

Tye Green Lodge



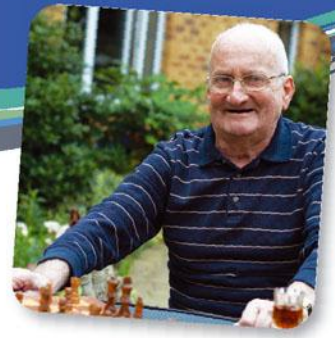
Residents' Guide

Tye Green Lodge
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Essex CM18 6QY
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www.quantumcare.co.uk

April 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 Tye Green Lodge, you will probably have a lot 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.

2. Your Room

All of the bedrooms at Tye Green Lodge have an en-suite shower and toilet. They are furnished with a bed, bedside cabinet, chair, curtains, carpet, wardrobe and a chest of drawers. There is a TV and telephone point in each room (a small charge applies for the use of the phone line). 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 make sure your possessions are adequately insured before you bring them. 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. The duty manager has a master key in case of emergency. If you lock your room the master 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 when they will take place.

Quantum Care has a maintenance department that repairs faults and breakages. Problems should be reported to staff 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 and wait for an answer, before entering.



3. Money and Valuables

We have a hairdresser, a shop for toiletries and snacks, a daily paper service etc. You will need money to cover such purchases as they are not included in the fees. See appendices for price lists. It is important to keep your money safe. Storing it in a purse 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 we can keep it in 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 family, solicitor or bank look after your valuables. 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 drawer, which can be used to keep personal items secure.

Please also see our website www.quantumcare.co.uk with regard to valuables.

4. The Care at Tye Green Lodge

Before you arrive at Tye Green Lodge 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 Tye Green Lodge or can be downloaded from the 'Family Pages' of our website at www.quantumcare.co.uk

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 Tye Green Lodge offers the most appropriate care.

There are staff available 24 hours a day:

The day shift operates between 7:30am and 21:30pm
The night shift is between 21:30pm and 7:30am

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



5. Care Reviews

Your first review will be held 6 weeks after you have moved in to Tye Green Lodge; at this review you will get the chance to tell us how you feel we are meeting your needs. At the end of this review your placement will become permanent if all parties are satisfied.

After the 6 week review a care review meeting will be held each year. You may have a review more often if you wish or if your needs change.

If you agree we will review in partnership with Adult Care Services and other professional services. This means we can then have just one meeting and decide the best way to offer you support.

We can discuss your needs, and any future goals, and agree how we can continue to support you. Sometimes we may ask other agencies to also offer you support.

After the review meeting we will update your care plan.

Each year risk assessments are reviewed unless your needs have changed, in which case they will be reviewed earlier. If any changes are made, this will be discussed with you also.

6. Medical Care Arrangements

If when you move to Tye Green Lodge 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 Tye Green can help you with this.

Our Homes only provide residential care, and we do not employ nurses. We do have access to District Nursing services if you need them. These services may take a few days to arrange so please give us notice if you need nursing attention.

If you are coming to Tye Green Lodge for a short stay 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 Tye Green Lodge. You will be given a lockable area in your room for storage.

Tye Green Lodge staff will carry out a risk assessment to ensure the arrangements are safe for everyone.

If you need us to manage your medication your pharmacist must properly label it all. 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 also applies to creams with full directions of where and how to apply.

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. We can only give medication which is in containers labelled by a pharmacist with clear and concise instructions for administration. If you bring medication with no proper labels we will not be able to give it to you. You must bring your medication in properly labelled bottles.

If you manage your own medication, then please bring it as you like it.

Our medication administration times are:

- 09:00 am
- 13:00 pm
- 17:00 pm
- 21:00 pm

If you need to take your 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 duty manager will deliver your mail to you shortly after being delivered.



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 Tye Green Lodge are as follows:

Breakfast between 8:00am – 10:00am

Lunch between 13:00pm – 14:00pm

Dinner between 17:00pm – 18:00pm

Supper will be offered as requested but usually around 20:30pm

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

Menus are set by Quantum Care's trained catering support team 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 provide occasional alcoholic drinks and you are welcome to buy your usual tippie.

10. Hospital Escorts

Where possible we will arrange an escort if you need to attend hospital, but unfortunately 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.



11. Visitors and Going Out

You are welcome to entertain friends and relatives at any time. We ask that all visitors sign the visitor's book on arrival and departure for safety reasons.

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 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 be cautious as you come and go not to allow people out that may be in danger.

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, as it is unlikely that it can be accommodated at Tye Green Lodge.

13. Newspapers and Periodicals

If you want a daily paper the staff can order it for you from the local newsagent. 1 day's notice is required to get the arrangement in place. Just let a member of staff know before you arrive.

You will be billed for your newspaper every month.



14. Leisure at Tye Green Lodge

We have a packed leisure timetable. We employ an activity co-ordinator for 12 hours a week. We hold regular film shows, Bingo, Quiz's, Night at the Races, Karaoke, Basket Ball, Board Games, Ball Games, Keep Fit, Trips Out, Church Services, and much more. See our notice board for a range of interesting things to do.

Books and Libraries:

Tye Green Lodge has a visiting Library service which calls every other month. These books can be found upstairs in the Quiet Room.

The nearest public library is at:

Tye Green Library
Tilegate Road
Harlow
Essex

Talking books and Braille text can be obtained from the library service or we can refer you to the sensory disability team for specialist leisure equipment.

15. Religious Worship

We have regular Church of England services at Tye Green Lodge and would welcome any other religious groups to visit. The present services are held every two weeks in the sun lounge, where you can join in with prayers and hymns. Holy Communion can be organised upon request.

If you would like to continue attending your local church then it may be possible that one of your congregations could collect you.

Places of Worship:

Below are a few of the places to worship in the local area.

- Baptist Church, Prentice Place, Harlow
- St Mary Madeline Church, Harlow

If your chosen faith is not represented above staff will look for the nearest provision if you wish. Any religious requirements will be accommodated wherever possible including dietary requirements.



16. Smoking

Tye Green Lodge is a non-smoking building and to comply with recent legislation we ask that service users and visitors only smoke in the external designated areas. 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.

17. 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 that service and a charge of £15 per month is payable. 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.

18. 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's 'Family' section for details of how to order Tag-its. Order forms are also available in our Home. For underwear and other close garments you may want 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.



19. Hairdresser

Our hairdressers are Jenny, Mary and Diana (contact details are available at Tye Green). They visit every Thursday between 10:00am - 16:30pm. Prices are available at the Home, but as a guide a shampoo and set is about £10.00 (January 2012 prices).

NB The hairdressers are 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 2 for more details.

20. Optician

You can arrange to see your own optician, but if you prefer not to travel a visiting Optician comes to the home, they are:

Rose opticians
50 The Harvey Centre
Harlow,
Essex
CM20 1XR

Tel: 01279 443181
Fax: 01279 444770
Email: harlow@roseopticians.com

Appointments can be made at any time by the duty manager at Tye Green Lodge. The cost of this service is payable directly to the optician. The optician can engrave glasses with your name 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.



21. Dentist

You may also arrange to see your own dentist, but if you prefer not to travel a visiting dentist comes to the Home, these dentists are usually based at:

**Nuffield House
The Stow
Harlow
Essex**

Tel: 01279 424038

Appointments can be made at any time by the duty manager at Tye Green Lodge.

The cost of this service is payable directly to the dentist.

The dentist can engrave dentures with your name 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.

22. Foot Care

Chiropody treatment is available via the NHS, your GP will refer you and you will be assessed for this service which is free of charge.

If however you do not qualify and wish to have your feet professionally attended to we have a private Foot Health Practitioner, Lee Lewis who visits every other Friday. Please ask the Duty Manager for information.

Lee Lewis has been visiting since 2010.

See Appendix 3 for more details.

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



23. Health and Safety and Fire Precautions

There are notices explaining the fire procedure on the walls around the Home. We have fire drills every month to help everyone learn what to do if there was a fire. A member of staff will also explain what to do if there is a fire in the Home.

We never ignore a fire alarm. If the alarm is activated then the staff will ensure that you are safe and check that all fire doors are shut. They then go to the assembly point for instructions from the duty manager.

If it is a real fire then you will be assisted to a place of safety until it is safe for you to return to your room. If a fire is discovered and an alarm has not sounded people can press the break glass fire point, which activates the fire alarm manually, then 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 that are quickly addressed. We have risk assessments for any 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 will give help and advice in this area.

25. 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.



26. Having Your Say

Resident meetings are held every two months; this is your chance to discuss any concerns/worries you may have. It is also a great time to meet up with people around the Home. We also have a resident survey and a comments/suggestion box, which can be found in the foyer.

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

27. Confidentiality

All personal files are stored safely in a locked area. Personal records include things like your contract, benefit details, and 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; this does not though include any information from a third party like a doctor. You may have a copy of any Quantum Care recordings 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.



28. 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 who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operate with 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.

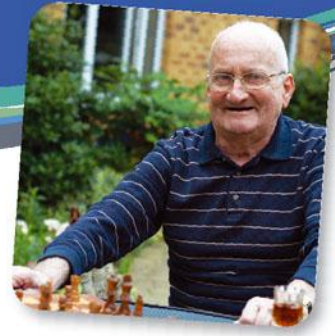
If you are not satisfied with the outcome of your complaint you can move on to stage 2.

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 The Essex County Council Complaint Team for Adults. This should be addressed to:-

The Complaints Officer
Adult Health and Community Wellbeing
PO Box 297, County Hall, Chelmsford, Essex. CM1 1YS
Telephone No: 01245 434109
Fax No: 01245 434731

A complaint form is available online via the Essex County Council website:
www.essex.gov.uk
Or email: complaintsofficer.socialcare@essex.gov.uk

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

Tye Green Lodge Fees and Charges

The current fees for the home were reviewed in April 2012 and will remain fixed at this price up to and including March 2013

High Needs	£670.00 per week
Dementia Care	£810.00 per week
Respite Care	£750.00 to £850.00 per week (Depending on need)

Cheques to be made payable to Quantum Care Ltd



Appendix Two

Care 4 Hair Price List

Hairdressers for Senior Citizens, specialising in Hairdressing for people with Dementia.

Senior Citizens (Ladies)

Shampoo & Set	£10.00
Shampoo & Blow Dry	£10.00
Cut & Set	£16.00
Cut & Blow Dry	£16.00
Cut Only	£10.00
Re-style & Finish	£18.00
Permanent Wave (Including Cut & Finish)	£27.50
Permanent Wave (Cut & Set, or Cut & Blow dry)	£22.00

Senior Citizens (Gents)

Cut Only	£9.00
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For more information please contact Jenny.

Telephone: 01279 503689

Mobile: 07861 158189



Appendix Three

Lee Lewis Foot Care (Lee is CRB checked)

Lee Lewis – S.A.C. Dip FHPT/FHPP

leelewisfoothealth@mail.com
Tel: 07999 541969

Charges

From 1st April 2012 – prices are:

£12.00 per treatment



Appendix Four

Below is an example of an Activities Programme for this Home:

What's On at Tye Green Lodge . .

Day	Activities
Mon	Monday Club – Enjoy Cheese and Wine at 6.30pm Armchair Exercises
Tues	Come and join in with the Bingo in Netteswell
Wed	Visiting Entertainer Church Service (bi-weekly)
Thurs	Roydon Mill “Forever Young” Outing (quarterly)
Fri	Bingo/films
Sat	Coffee shop and chat
Sun	Church Service (bi-monthly)

Find out what's going on in all of our Homes, visit our Website:

www.quantumcare.co.uk/news.asp