

# *THE HEATHERS*

# *NURSING HOME*



## **SERVICE USER'S GUIDE**

**QUARRY ROAD,  
BOWLING HILL,  
CHIPPING SODBURY,  
BRISTOL  
BS37 6AX**

**TEL: 01454-312726**

**FAX: 01454-315614**

**E-MAIL: [info@heathersnursinghome.co.uk](mailto:info@heathersnursinghome.co.uk)**

**WEB: [www.heathersnursinghome.co.uk](http://www.heathersnursinghome.co.uk)**

**Hitan Patel** Director  
**Anne Shilston** Matron/Manager



**INVESTOR IN PEOPLE**

Updated: May 2009

## **Care and Assessment of Service Users**

- 1) To assess client prior to admission, in relation to needs.
- 2) To encourage independence, tailored to clients needs.
- 3) To encourage and promote client self respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- 4) To maintain well-being of client and promote freedom of choice.
- 5) To provide all dietary needs for the client, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- 6) To maintain ongoing assessment programme to monitor client's well-being. To refer and seek advice as and when necessary from qualified personnel in their particular speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- 7) To provide 24 hour supervision/care by qualified staff.
- 8) To have good communications channels with client to enhance stability and security and comfort.
- 9) To ensure all medication is prescribed correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At the Heathers, we ensure:

- 1) All members of staff employed will treat every client with respect, privacy and dignity at all times.
- 2) For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.
- 3) All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each client.
- 4) All clients will have the right to access their health records.
- 5) All clients will have ready access to use of telephone. Privacy can be arranged upon request.
- 6) The home is clean, cleaned by a Domestic Assistant and high level of hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- 7) All clinical and domestic waste to be removed from the home.
- 8) All personal details of our client are confidential and not discussed with anyone not connected with their direct care.

## Number and Size of Rooms

There are a total of 29 beds in the home – 15 single occupancy rooms and 14 companion room beds. All accommodation complies with the requirements of the National Minimum Standards that came in to force on 1<sup>st</sup> April, 2002

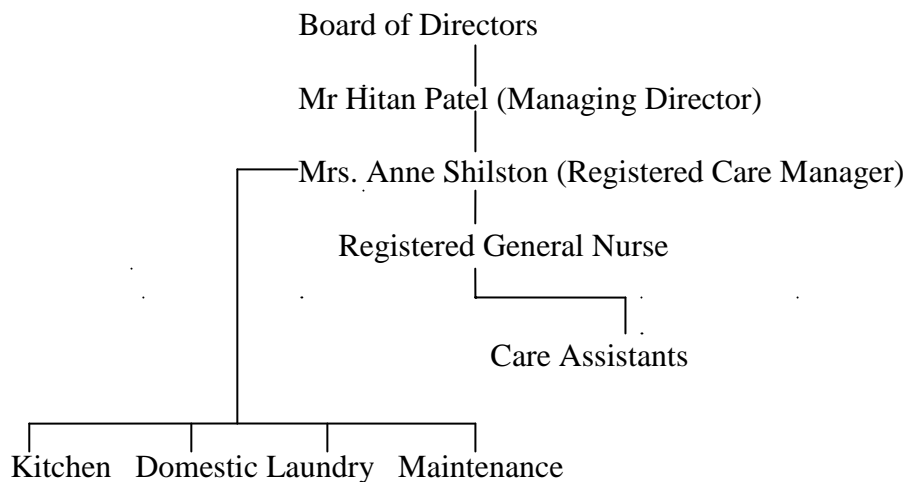
## Qualification of Care Manager

The Care Manager is a Registered General Nurse. She has worked for several years in the nursing profession gaining valuable experience in the care of the elderly

## Qualification of Staff

In addition to the registered Care Manager the home employs a number of registered general nurses as well as enrolled nurses, care assistants, cooks, kitchen assistants, domestic staff, laundry persons and a maintenance person. Chiropody and foot care are provided to all residents. All staff are trained in their respective duties and provide services according to the Home philosophy and values. The residents will be cared for by qualified staffs that are committed to on-going training to enhance/improve high quality level of care. The Matron/Manager will ensure that the home is adequately staffed at all times by staff that are deemed responsible and competent in this role. The company invests heavily into the training of all of its staff and had recently achieved Investor in People Accreditation.

## Organisation Structure



## Age, Sex and Needs of Service Users

The Heathers is a mixed sex home and has facilities to look after anyone over the age of 65 years, including married couples or partners, who because of their physical incapacity, requires help with daily living.

The Heathers is registered to provide care to long and short stay elderly people aged 65 years and over. We enable older people to continue living as independently as possible

by providing care and support consistent with their incapacities and disabilities. Several of our services users and most new ones require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs

## **Provision of Nursing Care**

The Heathers is a registered nursing care provider 24 hours a day. This is carried out by highly trained nurses who are fully committed to their own learning and development needs. Other staffs are working towards their NVQ's with the aim of having at least 50% of our care staff with an NVQ qualification at all times, which is well within the time scale set by the National Minimum Standards. A registered general nurse directs the care on each shift.

## **Review of Care Plans**

The Matron/Manager, after consultation with the residents and their relatives, prepares a written plan as to how the resident needs in respect of his/her health & safety are to be met. The plan is available to the residents to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made accordingly, with their consultation

## **Service User Property**

All personal possessions of clients will be treated with respect. The residents can bring any personal furnishings/furniture into the room they are to occupy. Any monies kept on request of client will be kept and stored in safe/secure place, and all relevant documentation completed.

The residents clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual's needs.

## **Availability of Social Activities, Hobbies and Leisure Interest**

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to residents pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our residents in developing an interest on activities not currently available.

Our activity co-ordinator considers the needs, and wishes of each service user. Hobbies and interests are actively encouraged and personally supervised by staffs who understand their importance to residents. Together, with an experienced therapist, arrangements of a variety of social activities and local outings using appropriate transport are organised

## **Consulting Service Users about the Operation of the Home**

The home has in place an effective quality assurance system with the aim of seeking the views of residents. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

*An informed audit of services provided will take regularly and the results will be available to residents and their representatives as well as other interested parties including the C.S.C.I. Service users are also informed about planned C.S.C.I. inspections and their views are made available in inspection reports*

## **Religious Need**

There is a regular visiting priest/chaplain and visits can be arranged at the request of the residents. They are encouraged to attend any religious ceremony of their choice or a local church service.

## **Visiting**

We have a policy on maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our residents to develop and maintain such outside contacts if desired. We operate an open visiting policy in the home and relations and friends are actively encouraged to visit the service user and contribute to their care.

## **Complaints Procedure**

During your stay at The Heathers we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.

We have a complaints policy in place which is readily available to the service user or their relations/friends who may be not be satisfied about the care provided.

In the first instance, you should contact the Matron/Manager, Anne Shilston or alternatively the Director, Hitan Patel. Complaints will normally be resolved at this stage. Details of a complaint will be recorded and investigated in order to respond and this will be done within 28 days.

If however, you are not satisfied; your next step would be to contact the appropriate authority. The authority that deals with this matter is;-

*Ms Grace Agu, Lead Inspector, Commission for Social Care Inspectorate (CSCI)  
300 Aztec West, Almondsbury, South Glos. BS32 4RG. Tel: 01454-454010*

**WE ARE CONFIDENT THAT A SATISFACTORY OUTCOME WILL BE REACHED PROMPTLY AND SENSITIVELY.**

## **Fire Procedure**

- Become aware of the Fire Panel near the front door.
- Know where the four zones are located.
- If smoke or fire is noted, break nearest Fire Alarm.
- Do not investigate by opening doors.
- Never use the Lift once the Fire Alarm has sounded.

## **Evacuation Procedure**

1. On hearing the Fire Alarm the Matron/Nurse in charge will ring the fire brigade ( Tel 999 ) and give full name and address of establishment, and where the fire is situated:-

The Heathers Nursing Home  
Quarry Road,  
Bowling Hill,  
Chipping Sodbury,  
BS37 6AX

Tel. No. 01454 312726

2. All Staff to report to Fire detection panel situated near front door, day or night.
3. Fire Detection panel shows in which zone the fire will be located.
4. Go to zone (if safe to do so) close immediate fire doors.
5. Without endangering any member of staff, commence mobile evacuation first to near safe zone, usually behind the next fire doors, not a bedroom.
6. If evacuation is necessary, the residents will be evacuated into the rear car park.
7. It is the responsibility of the Nurse in Charge to account for residents, staff and visitors.
8. Contact Hitan Patel at anytime.

