

OAK HOUSE

54 St Leonard's Road, Exeter, Devon. EX2 4LS

Telephone 01392 428008 Office 01392 430005

SERVICE USERS GUIDE

Oak House exists for the sympathetic and supportive care of those persons, generally over the age of 55, suffering with mental impairment from Alzheimer's Disease and related disabilities.

Oak House is a detached late Georgian, Grade 11 listed, property situated in the quiet, residential district of St Leonards, Exeter. There is a level walk to a range of village shops in Magdalen Road and nearby health centres. Local bus services are frequent and pass through St Leonards Road to and from the City Centre.

The Responsible Individual and Manager of Oak House is Mrs. Dianne Smyth. In most instances, long-term institutional care for those suffering from mental impairment of the elderly is not only unnecessary but actually works against their interests. We believe that, where possible, they should live in their own homes with adequate community support but, if this becomes impracticable, then their need is for accommodation that provides a home from home but with the care, support and interest that a dedicated, experienced staff can bring. All our staff are encouraged to obtain qualifications to NVQ level or equivalent and many have done so.

The total number of residents accommodated are eleven. Seven of the single bedrooms are on the first floor and four single bedrooms are on the ground floor. The spacious layout allows personal, individual care which is fundamental to the concept of positive mental stimulation - so vital for maintaining the maximum intellectual potential. With this in mind, the support is always directed at ensuring that the mental well-being and activity of those in our care, as well as their privacy and dignity, is a prime consideration. Any personal hobbies or activities, as well as those organised by the staff, are positively encouraged.

At the same time as offering long-term residential care for those who require it, we think there is a need for day care and short-term residential support for those who are normally living in their own homes but whose dedicated carers need help for some periods, for example when working or taking holidays. We aim to try to fill that gap for them also.

Meals are specially chosen with their nutritional value to the elderly in mind and many different diets can be catered for, if necessary. As far as possible vegetables and fruits in season are used. There is always an alternative to the main menu of the day.

Although not a Nursing Home, it is our intention that we should offer long-term care as far as our capabilities and the support of the community nursing service and General Practitioners will allow. With this in mind, the owner (after consultation with relatives) reserve the right to change a resident's room if the care needs of that resident, or others, dictate it.

Occupational therapy, whether informal or formal, is an essential part of our philosophy and every effort is made to involve residents to the extent that their individual capabilities will allow. Activities are organized by the Senior in Charge. As well as in house and garden based activities, we have an Aromatherapist and a Dramatherapist who visits weekly. Access to services such as chiropody, opticians and dentists are encouraged and arranged. A visiting hairdresser calls weekly on a Friday.

Since we believe that it is so important to encourage personal responsibility and decision making in so far as residents are able, the atmosphere is deliberately kept very informal and relaxed. As far as possible, decisions about resident's personal habits and how they organise their daily lives are left to them themselves since this encourages their independence and mental activity - so vital in people with some impairment in that area already.

Before admission any potential resident has to be assessed. This Assessment is essential to ensure that Oak House is able to meet the care needs of the potential resident and also to determine the level of fee. Fees are normally reviewed in April of each year but if the care needs of a resident increase this may result in an increase of fee during the year. The provision of personal toiletries is not covered in the fees charged by Oak House. These will be requested as necessary by staff and relatives/next of kin they need to make the purchases themselves on behalf of the resident.

The secure, landscaped, garden is at the disposal of all residents for sitting, walking, and gardening.

Visiting by relatives is greatly appreciated, at any reasonable time, as being beneficial both for the individual resident and the Home in general. In the same way, residents are encouraged to bring personal items for their rooms to maintain important links with their previous home.

It is requested that all items of clothing are securely marked with sew-on or iron on name tabs as this makes life a great deal easier for the laundry staff. As all laundry is done in house, clothes should as far as possible be easy machine-wash fabrics. Although every care will be taken, no responsibility can be accepted for damage that occurs to sensitive fabrics e.g. woollens. Dry cleaning is a responsibility of resident's representatives.

Eggs. We are now required by the CQC and Dept. of Health to ensure that any eggs – in whatever form - served on the premises are cooked so that the yolk is solid unless representation is made otherwise. This means, for example, that any boiled or poached eggs have to be in boiling water for a minimum of six minutes. This is because softer eggs can carry a risk of Salmonella infection. I am aware eggs this hard are not to everyone's taste but, if you know that your relative prefers them softer, it is necessary to give us written authority to serve them that way. I have enclosed a form for you do so if you wish. It may seem crazy but that now is the law in any establishment providing catering facilities.

Oak House will take clients arranging and paying for their own care and people referred under social services department's care management arrangements and financed by a local authority. However, this home will be unable to accept or keep residents at the rates the local authority determine if those rates are below this Home's published fee rates. This may mean that the local authority will require the resident and/or their family to top up the fee; either at the time of entering the home or at the point when the resident's assets have been depleted to a level where the local authority begin to care manage and assume responsibility for all or part of the fees. In extreme cases, if the local authority refuses to meet this Home's fee, then they may require the resident to move to a Home that will accept clients at a rate the local authority can determine.

Although a minor level of insurance (£500) is available for resident's personal items within the general Home insurance it does not cover money or cash. It is our preference that valuable items such as rings and jewellery are not brought into the Home but, if so, they should be adequately insured with an all risks policy.

Pastoral care is available, on request, for all the main religions.

I acknowledge receipt of a copy of this document.

I agree to provide personal toiletries as necessary.

Signed by the next of kin/responsible person.....

Date.....

COMPLAINTS PROCEDURE

It is our intention to run the home in an efficient, caring manner but, however well run, it is inevitable that residents or their representatives will have problems to raise at some time.

It is requested that any complaint or query regarding care or conditions first be raised informally with the senior person in charge on a verbal basis. It is to be expected that this will resolve the great majority of problems. If, however, that is not the case then residents or their representatives can always raise the matter with Dianne Smyth. For minor matters, this can be done verbally but, if the issue is of more importance, then this is better done in writing. It is then to be hoped that a meeting can iron out the problems to everybody's satisfaction.

It is to be noted that complaints can also be made by the resident, or their representative, to either of the following listed below, dependent on how the individual resident's care needs are being funded. It is to be emphasized that at no time during this procedure will the care and attention due to the resident be compromised in any way. It is our commitment to respond appropriately to all complaints within a maximum of 28 days.

1. Care Direct – If funded by Social Services Tel No. 0845 1551 007
2. Primary Care Trust – If funded by The Continuing Health Care Team Tel No. 01392 205205
3. The Ombudsman – If Privately funded Tel No. 0345 015 4033

Oak House is registered as such with the following authority.

Care Quality Commission (South West)
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone 03000 616161
Email: enquiries.southwest@cqc.org.uk

CQC are responsible for inspecting the service provided by Oak House but they are no longer involved with responding to individual complaints.

Name of resident.....

I would prefer that this resident be given the choice of being served hard or soft-boiled eggs in whatever form they are presented. I understand I may cancel this instruction in writing at any time.

Signed

Print

Date