



Information for Residents

Belle Vue - Sunderland

## Admission

When you arrive at The Heatherfield you will be shown to your room and the nurse on duty will complete the admission paperwork (this is a lengthy process and can take several hours). You will be shown around the home and receive a general introduction to all of the staff. You will be asked about your needs and preferences. We ask you to participate in planning your care along with your family and trained staff. It can be a very unsettling time, and we understand that you may be anxious, so please feel free at any time to ask any questions, or voice any concerns you may have.

## Identifying Staff

Staff at the home all wear uniforms. This will assist you in identifying key personnel.

Team Leaders – Black top and blue or black trousers  
Senior Care Assistants – Navy top and blue or black trousers  
Care Assistants – Pale Blue tops and blue or black trousers

Domestic – lilac tabards and blue or black trousers  
Kitchen Staff and Chef – white kitchen jackets

## Summary of Home Facilities

Belle Vue is a 27 bed unit and accepts residents with many different and complex needs. The home was converted for the purpose of a residential home and is registered with CSCI who inspect the home on a regular basis.

The Manager's Office is situated to the right of reception. There are 2 lounge areas, 1 dining room, 2 bathrooms and many disabled toilets. Some of our bedrooms have en-suite facilities. In the back of the guide you will see that we check rooms for safety and cleanliness regularly. We have a purpose built kitchen and laundry facilities. All our exits are secure. You can feel free to use any area of the home at any time. The grounds are maintained by external contractors and are accessible to wheelchairs.

## Fire Safety

The home is subject to stringent fire regulations. It is inspected by Fire Officers annually. The fire alarm is a long continual bell and is tested weekly. The Assembly Point is at the Main Entrance. If you hear the alarm, please do not panic – guidance will be given – staff on duty will follow the “procedure for visitors” displayed in the entrance. Residents will be protected or assisted as required.

Fire training and fire drills are carried out at staff training sessions in the home. ALL staff are trained in fire prevention and evacuation procedures to the CSCI standards. You will be made aware of any drill taking place during your stay/visit.

### **Kitchen Entry Policy**

Visitors to the home are welcome to use the designated areas in the lounges to kitchen to make tea or coffee for themselves and residents. Any of the staff will assist you if you need help. No charge is made to visitors for these beverages.

Please pay attention to the kitchen entry policy displayed on the kitchen door and visitors notice board to ensure we maintain strict standards for food hygiene.

### **Valuables and Property for Safe Keeping**

On admission we will complete a property list. You can deposit a small amount of cash in our safe if you wish, for use at any time. A copy of the home policy is available. We do not currently have locks on all bedroom doors, if you wish to have this facility, we are happy to provide it –please see the manager who will arrange fitting

Any items brought to the home need to be privately insured if their value is above £500.

Items that are subject to a charge, e.g. daily newspapers for private use or hairdressing, will be charged accordingly at monthly intervals. There is no day-to-day need for cash to be carried in the home, and as such no responsibility can be accepted for lost monies.

## Confidentiality

You can be assured that staff are trained and aware of the rules regarding confidentiality. Information regarding your care needs will be passed to staff in the office areas only and all details are treated in the strictest confidence. We will ensure that any requests regarding confidentiality are adhered to. Only those people who are authorised by you will be able to have access to confidential information.

## Advocates

We will need to know who your next of kin is for legal purposes and emergencies. If you have appointed a Power of Attorney, have a Court of Protection Order or a Legal Advocate please inform staff on admission. The home offers an independent legal advice service. Please inform the manager if you wish to access this service.

## Complaints, Comments, Suggestions

We have a very clear and easy to follow complaints procedure which is enclosed. We will actively seek your views on services provided and regularly carry our quality surveys. We welcome any creative ideas for any aspect of care, management or service provision

If at any time you are concerned or dissatisfied with ANYTHING, however small or trivial please bring it to our attention immediately. All staff are trained in dealing with complaints – if you prefer you can talk directly to the home manager or your care manager at anytime. A copy of the complaints procedure is enclosed.

## Care Planning

You and your relatives will be actively involved in planning your care. Shortly after admission we will arrange to meet with you and formally agree your care plan. This plan is available to you at all times. It is reviewed (often with social workers) after 1 month from admission, then on a less formal basis with staff in the

home. Your care plan is kept in the office and is secure at all times.

## **Medication**

When you come into the home all medicines are checked against your prescription and kept in the drugs trolley. Drugs are administered by trained staff at drug rounds throughout the day.

Drug round times:

8.00, 13.00, 18.00 and 22.00.

Medication can be given at other times, if you have any specific request please see the Team leader in charge. No medication should be kept in bedrooms unless a self medication plan and risk assessment is in place.

## **Transport**

We have a minibus with in the company. Transport to hospital is arranged via the GP, Clinic or Out Patients Department in liaison with the nursing home.

We can recommend several good taxi services for the disabled user, please see the home manager for information.

## **Resident's Rights**

All staff are trained to respect the dignity, privacy and rights of every resident. This is maintained by regular supervision and training of staff. If you or a member of your family feel this has been compromised in any way please inform a member of staff immediately.

## **Gifts to Staff**

Our staff are unable to accept gifts. We do have a fund for donations for the benefit of residents and this is managed by the home manager.

