



# Residents' Guide

*Welcome to St Omer!*

# Residents' Guide

## *Introduction and purpose*

This Residents' Guide has been compiled in accordance with the requirements of Outcome 1 of the Care Quality Commission's (CQC) Essential Standards of Quality and Safety.

This Residents' Guide is reviewed on a regular basis.

All Residents will be notified of any changes.

Purpose of this Document

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*This is a statutory document and addresses the requirements of the CQC Essential Standards of Quality and Safety.*



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## *Welcome to St Omer!*

Welcome to St Omer – we hope you will be very happy here and we will do everything we can to make this possible.

You may well feel unsettled when first arrive. This is normal – you are making an important change in your life. Please be assured that everyone at St Omer will do all we can to try to make this a smooth transition for you.

Let us help you – we would like to know all about you; what food you like, which newspapers and magazines you like to read, what your interests are and how we can help you to pursue them. We would like to know when you like to go to bed and when you like to get up, whether you prefer to have your bath in the morning or in the afternoon. Anything you would like to tell us about you will help us to help you feel more relaxed and at home.

One of the biggest changes you may experience is that you will now be living in a small community. Whilst this may be a welcome change if you have been living alone at home, it may also be a cause for concern. There will be times when you will wish to be sociable and times when you wish to be alone. Please be assured that we will always respect your privacy and your independence.

Visitors are welcome at all times. If they wish to visit you at mealtimes, we would appreciate some notice, as this can be a busy time for all of us.

We hope that you find this document helpful and of interest to you. We urge you to retain it as this, and the Statement of Purpose, contain information that is important to you.

Once again we offer you a warm welcome to St Omer and we look forward to getting to know you.

Jo and Ian Day

The rest of this document comprises the following:

## Terms and Conditions and Standard Form of Contract

Below can be found St Omer's Terms and Conditions and standard form of Contract.

# AGREEMENT

Agreement between \_\_\_\_\_ (the Registered Owners)

and \_\_\_\_\_ (the Resident)

relating to the acceptance of accommodation in St Omer Residential Home (St Omer).

## Statement of Terms and Conditions

In accepting this Agreement the Resident agrees that no tenancy of any kind is created for the occupancy of the room, the control of which will remain at all times vested in St Omer and the benefit of this agreement shall be personal to the Resident only and not assignable by him/her.

## Residence

### Trial Period

The Resident is entitled to reside at St Omer, for a trial period of 8 weeks. Either party may during or at the end of this period, terminate this Agreement on payment of all outstanding fees.

### Commencement Date

The Resident will live at St Omer from \_\_\_\_\_ until such time as this agreement is terminated.

### Allocated Room

The room allocated and agreed is number \_\_\_ located on the \_\_\_\_\_ floor.

The Registered Owners reserve the right to change the room allocated if this would be in the best interests of the Resident, and only after consultation has taken place with the Resident, his/her family and/or representatives.

### Permanent Residence

The staff and management of St Omer will make every effort to provide the Resident with a permanent place of residence including, wherever possible, through periods of sickness. Advice will be taken from the appropriate health professionals in situations where it is considered that St Omer is temporarily or permanently unable to provide for the Resident's medical or nursing needs.

### Termination

This Agreement will continue in force until terminated by:  
Either party giving the other 4 (four) weeks' written notice:

Should the Resident wish to leave St Omer at any time without notice or before the expiration of such period of notice then a payment in lieu of notice at the normal weekly rate shall become due and payable by the Resident to the Registered Owners in any event and duly apportioned if applicable. The Registered Owners reserve the right to give 4 (four) weeks' notice of termination requiring the Resident to leave St Omer in the following circumstances:

Should the Resident default in payment of any fees and continue to be in arrears in respect of such a payment for a period of 28 (twenty-eight) days whether such fees are formally demanded or not;  
If in the opinion of the Registered Owners they are unable to provide for any reason the degree of care and attention required by the Resident;

If in the opinion of the Registered Owners the behaviour of the Resident is such that it is or may become disruptive or seriously detrimental to St Omer and/or to the welfare, comfort or convenience of other Residents.

In the event of the death of the Resident fees will be payable until such time as the deceased's personal effects have been removed from the room. In the event of fees not being paid the Registered Owners reserve the right to remove from the premises any such items still at St Omer fourteen (14) days after the death of the Resident. The cost of transportation, insurance and storage will be the liability of the Relative or Executors of the Resident. Any fees outstanding at the date of death will be charged to the estate of the deceased.

## Absences

Should the Resident be unable to continue in occupation at St Omer due to a requirement for hospital treatment as an in-patient, the Registered Owners agree to keep the accommodation under the terms of this Agreement until formal notice of termination is given by either party to the other and such notice expires.

If the period in hospital exceeds 4 (four) weeks consideration will be given to the reduction of fees.

## Fees

The Resident agrees to pay the weekly room fees/En suite fees/Top up at the rate of £ \_\_\_\_\_ per week, calendar monthly in advance. Fees are due on the first day of every month.

