



Service User Guide

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Welcome

This Guide gives information for residents and their relatives about the services available at Brightside Manor, the terms and conditions on which accommodation and care is provided, the fees payable and payment methods, how to make complaints and how to see the latest inspection report.

The Home's brochure provides brief information of the services and facilities offered. Our detailed policies, criteria, procedures and further information are set out in the Statement of Purpose document.

Whilst every care is taken to ensure that the information given here is accurate at the time of issue, we will review and update this Service User Guide as part of our on-going process to improve our procedures and standards of care. The most recent edition of this Guide is available on request.

A handwritten signature in black ink, appearing to read 'Sheela Nava', is written over a horizontal line.

Sheela Nava BN(Hons),BA,MA
Registered Manager/Clinical Lead

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1. GENERAL

1.1 Visiting Arrangements

Visits by relatives and friends are welcomed between 10.30 am and 5.30 pm daily except during meal times between 12:00 noon and 1.00 pm. Visiting outside the designated hours can be arranged by prior arrangement with the Manager.

Visiting is arranged by appointment to comply with fire and health and safety requirements so as not to overcrowd the care home. Visitors are required to sign our visitor's book when entering and leaving the premises to assist us in complying with Fire Regulations and of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. We encourage

In order to respect the rights and privacy of all residents and in the interest of health and safety and fire procedure management on the premises no more than two visitors per resident may enter the premises at any given time. Visitors are encouraged to bring no more than two children provided they are supervised at all times. In certain exceptional circumstances larger number of visitors may be permitted by arrangement with the Manager.

Visitors are not permitted to smoke anywhere at the premises including the garden and smoker's lodge. Please refer to 1.10 for further information.

1.2 Residents' Outings

Residents are encouraged to go out with relatives/friends or on their own if they are safely able to do so unaided. Staff may also escort group of residents out on planned outings organised by the Home. If residents intend to be out at meal times it is helpful for them to tell the Manager beforehand, arrangements can be made to serve a late meal when they return if this is agreed in advance. Residents wishing to stay overnight with relatives or friends are welcome to do so by prior arrangement with the Manager.

1.3 Car Parking

Cars may be left in the Brightside Manor car park when visiting, at the owner's risk. The Home cannot accept any responsibility for loss or damage. Adequate parking space is available for people with disabilities. If wheel chair access and/or assistance are required, please ask a member of staff.

In the interests of security, we recommend that no valuables are left on view in the cars parked at Brightside Manor. Space near the staff entrance and fire escape is in constant use and visitors are requested not to obstruct the escape routes or by preventing ready access by emergency services. Cars may only be parked in marked car parking bays.

1.4 Personal Property and Finances

Residents are requested not to keep large sums of money or valuable jewellery in their rooms. The Home has implemented adequate security arrangements for the safety of day-to-day items of personal property kept in the residents own bedrooms. The Home cannot however be held responsible for any loss of money or personal possessions unless they are deposited with the Manager or her Deputy to be held in the safe, a receipt is given for any items deposited.

Residents are encouraged to have small items of furniture, ornaments, pictures etc. of special importance to them in their bedrooms. All furniture must comply with the latest fire safety requirements. Residents should ask the Manager to check such items when they are first brought to Brightside Manor for approval. Any such items remain the personal property and responsibility of the resident to whom they belong. Residents may bring their own television sets for personal use in their bedrooms and aerial points are available in each room. The Home cannot accept responsibility for damage (except if the damage is caused by a member of staff) or deterioration to residents' property or belongings due to natural wear and tear.

Residents, their relatives or nominated representatives manage and control each resident's financial matters. The Home will not take responsibility for the management of residents' finances or accept appointments as agent or appointee for Welfare Benefits.

Arrangements can be made through with the Manager to look after small sums of money for individual residents' requirements. Records are kept of all monies received and all expenditures made.

1.5 Personal Clothing & Laundry Facilities

All personal clothing must be appropriately labelled before admission and any new clothing purchased must be labelled before being brought in to the Home in order to assist with our in-house laundry service. The Home offers FIXXION clothes labelling option to residents at a small once-off additional charge. This will ensure that the clothes are returned to the rightful owners each time. If clothes are brought into the home unlabelled, the Home will automatically label with FIXXION and cost will be billed to the resident as the Home cannot accept responsibility for any loss of unlabelled items.

