

# Living in a Nottinghamshire County Council care home

Information for older people

Statement of purpose



# Contents

<b>Who this booklet is for</b>	3
<b>Introduction</b>	3
<b>Mission statement</b>	4
<b>Our philosophy</b>	4
<b>Living in a care home</b>	5
Your rights	5
Abuse	5
What you can expect in your care home	6
Accommodation	6
Staff	6
Care plans	6
Personal care	7
Food and drink	7
Laundry	7
Managing your money	7
Electrical equipment	8
Telephones	8
Mail	8
Visitors	8
Social activities	8
Religious services	8
Pets	9
Looking after your health	9
Medical appointments	9
<b>Making decisions</b>	10
<b>Your records</b>	10
<b>Paying for your care</b>	11
<b>Leaving a care home</b>	12
<b>Compliments, comments or complaints</b>	13
<b>More information about the council</b>	14
<b>Further information</b>	18
<b>Contact information</b>	19

# Who this booklet is for

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This booklet gives you important information if you are:

- living in a Nottinghamshire County Council care home AND
- aged 65 and over, OR
- under 65 but eligible for admission to an older persons' home.

It includes general information and the standards that apply to the Nottinghamshire County Council care homes service. It also describes values that form the background to our service.

Individual homes will give you information that is relevant just to them such as additional facilities, policies and procedures.

## Introduction

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Nottinghamshire County Council care homes provide personal care and practical support to any person over the age of 65 years, and in special circumstances under 65s, who has been assessed as needing assistance within the social care criteria for receiving care.

This may include the following services and specialisms:

- long stay
- short stay
- respite care
- assessment
- prevention of hospital admission
- facilitation of hospital discharges (interim care)
- emergency response to crisis
- support for vulnerable adults suffering abuse
- support for older people with particular conditions.

There are also some establishments offering an intermediate care service in partnership with Health which has a different criteria and process for admission.

## Mission statement

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- To deliver high quality services, which provide good value social care and which are always improving.
- To employ staff who are motivated, competent and who achieve results.  
To work effectively with other providers to meet the needs of local people.
- To provide services as agreed with service users, to enable people to be as independent as possible and to improve their quality of life.

**“We employ caring and competent staff who  
will provide you with quality services  
to help you get on with your life”**

## Our philosophy

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- We believe you should be able to continue living at home for as long as you are able to.
- We believe that you should be able to go into residential care for short periods, if you choose to. This is to help you stay living at home as long as possible.
- We believe that when living at home is no longer possible, coming into residential care can be a positive and enjoyable experience.
- We know that you are an individual with your own needs and wishes. We will listen to your point of view and try and help you make choices.
- We respect and support the rights of individuals to live without discrimination.
- We believe that everyone should be treated with respect, dignity and has the right to make their own decisions.



# Living in a care home

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## Your rights

We expect rights for ourselves in the community and these should apply within the residential setting.

However we like to highlight the following:

- The right to personal independence, personal choice and personal responsibility for your own actions.
- The right to take care of yourself as far as you are willing and able.
- The right to have your personal dignity respected by others in every way possible and to be treated, whatever your disabilities and frailty, as an individual in your own right.
- The right to personal privacy for yourself, your belongings and your affairs.
- The right to take part in decisions about daily living arrangements and to be consulted about any proposed change.
- The right to the same services and facilities as any other member of the community.
- The right to be given every opportunity of mixing with other people in the community, whether by going out or inviting other people in.
- The right to have your cultural, religious, sexual and emotional needs accepted and respected, as well as the whole range of commonly accepted needs.
- The right to have your complaints heard and acted upon, with the knowledge of the formal complaints procedure.
- The right to form a representative group to liaise with the staff and to give staff the benefit of your opinions to help them improve services.
- The right to expect all staff to accept the degree of risk that is involved in these principles and not to have your personal independence unnecessarily restricted for fear of such risks.

### **Abuse**

If you feel you, or anyone else is being abused please talk to the Duty Manager in your care home. If you are unable to do this, please contact the Service Head, Older People on **0115 878 3530** or report it to our Customer Service Centre on **08449 80 80 80**.

## What you can expect in your care home

This is your home and you can expect the following from your accommodation and care.

