

Janith Homes Ltd

Service User Guide

Janith Homes Ltd is an established residential care provider with five homes in the North Norfolk area. Janith Homes Ltd was founded in 1978 by the present proprietor's parents. Day service facilities are provided by Barrington Farm within the care package to meet client's individual needs and aspirations. These needs and realistic goals are identified through "person centred care plans". The aims and objectives of the group of homes are to facilitate people with learning difficulties to lead a fulfilled life with dignity, purpose and opportunity. We encourage integration into the community to access the social, development and working opportunities available. The company's head office is The Rookery, Walcott, Norfolk, NR12 0PF.

Cypress Lodge

Cypress Lodge is a registered residential care home for 6 adults with learning difficulties, operated by Janith Homes Ltd, a private provider. The Registered manager is Jane Pearse who holds NVQ Level 3 and is working towards Registered Managers Award. Janith Homes staff attend training, both in house and from accredited trainers, to acquire skills in order to meet the needs of clients, regulations and personal development. Care staff are supported to achieve NVQ/ HSC awards.

Cypress Lodge is set in the beautiful Broads village of Potter Heigham and has a local bus route to Great Yarmouth and Norwich. The house is only a very short walk to the local broad, shops and picturesque boatyards. Residents have access to a fleet of company vehicles for transport to local facilities and the wider community. The accommodation meets the National Care Standard regulations 2002 and is of a high standard.

Day Service facilities encompass a small rare breeds farm, renowned art centre, café and complex available within the day service provision of Barrington Farm.

Aims of Cypress Lodge

Cypress Lodge aims to provide the highest standard of accommodation and care. Staff are trained to encourage and support residents to reach their personal potential and lead a fulfilled life with dignity, purpose and opportunity. We encourage integration into the community to access the social, educational and working opportunities available.

These needs and realistic goals are identified through "person centred care plans". Residents participate in choosing a keyworker to take a more personal approach to their individual requirements and staff are trained and supervised to enable positive outcomes for our residents.

Summary of Statement of Purpose

The Statement of Purpose sets out the following information:-

- Aims and Objectives
- Philosophy of Care
- Details of Homes Owner and Manager
- Home Organisation and Structure
- Staff Training
- Accommodation
- Admission details
- Fee Information
- Information on Privacy and Dignity, Smoking and Alcohol, Religion, Contact with Family and Friends
- Fire Safety
- Care Planning and Reviews
- Therapeutic and Social Activities
- Leaving or Temporarily Vacating
- Monitoring Quality
- Information on Meals and Medication, Telephone and Pets

Who lives at Cypress Lodge?

Ladies and gentlemen who have learning difficulties are residents of Cypress Lodge. Some people have complex needs and we provide a high level of staff support. A percentage of people have sensory impairments that require specialist communication skills. We facilitate a high level of independence at Cypress Lodge. The people who live at the here are encouraged to take an active part in the day to day running of their home and other facilities which gives a real feeling of community. We value each and every individual, who comes to live in one of our care homes and becomes part of the community.

What happens when someone would like to live in one of our homes?

When we have an enquiry and have been given sufficient information about you we will start an assessment process. This will include the applicant's suitability and motivation for the level of care we provide and our ability to meet their care requirements. We discuss our philosophy and aims and objectives with the potential resident, their relatives and/or representatives. From this initial assessment we can begin to formulate an individual plan of care and proceed through the various stages to ensure a smooth transition and a clear understanding of care needs can be established and agreed on.

We will arrange to visit you where you are living if this is appropriate and as part of the process we may invite you to visit us for a day to get the feel of the place and meet the people you would be living with. This invitation can be repeated and incorporate overnight stays until such time as all parties are absolutely sure you have chosen the right home for you.

This process also enables us to gather information and put together a program for you including a Care Plan which needs your agreement and is all recorded in writing. Fees would be assessed according to your individual needs. Fees range from £780 to £2000 per week. An individual fee would be structured in accordance with care

requirements and contractual agreement. The next stage would be to offer a trial period of three months.

Conditions of trial period and full residency

Your room is for single occupancy, during any period of your care twenty eight days notice is required to terminate the contract between us and/or your care purchaser. Included in the fee for your residential care are; a fully furnished bedroom, full board, day service provision and ordinary laundry services.

A completed residential application form is required and acceptance of the home's 'Terms of Residency'.

What is not included; hairdressing, newspapers, satellite TV, dry-cleaning, staffing and transport for requested leisure outings, personal toiletries, clothing and leisure items.

Financial Arrangements and Fees

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

The fees charge

- 1 The type of facility required, and
- 2 The individual assessed needs of the client
- 3 Management of behavioural difficulties
4. Staffing requirements
- 5 Level of access to Day Services
- 6 A banding scheme is in operation to enable broader changes in clients care needs to be accommodated.

