

Benoni Nursing Home

**12 Carrallack Terrace: St.Just: Penzance: Cornwall TR19 7LW
Telefax: 01736 788433**

Service User Guide

JULY 2007

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Summary of Statement of Purpose

Benoni Nursing Home is a converted Victorian House situated in a quiet lane in St Just. We care for the elderly and have been established as a home for approx 40 years, our aim is to provide all the care and attention for those who wish to spend their retirement in a secure and caring atmosphere.

Benoni provides 24 hour nursing care for 21 service users by highly qualified and trained staff, who are committed to giving the best care possible to elderly people if they need minimal assistance or total nursing care. Our registration allows us to care for up to 4 people aged between 55 and 64 years, 2 people suffering from dementia and 2 people suffering from terminal illness.

Trishe Forde is the Matron in charge of the home. She is a qualified nurse and has been involved in the care of the elderly for almost 20 years. Most of our staff are trained in specific areas, thus ensuring we offer qualified and informed assessments and treatment.

Nurse call systems and fitted in all bedrooms along with T.V. points. There is a walk in shower and the bathroom is fitted with a bath hoist. A shaft lift provides easy access to upstairs bedrooms.

All service users 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

Financial Arrangements and Fees

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

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual Service User

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager.

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
- Manicure and Hand Massage

Fees – What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Chiropody

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. Also as to their 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.

Medication

If a Service User wants to administer their own medication 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.

Telephone

Service Users may have their own private line installed in their own rooms, most rooms have a telephone point.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining area but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks and snacks are served and available 24 hours a day, visitors are also catered for.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 80% of the normal fee is paid. In the case of social work funded Service Users, this retention period would be reviewed by the Home Manager.

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 Commission for Social Care Inspection
Unit C1, Linhay Business Park, Ashburton, TQ13 7UP
01364 651800

Social Services, Unit 2, Riverside House, Newham, Truro, TR1 2XN
Telephone 01872 322000

A copy of Benoni Nursing Home 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.

Contract/Terms and Conditions of Residence

THIS AGREEMENT Is between **BENONI NURSING HOME LTD**

And **“THE SERVICE USER”**:.....

Residence and payment of Care Fees:

1. Upon payment of the weekly/monthly charge:
Benoni Nursing Home undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.
2. The monthly charge shall be the initial sum of £ per week/ paid one month in advance by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 1 above, subject to review. The monthly charge shall remain unchanged unless one month's written notice is given by Benoni Nursing Home to the Service User or this agreement is jointly amended by all parties hereto.
3. Benoni Nursing Home undertake to maintain a standard of care as required by the Registration Authority. If an occasion should occur where a complaint or query arises the Service User or his/her representative is referred to the Benoni Nursing Home complaints procedure.
4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Benoni Nursing Home.
6. Benoni Nursing Home will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, Benoni Nursing Home will retain the accommodation for eight weeks at the agreed weekly charge, unless four weeks termination of contract is given by either party to the other.
7. In the event of death of the Service User, any fees outstanding for Service User's will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign below to this effect before the said person becomes a Service User. Should overpayment to Benoni have occurred we will refund the difference to the service users estate.
8. Benoni Nursing Home may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
 - a. Non-payment of fees

- b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Benoni Nursing Home are no longer able to meet the Service User's needs.
 - c. Any circumstances or behaviour which Benoni Nursing Home feel may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by Benoni Nursing Home. Any increase in the fee will be as a result of social services review, inflation, or any other increase in overheads or operating costs which Benoni Nursing Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements:

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature.
11. Service Users will be required, before taking up residence, to provide information to Benoni Nursing Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request Benoni Nursing Home take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place

Personal Effects and Personal Mobility:

13. Service Users are free to journey out alone, however, Benoni Nursing Home cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Benoni Nursing Home before their use.
15. At the discretion of Benoni Nursing Home items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

Insurance:

16. Benoni Nursing Home is insured at the rate of £..... per person for valuable effects left in the Service User's rooms. All items over £..... need to be itemised, but insurance does not extend to Service User's cash securities and other monies.
17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Benoni Nursing Home .

In the Event of an Emergency:

18. The Service User is asked to supply the following information to assist the staff in the event of an emergency

a. Name, address and telephone number of next of kin:

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.....
.....

b. Any Social or cultural traditions that the Service User requires to keep:

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Status of the Home:

19. Benoni Nursing Home is registered as a Care Home with the Commission for Social Care Inspection

SIGNED:
For and behalf of Benoni Nursing Home

DATE:

SIGNED: Service User

DATE:

In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED:

CAPACITY:

ADDRESS:

.....

.....

DATE:

Benoni Nursing Home	FORM No:	
	ISSUE No:	

SERVICE USER SATISFACTION QUESTIONNAIRE:

ISSUE Date:

Question	Please Tick		Comments
	Yes	No	
Do you feel happy at Benoni Nursing Home?			
Do we meet all your needs?			
Are there any changes you would like to see?			
Do you have enough to eat?			
Do you have enough choice of meals?			
Are your meals cooked to your liking?			
Are the meals presented nicely?			
Do you feel you have enough assistance with anything you need?			
Do you feel the staff are always close at hand at all times to help you?			
Do you join in any of the following activities: Bingo Singing Reminiscence Dominoes Knitting T.V. Going for Walks Quiz			
Would you like any other activities, we would welcome any suggestions?			
Would you like to organise a Day Trip?			
Are your visitors made to feel welcome?			
Are they offered refreshment?			
Are you happy with the Laundry Service?			
Are you happy with the following Services: Hairdressing Service Chiropody Audiologist Manicures Dentist			
Are there any changes you would like to see at Benoni Nursing Home?			

Thank you for completing this questionnaire.

Name:.....

Date:.....