### Accommodation

- You will have your own bedroom.
- Your room will not be changed without your permission, unless there is a health and safety or medical need.
- Your room cannot be given to anyone else whilst you are paying for it.
- If you are admitted to hospital your room will be kept for you for at least six weeks and longer if needed. If any new arrangements have to be made, these will be discussed with you and your relatives and/or friends.
- You should be able to lock your room and have a key.
- Your room should be kept clean, tidy, warm and odour free at all times.
- Staff should knock on your door and await a response before they enter.
- You can go to your room whenever you wish.
- You can have visitors in your room if and when you wish.
- You are not expected to pay for any furniture or equipment provided by the care home.
- You can personalise your room, including having small items of furniture. They must meet Health and Safety regulations and not prevent use of equipment to assist with your care eg. hoists.
- It is your responsibility to remove personal belongings on discharge.

### Staff

- Staff will be trained and supported to help them do their jobs properly.
- Staff should know about all the care you need.
- Staff should respond to your requests for help as quickly as possible.

### Care plans

- Your care plan details what your needs are, and how they will be met while you are at the home.
- Your care plan will be reviewed every month, or more often, if either you or the staff think it needs to be. There will also be a formal, annual review meeting. The review is an opportunity you and the staff to discuss the care plan and your stay in the home.
- Your family or friends are welcome to be involved in your care plan meetings if you want them to be.

## Personal care

- We will aim to provide care in the manner you prefer as far as we are able and this will be done in a private and respectful way, aiming to reduce any social embarrassment.
- You will be encouraged to do as much for yourself as you are able to do. This includes bathing, dressing, feeding yourself, tidying/cleaning your room and going out.
- Whenever possible, you can choose when to get up, what to wear and which activities to take part in.
- You should, where possible, be able to choose care staff of the same sex to help with personal care. For example, washing, bathing, dressing and using the toilet.
- You can choose to buy the products we use in personal care with you (for example your favourite soap).

## Food and drink

- You can choose from a varied and nutritious menu.
- Meals will take account of any religious beliefs, preferences or medical needs that you might have.
- You can choose to have your meals in your room if you prefer.

## Laundry

- Please discuss the marking of your clothing with the duty manager.
- Staff will do your laundry unless you wish to make private arrangements.

## Managing your money and valuables

- You can be responsible for your own money and spend your personal allowance as you wish. You can appoint someone else to look after your money if you, or your family, are unable to do it. A social worker can arrange this.
- If the establishment looks after your money, they must keep written records and receipts for all expenditure. You can ask to see this record, and your family can see it, with your permission.
- You can give small valuables to the establishment for safekeeping providing it is within insurance limits. If you do, you will be given a receipt.
- The Authority only accepts limited liability for your personal belongings. We suggest you arrange your own insurance cover. This should include glasses, hearing aids and dentures.
- Care home staff should not accept gifts from you or your family and friends and cannot be beneficiaries of your will.

## Electrical equipment

- Any electrical appliances that you bring into the home will be tested for safety reasons. This testing is free and will be repeated every year. If any appliance is found to be unsafe it is your responsibility to pay for its repair or to buy another one.
- **Televisions** - If you want to bring your own television with you please talk to the manager about TV licences.

## Telephones

- You are welcome to use the home's payphone at any time. You can also have your own landline or mobile phone.
- We ask that use of your mobile phone should be kept to your bedroom or outside to maximise your privacy and minimise the disruption to others.

## Mail

- You will receive your mail and we can arrange for your outgoing mail to be posted.

## Visitors

- You are welcome to have visitors in the home at any time.
- Visitors can have refreshments and may be able to stay for a meal – please arrange this beforehand.
- For fire safety reasons, it is important that all visitors sign in and out of the the visitors book.

## Social activities

- Staff will provide some activities of interest to you at no extra cost. You have the right to choose if you want to take part in the social activities.
- Sometimes activities are arranged and if you choose to take part you may have to pay a contribution. For example a trip to the theatre. You have the right to decide whether to take part or not.

## Religious services

- We can support you to make arrangements to attend local services of your religion or we can arrange for members of your chosen group to visit you in the establishment. Specific details will be provided by the home.

