



# SERVICE USER GUIDE

Head Office: 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 homes – a full copy of any policy available upon request.

# ***OUR HOMES***

Hillcroft Carnforth – North Road, Carnforth, LA5 9LX,  
01524 734433

Hillcroft Caton – Caton Green Road, Lancaster,  
LA2 9JH, 01524 770334

Hillcroft Morecambe – Woodlands Drive,  
Morecambe, LA3 1LZ, 01524 858599

Hillcroft Lancaster – Westbourne Road, Lancaster,  
LA1 5DX, 01524 63107

Hillcroft Slyne – Throstle Grove, Slyne-with-Hest,  
Lancaster, LA2 6AX, 01524 825328

Hillcroft Galgate – Hillcroft House, Chapel Lane,  
Galgate, Lancaster, LA2 0PR, 01524 751691

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See website pages for:

Complaints Procedure	within 'Policies & Procedures'
CQC Reports (most recent)	within 'Our Homes' see Individual home for their report
Sample Menus	within 'Our Homes' see under any home

## **APPENDICES**

**(please ask to see a copy)**

Residents Charter

Employer's Liability Insurance

ISO 9001: 2015 Registration Certificate

Organisation Chart

Statement of Purpose

Philosophy of Care

Statement of Company Policy

Terms & Conditions of Residence

## **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. An accident form 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 appropriately to adhere to the Data Protection Act.

## **Activities**

Both individual and group activities are organised by our Activities Co-ordinators and/or care staff. 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.

### **Advanced Directives**

If you have a living will or an advanced directive logged with your solicitor please make sure 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.

### **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.

## **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 an approved private chiropodist every 6-8 weeks. You can be seen either in your bedroom or a treatment room. If you require their

services please check with reception for current charges. These costs will be added to your monthly bill.

We can access the NHS chiropody services via your GP if he/she feels a referral is necessary.

## **Complaints, Comments and Suggestions**

We have a very clear and easy to follow complaints procedure which is available from Reception, displayed in our Service User Guide and shown here on our website. 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 and General Data Protection Regulations (GDPR). 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 that make in your file. Please see our Privacy Notice for more details.

## **Dentist**

Treatment will be arranged as necessary at the Queen Vic Dental Centre or by a local dental practitioner who visits the home when requested. Appropriate charges will be made. They will need to

know if you are in receipt of Pension Credit as treatment may be free of charge.

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. Please let a member of staff know so the item/s can be added to your inventory. These are subject to approval by the Service Co-ordinator and all items will need to be PAT tested annually.

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

## **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 Homes

**Hillcroft Carnforth** was built for purpose in 1991 offering Nursing and Dementia care over three units. All 64 bedrooms are single with en-suite facilities.

**Hillcroft Caton** was purchased and fully refurbished for opening in 1993 offering Nursing and Dementia care over two units. All 31 bedrooms are single and most have en-suite facilities.

**Hillcroft Galgate** was built for purpose of a Nursing Home in 2012 offering nursing and residential care over three units. All 43 bedrooms are single with en-suite facilities.

**Hillcroft Lancaster** was purchased and refurbished for opening in 2006. The home offers Nursing and Dementia care. All 20 bedrooms are single with some having en-suite facilities.

**Hillcroft Morecambe** was built for purpose in 1998 offering Nursing and Dementia care over three units. All 54 bedrooms are single with en-suite facilities.

**Hillcroft Slyne** was purchased and fully refurbished for opening in 2007. The home offers Nursing and Dementia care over three units. All 48 bedrooms are single with en-suite facilities.

Within all our homes we have spacious lounges and dining areas providing a comfortable and homely atmosphere. We have fully equipped kitchen and laundry facilities, some hairdressing rooms and treatment rooms. All exits on the units are secure. The gardens are well maintained & are accessible for wheelchair users and have a bright sunny aspect; weather permitting. Registered Nurses are on duty 24 hours a day. The Matrons' offices are situated in or around the reception areas.

## **Fire Safety**

All homes are subject to stringent fire regulations and annual risk assessments. The fire alarm is a long continuous bell and is tested every week. 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 therefore all food provided is listed in our Register of 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. Please tell a member of staff if you bring any items of food into the home.



## **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**

Each home has a surgery which provides GP cover.

**Carnforth** – Ashtrees Surgery

**Caton** – Queen Square Surgery

**Galgate** – Lancaster Medical Practice and Queen Square Medical Practice

**Lancaster** – Queen Square Surgery

**Morecambe** – Coastal Medical Group

**Slyne** – Ashtrees Surgery

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**

Mobile hairdresser's visit the homes weekly. Please let us know if you require their services on a regular basis or for a special occasion – their current prices are available at reception. These costs will be added to your monthly bill. You may arrange for your own hairdresser to continue to visit if you prefer.

## **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 Homes wear identifying uniforms as follows:

Matron/General Manager	Black Blouses
Deputy Matron	Navy Blue Tunic
Admin Assistants	Royal Blue Blouses
Nurse-in-Charge	Navy Blue Tunic
Assistant Practitioner	Royal 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.

### **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 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.

## **Inspections**

The home is registered with the Care Quality Commission (CQC) who inspects periodically. The latest report is available in the reception area as well as here on our website. Their visits are unannounced and vary in frequency depending on their risk assessment and annual quality audits of our service.

## **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 will 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 8.00am 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 displayed here on our website, in our Service User Guide in the homes and available at Reception upon request. 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. A small charge is made for relatives meals if provided, please ask at Reception for details.

## **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 local approved store. This cost (including delivery) will be added to your monthly bill.

## **Optician**

Approved opticians visit for annual NHS eye checks and the provision of spectacles. Please let the optician know if you are in receipt of Pension Credit as treatment may be free of charge.

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.

## **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 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.

## **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.

## **Physiotherapy**

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

## **Quality Assurance & How We Maintain our Standards**

The home operates a Quality Assurance System in accordance with ISO 9001: 2015. 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 card to provide us with feedback.

## **Religious Services**

Local ministers visit regularly for special services and communion. 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.

Our local churches are:

**Carnforth** – Christ Church (Church of England) and Our Lady of Lourdes (Catholic).

**Caton** – St Paul's (Church of England).

**Galgate** – St John's Church the Evangelist Church.

**Lancaster** – St Peter's Cathedral (Roman Catholic).

**Morecambe** – St John's (Church of England).

**Slyne** – St Luke's Anglican Church.

## **Resident's Contracts**

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

## **Resident's 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.

## **Resident's Fund**

There is a resident's fund which accepts donations on behalf of the residents and proceeds from fundraising.

## **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.

## **Safeguarding Vulnerable Adults**

Keeping you safe and free from harm is our main priority. All our staff are subject to police checks via the Disclosure and Barring Service (DBS). 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**

You 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 for the installation and any charges. Some homes also have a dedicated phone line for the use of residents. Calls will be charged at a flat rate and added to your monthly bill.

If you have a mobile phone, please make sure a member of staff is aware so it can be added to your inventory.

## **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 can be provided by an approved supplier at an additional charge. Each toiletry item will be labelled with the individual's name for their personal use. Any charges will be added to your monthly bill.

If you prefer to supply your own toiletry requisites, please let us know.

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

Residents are asked not to 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 monthly account. 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**

Everyone in a Nursing Home is entitled to vote and 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](http://www.hillcrofthome.co.uk) and our e-mail is [welcome@hillcrofthome.co.uk](mailto: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, and Lancaster City Council which provides all our food hygiene ratings.