



SERVICE USER GUIDE

Hillcroft Nursing Home
North Road
CARNFORTH
LA5 9LX

WELCOME TO HILLCROFT NURSING HOMES

This guide is intended to answer questions which we find are frequently asked by residents upon entering the home.

We are always available to discuss any aspect of care and service provision with you, but hope that the guide will help you and your family. We welcome any comments and suggestions regarding any aspect of Hillcroft Nursing Home.

The information in this guide reflects all the policies of the home – a full copy of any policy is available upon request.

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Statement of Company Policy
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Accidents and First Aid

If you have an accident on the premises please inform the Nurse in Charge. There is a Registered Nurse on duty at all times. The accident book must be completed and a record will be kept. Your information is audited in line with our Health and Safety policy and your data is stored correctly to adhere to the Data Protection Act.

Activities

Both individual and group activities are organised by the Activities Organiser. Daily activities and events are displayed on the notice boards in the main lounges. Special visits or requests can be accommodated.

Admission

We encourage new residents to bring personal possessions such as pictures, ornaments, small items of furniture etc. to personalise their room and make it feel like 'home'. When you arrive at Hillcroft 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 unit and receive a general introduction to all 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.

Advocates

We will ask you for your Next of Kin contact details for legal purposes and emergencies. If you have appointed a Lasting Power of Attorney or have an existing Enduring Power of Attorney, Court of Protection Order, Legal Advocate or an Independent Mental Capacity Advocate (IMCA) please inform staff on admission. Please inform staff if you do not wish for general information regarding your general condition to be given to any party.

Advanced Directives

If you have a living will or an advanced directive lodged with your solicitor please make the Nurse is aware of the contents as soon as you are admitted so we can ensure your wishes are carried out at all times.

Birthdays

Chef prepares a birthday cake for each resident and a small gift is given by the home. Your family are welcome to organise a small birthday party, which with prior notice we can cater for at no additional cost. Your private use of one of the lounges can be arranged as a venue for such events.

Care Planning

You and your relatives will be actively involved in planning your care. This plan is available to you at all times. It is reviewed every month by your Named Nurse. Your care plan is kept in the nursing office and is secure at all times.

Chiropody

Visits are made from our approved chiropodist every 6 -8 weeks. There will be a charge for a routine examination and treatment is per resident. A charge will be made for this service, please check with reception for current charges. Treatment is given in either your bedroom or a treatment room.

Complaints, Comments and Suggestions

We have a very clear and easy to follow complaints procedure which is enclosed. We welcome any constructive criticism, ideas and indeed praise 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 to the Matron.

Confidentiality

You can be assured that staff at Hillcroft are trained and aware of the rules regarding confidentiality. Information regarding your care needs will be passed to staff in the office area 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.

Data Protection

All data created and kept by the home is subject to the data protection act. Your notes are available to you and those approved by you at any time. Other professionals involved in your care may seek permission and involve you in any entry they make in your file.

Dentist

A domiciliary dental practitioner is available and visits the home when requested. You may arrange for your own dentist to continue to visit if you prefer.

Electrical Equipment

You are welcome to bring into the home small electrical items e.g. portable TV, Radio, DVD, CD players and shavers etc. These are subject to approval by the Services Co-ordinator and all items will need to be PAT tested annually.

Entertainment & Recreation

We will assist wherever possible to enable you to continue with any recreational activity or hobby you enjoy. Professional entertainers and specialist visitors are regularly invited into the home. We welcome any suggestions you may have for recreational activities.

Facilities of the Home

Hillcroft Nursing Home was built for purpose in 1991 offering Nursing and Dementia care over three units. All 64 bedrooms are single with en-suite facilities. Within the home we have spacious lounges and dining areas providing a comfortable and homely atmosphere. We have fully equipped, purpose built kitchen and laundry facilities, hairdressing room and treatment rooms. All exits on the Dementia units are secure. The gardens are maintained by Hillcroft staff and residents. They are accessible for wheelchair users and have a bright sunny aspect; weather permitting. Registered Nurses are on duty 24 hours a day. The Matron's office is situated in the reception area.

Fire Safety

The home is subject to stringent fire regulations and annual risk assessments. The fire alarm is a long continuous bell and is tested every Friday around midday. If you hear the alarms please do not panic – guidance will be given and staff on duty will follow the ‘fire procedure’ displayed on the back of each bedroom door. Residents will be protected or assisted as required and the lounge has been designated as the internal place of safety.

