Autumn House Residential Home

A guide to our service

21 - 27 Avenue Road Sandown Isle of Wight PO36 8BN tel: 01983 402125
Contents

<table>
<thead>
<tr>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aims and Objectives</td>
<td>2</td>
</tr>
<tr>
<td>Philosophy of Care</td>
<td>3</td>
</tr>
<tr>
<td>Home Organisational Structure</td>
<td>4</td>
</tr>
<tr>
<td>Staff Training</td>
<td>5</td>
</tr>
<tr>
<td>Accommodation</td>
<td>5</td>
</tr>
<tr>
<td>Admission</td>
<td>5</td>
</tr>
<tr>
<td>Financial Arrangements and Fees</td>
<td>6</td>
</tr>
<tr>
<td>Fees – What is included</td>
<td>7</td>
</tr>
<tr>
<td>Fees – What is not included</td>
<td>8</td>
</tr>
<tr>
<td>Security</td>
<td>8</td>
</tr>
<tr>
<td>Maintenance</td>
<td>8</td>
</tr>
<tr>
<td>Privacy and Dignity</td>
<td>9</td>
</tr>
<tr>
<td>Valuables</td>
<td>9</td>
</tr>
<tr>
<td>Smoking and Alcohol</td>
<td>9</td>
</tr>
<tr>
<td>Fire Safety</td>
<td>9</td>
</tr>
<tr>
<td>Religion (Worship/Attendance at Religious Services)</td>
<td>9</td>
</tr>
<tr>
<td>Contact with Family and Friends</td>
<td>10</td>
</tr>
<tr>
<td>Appointments</td>
<td>10</td>
</tr>
<tr>
<td>Care Plan Review</td>
<td>10</td>
</tr>
<tr>
<td>Complaints</td>
<td>11</td>
</tr>
<tr>
<td>Bereavement</td>
<td>12</td>
</tr>
<tr>
<td>Therapeutic Activities</td>
<td>13</td>
</tr>
<tr>
<td>Holistic Therapy</td>
<td>13</td>
</tr>
<tr>
<td>Monitoring and Quality</td>
<td>14</td>
</tr>
<tr>
<td>Pets</td>
<td>14</td>
</tr>
<tr>
<td>Medication</td>
<td>14</td>
</tr>
<tr>
<td>Telephone</td>
<td>15</td>
</tr>
<tr>
<td>Laundry</td>
<td>15</td>
</tr>
<tr>
<td>Meals</td>
<td>16</td>
</tr>
<tr>
<td>Contact Information</td>
<td>17</td>
</tr>
</tbody>
</table>

Our Aims and Objectives

With over 20 years experience, the management of Autumn House take pride in offering a highly professional care service for the elderly, with a very friendly and personal approach. We are pleased to accept residents for long term, respite care and day care.

Autumn House is a large Victorian Villa situated in a tree lined Avenue close to the sea front and town centre of Sandown.
Autumn House aims to provide physical, emotional and spiritual care to suit individual needs and so enable the individual to pursue a healthy, satisfying and comfortable lifestyle within their abilities. We strive to give our service users:

**PRIVACY:** The right of a resident to be left alone and undisturbed whenever they wish.

**DIGNITY:** The understanding of a resident’s needs and treating them with respect.

**INDEPENDENCE:** Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.

**CHOICE:** Giving a resident the opportunity to select for themselves from a range of alternative options.

**RIGHTS:** Keeping all basic human rights available to the residents.

**FULFILMENT:** Enable the resident to realise their own aims and help them to achieve these goals in all aspects of daily living.

<table>
<thead>
<tr>
<th>CORE VALUES OF CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRIVACY</td>
</tr>
<tr>
<td>INDEPENDENCE</td>
</tr>
</tbody>
</table>

**Philosophy of Care**

Autumn House will endeavour to provide its residents with a secure, relaxed, and homely environment. Their care, well being and comfort are of our prime importance.

Our caring philosophy is to:

- Promote good mental and physical health
- Treat disabilities, both mental and physical, sympathetically and with respect
- Encourage individuals to live as independently as possible within their wishes and abilities even if this entails some risks being taken
- Develop individual care plans and continuously assess client’s needs
- Detect changes in health promptly and take the appropriate action
- Liaise with social workers, doctors, district nurses, other members of the primary health care team and the community support services
- Provide regular meals and refreshments with some choice
- Encourage residents to maintain contact with relatives, friends and others as they wish
- Involve the resident in their care planning and in the running of their home
Care Staff within the Home will be appropriately trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate Legislation and Regulations.

A strong emphasis is placed on supporting our staff in their role.

Autumn House is an assessment site for training staff for National Vocational Qualifications.

---

### Home Organisational Structure

Janet Holmes  
Carolyn Yeates (Administrator)

Janice Ioannou – Registered Manager

Sarah Read – Deputy Manager

Housekeepers’  
↓  
Cathy Bowles

Jan Deadman &  
↓  
Debbie McCann

Kerry Gerring

↓  
Jenn Hill – Head of Care

Care Staff Team  
↓  
Kitchen Staff

Emilly Parkinson  
Therapist

Caterer  
Kieran White

Maintenance  
Ian Hatton

Tony Sheen

---

### Home Management

**Autumn House is operated by Autumn House Care Ltd.**

Janice Ioannou is the Registered Manager; she has had many years of experience at Autumn House and is an excellent carer and team leader. Janice is assisted by her deputy Sarah Read. Sarah has a depth of experience at Autumn House and she is trained to NVQ 4 level.
Between them they ensure that each day runs smoothly for each resident and all individual needs are met.

Most importantly, working along side our managers, we have a dedicated team of carers all of them bringing their own personality and individual approach into the home.

Many of the staff at Autumn House have a great deal of experience and service with the home. The staff rotas are consistent so although staff shifts vary in length a familiar face is always there.

Autumn House provides a home for 44 elderly people. The service is provided for both male and female elderly persons over the age of 65 years. We do cater for differing needs and these include persons with dementia associated illness, physical disabilities and mental disorder. We will also provide a service for people under the age of sixty five if we feel that their requirements can be met within our environment.

**Details of Staff Numbers and Staff Training**

The home employs around 25 care assistants, 4 house keepers and 3 laundry assistants. An individual team of part time kitchen staff led by a superb cook ensures the kitchen runs smoothly. The home’s staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of Service User’s
- Health and Safety
- Food Hygiene and Safety
- First Aid
- Care Assistants Responsibilities
- Adult Abuse Prevention
- Dementia Care

The home aims for all Care Assistants to hold a minimum of NVQ level 2 in Care. All new members of staff are encouraged to achieve this important qualification.

The home also sends selected staff on external training courses as well as developing a comprehensive in-house training programme.
Accommodation

The home has 42 bedrooms; all are single except one and most have en-suite facilities. A lift is available to access the upper floor. The stair case cannot be accessed by service users unless supervised.

There are three roomy lounges and two separate dining rooms, all centrally heated. Residents are encouraged to use all these rooms; however, residents who choose to stay in their own rooms may do so. Residents will be encouraged to make themselves as comfortable as possible in the home. Their daily routine will discussed and included in the care plan.

Admission

Prospective clients who are interested in coming to Autumn House are encouraged to visit the home and sample the atmosphere and level of service. Often day-care is arranged on a regular weekly basis. This gives the client time to get to know the staff and adjust to new people and surroundings. A month’s trial period is always given before taking permanent residency. Clients may also enter the home for respite care and this is usually for 2 weekly periods.

Emergency admissions are made in exceptional circumstances. This will be at the discretion of the senior person on duty. Emergency admissions will be made after the usual assessment. If time does not allow for an assessment the admission will be made on information provided by the involved support team. The support of the admitting care team must be acknowledged and a contact number left. The resident must be reviewed within 48hrs.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual resident

Depending on the personal financial situation, a service user can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is often needed, please ask the manager for any help required. The home issues a contract to describe the terms
and conditions which will need to be signed on admission. Service users may also be required to sign a contract with social services for financial arrangements. The home supplies care for social services and this involves being registered as a provider with the relevant authority. This may vary on the locality of the service user's home area.

**Fees - What is included**

- Trained staff in 24 hour attendance
- Meals and refreshments
- Provision for special diets and preferences
- Laundry Service
- Supervision of Personal Care
- Holistic Treatments

**Fees – What is not included**

- Weekly visits from the hairdresser to the home
- Dry cleaning
- Medicines and treatments
- Toiletries
- Beverages (alcoholic) and confectionery
- Monthly visits for a private chiropodist in the home
- Private phone installation and private telephone calls
- Visits from private therapists/consultants

A separate invoice will be sent for personal items. Toiletries and confectionery will be purchased on behalf of our clients unless they indicate otherwise.

**Security**

Security in the home is maintained by a code lock on the main door. The door is always locked. Residents are free to come and go as they please, however we would request that a member of staff is told when they do go out. For some residents it is not desirable that they be allowed out alone and this will be addressed in the care plan. The fire exits which are easily assessable are connected to an alarm so we are able to monitor their use. We cannot ensure full security and are unable to take responsibility for residents when they are off the premises.

**Maintenance**

We would like to keep our home well maintained and improvements will be on going in the form of refurbishment and redecoration. As in any home some disturbance may be experienced from time to time, we always endeavour to keep this to a minimum.
Maintenance of equipment and sometimes equipment failure can also cause inconvenience. We have a programme of equipment maintenance to limit such occurrences but inevitably they cannot always be prevented. We will always keep you informed and ensure repairs are as speedy as possible.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Valuables

If an item of value or any money is brought into the home please ensure the office has a record of it. A safe is available where small amounts of money or jewellery can be held.

Smoking and Alcohol

Smoking is not allowed in the home. The Home has a designated smoking area in the outside courtyard garden to the rear of the building. Residents will normally make their own arrangements to take their favourite drink, but, as with smoking, may require to be supervised.

Fire Safety

We contract with a local company to ensure our fire equipment is fully functional and effective. Our staff are trained in fire prevention and procedure.

Religion

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, it may be necessary to arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit. Residents may meet the clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Visitors are always welcomed. A resident reserves their choice as to when and where they would like to see their visitors. Residents who are able, and would like to, would
be encourage to go out of the home with visitors. There are many local cafés and tea rooms which are a level walk and make a pleasant change for clients.

Family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all times, and are asked to let the person in charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor’s book on each occasion. With respect to our residents we request that visiting at meal times is avoided.

**Appointments**

Appointments outside the home can be made at the client’s convenience. If an escort or transport is required please ensure you make the necessary arrangements with family or friends. On occasions, an escort from the home can be arranged in these instances an hourly charge may be incurred.

If emergency hospital admission is required an escort from the home may not be available. It is in the resident’s best interest to receive treatment as soon as possible therefore we would rely on the proficiency of the ambulance service.

**Care Plan Review**

A care plan will be drawn up when the resident enters the home. The care plan is quite lengthy and detailed. Discussion with the service user and their family will ensure that all information is collected. After admission you are able to view the care plan on request and a member of staff will guide you through it. On occasions you may be invited to view the care plan in order that you are kept informed of changes,

Once developed the care plan will be regularly reviewed to ensure that the service user’s needs are being met and to address any changes, which may need to be made. Service users and their relatives are always welcome to chat with a member of the care staff if they have any concerns.

The care plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the daily care records are handed by the out-going shift to staff on the in-coming shift.
- At the end of the four week settling-in period.
- A review is held with care staff on a monthly basis.

All amendments to the care plan will require the authorisation of a manager or a senior carer.
Certain amendments may require the consultation of the Service User’s GP or the external support services. All amendments to the care plan are recorded in full.

**Complaints**

We are trusting that you will not have a need to complain about our service. However there may be an occasion when you feel things could be different or dealt with better.

We appreciate any feedback and you may be approached to enquire about your experiences in the home or to give us feedback in writing.

If as a resident, relative or visitor, you feel that there is cause for complaint, please could you 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 on a complaints form, which is available from the office. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

We are always mindful of how distressed you must be feeling in order to complain or raise any issues. We aim to get it right most of the time - sometimes things will go wrong and we need to know when they do. Please feel able to approach us rather than worrying and becoming anxious.

If you are still not satisfied or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer, then you should contact the:

- Regulating Officer
- Care Quality Commission
- National Correspondence
- City gate
- Gallowgate
- Newcastle-upon-Tyne
- NE1 4PA

Tele: 03000 616161
E Mail: enquiries@cqc.org.uk

For those residents placed by the I.W council they have the right to make a complaint directly to:

- Customer Support Team
- I.O.W Council,
- County Hall
- High Street,
- Newport
- Isle of Wight PO30 IUD

A regulation officer from CQC or the IWC may visit the home at any time to report on our service. A report of the CQC inspection can be found in the office and on the CQC website.