Depending on the personal financial situation, a resident can either pay the fees privately or these may be paid by a placing authority. In this instance social security benefits would normally form part of the fee payment with the exception of personal allowances.

Fees - What is included

1. Fully trained staff in 24 hour attendance
2. Good Home Cooking
3. Provision for Special Diets
4. Laundry Service
5. Call System
6. Full Central Heating
7. Full access to day services Monday to Friday.
8. Personal care
9. Managing challenging behaviour
10. Full board accommodation
11. On site Adult Literacy tutor/access to touch screen computer
12. Person centred care programme
13. Person centred risk assessments
14. Access to fitness classes with qualified instructor
15. Access with staffing to primary NHS health care, i.e. doctor, optician, chiropodist

16. Access with staffing to NHS Psychiatrist if appropriate.
17. Access to communication coordinator
18. Speech and language skills, according to ability.

Fees – What is not included

19. Dry cleaning
20. Hairdresser
21. Private phone installation and calls
22. All personal items, i.e. personal T V licence and T V rental, satellite T V, video, DVD or music systems
23. Transport for requested outings*
24. Staffing for requested outings*
25. Personal clothing, toiletries, leisure items, i.e. books, cassettes, magazines etc.

*These additional charges will be shared with the number of people taking part in outings etc

Cypress Lodge Accommodation

The Georgian house situated in the Village of Potter Heigham on the Norfolk Broads is registered for six adult residents with learning difficulties. The house retains many of its original features though tasteful updating offers comfortable spacious accommodation, which complies with the Care Standards Act 2000. The home benefits from private gardens, patio area, summer house and fish pond. Residents take an active part in the running of this house and its gardens and looking after the fish and pond. Potter Heigham is a popular village on the picturesque river Thurne offering a variety of shops, pubs and cafés.

BEDROOMS

ROOM	SQUARE AREA(m)	BATHROOM
1	13.25	Not shared
2	25.78	En-suite
3	12.71	En-suite
4	12.16	En-suite
6	17.60	Not shared

COMMUNAL ROOMS

ROOM	SQUARE AREA (m)
LOUNGE	22.31
DINING/COMPUTER ROOM	28.66
KITCHEN/ DINER	22.31

Support & Facilities

The home employs 1 Registered Manager and 3 Carers. The homes staff receive

support from the General Manager, four office and two maintenance staff based at Head Office. The homes 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 critical subjects. All new care staff immediately commence a Common Induction Standards, if appropriate and the home aims for all Carers to hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification. The home also sends selected staff on external training courses for such topics as Food Hygiene, Moving and Handling, First Aid, Medication Practice, epilepsy. The home also has BILD qualified instructors in 'non crisis intervention' training.

Bedrooms:

The home has 6 bedrooms, all single rooms most with en-suite facilities. Each service user has complete choice in how they would like their bedroom decorated and chooses their own bedroom furniture.

Social Rooms:

There is a large communal lounge/television room in the house and access to a computer. In accordance with regulations smoking is permitted in designated areas only. Day Service facilities are at Barrington Farm which is about ten miles away on the coast. The Day Services include an Art Barn, for all types of art work including painting and pottery and a small rare breeds farm. A recreation area for keep-fit, dance, a Café and a games room. The recreation area converts into a Cinema with a large screen and a selection of videos and DVD's. The Gym is used once a week to hold a music evening and for many other functions.

There is also a learning room which allows all residents to access on site adult education suitable for their individual needs. The residents regularly attend speech and language therapy in the education room with a communications specialist if required. To allow the staff to communicate well with residents with hearing and speech difficulties all our staff are trained to sign. Staff are also invited to attend communications courses for sign-along.

External facilities:

The Day Services has a small, rare breeds farm accessible by all residents and many of our residents enjoy working and helping on the farm. There are extensive grounds and gardens including many seating areas, woods, formal gardens and a small lake. The people who live at Cypress Lodge have access to very many outside interests in the wider community.

Complaints

At anytime you can with confidence make a complaint. Jane Pearse, Martin Bastow or Linda Jenkins will try to resolve any concerns you may have and take you through the complaints procedure. You can also make your complaint to;

Judith Last
Regional Contact Team – Norfolk
Commission for Social Care Inspection
Eastern Regional Office
Capital Business Park

Fulbourn
Cambridge
CB21 5XE
Tel 01223 771300

Other local contacts you may find useful are;

North Norfolk Learning Difficulties Team
Blickling Hall
West Wing
Blickling
NR11 6NF
01263 835200

INSPECTION REPORTS ARE AVAILABLE ON REQUEST.

APPENDIX A

Contract of Residence

THIS AGREEMENT Is between Janith Homes Ltd

And **“THE RESIDENT”**:...

Our Aim is to provide a long term care home for adults with learning difficulties. A safe stimulating environment with 24 hour care, three meals daily and access to snacks and beverages.

Accommodation

Fully furnished single rooms with ensuite facilities. Communal areas for relaxation and recreation and a beautiful garden. Access to working farm and its animals and day facilities.

1. We do not have house rules but to provide a harmonious life for everyone we request residents do not disturb or harm other people or their property.
2. Resident's rights including privacy are to be respected.
3. The home follows a procedure (which can be seen) for any violence or threatening behaviour
4. Personal belongings and furniture will be accommodated wherever possible.
5. For everyone's comfort there are designated smoking areas.
6. Visitors are welcome - prior notice is appreciated to avoid disappointment during the day. For evening and night visits we request notice.

General

Residence and Payment of Residential Fees

1. Fees range from £780 to £2000 per week depending on individual needs. Individual fee as per contractual agreement.
2. Personal monies as deemed by Department of Social Security.

3. Upon payment of the weekly charge (see clause 1 below) the Proprietors undertake to provide accommodation, food, light, heat, laundry and all necessary personal care as would normally be required by a Resident of a Residential Care Home.
4. The weekly charge shall be paid two weeks in advance and two weeks in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 3 above. The weekly charge shall remain unchanged unless three months written notice is given by the Proprietors or this Agreement is jointly amended by all parties to this agreement.
5. The proprietors undertake to maintain a standard of care as required by the Residential Care Homes regulations 1984 and the registration authority. If an occasion should occur where a complaint or query arises the Resident is referred to the Home's written procedure for dealing with complaints. The Proprietors will be pleased to help in every way possible; if the complaint is not resolved the Resident may wish to refer to Norfolk County Council, the registration authority whose address is on the complaints procedure on page 6.
6. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Resident leave the Home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.
7. The first three months of admission shall be regarded as a trial period for the benefit of the Resident and the Proprietors.
8. The Home will be the abode of the Resident. Should a Resident at any time require hospital treatment, the Proprietors will retain the accommodation for four weeks at full fee, after which time we will negotiate the current fee, unless two weeks notice of termination of contract is given by either party to the other.
9. In the event of death, any fees outstanding for Residents will be charged to the Authority responsible for their placement or to their estate. Third parties who agree to meet Residents fees in whole or in part must sign below to this effect before the said person becomes a Resident.
10. The Proprietors may give notice, as outlined in clause 6 above, requiring the Resident to leave the Home under the following circumstances.
 - a) non payment of fees
 - b) if, having consulted the Resident and taken advice from the appropriate members of the primary health care team, e.g. general practitioner, community nurse or social worker, concerning the present and future care needs of the Resident, the Proprietors are no longer able to meet the Resident's needs and
 - c) any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the Home or welfare of other Residents.
11. Fees will be reviewed from time to time as determined by the Proprietors. Any increase in the fee will be as a result of inflation, for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements

1. The Resident shall from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription) hairdresser, newspapers, clothing, toilet requisites and other items of a luxury or personal nature. Transport for requested outings by Company vehicle is charged @ 60p per mile and £7 per hour staffing to be shared by occupants.
2. Residents will be required, before taking up residence, to provide information to

the Proprietors on the state of their health, any treatment required and the name of their medical advisor.

3. The resident or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense all the Residents prescribed medications. If a Resident elects to retain and administer his or her own medication this will be subject to a risk assessment and the provision of a locked cabinet by the home.

Personal Effects and Personal Mobility

1. Residents are free to journey out alone as per the agreed care plan and will be accompanied by staff as deemed necessary.
2. All electrical items brought by Residents on admission or during occupation of the Home shall be first inspected as to their safety by the Proprietors before their use.
3. At the discretion of the Proprietors items of furniture may be brought in by the Resident subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Residents responsibility or that of their Executors.

Insurance

3. The Home is insured for personal effects at the rate of £ 1,000 per person with £150 excess for valuable effects left in the Residents room. The insurance cover does not extend to the Residents cash securities and monies so the home has a system of encouraging and supporting residents to use banking facilities.
4. All valuable assets must be declared to the Proprietors upon admission for insurance purposes. Safekeeping can be arranged by the Proprietors.

In the Event of an Emergency

1. The Resident is asked to supply the following information to assist the proprietors in the event of an emergency or termination of accommodation:
 - a) Name, address, and telephone number of next of kin.
 - b) Any social or cultural traditions that the Resident requires to be kept
 - c) Any particular wishes of the Resident concerning funeral arrangements.

Status of the Home

1. Cypress Lodge Residential Care Home is registered as such by the Norfolk County Council Authority. It is not a nursing home.

SIGNED:

For and behalf of Janith Homes Ltd

DATE:

SIGNED: RESIDENT

DATE: