

Bulwer Lytton House



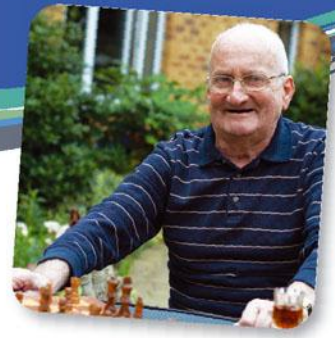
Residents' Guide

Bulwer Lytton House
Lytton Fields
Knebworth SG3 6DW
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E mail: bulwer@quantumcare.co.uk

www.quantumcare.co.uk

May 2012 – This document is available in other languages and formats on request. Please contact the home manager for details





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1. Introduction

Quantum Care is committed to putting our guests first and we want you to feel at home when you come and stay with us. If this is your first stay at Bulwer Lytton House, you will probably have lots of questions to ask. We have designed this guide to help you. You will have the opportunity to sit down and talk to a staff member soon and they will be able to help you to prioritise and organise the things you need to think about. This guide gives you some basic information about your possible new home and what to expect from your stay here.

Please note that this home will be moving to Jubilee Court, Stevenage in July/August 2012.

2. Your Room

All Bulwer Lytton House bedrooms have hand basins and are furnished with a bed, chair, curtains, carpet, wardrobe and a chest of drawers. There is a TV and telephone point in each room and each radiator has an individual temperature control to adjust the temperature. You may want to bring some pictures and other personal items to personalise your room and we encourage you to do that. Please do ensure your possessions are adequately insured before you bring them to the home. We ask that all personal electrical equipment is fully checked by Quantum Care before use. All of our bedrooms have locks, and keys are provided. Staff hold pass keys. If you lock your room the pass key will only be used if repairs need to be carried out or in an emergency. If your room needs any repairs, staff will inform you about when they will take place.

Quantum Care has a maintenance department that repairs faults and breakages. Problems should be reported to carers who will arrange fast repairs. All repair people will carry identification. Staff will make sure that they carry out their work respectfully and ensure the safety of the residents and staff whilst they are working.

We have guidelines for staff about entering people's rooms and they are expected to knock before entering.



3. Money and Valuables

We have a hairdresser, a daily paper service etc. You will need money to cover such purchases but it is important to keep your money safe. Storing it in a named purse or wallet is best and we can provide keys to a locked drawer in your room for safety. If for any reason you are unable to look after your own money then you can book it into the home's safe and we will pay for your purchases on your behalf; receipts will be kept to show what has been spent. We would recommend that your valuables are looked after by your family, solicitor or bank. If you do bring them to the home we advise you to take out personal insurance as we are unable to take responsibility for valuable items. All bedrooms have a lockable container or drawers which can be used to keep personal items secure. Please also see our website www.quantumcare.co.uk

4. The Care at Bulwer Lytton House

Before you arrive at Bulwer Lytton House we will need to understand your care needs. A care plan can be printed from our website and you can start completing it before you arrive. This will help the staff to provide the right care at the very start of your stay. If you do not wish to fill in a care plan yourself our staff will talk to you and write one when you arrive. For people living with dementia it is vital that families provide a lot of detail about a guest's background and interests as this is vital to them settling down in the home. A 'Family History Form' is available for you to complete. This will help you to provide the information we need. Both documents are available at Bulwer Lytton House or can be downloaded from the 'Family Pages' of our website at www.quantumcare.co.uk

There are 8 full time members of staff who are responsible for the day to day running and management of the home. You will be allocated a key worker when you arrive. This worker will keep your care plan up to date and keep up with any changes required. Your key worker is responsible for helping you settle in and making sure Bulwer Lytton House offers the agreed care.

There are staff available 24 hours a day. The day shift operates between 8am and 10pm, and the night shift is between 10pm and 8am.

You may go to bed and get up when you wish.



5. Care Reviews

A care review meeting will be held each year. You may ask to have a review more often if you wish. We try to review in partnership with Health and Community Services and any other professional services if you are happy to do so. This means we can have one meeting and decide the best way to offer support. We discuss your needs, review what we have done so far and decide on any future goals. We will all agree how we can help with your wishes. Sometimes we may ask other agencies to offer support.

After the review meeting we will update your care plan.

Each 6 months / year risk assessments are reviewed or more often if necessary. These will be discussed too if any changes are made.