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

Whereas funeral arrangements are usually made by the next of kin, the care staff can be relied upon to assist and explain what is required.

Please give some thought to this issue it is often wise to decide the arrangements and inform the manager ahead of time. The arrangements may include the specified undertaker and the burial arrangement or cremation. This is an upsetting issue at any time but our service user’s wishes are very important.

**Therapeutic Activities**

The home’s policy on therapeutic activities takes into account the resident’s interests, skills, experiences, personality and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life. We generally have a quiz each morning in one lounge; the other activities take place in the afternoons.

Staff encourage and in certain instances help residents to pursue their hobbies and interests:

We organise special theme days which give our residents something different to look forward to. Please take time to look at our albums around the home they will show you some happy times and some wonderful characters.

**Garden**

We have a lovely enclosed court yard garden which we have made as interesting and safe as we are able. All residents are encourage to venture out and refresh themselves with a change of atmosphere and some natural day light.

**Trips Out**

A mini bus is made available to take residents on outings. There is no charge for the service but items purchased i.e. ice creams and teas will need to be paid for by the client. Due to limited space on these trips we will ensure everyone is offered an equal opportunity to go. These trips may not always be available – especially in the colder months.

**Holistic Treatments**

We are able to offer our residents massage and reflexology treatments. These sessions are supported by our GP. Our residents experience a huge amount of pleasure from the treatments. The treatments are free to our clients. We have a lovely treatment room where residents can fully relax and feel the special ambience which is
created by, our therapist, Steph who makes sure all our residents are pampered and soothed.

**Monitoring and Quality**

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home’s services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask and welcome comments on the Home, the staff and services we provide. The service users will have a regular meeting (3 monthly) with a senior member of staff to discuss any issues.

**Pets**

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users. Please discuss any issue around pets with the manager.

**Medication**

If a Service User wants to take responsibility for their own medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Residents may request to see a doctor in private if they wish.

**Telephone & Internet**

The home has a phone, which can be used by the resident for incoming calls. It can also be used for outgoing calls at a nominal fee. Service Users may have their own private line installed at the normal rate.

The home is covered by a broadband connection to the internet. Clients may access this, with supervision if required.
The home has a website and a face book page which will be updated regularly. Please indicate if you do not want pictures (which include yourself/ your relative) displayed on the sites. A computer is available to our residents so they can keep their own pages and keep in touch with people via email and skype.

The office e- mail address is: office@autumnhousecare.demon.co.uk

Laundry

We provide a full laundry system and tailor this for each resident. Laundry will be removed from your room daily unless you indicate otherwise. It will be returned to your room and replaced in your wardrobe/drawer. Please be patient with this service, we hope to be able to return items within 24 hrs but sometimes we need longer. Please arrange for all items to be marked – this will be arranged by the care staff if not otherwise advised.

If any problems are experienced please seek help straight away. This is one area which often causes unnecessary anxiety and it can normally be resolve quickly. Bed changes will be made as necessary and a least once each week. Lost items left in pockets and unmarked clothing will be held in the laundry area

Meals

Our cook, who will make himself aware of personal tastes and prepares menus. The menus are varied; a daily menu sheet is available and help is given to clients with choice of their meals. Special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice. Meal times are flexible but generally are as follows:

06.00 Tea
8.30 Breakfast
10.0 Morning Coffee
12.00 Lunch
14.30 Afternoon Tea
16.00 High Tea
18.00 Supper
21.00 Late Supper
Tea, coffee and other hot drinks are served and available 24 hours a day. Service users may arrange for visitors to enjoy a meal with them. The caterer will always be available to discuss specific needs as they arise.

We hope you will always be able to contact us with ease.

Provider
Autumn House Care Ltd
Registered Office: 16 Quay Street Newport Isle of Wight
Company No: 07189110
Directors: M M & J Holmes

Autumn House Residential Home
21 – 27 Avenue Road
Sandown
Isle of Wight
PO36 8BN  Tel/ Fax 01983 402125
office@autumnhousecare.demon.co.uk
Registered Manager Mrs J Ioannou

Our administrator, Carolyn Yeates, works 9am – 3pm Monday to Friday and she will be delighted to address any financial questions or to return your call. Her direct line is 01983 407437. Please do not hesitate to contact her.

Thank you