The care home uses industrial quality washing machines in order to comply with infection control and hygiene requirements. We do not offer dry cleaning or hand wash services. It is the responsibility of the resident or their relative to identify delicate items and launder elsewhere.

1.6 Removal of Personal Belongings on Discharge

From time to time residents either return home as their health improves or to alternative accommodation due to a change in needs. All personal property must be removed at the time of discharge in order to make the room available for the next resident. In the event it is not possible to take the belongings at the time of discharge due to extenuating circumstances a grace period of four days is given to collect the belongings by family or designated persons. Thereafter, the items will be stored up to seven days before disposal unless arrangements are made to pay for additional storage charges by the resident, responsible relative or the commissioner of service .

1.7 Accommodation and facilities

All bedrooms and communal areas of the Home are accessible by residents who need wheelchair access. A passenger lift provides access to the first and lower ground floors. Specialist equipment such as bath hoists, portable hoists, bariatric beds, pressure relieving mattress etc. are provided by the home based on individual needs assessment.

Each resident is allocated a single room during their placement with us. The Resident's stay in the Home does not constitute any tenancy or any other property right in relation to the resident's room. The home reserves the right to seek to move the resident to another room due to change in care needs of the resident and/or operational necessities within the home. Any such move will be made in consultation with the resident and the next of kin as well as their social worker if placement made by a local authority.

There is a staff call system with alarm call facilities accessible to residents in all bedrooms, bathrooms, toilets and communal areas. This enables residents to feel safe, secure and able to summon assistance at all times wherever they may be in the Home.

The Registered Manager reserves the right, if necessary in the interests of the individual resident, to change the room in which a resident is accommodated. This will normally be done only after consultation with the resident and/or their relative(s) before any change is made and residents' wishes will be accommodated as far as practicable

If any resident who requires a private telephone line in their bedroom, this can be arranged in conjunction with British Telecom. The resident is responsible for payment of all telephone accounts for a private line in their bedroom. All residents can use a telephone provided by the Home in private, to make and to receive calls as needed.

Residents with mobile phones are expected to respect their own and others' privacy by not using them in communal areas where telephone conversations may upset or disturb other residents. Residents with cameras either on mobile phones or as separate items must ask permission from anyone who may appear in a picture they are taking and only take another person's photograph with their permission. Cameras must not be used to take photos of the premises or equipment inside Brightside Manor without prior permission from the Manager. Cameras must never be used to film staff or residents without their prior permission.

Communal televisions are provided in the lounges and maintained by the home. Television Licencing Authority may require residents to obtain television licences for using their personal television sets in their rooms and may be liable to pay their own TV licence. The licence fees (usually

£7.50 per annum) are payable direct to TV Licencing Authority and may be free depending on their individual circumstances. The Registered Manager will be happy to provide further information on request.

There are five lounges at Brightside Manor. Main lounge, cinema lounge, a quiet lounge/library and a recreation lounge all located on the ground floor as well as a fifth lounge in the bungalow annex. Residents are able make use of the recreation lounge to enjoy a game of pool or watch their favourite sports event.

Relatives/friends are not permitted to stay overnight at the Home other than in exceptional circumstances to be agreed and approved in advance by the Manager, and subject to suitable accommodation being available.

1.8 Health and Safety

The Health and Safety of our residents, visitors and staff are given the highest priority in the operation and management of the Home. A signed Health and Safety Policy statement is prominently displayed in the Home. This Policy Statement is reviewed and updated as necessary. Risk assessments are carried out and reviewed regularly in respect of each resident to identify any risks for their own safety or that of other residents, staff or visitors.

All visitors are required to conduct themselves in a safe manner so as to maintain privacy and safety of all residents to enjoy their life choices. Whilst the Home encourages pets and pet therapy for residents, visitors may not bring any pets other than a guide dog accompanying a blind person during their visits. Please discuss with the manager to make arrangements for additional help for visitors accompanied with guide dogs. Residents are permitted to have visits with their pets in the gazebo in the garden, however the care home can not take any responsibility for animal welfare and the onus to supervise the pet is on the resident and those that accompany the animal.