## **Pets**

- We cannot guarantee you will be able to bring your pet into care, or take on a new one. This must be discussed with the manager in order to consider the impact on others and how you will be responsible for its upkeep.

## **Looking after your health**

- We do not usually offer nursing care other than that which would be provided by the District Nursing Services in your own home. However there are some specific services which are offered in partnership with Health.
- You can keep your own G.P. if she/he agrees to this or you may have to choose a new one if they refuse to keep you on their list. You should be able to see your G.P. or other health workers in private if you want to.
- You can be responsible for taking your own medication if it is considered safe for you to do so. A lockable drawer will be provided for you to store your medicines securely.
- You may only smoke in the designated areas. This is to comply with the law. Any assistance needed with smoking will be subject to negotiation as staff are not allowed to be put at risk. We are working towards a smoke free environment.

## **Medical appointments**

- If you are unable to make arrangements to attend medical appointments staff will help you.
- Your family and/or friends may be asked to help with transport and/or escorting you to these appointments, if it is possible.
- Where family or friends are unable to go with you to any medical appointment, we will try to provide a staff escort, but this can not be guaranteed.
- It remains your right for you, or your relatives to make arrangements directly with health professionals. However, we would ask that you keep us informed if there are any changes which may affect your care.

# Making decisions

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We think it is important that you have choices and make decisions about your life. You will be asked your views about the care you receive and we will try to respond to your views. Every home will have a group meeting that everyone who lives there can take part in, to share ideas and make decisions as a group about some aspects of the home. There will also be questionnaires, comment books and suggestion boxes.

## Advocacy

If you need support to give your views or make a decision you have the right to have an advocate. A leaflet about advocacy is available in the home or from your local social work office or visit our website [www.nottinghamshire.gov.uk/independentadvocacy](http://www.nottinghamshire.gov.uk/independentadvocacy)

## Mental Capacity Act

This Act supports people who lack capacity to make decisions themselves. If you lack capacity to make a decision then staff will always act in your best interest. Every home will provide you with more information about the Act or you can visit our website [www.nottinghamshire.gov.uk/mentalcapacity](http://www.nottinghamshire.gov.uk/mentalcapacity)

# Your records

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You have the right of access to information we record about you. A leaflet 'Information we hold about you' that explains this in more detail is available in your home or from the Customer Service Centre.

# Paying for your care

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You will be paying for, or making a contribution to the cost of living in your care home.

## Services included in the payment

The financial payments you make to the County Council go towards:

- accommodation
- food
- personal care
- personal laundry
- essential toiletries, for example, basic soap, toilet paper
- some activities in the home
- administration costs
- help towards transport and escort costs to hospital appointments if NHS transport is not available and your relative/carer is unable to accompany you.

## Services not included in the payment

The payment that the Council makes to the care home does not cover the cost of some services and items. These are services that you can choose to use and must pay for yourself. You can use your own money, for example, your personal allowance, to pay for them. These might include:

- hairdressing
- chiropody / podiatry
- aromatherapy
- trips out
- dry cleaning
- buying newspapers, cigarettes, alcohol, cards, luxury toiletries, clothes and some continence products
- the cost of visits to relatives
- transport to medical appointments.

The home must give you written details of the additional services and how much they cost. **If you do not want these additional services and items you do not have to use them or pay for them.**

## Advice on paying for your care

We provide two booklets that explain more about paying for a care home.

- Paying to live in a care home in Nottinghamshire
- Self-funding your stay in a care home

Ask staff for copies or contact our Customer Service Centre. You can also get the information on our website [www.nottinghamshire.gov.uk/carehomes](http://www.nottinghamshire.gov.uk/carehomes)

If you are self-funding we recommend that you get specialist care fees advice from a qualified Independent Financial Adviser (IFA) as soon as the need for care arises. Specialist care fees advice can help you to:

- understand your entitlement to State, health and local authority benefits
- preserve your capital where possible
- make informed decisions on how to meet care costs over the long-term.

For advice and information on how to fund your care, call **Help the Aged Care Fees Advice Line. Telephone: 0500 76 74 76.**

# Leaving a care home

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## What to do if you want to leave the care home

If you are a permanent resident you need to give four weeks written notice to end your stay at the home. If you want to have your needs reassessed, or help in finding a different care home, you should contact your local social work office (telephone numbers are on the back page).