## **Contracts of Residents**

Your contract is issued by the home manager but if you require any help on this matter we can provide assistance or independent legal advice on this or any other matter.

## Telephones

We can arrange for a private line to be installed in your room, this is for your sole private use and billed to you by BT. Please let us know if you require this service. A payphone is situated in the hallway.

## Voting

You are entered into the register of electors' documents once you are a permanent resident in the home. Votes for local and general elections can be made in person or by post.

## Legal Advice

We can arrange for a solicitor of your choice to visit you at the home. We are unable to offer advice on the making of wills but can facilitate a professional to advise you.

## Religious Services

Our local ministers visit regularly for special services and communion. Our local church is just half a mile away and we can provide you with the Service timetable.

If you have any specific requirements please make the staff aware – we welcome visits from your own minister at any time representing any religious denomination.

## Laundry

All laundry is done on site by our own staff. Please ensure all clothes are labelled and easily machine washable. Labels are provided but we ask relatives to attach the labels to the clothing.

Laundry is collected by the care staff and returned to rooms usually within 2 days.

Dry cleaning is done off-site and is chargeable.

Your relatives may wish to launder delicate items themselves. Please let the staff know of any special arrangements. Laundry bins can be provided in your bedroom for this purpose.

## Meals and Mealtimes

We will complete a menu preference sheet with you on admission. Meals are served:

7.00 – 9.30 breakfast

12.30 – 13.30 lunch

17.00 – 19.00 tea

20.00 – 22.00 supper

The Chef is able to prepare snacks at any time during the day. Breakfast is a choice of cereals, toast, full cooked breakfast, or practically any other requested item. Menus are prepared daily by our Chef and every meal can be taken at anytime during the day. A snack and drinks menu is also available which can be requested at any time. We can meet any special requests and are happy to cater for your relatives, and they are welcome to join you for a meal at any time – please give notice to the Chef where possible.

## Birthdays

Chef prepares birthday cakes for each resident. You are welcome to organise a small birthday party for your family. We can cater for this event; one of the lounges can be booked to accommodate the special event.

## Special Diets

All special dietary requirements including diabetic, low fat, celiac and soft diets are provided. Dieticians do visit the home at the GP's request and provide diet sheets and advice.

Meal supplements are available from the kitchen if prescribed by the GP.

## Residents Meetings

The residents and carers meet and staff who come together to share views, support each other, plan activities and events, and promote the views and wishes

of the service users. It arranges several fund raising events annually and monies raised are used for provision of equipment that adds to the services provided. The Residents Fund is administered by the home manager.

Future dates for residents meetings are displayed on the resident's notice board in the main lounge areas.

Everyone is welcome to attend.

### **GP Visits**

We have a good relationship with the local surgeries, routine doctors visits are carried out regularly. Emergency calls, call-outs are responded to with in reasonable time scale.

You may keep your own GP if they can provide on-call services. Registration will be organised by the home on admission.

### **Newspapers**

If you would like a personal daily newspaper we can arrange delivery from the local store although you will have to meet the cost.

### **Mail**

We receive mail on a daily basis. Personal mail will be passed to you unopened, the same day by staff. Staff may at your request help you open and read your post and assist you in making any response.

If you wish to post mail, please pass sealed correspondence to the home manager who will ensure it reaches the post office the same day.

### **Chiropody**

Visits from a state registered chiropodist are made every 8 weeks. There is a charge for this. Treatment is given in your bedroom. NHS chiropody is available to diabetics and organised by the GP.

### **Optician**

We have a contract with an optician for annual NHS eye checks and the provision of glasses. Emergency visits can be arranged by asking a member of staff.

You may arrange for your own optician to continue to visit if you prefer.

### **Hearing Tests**

Audiologist private hearing tests can be arranged by your GP through the NHS.

### **Dentist**

The local Dental Practice visits the home for annual checks and in emergencies. You may arrange for your own dentist to continue to visit if you prefer.

### **Hairdresser**

A hairdresser visits the home regularly.

Please let us know if you require their services on a regular basis or for a special occasion.

### **Dietician**

We can access all these services via your GP if he feels a referral is necessary.

### **Accidents and First Aid**

If you have an accident on the premises please inform the Team leader in charge. There is a trained first aider on duty at all times. The accident book must be completed and a record kept of first aid given by staff.

### **Health & Safety**

Our policy is displayed in the kitchen – please be vigilant, keep corridors clear – do not wedge doors open. Please report any faults and hazards. Keep fire exits clear at all times.

## District Nurse

We have a District Nurse on call 24 hours a day.

## Special Services for Visually Impaired Service Users

We can provide an audio tape of this information if required.

## Activities

Both individual and group activities are organised by the staff. Daily, 5 days a week musical entertainment, group exercise, bingo, sing-a-long, gardening etc are all included. Daily activities and events are displayed on the notice boards in the main lounges. Special visits or special requests can also be accommodated.

## Complimentary Therapies

We can arrange therapists to visit on a private cost per visit basis. Reflexology, aromatherapy, hand/body/head massage services are available on request.

## Finally

If there is anything you are concerned about or wish any information about any aspect of the service we provide please ask any member of staff

Christine Scott

Home Manager

Heatherfield Care Group