1.9 Fire Procedure

Fire procedure notices are displayed at several locations within the Home. Visitors are asked to observe the fire precautions practices by closing all fire doors. Any electrical appliances brought into the Home for use by residents must be Portable Appliance Tested (PAT) and have a

current certificate of testing by a competent person as required under Electricity at Work Regulations. This must be carried out before it can be used by a resident. All such electrical appliances must be handed over to the staff for testing by a competent person when first brought into the Home.

The Home will do their best endeavours to test all electrical equipment brought in by the resident on admission and thereafter. All electrical equipment will be retained by the home up to 48 hours for testing and released thereafter. Any equipment that fail our test will be retained for removal from the premises by the resident or relative and may not be used. No liability can be accepted for the safety and operation of residents' personal electrical or other appliances.

1.10 Smoking Arrangements and Restrictions

Brightside Manor is an effective advocate for population health improvement and action on tobacco forms part of our drive towards promoting health. Brightside Manor Care Home is a non-smoking building and therefore residents and visitors may not smoke in the Home under any circumstances.

Residents are not permitted to smoke in their bedrooms, toilets, bathrooms or in the corridors and they are prohibited from keeping or carrying matches on their person on the grounds of Health and Safety. It is the home's policy to retain cigarettes and lighters for safekeeping and issue to residents on request. Residents who wish to smoke should discuss this with the Manager prior to admission.

Those residents who wish to smoke may only do so in the designated smoking area outside the main building. Staff members are barred from smoking in the residents' "Smoker's Lodge". In the interests of safety, the fire alarm system has been designed so that it is sensitive to any smoke in high risk areas e.g. bedrooms and corridors.

1.11 Magazines, Books and Computer Facilities

A small amount of reading books is kept in the quiet room. Local newspapers for residents are made available to read.

Residents who would like their favourite newspapers and magazines for personal use can arrange with the Manager for them to be delivered by private arrangement with local news agents.

A personal computer is made available for the exclusive use of residents. Wireless internet access is freely available throughout the home for residents to access the internet using their own iPad and other devices in order maintain contact with family and friends. Skype video calls can be made and received by arrangement in privacy at the "Comms Room". Technical support is offered as required.

1.12 Interests and Hobbies

Residents are encouraged to pursue their interests and hobbies as far as practical. Group activities are organised in the Home by a dedicated activities coordinator and residents are encouraged to participate.

A planned activity programme is carried out to stimulate, entertain residents and to encourage interaction between residents. Daily activity programme. Residents with particular interests are encouraged to make these known to their key worker or to the Manager so that suitable arrangements can be made to pursue them.

We do not offer 1:1 activities.

1.13 Religious Needs and Spiritual Activities

Visits by Chaplains of various denominations can be arranged on request. Residents who wish to attend local church services should discuss the arrangements with their key worker or the Manager. Every effort will be made by the staff to enable residents to fulfil their personal wishes with regard to religious and spiritual activities and support.

2. CARE ARRANGEMENTS

2.1 Assessment of Individual Care Needs

A written assessment of individual care needs must be completed by the manager for each resident before a decision can be made whether Brightside Manor is able to offer accommodation with personal care.

The assessment may be requested by the prospective resident, their relatives, hospital/community based social worker or their GP. This assessment will normally be carried out where the resident is living or staying before they come to Brightside Manor.

It is only in exceptional circumstances that admission can be arranged without a formal written assessment having first been completed. In such circumstances, a written assessment will have to be completed within five working days. Confirmation of the provision of continuing accommodation and personal care at Brightside Manor cannot be given until this written assessment is completed satisfactorily.

2.2 Admission

At the time of admission, whether it be for short stay (respite) or long stay placement, the Home must have the following information:

- the resident's next of kin contact arrangements
- current medication, review dates and any known allergies
- food preferences and any dislikes
- weight and any special dietary requirements
- sight, hearing and communication abilities and any disabilities
- dental and oral health care needs
- mobility and any aids or requirements for assistance
- continence and any specialist advice or aids required
- leisure interests and activities
- any additional services required and payment arrangements
e.g. hairdressing, chiropody, newspapers or magazines to be ordered
- safe keeping of personal effects/valuables
- religious persuasion and spiritual activities
- arrangements for dental treatment, eye care/sight testing, audiology services, chiropody and any other specialist medical or health related services e.g. physiotherapy
- personal wishes
- an inventory of personal effects and money, cheque books and credit cards brought to Brightside Manor including clothing, shoes, glasses, hearing aids etc.

