy, decorum, and dignity whilst at Southfields.
- Engaging and retaining only those staff who demonstrate their commitment to our established standards of quality in respect of service, comportment, and integrity.
- Rewarding staff who display excellence or exceptional commitment to quality.

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

### **SUMMARY OF THE STATEMENT OF PURPOSE.**

Southfields House Residential Care Home was originally one of the first nursing homes established in Eastbourne, and operated as such until November 1995. Under new ownership, and following refurbishment to a high standard that preserved many of the characteristic features of this delightful house, we reopened in July 1996 as a Residential Care Home for the elderly, registered with East Sussex County Council and subsequently with the Care Quality Commission.

Southfields House Residential Care Home Eastbourne consists of two dwellings converted into a single unit. Situated in a refined residential area, we are 5 minutes level walk from Eastbourne Railway Station and the town centre. Close by are Libraries, Doctors' Surgeries, Chemists and the amenities of Gildredge Park. Our Residential Care Home's gardens afford privacy to our residents, who are encouraged to enjoy them. In summer, al fresco meals are provided, with barbecues, shared by staff, residents, friends and neighbours.

We continue to value each and every individual, who comes to live at Southfields House. We welcome applications from people from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

Those who enquire about our accommodation and services are provided with an information pack. All inquirers are made aware of our diversity and anti-discriminatory policies and are encouraged to visit the home before continuing with their application.

They may then apply directly for a place at Southfields House, although some applications follow an assessment of need made by the local authority social services. This includes an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Each application is given careful consideration by the home's management and, depending on vacancies, a decision to offer a place is made within seven days. Where there is no current vacancy it is possible for an applicant to be placed on a waiting list.

#### **Organisational structure of the home**

The home operates as a single unit under the management of the proprietors who are normally present during normal office hours and during any extra activities or emergencies outside normal office hours. Mrs. Exon who likes to be called Mila (pronounced "Meela") looks after Care, Catering, Housekeeping, Residents' Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Throughout the "waking day" 7am to 9pm there are two carers on duty

In addition to the two registered managers, the home employs a supervisor, five senior care staff, three care assistants (full-time/part-time), and a cook/domestic assistant.

Most of our care staff live in the town and are familiar with it, which is a help to residents. There is always one care staff member available through the night and a senior staff member is always on call. All staff receive training in the home's philosophy and values.

The home is fully committed to staff learning and development. One registered manager, Mrs. Mila Exon, is qualified in midwifery and in NVQ Management Level 4. Two of the senior care staff have been employed previously as trained nurses, two hold Level 3 National Vocational Qualifications in Health and Care or equivalent and two of the care staff have and one other is working towards Level 2 NVQs.

Arrangements are made for staff recruitment, training and supervision in accordance with the relevant government guidance and with good personnel practice. All new care staff follow the Common Induction Standards Program based on the Skills For Care model, and are required to follow the General Social Care Council (GSCC) agreed codes of practice for social care workers and employers of social care workers describing the standards of conduct and practice within which they should work.

#### **Residents accommodated**

The home provides care and single accommodation for 16 persons of either sex over the age of 65. However, most of our residents are in their 80s and some in their 90s. We are not able to offer a nursing service to residents, but nursing care may be available from visiting Community Nurses who are qualified to provide such services. Such arrangements must be made by agreement with the proprietors.

# **A Warm Welcome to**

## **SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME**

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each resident with the best possible information on which to make an informed choice about their future.

### **Admissions**

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the resident that this particular home is suitable for them.

For potential residents who approach the home directly, appropriately trained personnel (usually the proprietors in person) will make a full assessment of needs, with the resident's permission, obtain specialist advice and reports as necessary. The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's management to be sure that the home can meet a potential resident's requirements and provides an opportunity to discuss and devise an initial plan of the care we will deliver.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home and meet current residents, and perhaps join them for a meal.

If required, prospective residents may prefer to arrange to spend a short stay with us to ensure that this home meets with their needs and expectations. The Care Manager will discuss costs involved in such an arrangement. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission without any obligation.

If we feel the home is not suitable for a particular person we can offer advice on how to look for help elsewhere. If, exceptionally, an urgent admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

### **Description of Accommodation, Support, Facilities and Specialist Services**

The home has 16 of bedrooms for residents, of which all are for single occupation but 3 of which could be use for double occupation should any residents so request and provided that we do not exceed the total number for residents for which we are registered (16). All rooms have at least 10 square meters of usable space and all accommodation complies with the CQC Essential Standards of Quality and Safety.