6. Medical Care Arrangements

If when you move to Bulwer Lytton House your GP is too far away to keep you on his/her books, then you will need to register with a local GP. The staff at the home can help you with this.

Our homes only provide residential care, and we therefore do not employ nurses, however we do have access to District Nursing services if you need them. These services usually take a couple of days to arrange so please give us enough notice if you need nursing attention.

If you are coming to Bulwer Lytton House for a short stay on the Intermediate care unit and your present doctor is willing to visit you while you are staying with us, then he or she will be most welcome. If this is not possible the manager will help you to find a temporary local doctor who is willing to take care of you for the duration of your stay.



7. Your Medication

When you come to stay you will need to bring all of your medication with you. If you normally manage your own medication you may continue to do so when you come to stay at Bulwer Lytton House. You will be given a lockable area in your room for storage. The staff will carry out a risk assessment to ensure the arrangements are safe for everyone.

If Quantum Care staff are to manage your medication it must all be properly labelled by your pharmacist. We do not accept any medication with “As directed by your doctor” or “take as required” printed on the label. The labels must have proper dosage instructions for our staff to follow, this applies to creams also. Please check all your medication in good time before you come to stay and have it adjusted by the doctor or pharmacist before you are admitted. If you bring medication with no proper labels we will not be able to give it to you. We can only give medication which is in containers labelled by a pharmacist with clear and concise instructions for administration.

Our administration times are:

8am
1.30pm
6pm
10pm

If you need to take medication at different times we will ensure that this is given to you.

8. Post arrangements

Post is received at the home via the main office. The administrator will bring your mail to you each day, unless you request other wise.



9. Meal Times and Food Arrangements

We offer a choice of home cooked food for every mealtime. We also cater for special dietary requirements.

The times of meals at Bulwer Lytton House are as follows:-

Breakfast between 7am – 10am

Lunch between 1pm – 2pm

Tea between 5pm – 6pm

Supper will be offered as requested but usually around 8.30pm

NB Snacks and drinks are available all day and night as requested/required

Menus are set by head office and are compiled for nutritional value and variety. You may however request a favourite dish or even submit a favourite recipe to the kitchen if you wish. The Head Chef will be happy to chat to you about your preferences.

We do not usually provide alcoholic drinks but you are welcome to buy your usual tittle.



10. Hospital Escorts

We will try our hardest to arrange an escort if you need to attend hospital, but we cannot always guarantee that a staff member will be available to go with you. We will however, endeavour to contact your next of kin so that they may meet you there. We will always send full details with any resident that has to visit a hospital, and we will telephone the hospital to ensure they have all the information they need.

See the 'family' section of our website www.quantumcare.co.uk for more information about hospital escorts.

11. Visitors and Going Out

You are welcome to entertain friends and relatives at any time. Visitors should let a member of staff know when they are visiting for safety reasons and sign the visitor's book on arrival and departure. You may either go to your room to be undisturbed or use the lounge or sitting areas. Arrangements can be made for your visitors to join you for a meal.

You can come and go as you wish but please let a member of staff know if you decide to go out so that they will not worry about where you are. If you want to have a meal later than the normal time a member of staff will arrange this for you.

If a guest is living with dementia and is unable to get around safely the care plan will reflect this and precautions are taken with door codes.

Please ask your guests to be cautious not to allow people out that may be in danger as they come and go.



12. Pets

If you have a small pet like a bird or a fish which you can look after in your own room, and it is not likely to disturb other residents, then we will have no objections to them staying too.

If you have a larger pet then please discuss this with the manager, sadly it is unlikely it can be accommodated at Bulwer Lytton House.

13. Newspapers and Periodicals

If you want a daily paper the staff at Bulwer Lytton House can order it for you from the local newsagent.

Our local newsagent is:

Village News
5 Station Road
Knebworth
Hertfordshire
SG3 6AP

Tel: 01438 813569

A days notice is required for the Newsagent to make arrangements. Just let a member of staff know before you arrive.

The Newsagent we use charges the current daily rate for a newspaper plus a weekly delivery charge, which is currently 10p per resident.

The cost of the papers is payable to our admin office and bills are raised each week.



14. Leisure at Bulwer Lytton House

At Bulwer Lytton we have a packed leisure timetable. We employ activity workers for 38 hours a week. We hold regular entertainment and tea dances. We also have regular activities in the bungalows and an aromatherapist who visits monthly. Details of the current timetable are available on request, but can also be found on individual notice boards.

Books and Libraries:

Bulwer Lytton House has a variety of books in the home for the residents.

Our local public library is:

Knebworth Library

7 St Martins Road
Knebworth
Hertfordshire
SG3 6ER

Telephone:

01438 737333 (Enquiries: Mon-Fri 08.00-20.00, Sat 09.00-16.00)

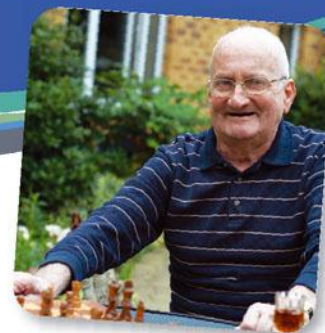
01438 737373 (Renewals: 03.00 - 23.45 every day)

01438 737599 (Minicom: Mon-Fri 08.00-20.00, Sat 09.00-16.00)

Opening Hours:

Monday: 14.00-18.00
Tuesday: 14.00-18.00
Wednesday: 14.00-18.00
Thursday: 14.00-18.00
Friday: 14.00-18.00
Saturday: 09.00-13.00
Sunday: Closed

Talking books and Braille text can be obtained from the library service or Bulwer Lytton House can refer you through the sensory disability team for specialist leisure equipment.



15. Religious Worship

We have regular services at Bulwer Lytton House, the present services are held monthly on a Friday. If you would like to continue attending your local church then it may be possible for one of your congregation to collect you.

Local Places of Worship:

Our local Church is:

St Thomas Moore Catholic Church
72 London Road
Knebworth
Herts
SG3 6HB

Tel: 01438 813303

Email: knebworth@rcdow.org.uk

If you have a different chosen faith staff will look for the nearest provision.

Any religious requirements will be accommodated wherever possible including dietary requirements.

16. Best Friends Café

At Bulwer Lytton House we have a cafeteria which is open to residents and their families and friends. The Café will be open every Tuesday and Friday at 3.00pm, providing a visiting place which is comfortable and sociable for residents and families to enjoy. In addition to this we also have a social evening every Wednesday between 6 – 8pm.

Everybody is welcome at The Café.

17. Smoking

Guests can smoke, but to comply with recent legislation we ask that you smoke only in the designated areas. Your visitors are not able to smoke in the building. If you are a smoker for safety we ask that you bring only natural fibre clothing, as these have more fire retardant properties than man made fibre.



18. Telephones

Every bedroom has a phone which accepts incoming calls and is provided free of charge. If you wish to make outgoing calls the home can enable this service at a charge of £15 per month. If you wish to make international calls a charge will be agreed to cover the cost on an individual basis. Please speak to the manager. Invoices are sent monthly. Cheques should be made payable to Quantum Care Limited. The bill can be paid by direct debit along with your residential fees if you prefer.

19. Laundry and Cleaning Service

Our housekeeping team will do your laundry for you if you wish. As we deal with such large amounts of washing however, it is very difficult to guarantee the safety of any items that require special attention.

To ensure your clothes are returned to you it is best to label all of your clothes with embroidered name tapes. Sewing these name tapes into clothes can be very time consuming. There is an alternative called a Tag-it system. This is a push on button used to hold the nametape in place. These are an effective, cheap anchor and very quick and easy to use. See our website 'family' section for details of how to order Tag-its. Order forms are also available in our homes. For underwear and other close garments you may wish to use the sewing method or an indelible pen. (Please be aware that the chemicals we use in our wash process fades indelible pen very quickly and consequently names will only be legible for a short time). Iron on name tapes can be used on close garments but are liable to become dislodged after a time. We also suggest that you do not bring woollen clothing or articles that need dry cleaning as we do not have the facilities to deal with these. We have industrial size washing machines that deal with a large amount of laundry in a 24 hour period. It is important that you don't pack items that are "Hand Wash" or "Dry Clean only" as they will almost certainly get damaged.

Bedrooms are cleaned daily by the housekeeping team.



20. Hairdresser

Our hairdresser is Debbie Wood. Debbie is a qualified hairdresser who is also a care worker at Bulwer Lytton House. She will be available to do hair on Mondays and Wednesdays.

NB This service is independent and not a part of Quantum Care's service.

21. Optician

You may arrange to see your usual optician but if you prefer not to travel a visiting Optician comes to Bulwer Lytton House from:

**Visioncall Eye Care
Suit 1 Neville House
Saffron Walden
Essex
CB11 4LB**

Tel: 01799 543561

Appointments are made by the management team.
The cost of this service is payable directly to the optician.