All medication and prescriptions must be handed over to the Manager or her Deputy when residents arrive. A letter from the General Practitioner or the hospital should be brought for residents who have had or are still having medical treatment.

2.3 General Practitioner

Residents are encouraged to retain their own GP whenever possible. The Manager will advise your GP of your new address. If you are unable or do not wish to keep your own GP and you want to register with a local practice the Manager will be pleased to advise you of nearby surgeries and assist with the necessary forms.

2.4 Advocacy Services

Residents have access to an independent advocacy service. An advocate visits monthly to meet with individual residents and relay any concerns, comments and suggestions to the management team. Residents are able to request a visit from the advocate at any time. Resident meetings are also held quarterly to gain resident feedback. Mental Health Advocacy/RPR service can be contacted at any time using the below contact details: Email : admin@mhfawales.org
Tel: 01495 707 360

3. MEALS, MENUS AND FOOD SAFETY

3.1 Meals and Menu

Special diets are catered for and the details should be discussed and recorded when a resident first arrives. Nutritionist input is sought as part of our menu planning. We encourage regular intake of fresh water and juice which are made available in the bedrooms and dining room. Residents are encouraged to eat fresh fruits as part of their diet.

The menu of the day is circulated in the Home. The cook consults with every resident each morning to seek their preferences and wishes before preparing the main meal. Meals can be served in a resident's bedroom if preferred. Full English breakfast is offered twice a week as part of our balanced diet. Continental breakfast is made available daily.

USUAL MEAL TIMES

Tea/Coffee	7.00 am
Breakfast	8.15 am (approximately)
Morning Coffee	10.30 am - 11.00 am
Lunch	12.15 pm (approximately)
Afternoon Tea	2.00 pm - 2.30 pm
High Tea	4.45 pm
Supper	8.15 pm (approximately)

3.2 Food Safety

The Home prepares all meals at the premises in compliance with Food Safety requirements. Visitors bringing any meals for their relative or friend are asked to ensure that the food brought in does not conflict with the resident's care plan and dietary regime. Staff are not permitted to refrigerate and reheat any food that is brought in by visitors as part of our food safety policy to prevent cross contamination of any bacterium.

3.3 Drinks and snacks

Refreshments and snacks are available at all times and residents are encouraged to ask any member of the care staff should they require anything.

Relatives and friends who wish to bring food or drinks to residents are requested to discuss this first with the Manager or her Deputy in order to avoid unintentional conflicts with medication or special diets and to ensure compliance with food safety.

4 ADDITIONAL SERVICES

4.1 Eye tests and provision of glasses

An optician visits Brightside Manor on a regular basis. An appointment can be made on request to the Manager for a resident to visit a local optician for an eye test if desired.

4.2 Dental checks and treatment

Appointments can be arranged on request to the Manager for a community dentist to visit the Home. Residents may go to the local dental surgery if they wish.

4.3 Continence Aids

The management of incontinence and the supply of continence products will be assessed by the District Nurse. If necessary the District Nurse can arrange specialist assessment by the Continence Adviser (a specialist nurse). If a resident wants to use alternative continence products to those supplied by the Health Board then arrangements can be made to meet their wishes and this may incur additional costs.

4.4 Wheelchairs

Residents may bring their own wheelchair to Brightside Manor. A passenger lift serves all floors and wheelchair access is available to all parts of the premises. Residents with their own wheelchairs are responsible for paying for any maintenance or repairs necessary. Storage of the wheelchair should be discussed with the Manager e.g. if it is not in use all the time and only used for outings.

4.5 Hairdressing

The Home does not provide hairdressing as part of the service. An external hairdresser visits the home on a periodic basis and provides a hairdressing appointment for the residents at a cost. Payment to services rendered by the external hairdresser is the individual resident's responsibility and the home does not accept any responsibility.