The rooms in the home for communal use are as follows: ground floor lounge, ground floor dining room, first floor combined dining/sitting/activity room, first floor treatment room (hairdressing, chiropody etc).

In addition there are some areas of the home which are generally for staff use only as follows: ground floor kitchens, and sleeping accommodation/office space on the second floor that is not part of the registered premises.

The individual resident's agreed plan of care or service plan provides the basis on which the home's care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that it is particularly important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of healthcare needs, nutritional needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions. The service plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

A member of the care staff is allocated with agreement of the resident to act as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans for of their residents. Their duties include preparing residents, and gathering information, for their reviews, which are held at least six monthly and more often if needed. Key workers are offered regular supervision by the Supervisor or Manager who share responsibilities for conducting reviews and for communicating with outside professionals, who may also be involved with particular residents.

The daily care programme is organised as a response to residents' individual and combined needs. All mealtimes are flexible, and residents can arrange to have their meals in their own rooms or in the dining room. This provides choice and reflects residents' interests.

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

### Consulting residents about the way the home operates.

We are committed to maintaining and improving the quality of our service and aim to give residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and as groups about the way the home is run. We hold informal residents' meetings and carry out regular surveys of residents' and families' satisfaction.

We have a comprehensive Quality Policies and Procedures Manual, which is constantly under review and revision. All significant policies are contained here including our complaints procedure. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere. Providing it is acceptable to the majority of residents, a resident who is willing to accept the responsibility, is asked to take on the role of Residents' Representative to provide the management and staff with regular frank feedback and suggestions about the running of the home and in particular entertainment and activities.

### Key Contract Terms — Admission, Occupancy, Termination of Contract

When people move in they have one month built into their occupancy agreement to decide whether "this is the place for them". This first month then provides an opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred ways of living, e.g. the time they like to get up in the morning and go to bed at night.

During this period the person's care and support requirements are also assessed and discussed, and developed into an agreed plan. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved about the person's care needs and plans. The aim is to achieve a plan of care with which everyone involved is happy.

### Fees Charged, What They Cover, Cost of Extras

Prices range from £395 to £575 per week depending upon size, facilities and assessment of resident's care needs. Fees are payable four weeks in advance and the individual amount is specified on the last page of the "Contract" for self funded residents or in the case of local authority funded residents "Terms & Conditions of Residency".

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Residents are expected to pay from their personal allowance or private income for personal items such as newspapers, tapes, books and magazines, and for additional services provided at the home such as hairdressing and chiropody. Residents are free to make their own arrangements for buying in such services.

Fees will be reviewed every year or more often if it is necessary to make changes to the service plan.

### Concerns and complaints

A copy of our complaints procedure is included in this information pack.

In the event of you wishing to make a complaint, or needing further information on your rights and standards, you may wish to contact the following organisations:

1. The Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. The Inspector responsible for Southfields House is **Mrs. Kathy Flynn**.  
Telephone: **03000 616161** Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)
2. Adult Social Care (also known as Social Care Direct or Social Services), East Sussex County Council for any concerns about abuse or failure to protect from abuse. Social Care Direct (Adult Services), St. Mary's House, 52 St. Leonard's Road, Eastbourne East Sussex BN21 3UU. Telephone **0345 60 80 191** Fax: **01323 466567**. For out of hours emergencies Telephone **01323 636399**
3. NHS East Sussex Downs & Weald (Previously known as Eastbourne Downs Primary Care Group). 1 St Anne's Road. Eastbourne, East Sussex, BN21 3UT. Telephone: 01323 417714.

### Copy of Inspection Report

A copy of our last inspection report, dated October 2007, is also available in the lobby. Individual copies can be provided on request.

**STATEMENT OF RESIDENTS' RIGHTS: - you have the right to:**

1. Be fully involved, and have your family or chosen representative consulted, in an initial assessment process.
2. Dignity and respect.
3. Protection from abuse, maltreatment or neglect.
4. Choose how you want to be addressed.
5. Be treated as an individual.
6. Have access to a range of statutory and specialist services.
7. Choose what you want to eat or drink and where you want to eat or drink it.
8. Have access to an advocate if you are unable to express yourself.
9. Privacy in your own room.
10. Have any changes in your living arrangements discussed with you and agreed first including choices such as what time you rise and go to bed.
11. Be able to suggest improvements, complain and have access to the complaints procedure and to be represented by a family member, friend or adviser if you so desire.
12. Receive visitors of your own choice.
13. Have a clear and fair residency agreement.
14. Register and vote in elections.
15. Manage your own money or appoint a power of attorney if unable to do so.
16. Mix with the local community and participate fully in social and recreational activities.
17. Choose your own GP and dentist and access outside agencies of your choice (optician, chiropodist etc.).
18. Be independent without unnecessary or unjust restriction on movement and to live your chosen lifestyle.
19. Choose to take risks that you consider acceptable and to care for yourself as far as you are able.
20. Be fully involved in your own care plan and its regular reviews and receive sensitive health care and to be rehabilitated where possible.
21. Have your cultural and religious views, beliefs and needs respected.
22. Receive non-discriminatory service in respect of your race, culture, language, gender, sex, sexual orientation, disability or age.
23. Access your own personal records and information relating to decisions made with staff that affect your life, and where necessary to be assisted in this task. (Please request this from one of the proprietors).
24. Look after your own medicines in accordance with our Policies & Procedures.
25. Enjoy life to the full in a relaxed, warm, caring environment where physical, social, spiritual and psychological needs are met.

All staff at the home are expected to protect and uphold the above rights of residents at all times or to facilitate access to any available advocacy services wherever residents wish for representation but lack the capacity to seek representation for themselves.

**“WHO’S WHO?”**

**PROPRIETORS** - the “Registered Providers” are Mr. David John Exon and his wife Mrs. Milagros Exon

**MANAGEMENT** – Mr. & Mrs. Exon also manage the Home and are the joint “Registered Managers”.

Mrs. Exon who likes to be called *Mila* (pronounced “Meela”) looks after Care, Catering, Housekeeping, Activities, Residents’ Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Mrs. Lyn Murphy (engaged 26/03/2003) is The Supervisor who deputises for the Registered Managers in their absence and report directly to Mrs. Exon as Care Manager.

**OTHER STAFF** - We employ up to 12 full and part time staff (depending on the needs of our residents). A list of current staff with photographs is posted in the hall and you may have a copy on request.

**TRAINING & DEVELOPMENT** - The Proprietors and all employees (whether part or full time) undergo regular training in all relevant aspects of Caring, Health & Safety and any other pertinent specialist areas.

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

Within 12 weeks of engagement, all staff complete a comprehensive program currently covering six **Common Induction Standards** (shortly to become 8) that comply with guidelines published by **Skills for Care Organisation** and are required to adhere to the **Codes of Practice** of the **General Social Care Council (GCSC)**.

Staff training and development in the core competencies of caring is performed by outside agencies while in-house courses are run to develop and train staff in attitude and comportsment and practical skills. You may see staff regularly watching training DVDs covering the 6 Common Induction Standards:

- |   |   |
|---|---|
| 1. Role of the health and social care workers | 5. Principles for implementing duty of care             |
| 2. Personal development                       | 6. Principles of safeguarding in health and social care |
| 3. Communicate effectively                    | 7. Person-centred support                               |
| 4. Equality and inclusion                     | 8. Health and safety in an adult social care setting    |

**DAILY ROUTINES** – The following is an outline of the “waking day”

- 07.00 a.m. Day staff arrive/residents begin to rise
- 07.30 a.m. Breakfast is served until 09.00 a.m.
- 10.00 a.m. Morning Tea or Coffee
- 12.00 p.m. Lunch
- 15.00 p.m. Afternoon Tea
- 17.30 p.m. onwards, Evening Tea
- 19.30 p.m. Bedtime drink and snack
- 20.00 p.m. Night Staff report on duty
  - In addition you may call for refreshment at any time of day or night.
  - The 14-hour “waking day” is from 07:00 a.m. until 21:00 p.m.

**ORGANISED ACTIVITIES** various activities are available that include:-

### **OCCUPATIONAL THERAPY**

Activities/Therapy will be made available on demand.

### **EXAMPLES OF DAY TO DAY ACTIVITIES WITH THE STAFF**

- Conversation with Individual residents and responding to their needs.
- Gentle exercise around the home or the garden
- Painting and Manicuring finger nails.
- Playing games (Carpet bowls, darts, cards, Bingo, croquet, Wii consul games etc all by request).
- Armchair Exercises (by request).
- Individual Reading letters/magazines/newspapers (by request).
- Helping to choose Library books etc.
- Staff will endeavour to comply with any reasonable request.

### **MUSIC/SINGALONG**

Musical entertainment and (gentle) dancing on demand.

### **CHURCH SERVICE**

A monthly service with the local Methodists provides an opportunity to meet others from outside the Home. The lay preacher Don Daintree often plays his accordion and always gives an entertaining and interesting address – so whatever your denomination, you may enjoy joining in the singsong and the tea party that follows.

### **OUTINGS**

Outings are geared to residents' wishes and capabilities thus the number of residents may be limited on any one occasion. We have a luxury 8 seater mini-bus. Outings may range from a drive around the countryside (Beachy Head, Birling Gap, Bexhill), to Afternoon Tea (Alfriston, or at Mila's & David's home) or a visit to a Garden Centre, Zoo, Museum, Art Gallery etc by popular consent. Over Christmas we may offer attendance at a Carol Service, Pantomime or Play until 21:00 p.m.

**A Warm Welcome to**  
SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

**SERVICES AVAILABLE TO YOU AND YOUR FAMILY**

**MEDICAL**

We will help you register with a local GP if your present Doctor cannot look after you if you move from another area. It could be one of a number of doctors whose area covers the Southfields.

We have regular contact with the following surgeries:

Arlington Rd. Medical Centre.	Enys Road Surgery	College Road Surgery
Seaside Medical Centre.	Green Street Surgery	Princes Health Clinic
Bolton Road Surgery		

With your permission, we will make contact with your surgery to arrange the transfer.

**OPTICIANS**

We will help you maintain contact with your usual optician or register with The Outside Clinic.

**DENTISTS**

Dental appointments will be arranged as required with your usual dentist if possible, or the community dentist.

**NURSING**

We are not a Nursing Home and are therefore do not admit nursing cases to our Care Home. However, should a resident fall ill they would be permitted to remain with us as long as we were able to satisfactorily meet their care needs together with the assistance of community services such as the District Nurse, and with the approval of their GP.

**FAMILIES PLEASE NOTE:** Should you wish to enquire about your relative please always ask to speak to the **Senior Person on duty.**

**CARING – CARE STAFF**

Shortly after admission, a senior member of staff will be nominated with your agreement, as your key worker who will normally attend to your personal care needs, however other care staff may also attend to your basic care needs. They may help you wash and dress in the mornings and get undressed in the evenings should you so require. You may choose when and how many times you wish to bathe.

Any clothing repairs (mending) you may have can be given to any care staff who will arrange repair on your behalf, for which a small charge may be made.

Your clothing should be marked to ensure your own clothes do not go astray. The relevant charge for name tapes and also a small charge may be made for sewing.

**CALL SYSTEM**

We have a battery operated “wireless” call system that is activated either by pressing the orange bar or a remote bell push. In an emergency the 2 orange buttons pushed simultaneously will sound the emergency call thereby summoning immediate emergency assistance. There are call points in every room, bathroom and WC.

*In principle, the call system is for use when in need of essential assistance however, staff will respond to a call for whatever reason.*

When you press your call button a radio signal is sent to the alarm receiver and a sound is heard that will alert the Carers who will check the receiver to see which room number flashes up. They will come to your aid and will normally cancel the call on arrival or if necessary summon further assistance.

**NEWSPAPERS**

Are available and can be ordered on your behalf and delivered every day. Residents are responsible for payment.

**RELIGION**

You may of course, practice whatever religion you wish. Please feel free to make your own arrangements concerning your religion and let us know if we can be of any assistance. Priests often administer communion in residents’ rooms. Our local Methodist preacher visits one afternoon each month to conduct a service that is usually attended by members of the Methodist Group from outside the Home. This is held in the lounge.

**MAIL**

Mail is delivered from Monday to Saturday and distributed as soon as possible. If you have mail to post please hand it to a carer who will arrange to have it posted for you. We can provide limited typing services and scan documents. Any of our documents can be reproduced for you in any size, style or colour of print you may require. We can help to send / receive email or assist with internet communication (Skype).

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

### TELEPHONE

The home telephone number is 01323 732077. Please note that for quality and training purposes calls on this line may be recorded. There is a pay phone extension in the hall for calling out or receive calls. Exceptionally, the portable telephone on the same line can be brought to you to receive calls from outside in your room. If you wish to make/receive a call on an alternative unrecorded line, please ask the Person in Charge who will facilitate this.

Should you require a personal phone to be connected in your room, please speak to the Care Manager who will make the arrangements for you with BT. Accounts for personal telephones will be sent to you direct from the service provider (e.g. O<sub>2</sub>, Cable & Wireless etc).

We can also arrange for you to receive faxes (01323 722802) or as mentioned above, emails either via our web site ([www.southfieldshouse.com](http://www.southfieldshouse.com)) or an address dedicated to residents [southfieldhouse@yahoo.com](mailto:southfieldhouse@yahoo.com) in addition to Mila's personal email [mexon@me.com](mailto:mexon@me.com) & David's [dexon@me.com](mailto:dexon@me.com).

### HAIRDRESSING

A Hairdresser is available to look after your hair by appointment, who charges from £8.00 per sitting. Accounts are paid direct to the Hairdresser, or paid on your behalf and collected from you later.

### CHIROPODY

Our Private Chiropodist Virginia Goddard, MSSCH, MBCHA. Eastbourne 01323 492001, 07887 695300, visits regularly (from six weeks to three monthly depending on needs).

### TRANSPORT

We have a luxury 8 seater min-bus with relatively easy access that can be used by prior arrangement to collect and return residents to special appointments or occasional shopping trips. (Advance warning please). Emergency hospitalisation is normally arranged through the Emergency Services.

### MEALS

Wherever possible, we aim to please. We believe that meals should be a pleasurable experience. On admission we will discuss with you your likes and dislikes. If you are on a special diet we will ask a dietician to come and see you to advise us. The cook will consult you daily to discuss your likes and dislikes and your views on the quality and presentation of meals.

- **Breakfast** – You may choose what you would like to eat. *Most residents prefer to eat Breakfast in their rooms.*
- **Lunch** – There is a choice of three set dishes, however if we are aware that you do not like the set meal, the cook will prepare something else for you.
- **Evening meal** – This normally consists of a light meal, if you prefer, you may have something else.
- **Biscuits** are served with all drinks and cakes or scones are served with Afternoon Tea. If you should require a drink or any other service outside these times please call for a member of staff.
- You may have your meals in one of the 2 dining rooms (one on each floor) or in your room. Weather permitting you may prefer to eat "alfresco" in the garden?

Residents may invite friends and family to meals if they wish, however please give us adequate notice. A small charge may be made.

### KITCHEN FACILITIES

Our kitchen is managed in accordance with directives and standards specified by the Environmental Health Authorities, and for reasons of Health and Safety is not accessible to residents. Access to and use of kitchen equipment and fridges is not permitted without express permission from the proprietors.

*If you wish it, and following satisfactory (regularly reviewed) Risk Assessment, you may be permitted to have a kettle and beverage making facilities in your room.*

### TELEVISION

A colour TV is supplied in your room, and there are televisions, video and DVD players in the Lounges for use on demand. Residents may bring their own TV's if they wish. Anyone over the age of 75 does not pay for a TV license. Residents younger than 75 require a concessionary licence costing £7.50, but which we arrange and charge. *Please remember that the sound from a TV can carry through doors and walls, if too loud.* In the ground floor dining room is a large screen (55") TV connected to a DVD player and "freesat" offering the possibility of a very wide range of programs. We maintain a Public Video Screening licence to permit us to show films and other media to residents and for staff training.

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

### VISITING

Visitors are welcome at anytime of the day, but we do ask that they avoid coming at the mid day meal time, unless they wish to dine with their relatives or help them with their meals. Coffee and tea are available to visitors, at no charge. Visitors are free to find a quiet spot in the garden or make use of the lounge or one of the dining rooms. As we are responsible for the health and safety of those on the premises, please ask your visitors to sign in and out of the Visitors' Book and let care staff know when they are leaving the building.

Pets may be admitted in accordance with our PROCEDURE FOR THE CARE and ADMISSION OF DOMESTIC PETS. **Please arrange in advance if you wish visitors to bring pets to the home.** Any dogs brought onto the site must be strictly controlled and should not under any circumstances be allowed to roam free within the grounds or premises.

### RESPITE CARE

Some of our residents may not be permanent, but here for short-term respite care. They receive the same degree of care and have the same rights as permanent residents.

### LAUNDRY

A full laundry service is available free on charge, but please ensure that all your clothing is marked to avoid their loss. We can provide name tapes at a small charge. Machine washable clothing minimizes the possibility of clothing being ruined in the wash. Dry cleaning can be arranged at your expense.

### TOILETRIES

We supply basic toiletries (soap, flannel and towels) but would appreciate it if you could bring adequate personal toiletries on arrival and replenish as necessary during shopping trips or on request from care staff at your cost.

### MEDICATION

During your initial assessment we shall agree with you whether you are to be self medicating\* or have your medication administered by our staff through the well established "NOMAD" system operated by BOOTS CHEMISTS. With this system your medication is supplied monthly directly to us in pre-packed cassettes. We are responsible for ordering the medication prescribed by your GP through the repeat prescription system by contact with your surgery. The medication is then automatically delivered with any modifications to dosage that your GP may have made.

The Carer on Duty brings the medication to you at the prescribed times and is required to ensure that you satisfactorily take your medication. We can only give you medication that has been prescribed for you by your Doctor and cannot (by law) administer any "home remedies". If you require medication outside normal administration hours day or night, please ask the Carer on Duty.

*\*There is a special assessment procedure for self medication requiring your GP's consent, your signing a disclaimer and a consent form.*

### FINANCIAL QUERIES

If you have any problems regarding fee structure or payment, pensions etc. please do **not** speak to the carer on duty, but ask to see the Registered Manager/Proprietor. Payment should be made in accordance with the terms agreed with you and stated in the Terms & Conditions of Residency that forms your contract.

### STAIR LIFT

There are two stair cases at Southfields House, one of which has a stair lift. This is powered by an electric battery and normally operated by our staff. However, if you feel confident enough to operate it yourself, please contact you Key Worker who will arrange for you to receive the necessary safety and operating instructions. **DO NOT USE THE CHAIR LIFT IF THE FIRE ALARM BELL HAS SOUNDED.**

### WHAT YOU WILL NEED ON ADMISSION

Within reason, in consideration of the room size, and within the constraints of Health & Safety Regulations, you may bring in your personal possessions. However it is important that you make sure everything of value is marked with your name. Electrical appliances will need to be checked and certified in accordance with our policy regarding personal electrical appliances.

Our laundry service is performed on a regular basis so it is unnecessary to bring large amounts of clothing.

You are welcome to bring any suitably sized pieces furniture, paintings, pictures, ornaments etc. to help you settle in and make you feel at home. Your Key Worker will arrange to have your pictures hung and help you settle in. However, once again we have to consider Health & Safety Regulations and compliance with Fire Regulations.

# A Warm Welcome to

## SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

If you use any aids like walking sticks, wheelchairs etc. please bring them with you. If you wear glasses, hearing aids etc. please ensure they are marked with your name.

The personal retention of a lot of money is unnecessary and its loss could prove embarrassing. Any cash can be held on your behalf, recorded on a personal account (cash float) in the office, and topped up as necessary. This would enable you to pay, for example, for hairdressing or chiropody. If you find you need money while you are staying here, we will help you cash cheques.

If you are bringing in jewellery please ensure the items are registered with your personal possessions. Items such as these can be held in a secure place and recorded accordingly. We can only assume responsibility for items that have been safeguarded in this manner. A small lockable facility is available in your room.

The Home's insurance limit for individual resident's valuables including jewellery is £1000 and for personal cash the limit is £100. There is an excess payable of £50 on any one claim for effects. Please speak to the proprietor regarding items valued above this amount as they may have to be specified on the policy at an additional cost to the resident. If you have any queries please do not hesitate to ask the carer on duty.

**Please bring in with you any medication you normally take.**

### **POLICY REGARDING PERSONAL ELECTRICAL APPLIANCES**

We are required by Health & Safety regulations to ensure that all electrical and mechanical equipment is of the highest standard from a safety point of view.

In order to comply with this requirement all electrically powered equipment i.e. TVs, radio's, irons, hair dryers, vacuum cleaners, washing machines etc. must be examined and regularly certified as safe by a competent expert. All equipment that is property of the Southfields House complies with these Standards and Specifications.

*Any personal equipment that is to be used must also be checked and certified as safe by a competent person.*

### **FIRE PRECAUTIONS & EMERGENCY PROCEDURES IN THE HOME**

Although we anticipate you will not be faced with a fire or other emergency, it is important that you understand and comply with the Fire Precautions and Emergency Procedures. Please see separate documents available on request and read, understand and follow the **EMERGENCY PROCEDURES** notices sites at the Fire Bell Points and on the rear of your room door.