## Inclusions

The Fees cover: Care, Accommodation, Board and Laundry.

## Exclusions

The fees do not cover: Private Chiropody, Dentists, Opticians, Hairdressing, Dry Cleaning, Newspapers, and Periodicals, Clothing (or all other items of a personal nature) and clothing labelling, Telephone Calls, and when on an Outing Refreshments, Meals Admission Charges or Transport. Please note that we do not provide Televisions for permanent Residents.

We reserve the right to ask for a contribution towards special entertainments within St Omer, when an external entertainer is employed.

A charge will be made to cover expenses for a Resident's personal trips out if this involves additional staff or staff time and/or St Omer's transport.

The Resident will be responsible for his/her own medication (other than those provided on prescription).

If specialised care equipment is required that St Omer does not possess for special care needs, the onus may fall upon the Resident or their family to supply that equipment.

St Omer reserves the right to charge for any damage caused by the Resident which is considered to be excessive for a care home environment, or non-accidental.

## Reviews

The Registered Owners reserve the right to revise the fees payable by the Resident at any time and the revised fees shall be determined by the Registered Owners and fixed by 4 (four) weeks' notice in writing to the Resident and their Relative/Representative. Fees will normally be reviewed annually on 1 April. Reviews at other times would normally only occur should the Resident require a change in their level of care.

## Insurance

St Omer is insured at the rate of £500 per Resident in respect of any personal possessions of the Resident in his/her own room. The insurance does not cover and/or extend to the Resident's cash or securities etc.

All items over £500 in value must be declared to the Registered Owners by written schedule supplied upon admission. The schedule may be added to from time to time or otherwise amended for insurance purposes.

## Personal Possessions

Residents are encouraged to have personal possessions, subject to Health and Safety and Fire risk assessments, which remain their property.

Pets may be kept at St Omer with the prior approval of the Registered Owners.

The Resident may, subject to the prior approval of the Registered Owners, bring small electrical items such as a television, radio, etc. into St Omer. The Registered Owners have a duty of care to ensure that any such items comply with current safety standards and will request a 'competent person' to inspect and certify all electrical items. These items will also be subject to a regular (currently annual) inspection. The Resident will be liable for any costs associated with such an inspection.

Small items of personal furniture may be brought into St Omer by the Resident subject to prior agreement with the Registered Owners and subject to an inspection by the Registered Owners to ensure that the items are not unsafe, unfit or unsuitable. The Registered Owners reserve the right to refuse any item.

Transportation, insurance and eventual removal of personal items will be the Resident's responsibility or that of the executors.

The Resident is requested to list all items brought into St Omer and to have personal clothing, sheets and towels etc. named with a sew-in label or indelible marker.

## Health and Safety

The Registered Owners will keep St Omer in a clean and safe condition. Residents are encouraged to keep their own rooms clean and tidy but staff will do this where necessary.

Smoking is not permitted within St Omer or grounds.

Residents and their visitors must make themselves familiar with the fire precautions of St Omer and the location of the fire exits.

Residents are entirely free to leave St Omer for any purpose whatsoever. The Registered Owners will not accept responsibility for any accident, injury and/or any other liability whatsoever or for the safety of the Resident generally whilst outside St Omer and/or its grounds whether the Resident has left St Omer of his/her own accord or with the consent and/or approval of the Registered Owners or otherwise.

## Resident's Room

The Resident will have the use of the allocated room that will be treated as far as possible as his or her private space.

Furnishing of the room will include at least the following:

- A clean comfortable bed suitable for the Resident's needs.
- Bed linen.
- Curtains or blinds.
- A mirror.
- Overhead and bedside lighting.
- Drawers and enclosed hanging space for clothes.
- A bedside table.
- Carpets or equivalent.
- Lockable storage space for medication, money and valuables (if required).
- Keys to the room and the above storage place (unless a Risk Assessment in the Care Plan indicates otherwise).
- In double rooms screens to provide privacy for personal care.

If a Resident has made a positive choice to share a double room and the other place in the room becomes vacant, then he or she will be offered the opportunity to move to a single room, when this becomes available, should the Resident no longer wish to share the room with another person.

## Health

Prior to taking up occupation at St Omer the Resident will provide the Registered Owners with any information they require to enable them to satisfy themselves as to the state of the Resident's health, any medical treatment or otherwise required by the Resident including the name of his/her General Practitioner.

St Omer will promote and maintain the Resident's health and ensure access to health care services. In particular it will do the following:

- Support self care whenever possible.
- Maintain personal and oral hygiene.
- Identify pressure sores or the risk of developing pressure sores and undertake appropriate action.
- Seek and act on advice on continence and ensure that the necessary aids and equipment are provided and used.
- Monitor psychological health and ensure that preventative and restorative care are provided.
- Provide appropriate opportunities for exercise and physical activities.
- Identify risks of falling and act appropriately according to the degree of freedom the Resident wishes to exercise in their life.
- Regularly assess and act on the Resident's nutritional needs and monitor weight gain or loss.
- Enable the Resident to maintain their existing GP or to register with the GP of their choice, subject to the GP's agreement.
- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care, as required.
- Ensure access to hearing tests and sight tests and to appropriate aids.
- Provide information and advice about entitlements to health care.
- Inform the Resident's next of kin or chosen representative of serious illness or death.

