

Riccall House Care Home

Brochure

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Riccall House is situated in the heart of the village of Riccall about 9 miles from York and 4 miles from Selby. The A19 bypasses the village, which has many amenities, a Community Centre, shops, restaurants, pubs. St Mary's Church and the Methodist Chapel are within easy walking distance and we have an excellent bus service operating between York and Selby.

The house is Georgian in appearance and was established as a Care Home in 1984. The rear extension, built in 1985 is on the site of an old barn, it is more modern internally but still in keeping with the character of the house and village.

Riccall House is a family run home for 18 elderly people who are accommodated in three companion rooms and twelve single rooms. All rooms have washing facilities and a staff call system.

The registered owners are Gillian and Tony Conroy who both work within the home and live in the grounds at the rear of Riccall House.

Mrs Conroy is a qualified general nurse with psychiatric experience and also holds the City & Guilds Certificate for Advanced Management for Care and is a qualified assessor and verifier for NVQ awards in Health & Social Care.

Mr Conroy deals with the administration and maintenance aspects of the business and is assisted by the office manager Mrs Amanda Wye.

The Registered Manager is Mrs Diane Moughan, who has worked at Riccall House since 1988.

She has an NVQ level 4 in Care and the Registered Managers Award. She is also an assessor for NVQ qualifications and a trainer of "Moving and Handling".

We have a comprehensive training schedule for all the care staff employed at Riccall House this is implemented by the Training Manager, Mrs Leonnie Martin. We also encourage our carers to undertake distance learning, college courses and assessment for N.V.Q.'s in Care.

Two night care assistants are awake throughout the night, with a senior member of staff "on-call" in case of emergency.

The priority of our home is to ensure the happiness and well being of both residents and staff. We aim to offer a caring and homely atmosphere and environment.

Staff and proprietors fully recognise the right of residents to maintain their dignity and to be involved in decisions that affect their daily lives.

We encourage independence and freedom of choice and give consideration to each person's needs and wishes respecting the rights of all residents.

We strive to improve the quality of life for each person in our care by arranging activities and entertainment and encouraging everyone to maintain their interests in any hobbies they may have.

We encourage residents to bring into the home favourite small items of furniture and other personal belongings, such as photographs, pictures and ornaments.

We have a varied menu with individual likes and dislikes taken into consideration. Meals are served in the dining room or in a resident's room, if preferred.

A physiotherapist an aromatherapist and diversional therapist visit regularly. Visitors to the home are welcome at any time.

Available but not included in the fees are:-

- Hairdresser who visits weekly
- State Registered Chiropodist
- Private consultation with our visiting physiotherapist.
- Daily newspapers if required.
- Telephone in own room
- Transport for hospital appointments.

If you require any further help or information please do not hesitate to contact us.

If you have difficulty in arranging a visit we will be pleased to arrange an appointment to visit you.

In association with Riccall House we have established a Community Care Agency called "**Riccall Carers Ltd**" Tel: **01904 720700**.
Our community support workers assist people in their own homes in the York and Selby areas.

Mr & Mrs Conroy also own
Galtres Care Home – Ox Carr Lane Strensall York
Tel: 01904 491300
Manager: Mrs Jennie Marshall
Galtres has accommodation for 20 residents.

Abbey Lea Care Home. York Road, Barlby, Selby.
Tel: 01757 213811
Manager: Mrs Beverly Emmett
Abbey Lea has accommodation for 23 residents.

Westwood Care Home, 21 Doncaster Road, Selby.
Tel: 01757 709901
Manger: Mrs Yvonne Clark
Westwood accommodates 16 residents.

We are also associated with **Meadow Lodge Care Home** at Kellington.
Manager and owner Mrs Karen Shann
Tel: 01977 662899.

All our Homes are registered to care for elderly people some of whom may have dementia-related illnesses.

78 Main Street, Riccall, York YO19 6QD
Telephone: 01757 248586 / 248123 E-mail: riccallhouse@aol.com www.riccallhouse.co.uk

Service Users Guide

**Riccall House
78 Main Street
Riccall
York
North Yorkshire
YO19 6QD**

Registered Manager:

Diane Moughan

Riccall House Care Home

Date: 14.05.09

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A copy of the most recent Inspection Report is available on request.