## What to do if you are asked to leave the care home

You could be asked to leave if:

- the home is no longer able to meet your care needs
- the home has to close
- your behaviour is abusive or offensive
- you cause wilful damage or commit acts of a criminal nature.

The care manager will discuss the reasons for this with you and/or your family and will refer you to the local social work team. You will have the opportunity to discuss the situation privately with a social worker who will help you find alternative care.



# Compliments, comments or complaints

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If you are pleased with the service you are getting then please tell the staff. It is helpful to know when things are right.

If you are not happy with the service you are getting then tell the manager or staff, to see if things can be put right. They may not be aware that there is a problem and may be able to sort things out for you.

If you have a complaint about service you are getting you should speak to the home manager. If you are not happy with the response, or you don't feel able to talk to them, then contact our Customer Relations Service who will do all they can to help. Families or friends can also do this on your behalf.

## Customer Relations Service

Adult Social Care and Health Department, County Hall,  
West Bridgford, Nottingham NG2 7QP

Tel: **08449 80 80 80** Email: [customer-relations-service.centre@nottscg.gov.uk](mailto:customer-relations-service.centre@nottscg.gov.uk)

Website: [www.nottinghamshire.gov.uk/commentsandcomplaints](http://www.nottinghamshire.gov.uk/commentsandcomplaints)

The leaflet 'Have your say' gives more information about the complaints process. For a copy, ask at the home or contact the Customer Service Centre.

All care homes have to be registered with and inspected by the registration authority – the Care Quality Commission. If you are not happy with the service you are getting you can also make a complaint to them.

## Care Quality Commission

CQC National Correspondence, PO Box 1258, Newcastle upon Tyne NE99 5AU

Tel: **03000 61 61 61** Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) Website: [www.cqc.org.uk](http://www.cqc.org.uk)

# More information about the Council

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## The seven outcomes which guide our work

The Care Quality Commission inspects, and makes an assessment on, Nottinghamshire County Council and our residential services, based on seven outcomes outlined in the Government's White Paper 'Our Health, Our Care, Our Say'. These are:

- Improved health and well being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination and harassment
- Economic well being
- Maintaining personal dignity and respect.

There are two additional measures which form the basis of a 'capacity to improve' judgement:

- sustainable use of resources
- the Council's corporate arrangements (community consultation and resources).

## The Dignity Challenge

The government has also introduced 'The Dignity Challenge' for all care homes and hospital wards. The Adult Social Care and Health Department have stated that this will be the expectation in **all** their work.

High quality care services that respect people should:

- Have zero tolerance of all forms of abuse.
- Support people with the same respect you would want for yourself or a member of your family.
- Treat each person as an individual by offering a personalised service.
- Enable people to maintain the maximum possible level of independence, choice and control.
- Listen and support people to express their needs and wants.
- Respect people's rights to privacy.
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and positive self esteem.
- Act to alleviate people's loneliness and isolation.

## The 'Registered Provider'

Adult Social Care and Health Department  
Nottinghamshire County Council, County Hall, West Bridgford, Nottingham NG2 7QP

### Responsible individual

Every provider of care has to have a 'responsible individual' who is responsible for ensuring the service provided meets certain standards. The nominated "responsible individual" for Nottinghamshire County Council is:

Ms Terry Pears, Service Head, West Bridgford House  
Loughborough Road, West Bridgford, Nottingham NG2 7UN

Terry has worked for three other local authorities in a range of posts in residential care for older people, before coming to Nottinghamshire County Council in 1984 to become manager of a newly built home and day centre. She has undertaken various projects concerned with the strategy, development and implementation of both residential and day care for older people before becoming the Service Head in October 2000. She has a range of qualifications but the most relevant are:

- The Certificate in Social Services
- NVQ Assessor + internal verifier
- MSc in public services management

Terry runs a 'hot line' for service users, their relatives/friends and staff on Wednesdays 9am–1pm. Tel: **0115 878 3530**.



## Management of the residential care service

The residential care service is spread across the whole of Nottinghamshire. There are different managers responsible for different areas.