## **In The Event Of False Alarm**

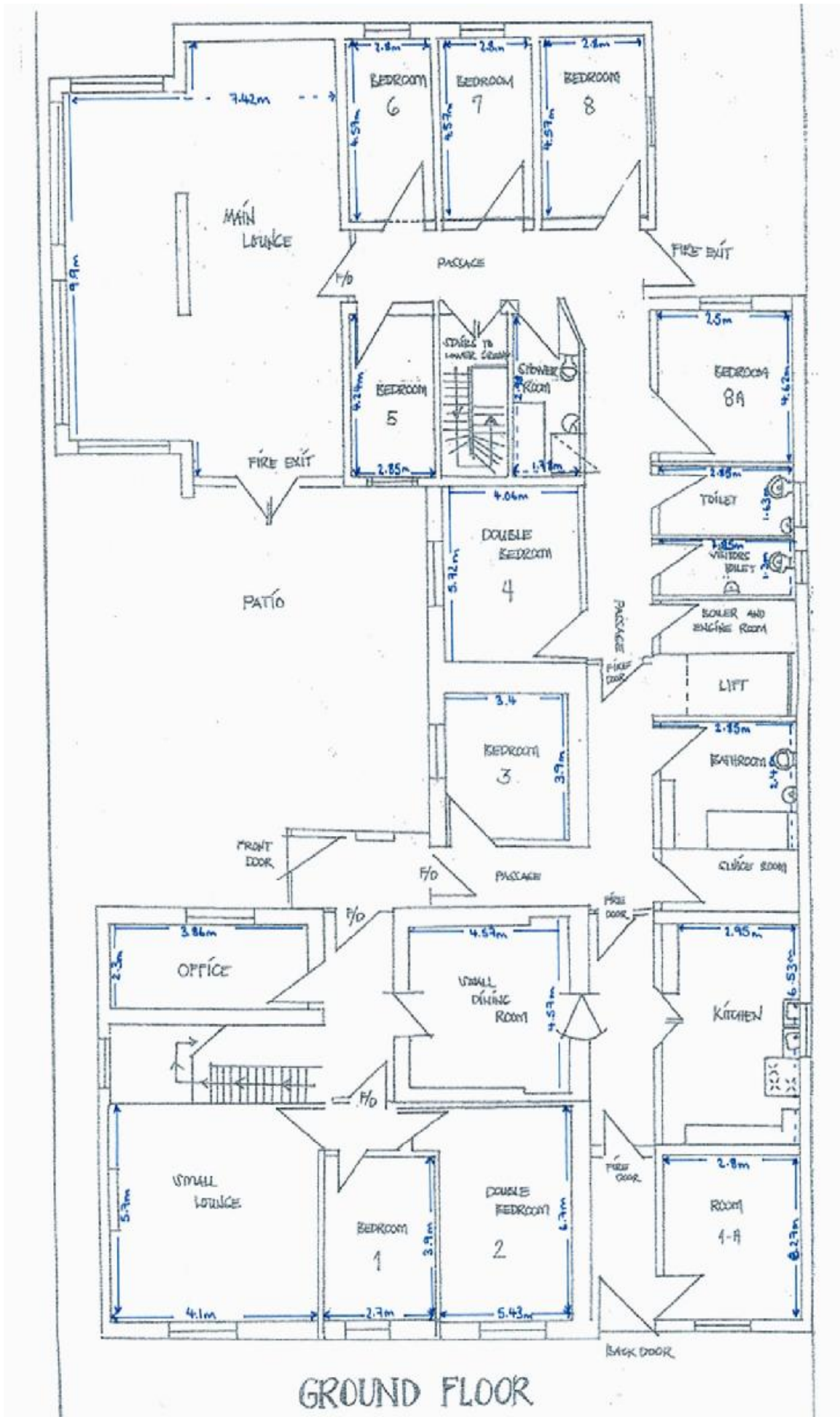
If fire is activated by e.g. resident's cigarette smoke, burnt toast etc. follow Fire Procedure – in the event of a fire to stage 4.

On ensuring that it is a genuine false alarm, Matron/Nurse in charge is responsible for re-setting Fire Detection Panel.

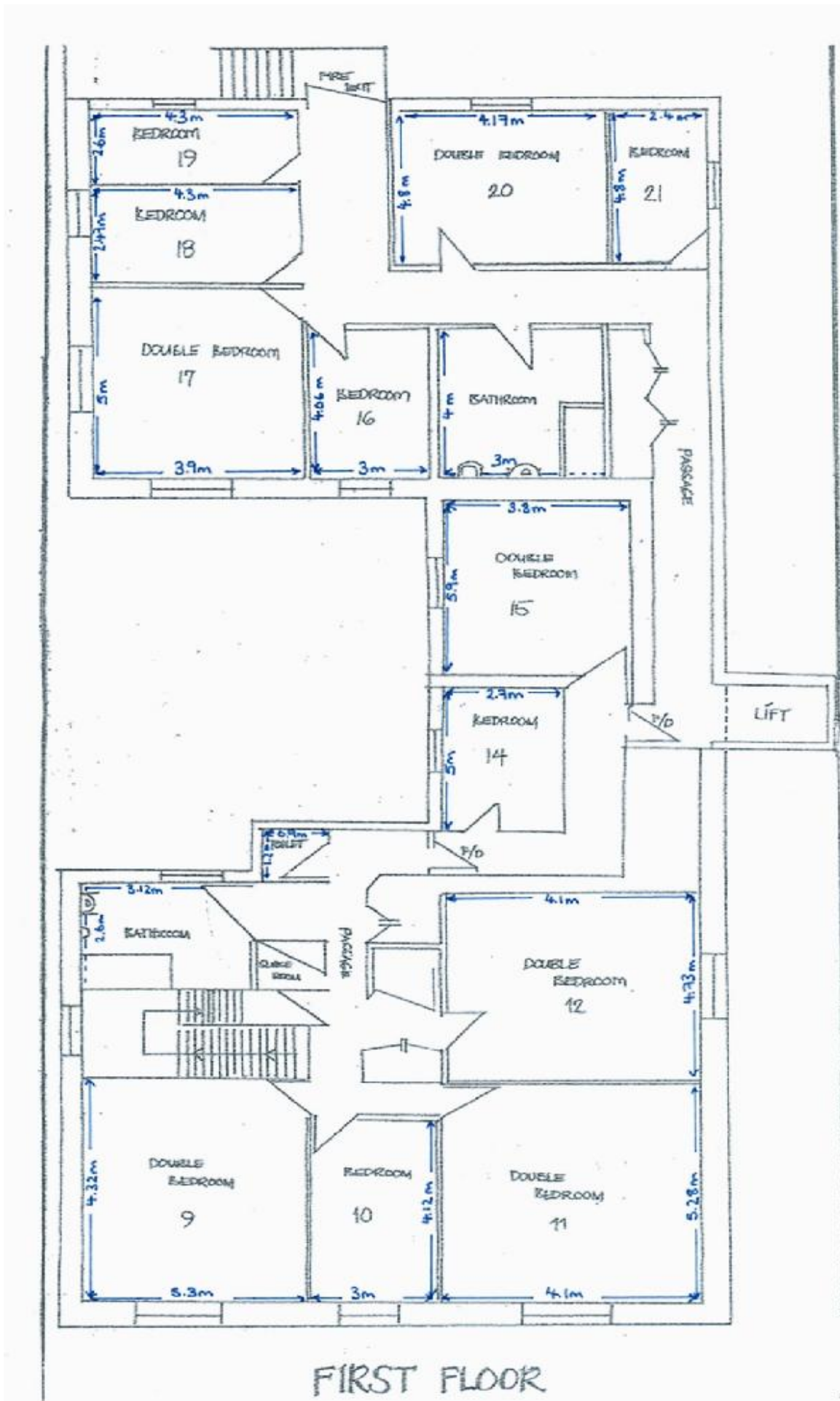
## **Re-Setting Of Fire Detection Panel**

- 1 Turn key switch to ARM CONTROL.
- 2 Press the SILENCE ALARM SOUNDERS button.
- 3 The lights will go steady and the FAULT SOUNDER will sound.
- 4 Once cause of alarm is identified, press the RESET/RESOUND TEST ZONE LAMPS button to re-activate system.
- 5 Turn key to NORMAL position