## Medication

St Omer maintains a clear policy and stringent procedures in accordance with Department of Health guidelines for all aspects of the handling of Resident's medication.

Records are kept of whether each Resident wishes to deal with their own medication or pass that responsibility to staff, and of any medication in use whether or not it is self-administered.

If a Resident elects to retain and administer his or her own medication it must be kept in a secure place.

St Omer cannot accept responsibility for the misuse of medications that are kept by any Resident.

## Care

Residents are free to journey out alone but should write in the appropriate book, as well as informing a member of staff on duty when they leave; where they are going, how long they are likely to be away and when they expect to return.

St Omer cannot be responsible in any way for the safety of Residents who choose to leave the grounds of St Omer, unless the Resident is supervised and remains in the presence of one of St Omer's carers.

The management undertakes to make available sufficient staff to meet the care needs of the Resident provided they remain within St Omer's registration category.

A full assessment of care needs will be carried out before admission and needs will be reviewed regularly.

A Resident's Care Plan will be drawn up with the full involvement of the Resident and reviewed at least six monthly. The Care Plan will set out in detail the action needed to be taken by care staff to

ensure that all aspects of the health, personal and social care needs of the Resident are met as fully as possible.

## Visitors

Visiting times are unrestricted, but for security reasons visits are preferred between 9.30am and 7.00pm.

It would be appreciated if visitors could avoid meal times unless previously arranged, but if visitors do wish to help their relatives with meals they will be made welcome.

Visitors can be provided with meals at a reasonable price and with notice; drinks are available free of charge.

In the interest of general safety visitors are requested to sign in and out and to inform staff on duty if a Resident is leaving the premises with them.

## Wills

All Residents are requested to make a will before entry into St Omer.

## Complaints

As in any home there is bound to be a time when a Resident is unhappy about something or someone.

Residents are strongly encouraged not to keep grievances to themselves.

If a Resident has a complaint or concern, the person to discuss it with in the first instance is the Registered Manager, who is responsible for acknowledging it within 24 hours and responding to it within 7 days.

To provide peace of mind that the complaint has been recognised a written record of it will be kept that is available for inspection.

The Complaints Book is kept in the Registered Manager's office. Entries may be made anonymously. A written record is kept of what has been done to satisfy the matter.

If the Registered Manager is unable to provide a satisfactory resolution the Resident should contact the Registered Owners who are responsible for acknowledging the complaint within 24 hours and responding to it within 7 days.

If the Resident or other person who has made a complaint is not satisfied with the response, then they may refer the complaint to the Local Government Ombudsman, whose contact details are as follows:

Local Government Ombudsman

PO Box 4771

COVENTRY

CV4 0EH

Tel: 0300 061 0614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: <http://www.lgo.org.uk>

Our Regulatory Officer at the Care Quality Commission may be contacted at:

South West Region  
Care Quality Commission  
Citygate  
Gallowgate  
NEWCASTLE UPON TYNE  
NE1 4PA

Tel: 0300 061 6161

### *In the Event of an Emergency*

The Resident is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

Name, address and telephone number of next of kin or nominated representative:

.....  
.....

Any Social or Cultural traditions that the Resident requires to keep:

.....  
.....

### *Status of St Omer*

St Omer is registered as a Care Home with the Care Quality Commission.

SIGNED: ..... For and behalf of St Omer

NAME (Print): .....

DATE: .....

SIGNED: ..... The Resident

NAME (Print): .....

DATE: .....

In the case of a Resident whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED: .....

NAME (Print): .....

CAPACITY: .....

ADDRESS: .....

DATE: .....

## END OF AGREEMENT

## Inspection Reports

We are subject to inspection at the discretion of the Regulator.

The reports of these inspections are available for you to see at any time.

## Complaints procedure

Where a complaint is made concerning any aspect of St Omer, the Registered Manager is responsible for acknowledging the complaint within 2 working days. The complaint will then be investigated and a formal response made, normally within seven days.

If a person wishing to make a complaint would prefer to make it to a more senior person, the complaint may be made to the Registered Owners who will acknowledge the complaint within 2 working days and make a formal response, within 7 days.

Written records are kept of all complaints and the outcome of all investigations.

Residents or other persons may also make entries in the Complaints Book. These may be made anonymously if preferred, and will be taken up by the Registered Manager.

If the Resident or other person who has made a complaint is not satisfied with the response, then they may refer the complaint to the Local Government Ombudsman, whose contact details are as follows;

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