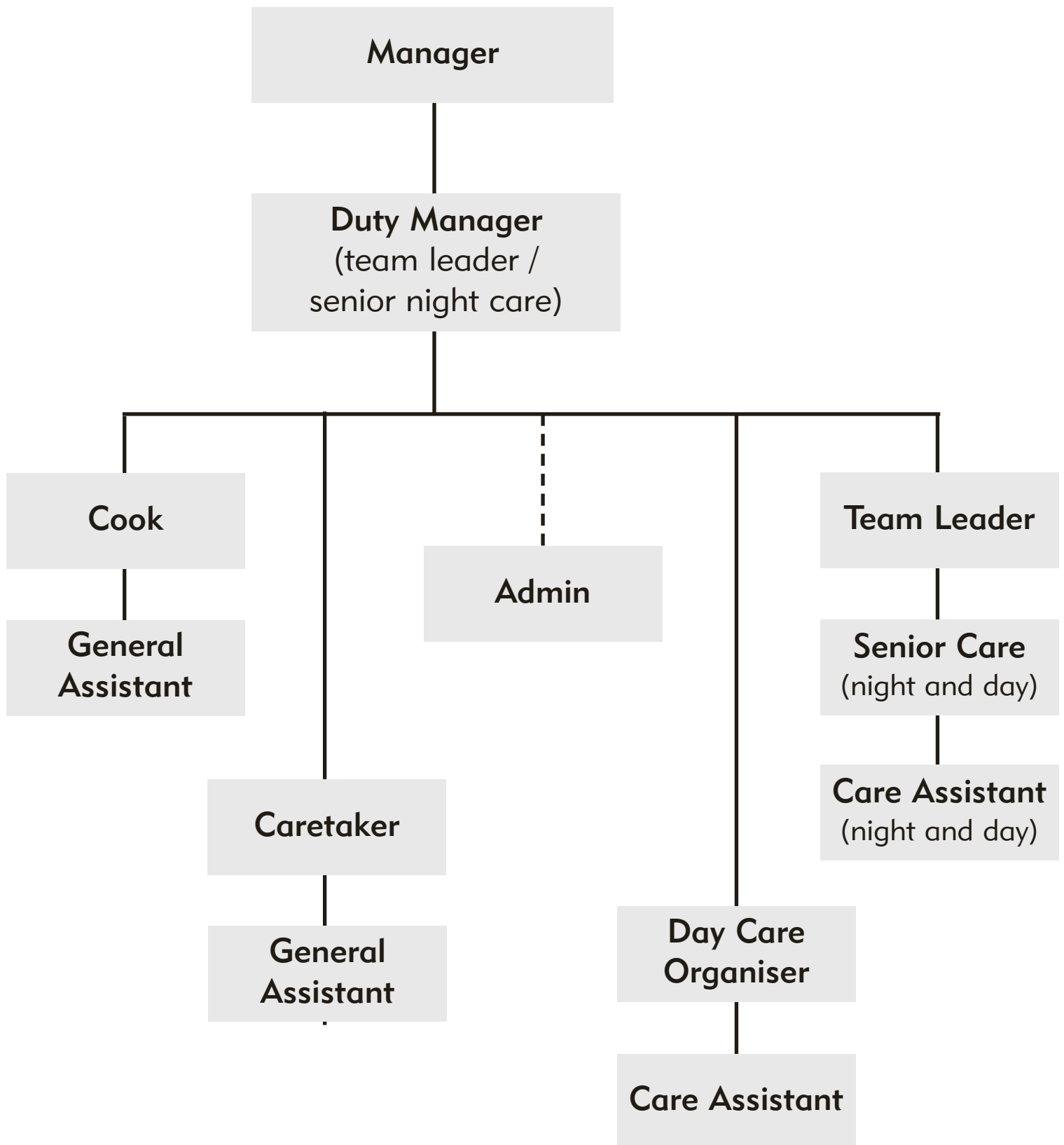
<b>Service Head - 'Responsible Person'</b> <b>Terry Pears - 0115 878 3530</b>
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Service Managers - Direct Dial: 01623 863705		
<b>Elaine Bond</b>	<b>Mel Ward</b> (Monday, Friday and alt. Tuesdays)	<b>Rosie Eason</b> (Tuesday, Wednesday, Thursday)
Admin: <b>01623 423125</b>	Admin: <b>01909 533690</b>	Admin: <b>0115 938 1300</b>
Area covered	Area covered	Area covered
<b>Newark / Bassetlaw</b>	<b>Mansfield / Ashfield</b>	<b>Broxtowe / Gedling / Rushcliffe</b>
Individual homes	Individual homes	Individual homes
<b>Bishops Court</b>	<b>Maun View</b>	<b>Beauvale Court</b>
<b>Woods Court</b>	<b>Jubilee Court</b>	<b>Bramwell</b>
<b>James Hince Court</b>	<b>Kirklands</b>	<b>Braywood Gardens</b>
<b>Westwood</b>		<b>Leivers Court</b>
<b>St Michael's View</b>		<b>Leawood Manor</b>