### **QUALITY OF SERVICE**

As stated in the Statement of Purpose we have a comprehensive Quality Policies that aim to allow important stakeholders (residents, family, staff) to have their say about how well we are providing our services, achieving our aims and objectives and fulfilling of our mission.

It is our policy to monitor satisfaction levels in all key areas of our operations in order to identify strengths and weaknesses and implement improvements, where necessary. This process is known, as the "Quality of Service Programme" (QSP) an overview of which is provided as part of the information package and sited on the rear of your room door. The overview is intended for all who might participate in the Programme: Residents, Family etc and Staff of the Home.

### **HOW TO MAKE A COMPLAINT**

In any organised community, there are bound to be times when you are unhappy about something or someone. Please do not keep your grievances to yourself. We aim to please you and deal with your complaints.

- ❖ In the first instance, please make your complaint as soon as you can either during or after the event. You should either speak to your Key Worker or to the Senior Carer on Duty. If you feel this is inadequate please ask to speak to one or both of the Registered Managers or Proprietors.
- ❖ If your family wish to make a complaint, in the first instance please speak to the most Senior Member of Staff on Duty, and then if necessary, lodge the complaint in writing to the Proprietor.
- ❖ If the Home management is unable to resolve the matter, the complaint may be pursued by writing to the Care Quality Commission at the following address:

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

The Inspector responsible for Southfields House is **Mrs. Kathy Flynn**

Telephone: **03000 616161**

Email: **enquiries.southeast@cqc.org.uk**

- ❖ Only by being made aware of problems can we improve our service provision.

**A Warm Welcome to**  
**SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME**

**IMPORTANT CONTACT DETAILS**

- **Social Services:** Adult Social Care (also known as Social Care Direct or Social Services), East Sussex County Council for any concerns about abuse or failure to protect from abuse. Social Care Direct (Adult Services), St. Mary's House, 52 St. Leonard's Road, Eastbourne East Sussex BN21 3UU. Telephone 0345 60 80 191 Fax: 01323 466567. For out of hours emergencies Telephone 01323 636399
- **The Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.** The Inspector responsible for Southfields House is **Mrs. Kathy Flynn.**  
Telephone: 03000 616161 Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)
- **NHS East Sussex Downs & Weald (Previously known as Eastbourne Downs Primary Care Group).** 1 St Anne's Road. Eastbourne, East Sussex, BN21 3UT. Telephone: 01323 417714.
- **The Police:** The local police contact number is: 0845 6070999
- **GP Surgeries:**
  - Enys Road Surgery, 5-7 Enys Road, Eastbourne, East Sussex, BN212DQ Tel: 01323 410088
  - The Surgery, 1 Arlington Road, Eastbourne, BN211DR Tel: 01323 727531
  - Grove Road Surgery, 59-63 Grove Road, Eastbourne, BN214TX Tel: 01323 720606
  - Lighthouse Medical Practice, 6 College Road, Eastbourne, BN214HY Tel: 01323 720606
  - The Surgery, 10 Bolton Road, Eastbourne, BN213JY Tel: 01323 730537
  - Seaside Medical Centre, 18 Sheen Road, Eastbourne, BN228DR Tel: 01323 725667
  - Green Street Clinic, 118-122 Green Street, Eastbourne, BN211RR Tel: 0844 4127242
  - Princes Park Health Centre, 7 Wartling Road, Eastbourne, BN227PF Tel: 01323 744644
- **Eastbourne District General Hospital:** Kings Drive, Eastbourne, BN21 2UD. Tel: 01323 417400
- **Eastbourne Downs PCT,** 1 St Anne's Road, Eastbourne, BN21 3UN Tel: 01323 417714
- **Age Concern:** The William and Patricia Venton Centre, Junction Road, Eastbourne, BN21 3QY Tel: 01323 638 474
- **Alzheimers Society:** 76 Firle Road, Eastbourne, BN22 8EG Tel: 01323 727127
- **Dentists:**
  - QuaySide Dental Practice Tel: 01323 472772
  - West Terrace Dental Practice Tel: 01323 729855
  - The Baytree Dental Group, 28 Arlington Road, Eastbourne, BN21 1DL Tel: 01323 738632
  - Community Dental Service - Eastbourne Downs PCT, 1 St Anne's Road, Eastbourne, BN21 3UN Tel: 01323 417714

Signed: \_\_\_\_\_

Date: \_\_\_\_\_