SERVICE USERS GUIDE

Introduction

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as "The Service Users Guide".

The aim of this Services Users Guide is to enable you or you representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Care Home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information on external regulatory bodies.

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask a member of our senior staff who will be pleased to help you.

SUMMARY OF THE STATEMENT OF PURPOSE

1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Riccall House is situated in the heart of the village of Riccall about 9 miles from York and 4 miles from Selby, which is in the County of North Yorkshire.

The A19 by passes the village, which has many amenities, a Community Centre, shops, restaurants, pubs. St Mary's Church and the Methodist Chapel are within easy walking distance and we have an excellent bus service operating between York and Selby. Transport is arranged for outings and appointments but may carry an additional cost.

Riccall House is a family run home for 18 elderly people who are accommodated in three companion rooms and twelve single rooms. All rooms have washing facilities and a staff call system.

Riccall House is equipped with lifting and bathing aids to meet the needs of client's individual needs. Other aids and equipment are assessed and provided by Occupational Therapist and District Nurses. Residents are encouraged to bring in personal items of furniture to personalise their own space as long as it meets safety standards. Riccall House provides furniture that meets the minimum standards.

Riccall House is cleaned on a daily basis and the proprietors strive to maintain the building and the environment to a high standard. Riccall House is centrally heated all radiators are regulated and have individual thermostat controls. All rooms have adequate ventilation. There is a full fire detection and alarm system that is maintained and complies with regulation.

2. AIMS OF THE HOME

To provide quality services for residents by caring, competent, well trained staff.

To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum. Residents of both sexes over the age of 65 can be accommodated.

3. OUR QUALITY

Riccall House is committed to providing quality services for residents, by caring competent, well-trained staff in a homely atmosphere.

This will be achieved by:

- ◆ Staff development and training programme.
- ◆ Providing such resources as may be required to ensure that training takes place and is effective.
- ◆ Recruitment of staff who share our values and will care for residents to a high standard

Riccall House will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- ◆ Listening to staff, residents and others with an interest in the Home.
- ◆ Ensuring that assessments are made which balance risks and needs.
- ◆ Promoting a level of responsible risk-taking in daily living activity.
- ◆ The operation of an effective care planning system.

Riccall House will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- ◆ Enabling and empowering residents to influence the services provided in the home by giving each resident a real say in how services are delivered.
- ◆ Encouraging residents to become involved in all decisions, which are likely to affect them, either now or in the longer term.

Riccall House will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- ◆ Residents' reviews and satisfaction surveys.
- ◆ Staff meetings.

Riccall House will provide catering services which meet the expectations of residents.

This will be achieved by:

- ◆ Planned, structured menus, which include residents' wishes, choices and preferences.
- ◆ Menus which are nutritionally balanced.
- ◆ Menus which allow residents to change their food choices.

Riccall House will ensure that residents are fully informed about all matters, which might affect their well being.

This will be achieved by:

- ◆ Residents' reviews
- ◆ Residents meetings.
- ◆ Provision of notice boards or other displays, which inform residents.

Riccall House will offer a range of social activities, which meet the needs of the residents.

This will be achieved by:

- ◆ Ensuring that activities are offered to each resident, which are appropriate to their needs, abilities or expressed wishes.
- ◆ Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- ◆ Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

Riccall House will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- ◆ Ensuring that the physical environment meets all Health and Safety standards.
- ◆ Providing each resident with a safe and secure place to store his or her valuables.

Riccall House will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- ◆ An Equal Opportunities Policy.

4. RESIDENT'S RIGHTS

- ◆ The right to be called by the name of your choice.
- ◆ The right to care for yourself as far as you are able.
- ◆ The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- ◆ The right to personal privacy at all times and a right to lock your own room door.
- ◆ The right to invite whomever you choose into your room.
- ◆ The right to independence.
- ◆ The right to have your dignity respected and to be treated as an individual.
- ◆ The right to receive an anti-discriminatory service, which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- ◆ The right to live your chosen lifestyle.

- ◆ The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- ◆ The right to take part in any decisions about daily living arrangements that affects your life.
- ◆ The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- ◆ The right to look after your own medicines.
- ◆ The right to control your own finances, if you are able to do so.
- ◆ The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- ◆ The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- ◆ The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- ◆ The right to participate in voting at elections.

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

Riccall House is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that as is reasonably possible there will be suitably qualified competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. Full details of Names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time”.

We have a mixture of both mature and younger members of staff with varying degrees of experience from care assistants to seniors and team leaders. We employ 14 day staff 7 night care assistants, 2 cooks, 2 domestic assistants, 1 housekeeper and 1 administration officer.

We aim to have our Team Leaders qualified to NVQ Level 3 in Care, senior carers and all care assistants to level 2 in care. Both our cooks hold food hygiene qualifications.

We employ a training manager who delivers in house training and ensures that all staff complete the TOPSS induction and foundation courses. Staff complete all mandatory training and many other courses that are relevant to caring for older people.

Information regarding the registered Home Manager

The Manager Mrs Moughan has the Registered Managers Award, an NVQ Level 4 in care and an NVQ Assessors Award. She has worked at Riccall House since 1988 and has a particular interest in dementia related illnesses.

Information relating to the registered providers

Mrs Conroy is a qualified general nurse with psychiatric experience and also holds the City & Guilds Certificate for Advanced Management for Care.

Mr Conroy holds an advanced plumbing and heating qualification and worked in the building industry for 25 years. Since 1998 he has been responsible for the financial affairs and maintenance programme of Riccall House.

Riccall House Care Home intends to remain financially viable, comply with all relevant legislation, to re-invest in the home and remain fit for the future.

6. AGE RANGE AND SEX OF SERVICE USERS

Our Care Home provides long term care for 18 clients aged over 65 years for both male and female.

7. RANGE OF NEEDS THAT RICCALL HOUSE IS INTENDED TO MEET

Riccall House provides services in the following categories:

Care Home providing personal care

Riccall House provides services in the following categories of resident:

Old age

Dementia

8. NURSING CARE PROVISION

Riccall House does not provide nursing care for residents in the Home, although the District Nurses visit our home on referral from the GP's.

FACILITIES AND SERVICES

9. MEDICAL CARE - QUALIFIED CARE STAFF

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. GP's visit on request, residents may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

10. OPTICIAN AND DENTIST

Health Care Optical, visit regularly although you are free to make appointments outside if you prefer. A local Dental Practice will visit the home on request. The National Health community dentist will also visit upon request.

11. CHIROPODY.

A private chiropodist visits the Home regularly and is charged for separately. Any resident qualifying for the services of the health authority chiropodist is treated free of charge. This can only be arranged through GP referral.

- 12. PHYSIOTHERAPY**
Can be arranged as necessary usually after GP referral. Private physiotherapy can also be arranged on request
- 13. HAIRDRESSING**
A hairdresser visits weekly at an extra charge, basic hair care is provided by the care staff. Outside appointments can also be arranged.
- 14. MEALS**
Your meals will be carefully prepared by our catering staff, meals are as interesting and varied as possible. Residents are offered choices each day and special diets will be catered for.
Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by cooked breakfast or fruit juice, fruit, cereals and toast.
Mid-morning tea/coffee and biscuits, two course lunch, mid-afternoon tea/coffee and cakes. Two course evening meal followed by supper drinks and snacks. Fresh fruit is always available and offered daily.
All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. Limited quantities of alcohol are offered at the request of clients.
- 15. PERSONAL TELEPHONES**
The business telephone number is **01757-248586**, Fax 01757 249497
Facilities are also made available for clients that require a personal line
- 16. ADMINISTRATION SUPPORT**
This is available in the Home via the care staff on duty.
- 17. BENEFITS ADVICE**
Can be provided via the Manager. Information can be obtained about Pension and Social Security Benefits.
- 18. SHOPPING**
Where appropriate we encourage residents to go shopping with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.
- 19. LAUNDRY**
A full laundry service is provided in the home within the normal fees for service.
The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked.
- 20. DRY CLEANING**
Can be provided at cost plus a service charge and can be arranged through the care staff.

21. KITCHEN FACILITIES

Comply with the standards laid down by the Environmental Health Department. The Cook manages the Kitchen.

Drinks and snacks are available at any time for residents upon request.

OTHER SERVICES

22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Riccall House operates a care planning and review system. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters but aim to enhance the resident's quality of life, this is then reviewed on a monthly basis. Any persons involved in the care of a resident are invited, at least annually to discuss, review and revise a care plan.

23. ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES

Riccall House takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

24. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Riccall House is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process. The range of activities available are set out below:

Aromatherapy massage, shiatsu, exercises and games with Motivation & Co. Daily in-house activities with care staff. (See activities book)

25. ARRANGEMENTS FOR PETS

Relatives may bring pets in to the home for a visit provided they are well behaved.

26. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Riccall House is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. Management and staff are available to listen to the views of residents.

27. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Riccall House actively encourages residents to maintain all forms of

social contact that they enjoyed before moving into Riccall House. We will assist residents to maintain contact if requested.

Riccall House is looked upon as a resident's home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time. It would however be preferred not to have visitors at meal times unless clients are in their own room or a visitor wishes to join the client for a meal.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4(17), Health & Safety legislation and Fire Regulations.

Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in one of the dining rooms.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return. Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings and outings.

28. RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- ◆ **Identified to the Home in writing with a current written valuation.**

- ◆ **Deposited within the Home's safe for safekeeping.**

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk.

29. GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and / or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

30. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Riccall House welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. A Complaints, and Grumbles book is available within the home if anyone wishes to make a complaint or have any concerns about the service provided within our Home, all complaints will be treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

To all residents and their families or representatives – Care Standards Act 2000

Under the above regulations we are required to inform you in writing how a complaint about the home may be made.

You or any person acting on your behalf may report any complaint to the proprietors in the first instance and the Care Quality Commission who will ensure that any complaint is fully investigated.

All complaints received within the home will be recorded and acknowledged by the Manager within 7 working days of receiving the complaint. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days.

If you feel that your complaint has not been dealt with correctly and still exists, you, or any person acting on your behalf, may also complain to the National Care Standards Commission

Yorkshire and Humberside Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

The local Ombudsman is at,
Beverley House,
17 Shipton Road,
York
Tel: 01904 380200

31. THE CARE QUALITY COMMISSION

This is a national body, which regulates the conduct of Care Homes in England. There are a number of regional offices from which officers carry out their duties.

Riccall House is part of the Yorkshire and Humberside Region and can be contacted at the above address.

Ref/rh/rhbrochure/traininglist

Riccall House Training

Leannie Martin oversees the training of Riccall House staff and Riccall Carers Ltd she is responsible for organising a comprehensive training package which includes all mandatory training as required by the Care Quality Commission along with other relevant training.

This includes all of the following:

NVQ's in Care – I, II, III	Health & Safety
Manual Handling	COSHH
Basic Food Hygiene	First Aid
Abuse in Care Homes	Certificate in Infection Control
Dementia Awareness	Fire Safety
Lone workers	Aids & HIV
Dealing with Violence and Aggression	
Bereavement	Supervision in Care Homes
Appraisal Training	Risk Management
The Promotion of Continence	Understanding Behaviour
Nutrition in the Care Sector	Person Centred Care
Clinical Awareness	Optical Awareness
Eating well for people with dementia	Anger Management
Bladder and Bowel	BTEC Diploma in Care
TOPSS – Induction and Foundation	
Safe Handling of Medicines	
Data Protection	
Employment Law	

We are constantly reviewing our training programme to ensure that staff are able to access any training that is relevant to the Care Sector.



RESIDENTS CHARTER

All Residents in Riccall House will:

- Be encouraged to maintain their independence*
- Be treated with dignity and respect*
- Be allowed the freedom of choice*
- Be assisted to maintain or increase their quality of life*
- Have their privacy respected*
- Not be discriminated against on the grounds of race, colour, creed, sex or disability*
- Be allowed to follow the religion of their choice*
- Be able to retain the doctor of their choice*
- Be entitled to access all the facilities available to the local community*
- Be encouraged to take part in personal care plan development and periodic assessment procedures*
- Be allowed to appoint an advocate on their behalf*
- Be allowed to bring personal belongings into the home*
- Receive visitors at any reasonable time*
- Have choices over meals*
- Have special diet requirements catered for*
- Be given care equivalent to that which would be given by a caring relative*
- Be cared for by adequate and appropriately trained staff*
- Have the right to accommodation acceptable to them*
- Have the right to retain their own room whether single or shared and not be moved without their consent*
- Have contracts of residence and where appropriate a contract of care*
- Be made fully aware of the complete complaints procedure*
- Have the right to complete confidentiality*
- Residents will have the same rights and be expected to adopt the same responsibilities as society at large*
- Have access to a telephone in private if desired*
- Receive a copy of the Residents' Charter*

Signed:Manager Date:



EQUAL OPPORTUNITIES POLICY

Principles

We are committed to providing equality for staff in our employment and residents who receive our services, and will abide by the following principles:

- As an employer we accept the statutory requirements laid down by the Race Relations Act 1976, the Sex Discrimination Act 1975 (as amended) and the Disability Discrimination Act 1995. In addition we also include within these principles sexual orientation and age.
- It is unlawful for an employer or employee to discriminate against or to treat an individual differently on the grounds of colour, race ethnic origin, marital status, nationality, gender or disability. We will ensure that no one who applies for a job or staff employed by us receives less favourable treatment on any of these grounds.
- We are committed to the active promotion of equal opportunity in our services, and we recognise that the achievement of equal opportunities will require the participation of all staff and a commitment to this policy.

Residents

In our service to residents we will ensure that:

- All our residents are treated as individuals.
- We recognise and have a positive attitude to the diverse religious or cultural beliefs and customs of residents.
- When planning and delivering care to residents our staff will take into account the different and special needs of residents.

Training

We will as part of our training programme ensure that staff are aware of their responsibilities in promoting and achieving equal opportunities.

Riccall House Care Home

COMPLAINTS PROCEDURE

We recognise the right of all service users, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

Stage 1

We hope that the service provided by Riccall House Care Home will always meet with your satisfaction. However should you find the need to complain about any aspect of the service you receive we would wish you to make this known to us.

We hope that in this discussion the problem can be resolved but should this not be the case you should ask to see or speak to the manager who can be contacted on 01757 248586

Stage 2

At this time you may be asked to record your complaint in writing, perhaps with the assistance of a family relative or friend. If you need further help we will be pleased to recommend an independent person called an 'advocate' who is not a member of this organisation.

All complaints received will be recorded and acknowledged by the manager or her deputy within 7 working days of receiving the complaint.

Stage 3

The manager will want to resolve the problem as quickly as possible. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days. In the meantime action will have been taken to deal with the problem and complaint

However, if the home care service cannot rectify the complaint to the complainant's satisfaction, the complainant may at any stage contact the Commission for Social Care Inspection at the following address

Yorkshire and Humberside Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

RICCALL HOUSE CARE HOME

Residents Application Form

Please Note:

If you need help in completing this form, please tell us and we will arrange assistance. The information you give on this form helps us to decide if we are able to meet your needs for the foreseeable future.

It is important that you (or somebody who is helping you):

- *Complete the form as fully as you can.*
- *Provide accurate information.*
- *Read the enclosed literature, brochure or other paperwork and understand the services we can offer.*
- *Sign the form.*

We will contact you, within three working days of receiving the completed form, to let you know what action we plan to take.

If your answer will not fit in the space provided, please use a separate sheet.

Section 1. Personal details	
Surname:	Mr, Mrs, Miss, Ms or other title:
First name:	Date of birth:
Preferred method of address (title, first name, nickname):	
Current home address:	
Postcode:	Telephone no:
When and how is the best time to contact you? (<i>e.g. telephone in the morning, by letter, etc</i>):	
Nationality:	National Insurance no:
Next of kin or the person who will deal with your affairs:	
Name:	
Mr, Mrs, Miss, Ms or other title:	
Address:	
Postcode:	Telephone no:
Relationship:	

Residents Application Form

Section 1. Personal details (continued)

Are you related to anyone who lives or works in this home? YES / NO

Do you have any pets that you would like to bring with you to residential care?
YES / NO

If yes, what type of pet/s?

Section 2. About your current home and your need to move into residential care

Where do you live at present?

Why do you think you need to move?

