



Nottinghamshire
County Council

Living in a Nottinghamshire County Council care home

Information for
older people



November 2006

Introduction

This booklet gives you important information if you are:-

- living in a Nottinghamshire County Council, Adult Social Care and Health Care Home

AND

- aged 65 and over OR
- under 65 but eligible for admission.

Basic standards for all services

Staff will:

- ✓ Treat you with courtesy, honesty and respect.
- ✓ Enable you to live as independently as possible.
- ✓ Work with you to provide the services you need.
- ✓ Involve you in decisions about our services and give you the information you need to make choices.
- ✓ Share confidential information about you **only** when they have your permission, or in exceptional circumstances, when there is a legal requirement to protect you or other people from serious harm.
- ✓ Assist you to express your views. If you need an advocate to help you, we will try and find one.
- ✓ Treat you fairly and not discriminate against you because of race, age, gender, religion, disability or sexual orientation.
- ✓ Tell you how to complain about services. You will not be treated differently because you complain.

Paying for your care

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

Details about paying for your care can be found in the booklet, "Paying for a care home in Nottinghamshire". You can get a copy from your social worker or local social work office (see page 7).

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.

Additional Services

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
- aromatherapy
- trips out
- dry cleaning
- buying newspapers, cigarettes, alcohol, cards, luxury toiletries, clothes and some continence products
- the cost of visits to relatives
- some transport costs.

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.

Living in a care home

Please note: all care homes have to be registered with and inspected by the registration authority.

This is your care home and you should expect the following standards of care and accommodation.

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.

Accommodation

- You should be given written information about the home and about its policies and procedures.

Your room

- You will have your own bedroom.
- Your room will not be changed without your permission.
- 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 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 have some of your own things in your room, including 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.

Electrical appliances

Care home staff will arrange for any electrical appliances that belong to you to be tested each year at no cost to you. If the appliance is found to be unsafe it is your responsibility to pay for its repair or to buy another one.

Televisions: If you intend to bring a television please talk to the manager about TV licences.

Insurance

You should take out your own insurance as the care home's insurance does not cover personal items.

Care

Personal care

The help you need will be agreed with you by your social worker and the care home staff and written down in a care plan. Your family can see it **with your permission**.

You can expect the following:

- 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.

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

- Staff will do your laundry unless you wish to make private arrangements.
- Your clothing will be returned to you promptly. Please mark your clothing before admission so that it can be identified easily.

If the care you need changes

- Care staff will be aware of any changes to the care you need and your care plan will be kept up to date and show any changes.
- There will be a review of your care at least once a year to make sure that the care home can still meet your needs.
- If you need more help than you can get in your present home, a social worker may arrange for you to move to another home. You and/or your family will be fully involved in any discussions.

Managing your money

- 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 manager looks after your money, he/she 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 valuables to the manager for safekeeping. If you do, you should be given a receipt.
- Care home staff should not accept gifts from you or your family and friends and cannot be beneficiaries of your will.

Social activities

- Staff must provide some activities of interest to you. 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.

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

- 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 should be provided for you to store your medicines securely.

- You may only smoke in the designated areas. This is to lessen the risk to others.

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.
- You do not have to pay any cost related to your NHS medical or NHS hospital treatments.

Leaving a care home

What to do if you want to leave the care home

Contact a member of your local social work team (see page 7 for contact details). If you are a permanent resident, a member of the social work team has to give four weeks written notice to end your stay at the 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.

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

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.

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 the local duty social worker.

Your records

You have the right of access to information recorded about you. A leaflet 'Information we hold about you' is available in the home or from your local social work office.

Advocacy

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

Making a comment or complaint

Tell the staff if you are pleased with the service. It is helpful to know when things are right.

Tell the manager or staff if you are not happy with the service, 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 your relatives and friends continue to be worried about any aspect of your care or treatment contact one of the organisations listed below.

Customer Relations Service
Adult Social Care and Health
Department
County Hall, West Bridgford
Nottingham NG2 7QP
Tel: **0845 330 4216**

Commission for Social Care Inspection
Edgeley House
Riverside Business Park
Tottle Road
Nottingham NG21RT
Tel: **(0115) 934 0900**
Website: www.csci.org.uk

Who to contact

local social work offices

Ashfield
Sutton in Ashfield
Tel: (01623) 405300

Bassetlaw
Worksop
Tel: (01909) 533533

Broxtowe
Beeston
Tel: (0115) 917 5800

Gedling
Arnold
Tel: (0115) 854 6000

Mansfield
Mansfield
Tel: (01623) 433433

Newark &
Sherwood
Newark
Tel: (01636) 654654
Rushcliffe
West Bridgford
Tel: (0115) 914 1500

Emergencies

Wherever you are in the County, in an emergency during evenings or weekends, you can contact the Nottinghamshire Emergency Duty team on **(0115) 844 7333**

Urdu

اگر آپ کو یہ اشاعت کسی دوسری صورت میں یا اس کا اردو میں
ترجمہ چاہیے تو براہ مہربانی سروس انفارمیشن ٹیم سے رابطہ کیجئے۔

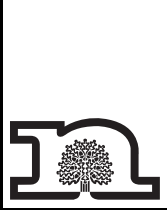
Hindi

यदि आप इस प्रकाशन को किसी ओर रचना या हिन्दी
भाषा में चाहते हैं तो कृपया सर्विस इन्फोरमेशन टीम
को सम्पर्क करें

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਨੂੰ ਕਿਸੀ ਹੋਰ ਰਚਨਾ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ
ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਰਵਿਸ ਇੰਫੋਰਮੇਸ਼ਨ ਟੀਮ ਨੂੰ
ਸੰਪਰਕ ਕਰੋ।

Contact us if you would like further copies of
this publication, or you need the information in
a different language or format:



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