



Service User Guide



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Welcome to Amberley House

Summary of Statement of Purpose



Picture taken from the garden in the summer

Amberley House is a care home for the elderly. We aim to provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere. Our 42 bedroom accommodation 40 of them En-suite offers all the facilities to ensure comfort and care.

Nurse call systems are fitted in all bedrooms along with T.V. points. Bathroom is fitted with a bath hoist. Also, we have a wet room with shower. An 8 person shaft lift provides easy access to upstairs bedrooms.

Highly trained and qualified staff are on call 24 hours a day - most of whom have Diploma level 2 + 3 or are training towards.

Our highly trained staff have various responsibilities and it is important to realise which areas of care provision each member of staff is carrying out. To this end we have uniforms which reflect their various responsibilities.

Dark Blue – Senior

Light Green – Care Assistants

Light Blue – Domestic Staff

White – Kitchen and Ancillary Staff



All service user needs are met in a friendly and efficient way, we strive to preserve and maintain their dignity, individuality and privacy, we are always sensitive to ever changing needs.

A wide range of activities are organised by staff on a daily basis, service users are also encouraged to pursue their own hobbies and interests.

Friends and relatives are welcome to visit at any time on any day.

We aim to make every service users stay as homely and comfortable as possible

A copy of the most recent inspection report is available on request.



Summer at Amberley

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service.

Depending on the personal financial situation, a Service User can either pay the fees privately or ;

1. Receive benefits arranged by social services.
2. Gain access to PCT Funding if assessed to qualify.

❖ *Full details of all financial arrangements are located within the Contract of Residence*



Typical Bedroom

Fees - What is included

- ❖ Fully trained staff in 24 hour attendance
- ❖ Good Home Cooking
- ❖ Provision for Special Diets
- ❖ Laundry Service
- ❖ GP visits when required
- ❖ Call System
- ❖ Full Central Heating
- ❖ Comprehensive Entertainment

Fees - What is not included

- ❖ Dry cleaning
- ❖ Weekly visits from the hairdresser to the home
- ❖ Six weekly visits from our Chiropodist
- ❖ Manicure and Hand Massage



Hairdressing Salon

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety. Residents also have a choice to have animals within the home. This is not to say we do not permit pets, the Manager will however treat each case dependant on need and the amount of pets already at the home

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice. Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.



Dining at Amberley

Medication

If a Service User wants to self-medicate and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the Home Manager.

Service User Involvement

Each Service User has a care plan and we actively encourage Service Users to have a strong input into the decision of how their treatment and support is delivered. Once decisions are made regarding care, treatment and support we will ensure that we formally review all care plans every six months and as required. This process will involve the Service User.

Each Service User or family member or advocate will have 24 hours access to the staff and Management of Amberley House to discuss their wishes on a formal or informal basis. We encourage Service Users, family members or appointed advocates to be fully aware and be fully informed in all aspects relating to equality, diversity and human rights.

Advocacy Services/Local Involvement Networks

If a Service User has no family support or feels they need support in how their care treatment, and support is delivered we recommend the support of an advocate. Citizen advocate is an ordinary person who develops a one to one relationship with someone within a care home. A Citizen Advocate works towards ensuring that the needs and rights of a person are met in order to achieve a good quality of life.

Telephone

The home has a phone, which can be used by the Service Users for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls. Service Users may have their own private line through British Telecom at the going rate.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained provided the normal fee is paid. In the case of social work funded Service Users, this retention period would be reviewed by the Home Manager.

Luxury Bathroom



Complaints

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the:

Care Quality Commission
Gallowgate
Newcastle-Upon-Tyne

A copy of Amberley House complaint procedure is on display and can be made available on request

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.