Section 3. About any assistance you need

Please tick the statements that apply

I can dress / undress	I can partly dress	I find dressing difficult
I can do housework	I can manage light dusting etc.	I do not do housework
I do my own laundry	I do some laundry	I do not do laundry
I am fully mobile	I sometimes need help	I am not mobile
I walk unaided	I walk with a stick or frame	I use a wheelchair to get around
I am generally in good health	I am not always in good health	I have ongoing medical needs
I don't take medication very often	I take medication but look after it myself	I would like help with my medication

If you do not feel able to answer these questions or would like further help with answering them, please let us know and someone will help you.

Residents Application Form

Section 4. Funding

I am Self Funded	YES	NO
I will be Funded by the Local Authority under which my Care Manager is employed	YES	NO
My Care Manager's Name and Contact details are:-		

Section 5. Declaration

The information on this form is, as far as I am aware, accurate. I realise that the home can only create an effective plan of care which meets my needs if it has the necessary information available to base it upon.

Signature: Date:
or

Signed on behalf of: *(please print name)*

By: *(please print name)*

Signature: Date:
.....

Relationship to applicant:

Terms and Conditions of Residence

1. Riccall House is a Residential Home and not a Nursing Home. As a Residential Home we provide the level of care approximating to that provided for a frail, elderly member of a household, but not nursing care. Bearing the above in mind, we hope to care for residents for as long as they wish, working closely with the District Nursing Service.
2. All fees for residents are normally paid four weekly in advance. Residents supported by Social Services will have their fees paid in accordance with their Local Authority payment policy. Any third party payment should be made weekly/four weekly as applicable.
3. The current fee is £ **per week** for a **room**.
4. This fee covers the cost of personal care, food, laundry, accommodation, heat, light etc. With the exception of specialist services (e.g. hairdressing, chiropody, dry cleaning etc.) which can be arranged for residents at their own expense. The fees **do not** cover the cost of hospital escorts or travel expenses to and from hospital.
5. This agreement is in respect of room ... which is a room on the**floor**. The Management reserves the right to transfer any resident to a room of a similar standard although this would never be done without the consent of the resident and/or his/her family except in cases of emergency.
6. Fees are reviewed annually in April.
7. If the resident at any time requires holidays or hospital treatment, the proprietor undertakes to retain the accommodation for the resident on payment of a retainer of 90% of the full fee for a period of four weeks. Thereafter, the normal fee may be charged, or termination of notice assumed.
8. The Proprietor undertakes to maintain a standard of care as required by the National Minimum Standards and North Yorkshire County Council.
9. Residents may bring with them any small personal items of furniture at the

discretion of the manager but the proprietors do not accept any responsibility for loss or damage to any property belonging to the resident.

10. **CGU Insurance Company** insures the home and its contents. Residents' personal effects are insured up to the value of £500.00 per person. If a resident wishes to bring any items of significant value into the home, they can and should be insured separately.
11. All residents will in the first instance be admitted on the basis of a six-week trial period. This requirement is for the mutual benefit of both the new resident and the home. Should either the resident or the home seek to terminate the residency within this period, one weeks notice is required. After this trial period, four weeks written notice is required. In the event of the demise of a resident, two weeks fees are required.
12. If the resident has any complaints, they should be taken up with the proprietor, preferably in writing. If the matter cannot be dealt with internally, then the resident or his/her representative can lodge complaints with the Registration and Inspection Team. A complaint procedure is given to every resident.

The fees payable in respect of Mr/Mrs

Are £..... per week, £..... per four weeks or £.....monthly

I confirm that I have read and understand the terms set out in this agreement and agree to abide by them.

SIGNED.....Resident or representative

Name.....Date.....

Date of admission.....

SIGNED.....Date.....

For and on behalf of Riccall House



Riccall House Care Home

Current Fees

April 2009– April 2010

The current fees for residents at Riccall House Care Home are £440 per week

For clients who are funded through the Local Authority there is usually a top-up payment required.

Fees are reviewed and revised each April.

SERVICE USER COMMENTS

Prospective residents and their relatives are welcome to visit Riccall House where you will be able to view the home, read comments from past and current service users in our 'Service User Comments Book'

Should the opportunity arise you may be able to chat to current service users to ascertain their views on living at Riccall House.