NHS clients also have access to the same service.

The Optician can engrave glasses with your name for safety if you wish. It is a really good idea to get this done as glasses can easily be lost.

NB This service is independent and not a part of Quantum Care's service.



22. Dentist

You may arrange to see your own dentist but if you prefer not to travel a visiting dentist comes to Bulwer Lytton House from:

**The Dental Centre
Mrs Eve Fisher, Manager
4 Station Road
Cuffley
Herts
EN6 4HT**

Tel: 01707 872236

This service is available free of charge for treatment that is eligible. For treatment that is not eligible there will be a charge payable directly to the dental practice. The Dentist can engrave dentures with your name for safety if you wish. This is an excellent idea as dentures are vital and can get mislaid.

NB This service is independent and not a part of Quantum Care's service.

23. Foot Care

Your GP might be able to arrange foot care for you free of charge if you have a medical need. If you wish to have your feet professionally attended to but have no medical need there is a private Foot Health Practitioner that visits the home once a week, or when requested:-

Mrs Linda Smy FSSch DipPodMed MBChA

**Daffodil Cottage
98 Brookbridge Lane
Datchworth
Herts
SG3 6SZ**

Tel: 01438 817073



24. Beauty Therapist

Our Beauty Therapist, **Mrs L Smith (FICHT)** is insured for the following treatments:

- Facial
- Remedial Exercise
- Advanced Reflexology
- Aromatherapy
- Massage
- Indian Head Massage

A full price list is available in the home, but a full massage will cost £20.00.

NB Our therapist is independent and not employed by Quantum Care. We do however check qualifications, public liability insurance and suitability as they rent a room on our premises.

See Appendix 3 for further details.



25. Health and Safety and Fire Precautions

There are notices explaining the fire procedure on the walls around the home. We have fire drills every 2 months to help everyone learn what to do if there was a fire. A carer will also explain what to do if there is a fire in the home.

We never ignore a fire alarm. We leave the property immediately using the fire exits and do not come back into the home until it is safe to do so. If a fire is discovered people can press the break glass fire alarms to set the fire alarm off, and leave the building immediately.

Everyone's safety is important to us. All of the Quantum Care buildings have a regular health and safety visit to look for any possible problems. All problems are put right.

We have risk assessments for any possible risks in the building. Residents are asked where possible to help to risk assess their rooms and their activities. These risk assessments help us all to decide how to keep ourselves as safe as we can but still live our lives with some freedom. We do not want to stop people having a good time or being independent.

There are health and safety procedures available on request. Staff are happy to give help and advice in this area.

26. Maintenance

If you see any faults that need repair please tell a member of staff as soon as possible and it will be attended to promptly. All contractors work in a safe way when on site. Tools and chemicals are kept safely. We try to maintain our buildings with the least disruption to residents as possible.



27. Having Your Say

There are resident meetings held at Bulwer Lytton House each month. At these meetings you are given a chance to discuss any issues you wish to raise. We also circulate a resident survey each year.

Bulwer Lytton House review their internal procedures and effectiveness throughout the year. Residents may be asked to help us do this so that we can keep improving.

28. Confidentiality

There is a small workstation on each unit. All personal files are stored safely in a locked area. Personal Records include things like your contract, benefit details, care notes, health information, care plans and information about your past.

We have procedures about how we keep your personal details safe and you can see these if you want.

Residents have the right to read and access their care plan and notes whenever they choose, excluding any information from a third party like a doctor. You may have a copy of any Quantum Care records or plans if you wish.

Staff will not divulge any information to other people without your permission.

In exceptional circumstances where the Health and Safety of a person is at risk, information normally considered as confidential will be passed onto appropriate agencies and professionals on a need to know basis. Our rules on this are available in an accessible format if you want to know more.



29. Complaints

“We welcome your views”

This procedure can be made available in other languages and formats on request. Please contact Quantum Care Limited at the address given below.

At Quantum Care we seek to provide a high standard of care in our services for older people.

Our customers' views are important to us and help us to ensure our services are consistently meeting peoples needs. If you are dissatisfied with any of our services we need to know.

Quantum Care assures you that service users and their families will not be victimised or have their services withdrawn/reduced for making a complaint in good faith.

If a complaint alerts us to possible abuse or neglect of service users we always forward details to Health and Community Services who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operate with Health and Community Services in respect of complaints, investigation and resolution. Additionally, Quantum Care may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault.

If you wish to make a suggestion

Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time.

Who to contact

In the first instance you should speak to the Home Manager or Duty Manager at the Home providing the services. Often our homes have a Comment/Suggestion box that you can use if you wish. If the suggestion is something that Quantum Care as a company needs to consider you can send it in writing to:-

The Director of Operations,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR
Email: S_Cheekoory@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368236
Fax No: 01707 368228



What will happen?

This will depend on the nature of your comments, but any action required will be communicated to you if you provide your contact details.

If you wish to complain

We accept complaints from anyone receiving a service from Quantum Care. We will also accept complaints from a representative acting on a service user's behalf. If a service user needs the assistance of an advocate, Age UK provide a free and independent advocacy service. They can be contacted on their information line 0845 6013446 (local rate). We will endeavour to provide interpreters if required.

We have a two stage process for complaints:

Stage 1

Who to contact

You should first bring your concerns to the attention to the Manager of the Home or service that you are receiving. Complaints may be made by telephone, email, personal visit or letter.

If the complaint concerns the Home Manager, you should contact the Director of Operations at our Head Office. The contact details appear below.

What will happen?

The service will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint, which would normally be the Home Manager. A report on the outcome will be given both verbally and in writing. Complaints to the Home will usually be dealt with in 10 working days. If you are not satisfied with the outcome of your complaint you can move on to stage 2.

Stage 2

Who to contact

The Director of Operations,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR
Email: S_Cheekoory@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368236
Fax No: 01707 368228

Complaints may be made by telephone, e mail, personal visit or letter.



What will happen?

The Director of Operations or one of the senior team will contact you if your communication is not in writing, to clarify a complaint. An investigation will then be carried out by one of the senior team at Head Office. The Director of Operations will write acknowledging your complaint and tell you who is investigating on his behalf. In most cases we will provide a written response within 20 working days. This will include an account of the investigation, clear findings and recommendations where necessary.

Further steps

If at any stage you are not happy you can refer your complaint to Health and Community Services. This should be addressed to:-

The Client Relations Manager
Health and Community Services
(SFAR209)
Farnham House
Six Hills Way
Stevenage
SG1 2FQ

Telephone: 0300 1234042

Complaint forms are available. A form can be posted to you or accessed via Hertfordshire County Council's website www.hertsdirect.org

You also have the right to take your complaint to The Local Government Ombudsman. They can be contacted at:

Phone: 0300 061 0614 or 0845 602 1983

Email: advice@lgo.org.uk

Post:

PO Box 4771, Coventry, CV4 0EH

Fax: 024 7682 0001

Internet: www.lgo.org.uk

Mobile: text "call back" to 0762 480 4299

NB. The Local Government Ombudsman cannot consider your complaint if it has not been dealt with by Quantum Care first. Also, they are not able to consider complaints where the complainant is instigating legal proceedings.



Even though The Care Quality Commission cannot investigate an individual complaint their role is to develop and improve services. You may inform them of your complaint for information purposes at any time. They can be contacted at:

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161
Fax: 03000 616171

“Quantum Care expects the highest standards of conduct from all its employees and will treat seriously any concern that a customer may have”.

Revised April 2012



Appendix One

Care Fees

Dementia Care fee	£625.00
Higher Needs fee	£540.00

All fees are subject to annual increment.

Cheques to be made payable to Quantum Care Ltd



Appendix Two

Hairdresser Costs

Ladies

Shampoo & Set	£7.00
Shampoo & Blow Dry	£7.00
Cut & Set	£14.00
Cut & Blow Dry	£14.00
Cut Only	£7.00
Permanent Wave (Including Cut & Finish)	£30.00

Gents

Cut Only	£7.00
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Appendix Three

Beauty Therapies

Mrs L Smith (FICHT)

Fully insured for the following treatments:

Facial, Remedial Exercise, Advanced Reflexology, Aromatherapy, Massage, Indian Head Massage.

£20.00 for full massage.

Contact 01438 818000 for full details.



Appendix Four

Foot Health Practitioner

Mrs Linda Smy FSSch DipPodMed MBChA

Daffodil Cottage
98 Brookbridge Lane
Datchworth
Herts
SG3 6SZ

Tel: 01438 817073

Charges

Prices are:

£12.00 per treatment

May charge more for individual callouts.