4.6 Chiropody & Physiotherapy

The Home can facilitate chiropody and physiotherapy services that are available under the National Health Service. For those requiring urgent attention, the Manager can give details of the private services of a visiting chiropodist and a physiotherapist.

4.7 Staff Escort to Medical Emergencies and Appointments

Where it is the NHS policy not to provide a particular service in the Home but instead to require the resident to visit an outpatient centre or clinic, relatives are expected to accompany the residents.

4.7.1 Planned Appointments

In the event of a resident having to attend an outside appointment it is expected that family members or the named responsible person will accompany the resident as appropriate. Next of kin or named responsible person will be notified of the appointment to make the necessary arrangements. In the event that the home is asked to provide a staff escort, this can be arranged at additional cost to cover staff time and travel costs. As the Home is required to maintain minimum staffing levels within the home at any given time, sending a staff out on escort will put pressure on our staff resources. We therefore encourage the relatives to accompany the residents.

4.7.2 Emergency Treatment

We do not offer staff escort for unplanned visits outside the home in order not to compromise staffing levels and to maintain safety and wellbeing of all residents. In the event of an emergency admission to hospital when an escort is requested by emergency services, the Home will provide temporary staff escort whenever possible in exceptional circumstance for a maximum of two hours free of charge. We expect a family member or named responsible person to attend to hospital to relieve the Home's staff. Staff escort will not be able to remain any longer than 2 hours. Travel or transport cost incurred will be chargeable to the responsible person /family member.

4.7.3 Staff and Travel Costs

Staff escort costs are charged at £19.00 per hour (April 26). Transport costs are charged at the rate of 65 pence per mile plus car parking costs if a staff vehicle is used or at actual cost where taxi or other transport is used.

5. FEES, TERMS AND CONTRACT

Unless stated otherwise, weekly fees include accommodation, meals, personal laundry and 24 hour care. An offer of placement setting out our terms and conditions of admission will be forwarded in writing with a copy of the service user guide to potential resident and/or relative or other interested parties as well as any professional or refer as applicable prior to every admission by the manager. The Home reserves the right to review the fees payable should the level of care provided for the resident vary following a review of changes in needs.

5.1 Privately Funded Placements

In cases where the placement is privately funded, the letter will also quote the weekly fees based on individual's assessed needs along with a placement contract. Any queries concerning fees or invoices should be raised with our administration office on Cardiff (029) 2040 8000.

5.2 Local Authority Assisted Placements

Where a placement is arranged by a local authority, this will be subject to contracts between the local authority, the Home and the resident. Main placement contract will be that agreed between the local authority and

the Home and subject to supplementary agreement between the Home and the resident or responsible person stipulating the Home's conditions of placement.

The local authority may advise the resident or a responsible person of any charge they may levy direct to recoup part of their weekly cost of care based on a financial assessment of the resident's circumstances.

6. Complaints

We hope that you will be satisfied with the accommodation, personal care and the services provided by our staff to make your stay with us as fulfilling as possible. In the event that you have any cause for concern please make this known to the Manager or the Deputy Manager as soon as possible. Every effort will be made to resolve your concern to your satisfaction.

If you remain dissatisfied then you may use the Home's Complaints Procedure. Details of how to make a complaint are available in the entrance hall waiting area, for your information. This explains how to pursue your complaint with the Registered Provider and with the local authority. If you would like your own copy of the Complaints Procedure please contact the Group Administration Office.

All complaints are recorded and we endeavour to resolve them as quickly as possible (and always within 28 days) and we welcome constructive criticism and suggestions to help us to improve the services we provide. A suggestion box is also made available for residents, visitors and staff to make their observations known anonymously to help us improve our service.

7. Key Personnel

Registered Manager:	Mrs. Sheela Nava	(029) 2040 8010
Registered Provider:	Avan Limited	(029) 2040 8000
Responsible Individual:	Dr.Nava S. Navaratnarajah	(029) 2040 8019

8. Inspection Reports

Brightside Manor Care Home is registered and inspected by the Care Inspectorate Wales (CIW). Copy of our most recent inspection report is available from the Manager or via our web site.

<https://www.brightsidemanor.org.uk/inspection-reports/>



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