Fire safety 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 CQC standards.

Food Allergens

The food we serve may contain allergens. If you suffer a food allergy please inform the Matron at the point of admission to ensure your nutritional needs are met. Further information is available upon request.

Gifts to Staff

Staff are unable to accept individual gifts; however, we do have a staff fund for donations, which is managed by the Administrator.

GP Visits

Ashtrees Surgery provides GP cover for the home. G.P's will carry out regular visits to the home and emergency call-outs as necessary. You may keep your own GP if they are willing to provide on-call services. Registration will be organised by the home on admission.

Hairdresser

A mobile hairdresser visits the home weekly. Please let us know if you require her services on a regular basis or for a special occasion – her current prices are available at reception.

Health & Safety

Our policy on Health and Safety is available on request— please be vigilant, keep corridors clear – do not wedge doors open – keep fire exits clear at all times and report any faults or hazards you observe.

Identifying Staff

Staff at Hillcroft Nursing Home wear identifying uniforms as follows:

Matron / General Manager	Pink Circle Blouses
Deputy Matron	Black Tunic
Admin Assistants	Blue Circle Blouses
Trained Nurse-in-Charge	Navy Blue Tunic
Care Assistant	Metro Blue Tunic
Kitchen Staff and Chef	White Kitchen Jacket
Ancillary Staff	Peacock Blue Tunic
Maintenance Men	Blue/Black Polo Shirt

Badges are also worn showing the person's name and position.

Inspections

The home is registered with the Care Quality Commission (CQC) who inspects periodically. The latest report is available in the reception area.

Their visits are unannounced and vary in frequency depending on their risk assessment and annual quality audits of our service.

Infection Prevention and Control

Staff at Hillcroft are trained to deal with any infections present in the home and are trained to ensure the risk of transmitting infection from one resident to another is kept to a minimum. Effective hand washing is the best way to prevent spread of infection. We provide alcohol gel at the entrance and in main areas of the home and encourage visitors to use this before and after any direct contact with residents.

If we need to deal with any specific infection outbreak, we will ensure notices are posted in relevant areas. Individual instruction, information and guidance can be obtained from the Nurse-in-Charge.

In the rare event of an outbreak of infection or episode of pandemic flu. We will take advice from the Department of Health and the Health Protection Agency.

Laundry

All laundry is done on site by our laundry staff. Please ensure all clothes are labelled and easily machine washable. We can arrange for clothing to be labelled if necessary, please hand all unlabelled clothing to a member of staff.

In order to comply with Control of infection guidelines any clothing which has come into contact with foul or infected substances must be sluice washed at temperatures exceeding 70°C. We are unable to accept responsibility for any items damaged during this process.

Laundry is collected and returned to rooms usually within 2 days, your relatives may launder delicate items themselves and laundry bins can be provided in

your bedroom for this purpose. Please let staff know if you require any special arrangements.

Legal Advice

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

Mail

When mail is received, personal letters 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 Nurse - in -Charge.

Meals and Mealtimes

Meals are served:

From 8.00 am cooked breakfast

From – 12:30 – Lunch

From – 16:30 – Tea

From –20:00 – Supper

Staff are able to prepare snacks for residents at any time during the day. Breakfast is a choice of cereals, toast or full cooked breakfast. We offer a choice at each mealtime and special diets are available as required. We work to a four week menu rota, a sample is included. 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.

Medication

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

Drug round times:

08.30, 13.00, 17.00 and 21.00. Medications can be given at other times, if you have any specific request please see the Nurse-in-Charge. No medication should be kept in bedrooms unless a self-medication plan and risk assessment is in place. If you would prefer to

give your own medication please discuss this with the Nurse-in-Charge.

Newspapers

If you would like a personal daily newspaper or any magazines we can arrange delivery from the village store. This cost will be added to your monthly bill.

Optician

Vision Call opticians visit for annual NHS eye checks and the provision of spectacles. Emergency visits can be arranged by asking a member of staff.

Paying for Care

We are always happy to assist with any general queries you may have in relation to your nursing fees. However, we appreciate that confidential and independent financial advice is essential and on request we can provide contact details for a number of organisations / companies that specialise in financial planning for people paying for care.

