

Kings Lodge

Clients Guide

**Kings Lodge
Kings Cross Lane
South Nutfield
Surrey
RH1 5PA**

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Manager: Colette Manning

Name and address of company: Alum Care Ltd
Kings Cross Lane
South Nutfield
Surrey
RH1 5PA

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THE CARE HOMES REGULATION REQUIREMENT

Introduction

The aim of this Services Users' Guide is to help you decide if this is the home for you.

The Service Users' 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 the Clients' Guide then please ask a member of our senior staff who will be pleased to help you.

Philosophy of Care

We believe that each resident is a whole person, a unique individual with particular physical, psychological, social and spiritual strengths and therefore our aim is to help you maintain and promote these individualities.

We will always treat you with dignity and respect and protect your privacy.

We understand that relatives and friends may wish to be involved in your care and will ask and work with them when planning and reviewing care and service, if you wish us to.

We will help you achieve an optimum state of health and well-being and a high quality of life in a safe, caring, relaxed and homely environment.

Our Quality Policy

Kings Lodge is committed to providing quality services for you by caring, competent, well trained staff in a homely atmosphere. We do this by making sure all staff are well trained in providing and understanding the care you need.

We will provide services based upon asking you and assessing your needs.

We will do this by:

- a. Listening to staff, residents, their relatives and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. The operation of an effective care planning system.

A DESCRIPTION OF THE CARE HOME & THE PHYSICAL ENVIRONMENT

Location

Kings Lodge is set amongst trees and surrounded by beautiful countryside in the heart of rural Surrey, situated in South Nutfield village, near Redhill.

Originally a large Edwardian country residence, Kings Lodge was extended in 1994 to improve the provision of support and care for its clientele.



Accommodation

The home has 38 bedrooms, all with en-suite facilities.

Downstairs: 20
Upstairs: 12
The Garden Wing: 6



Social Rooms:

There are two lounges, a conservatory, separate dining room and a gym. Clients are encouraged to use these public rooms but Clients who choose to stay in their own rooms may do so.



Age Range and Gender of Clients

Our Home provides long and short term care services for both male and female clients from the age of 18 upwards and we can cater for a variety of complex disability needs.

We are unable to take residents who suffer from alcohol or drug abuse, those diagnosed with Senile Dementia and/or disruptive behaviour.

Our Staff

Manager - Colette Manning
Deputy Manager - Marilyn Hesler

We also have full time RGN's, Occupational Therapist, Physio Therapist, Physio Support, Administration, Reception, Care Assistants, Chefs, Activities Co-ordinators, Housekeeping, Laundry and Kitchen Domestic Staff.

Photographs of all our staff can be found in the main hallway between the downstairs lounges for you to view.

Our Staff are trained and updated in all statutory areas and training is also given to meet the specialist needs of the clients.

All care staff are either in the process of, or have gained, an NVQ in Social Care.



Nursing Care Provision

As we are a registered as a Nursing Home, we have Registered Nurses on shift 24 hours a day 7 days a week.

Admission

Service Users interested in coming to Kings Lodge are encouraged to visit the Home and sample the atmosphere and level of service. This could be for tea and cake, lunch or an overnight stay.

Telephone

Clients may have their own private line through British Telecom at the going rate. Alternatively, clients can use their own personal mobile phones.

Meals

Clients enjoy the variety of food provided. Menus will be varied and favourite dishes and special diets can be catered for. All produce is sourced locally. Clients are encouraged to eat in the dining room but may eat in their own room if this is their choice.



Tea, coffee and other hot drinks are served and available 24 hours a day. Visitors are also catered for and are able to make drinks in the dining room. A meal can be provided for visitors if prior notice is given. A donation to the kitchen fund for this is greatly appreciated.



Pets

Whilst we acknowledge that many people have pets for company, and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Clients with regard to Health and Safety within the Home. The Manager will assess each situation as it arises and, where possible, we will be happy to accept pets.

Residents' Consultation About the Home

We hold monthly residents' meetings which are facilitated by activity staff to discuss Clients' needs and wishes within the Home.

Residents 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.

Gifts and Signing Legal Documents

The Home's employees or staff members 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.

Medical and Community Healthcare Services

The Home's GP calls weekly or more frequently if required, although residents may retain their own Doctor if this is practical. The Community Matron for Care Homes, Nurse Specialists, Speech & Language therapist, Dietician, Podiatrist & Ophthalmologist visit as required.



Hairdressing

Hairdressing can be provided at an additional charge. There is a hairdresser available each week and as necessary.

Shopping

Where appropriate we encourage residents to go shopping with relatives, friends, staff or on activity trips. Where this is difficult staff can assist residents by purchasing goods on their behalf.



Laundry

Laundry is undertaken within the Home within the normal fees for service. We do ask that delicate clothing be washed by family/friends as we are unable to cater for these. We would also ask that all clothes are clearly labelled.

Contact with Family and Friends

Visitors are welcome at any time and are free to join in any of the Homes' activities or outings with the Client.

Care Plan Review

The Care Plan will be regularly reviewed to ensure that the Client is responding in a satisfactory manner. Family and relatives will be encouraged to participate in the clients daily routine as far as is practicable. Clients and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

Religion (Worship/Attendance at Religious Services)

Clients may attend religious services either within or outside the Home as they so desire. If services are outside the Home, the Client should, where possible, arrange for transport and be accompanied by friends or relatives. In the event of this not being possible, care staff may accompany Clients on specific occasions if staffing levels permit.

Clients have the right to meet clergy of their chosen denomination at any time. If required, a private room can be made available for such meetings.

Social Activities, Hobbies and Leisure Interests

Our Home has dedicated staff members for activities; this includes the use of the Home's mini bus. We are able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Clients are asked individually about their interests and wishes regarding social activities.

The range of activities varies and these are all displayed on a daily, weekly and monthly basis. A newsletter is also provided informing Clients and staff of our Home related news and up and coming events.



Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Although funeral arrangements are usually made by the next of kin, the Home staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Complaints

If as a client, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is, in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint. A form is available from Reception or from the person in charge. A full investigation will be made into the complaint and you will be advised of the results as soon as possible.

If at any time you wish to speak to an Inspector then you should contact the C.Q.C. (see below).

Details of the registration authority are displayed within the entrance area to the Home.

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 Commissioners carry out their duties.

Our Home is part of the South East Surrey region and the Commission for Quality Care Offices are located at:

Care Quality Commission,
City Gate,
Gallow Gate,
Newcastle-upon-Tyne
NE1 4PA
Telephone: 03000 616161
Email: enquiries@cqc.org.uk

The current Commission for Quality Care Inspection Report can be found in the following places:

- By asking the Administrator for a copy
- By contacting the Commission for Quality care at the address noted above

Via the internet on www.cqc.org.uk