Member of staff to re-assure residents that this has been a false alarm

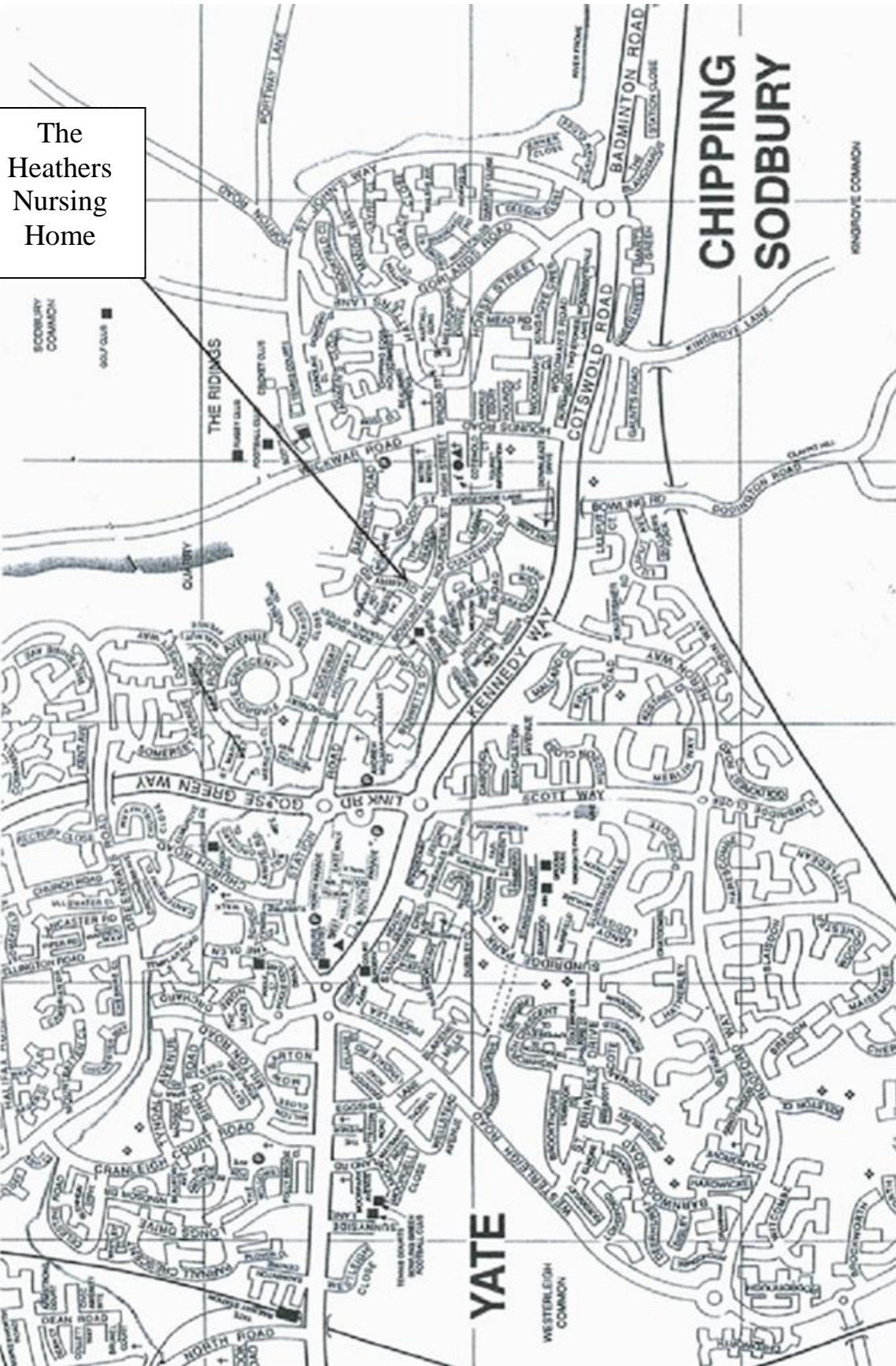


Please Note: Measurements in Metres. Plan not to Scale.



FIRST FLOOR

Please Note: Measurements in Metres. Plan not to Scale.



The  
Heathers  
Nursing  
Home

**IF YOU REQUIRE ANY MORE INFORMATION, PLEASE DO NOT HESITATE TO CONTACT US.**