Pets

Unfortunately we are unable to accept resident's pets into the home to live, however we welcome visitors bringing pets for a short visit.

Personal Belongings

On admission and whenever items of clothing or property are brought into the home these will be listed on an inventory. Please ensure all items brought into the home are handed in to a member of staff to be recorded.

If any items are removed from the home, please inform a member of staff, so that they are able to update the inventory.

Physiotherapy

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

Religious Services

Our local ministers representing the Protestant and Roman Catholic faiths visit regularly for special services and communion.

Our local churches are Christ Church (Church of England) and Our Lady of Lourdes (Catholic) 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.

Resident's Contracts

Prior to your admission the Administrator will issue you with the terms and conditions of residence. If you are receiving Local Authority or CCG funding the company contract does not seek to alter any of the terms and conditions agreed with that authority. A copy of the Individual Service User Agreement between the company and Local Authority is available on request. If you have any queries regarding the terms and conditions, please speak with the Administrator who will be happy to help.

Residents Finance

Company policy is that we do not become involved with individual's financial affairs. Should a resident require assistance with financial matters we will assist in finding an independent advocate to act on their behalf.

Residents Fund

There is a resident's fund which accepts donations on behalf of the residents and proceeds from fund raising. The Residents Fund bank account is held at Natwest bank in Lancaster and is administered by the Administrator.

Restraint

Should any resident require any intervention involving restraint e.g. Lap belts / bed rails, a risk assessment and care plan will be completed. We ask that you or your advocate agree to their use and sign the risk assessment form.

Quality Assurance & How We Maintain Our Standards

The home operates a Quality Assurance System in accordance with ISO 9001: 2008. All systems are audited over a period of twelve months as per our Quality Assurance plan. Quality standards and our audit results are discussed at every staff meeting and are an integral part of the management of the home. You will be periodically asked to complete a comment to provide us with feedback.

Safeguarding Vulnerable Adults

Keeping you safe and free from harm is our main priority. All our staff are subject to police checks via the Criminals Records Bureau which include the Independent Safeguarding Authority register. We have stringent policies within the home, and ALL staff are aware of their responsibilities in relation to recognising and reporting any incident or event which could be classed as abuse that causes or has potential to cause harm. Staff receive training where they are instructed on the various types of abuse and signs to look for to help recognise when it might be happening.

Security

The front door is secured with a key pad entry system. The code to gain entry will be given to your friends and family when you are admitted. All visitors are asked to sign in, identify themselves to a member of staff and observe all the security signs within the building. Automatic exterior lighting is active during the hours of darkness and night staff undertake a check of doors and windows during the evening.

Smoking

We operate a strict No Smoking policy within the Hillcroft Home. We have no designated smoking areas within the home.

Special Diets

All special dietary requirements including diabetic, low fat, and soft diets can be provided.

Support Groups

Annual meetings are arranged for relatives to come together to share their views and experiences, support each other, and promote the views and wishes of the residents. Invitations are sent prior to each event. The event, which includes refreshments, provides an opportunity to meet with the Directors and Management team of Hillcroft on an informal basis.

Telephones

We can arrange for a private line to be installed in your room, this is for your sole private use and BT will bill you direct – please let us know if you require this service. We also have a dedicated phone line for the use of residents. Calls will be charged at a flat rate and invoiced on your monthly account.

Televisions

You are welcome to bring your own television into your room. The current charge for a concessionary TV license will be made for under 75's.

Toiletries

Toiletries will be supplied at a reasonable charge and detailed on the monthly invoice. Each toiletry item will be labelled with the individual's name for their personal use. If you prefer to supply your own toiletry requisites, please let us know.

Valuables and Property for Safe Keeping

Residents are asked not keep excessive sums of money or valuables in their rooms.

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

Valuables upon request can be locked away for safe keeping, no responsibility for loss or damage to such items can be accepted should this advice be disregarded.

Any items brought to the home need to be privately insured if their value is above £1000.

Voting

You are entered onto the Electoral roll once you become a permanent resident. Votes for local and general elections can be made in person or by post.

Website

The company website is www.hillcrofthome.co.uk and our e-mail is welcome@hillcrofthome.co.uk. The website contains information and photographs of the home and links to the Care Quality Commission (CQC) website which provides all our inspection reports.