<b>Inspecting Broxtowe / Gedling / Rushcliffe / Mansfield / Ashfield</b>	<b>Inspecting Newark</b>	<b>Inspecting Bassetlaw</b>
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## Management of individual homes

Whilst each home is unique they all have the same staffing structure.



## Further information

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Each home will provide you with its own individual information including:

- the name, qualifications and experience of the registered manager
- the names, qualifications and experience of staff
- the range of activities and opportunities to provide hobbies and leisure interests
- the specific details regarding consultation opportunities
- the fire precautions and emergency procedures
- the arrangements for attending religious services
- the number and size of rooms in the building
- details of any specific therapeutic techniques and arrangements for their supervision
- details of any specialist service working in partnership with Health.

There will also be a 'Service user guide' which will contain other information which may be of interest to you. For example:

- latest inspection report
- compliments
- complaints
- service user meeting notes
- service user questionnaire results.

## Useful leaflets from Nottinghamshire County Council

- Paying to live in a care home
- Self-funding your stay in a care home
- Have your say (Customer Relations Service)
- Independent advocacy
- Information we hold about you

For copies of any of these leaflets ask staff in your home or contact our Customer Service Centre.

## Useful websites

You can also find the above information on our website:

[www.nottinghamshire.gov.uk/social\\_care](http://www.nottinghamshire.gov.uk/social_care)

# Contact information

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For all enquiries about our care homes or any other services we provide contact our Customer Services Centre.

## Customer Services Centre

This is open for enquiries from **8am – 8pm Monday – Friday**  
**8am - noon Saturday**

Telephone: **0844 9 80 80 80**

Calls cost 3p/minute from BT landlines. Costs from mobiles may vary.

Email: **customerservice.centre@nottscg.gov.uk**

Minicom: **01623 434 993**

Fax: **01623 434 990**

## Emergencies

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help. Telephone **0115 844 7333** outside office hours or on a weekend/bank holiday.

Urdu

اگر آپ اس اشاعت کو کسی اور صورت میں 'یا اس کا اردو ترجمہ چاہتے ہیں  
تو براہ مہربانی کسٹمر سروس سینٹر سے رابطہ کیجئے۔

Hindi

यदि आपको यह प्रकाशन किसी दूसरी फोरमेट या हिन्दी भाषा में चाहिये  
तो कृपया आप कस्टमर सर्विस सेंटर को सम्पर्क करें।

Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ ਫੋਰਮੈਟ ਜਾਂ ਪੰਜਾਬੀ  
ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਤੁਸੀਂ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ  
ਸੰਪਰਕ ਕਰੋ।

Polish

Proszę o kontakt z Customer Service Centre  
jeżeli chcieliby Państwo uzyskać tą publikację  
w innym formacie lub po polsku.

Contact the Customer Service Centre if you need the  
information in a different language or format:

Customer Service Centre, PO Box 9320,  
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines.

Mobile costs may vary.

e-mail **customerservice.centre@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



Nottinghamshire  
County Council



INVESTOR IN PEOPLE



2005-2006  
Sustainable Energy  
2006-2007  
Culture and Sport for  
Hard to Reach Groups  
2007-2008  
Emergency Planning  
2008-2009  
Improving Accessibility

Published by Nottinghamshire County Council  
Adult Social Care and Health Department

Printed by Design, Publications & Print

Design by Information Team

Photographs from [www.photolibrary.nhs.uk](http://www.photolibrary.nhs.uk)

Ref: ASCH/199e/11.09