

Harley House

Care Home

Service Users' Guide



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Director
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Welcome to Harley House

Summary of Purpose of the Home:

Harley House has been established for the last 30 years, to enable older people from our multi-cultural and socially diverse town to continue living as independently as possible by receiving care and support consistent with their physical disabilities.

We continue to value each and every individual who comes to live at Harley House. We welcome enquiries from people of all walks of life, with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with respect, dignity and confidentiality according to their individual needs and wishes.

People who enquire about our accommodation and services are provided with a brochure and prospective residents are encouraged to visit the home before continuing their enquiries.

The home takes service users referred under social service departments' and are financed by a local authority at the rates they determine. People who are arranging their care independently will pay the fees themselves. Most enquiries follow an 'assessment of need' made by the manager.

Harley House is a registered nursing home and provides a high standard of accommodation and care for 28 residents. The home has 25 rooms, 22 of which are single and 3 are for single premier occupation, which could, if necessary, be used as a double room. All the rooms have wash basins with hot and cold water, and 8 of the single rooms have en-suite facilities. Each of the 25 rooms also has a 24 hour nurse call system. The home has 2 lifts which can carry up to 4 persons and 4 bathrooms with specialist's equipment.

As Leicester is rich in diversity, we operate a strong diversity policy in respect of residents and staff, and are committed to ensuring that no one is excluded on the grounds of their ethnicity, religion or culture. We thus discuss, with each resident, how their individual and cultural needs can be met.

In addition to the registered manager and deputy manager (both RGN's) the home employs a friendly team of qualified nurses, full and part time carers, several domestic staff, 2 cooks, laundry staff and a full time maintenance person. Most of our staff live in the city and are therefore very familiar with the surroundings which is a help to the residents. There are always 2 care staff members available throughout the night and 4 care staff members during the day. A registered nurse is always on duty 24 hours a day. All staff receive training in the homes philosophies and values.

The home is fully committed to staff learning and development. The registered manager, Mrs Sue Henderson, is a registered nurse. Most of the care staff in the home are at NVQ level 2 and some have obtained level 3.

The individual residents agreed care plan provides the basis on which Harley House care service is delivered. Each individuals plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific

dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions.

We find that it is particularly important to find this out in relation to any intimate personal care activities that staffs are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or what the residents commissions for her or himself. The service plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Each resident is allocated a registered nurse to act as a named nurse and also a carer as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans for their residents. Key workers are offered regular supervision by their team leader and the manager who shares responsibilities for chairing reviews and for communicating with outside professionals, who may also be involved with a particular resident.

The daily care programme is organised as a response to residents' individual and combined needs. All mealtimes are flexible, and residents can arrange to have their meals in their own rooms or in the dining room. There are two lounges for residents' convenience.

We are committed to maintaining and improving the quality of our service. We have comprehensive quality policies which are constantly under review and revision. An important part of our approach to quality assurance is to obtain the views of all our residents, relatives and their representatives. We do this by our regular reviews with individual residents and, on more general matters, through separate meetings with residents and relatives.

Admission, Occupancy & Termination of Contract:

When people move in they have one month built into their occupancy agreement to decide whether "this is the place for them". This first month then provides an opportunity for staff to get to know the individual resident and their family, and to identify what they want and preferred ways of living, for example, the time they like to get up in the morning, and then time they like to go to bed at night.

During this period, the person's care and support requirements are also assessed and discussed, and developed into an agreed plan. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved.