

Mariners' Park Care Home

Welcome Guide





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An Introduction to the Welcome Pack

You may be coming for a short stay or making a permanent move, either way we do all hope you will be happy here.

The Team promise to do their very best to help you in any way they can to make your stay with us as comfortable as possible. The Welcome Pack is designed to help you and other new residents to settle in and to understand a little of how the Home is run and other information which we hope will be of help to you.

We positively encourage feedback from our staff, residents and their visitors to constantly improve our quality of service.

We pride ourselves on offering residents choice in all aspects of their care in a warm and caring environment, where residents are treated with dignity and respect at all times.

Privacy, respect and freedom of choice are paramount in our Home. Staff are selected for their caring and compassionate nature, in the knowledge that each of them plays a crucial role in your welfare. Our staff are listened to and encouraged through regular meetings, appraisals and training to ensure that we have a motivated team who share our goals.

Should you require to discuss any part of your care please speak with the management, your named nurse or key worker or any other member of the management team

On behalf of the directors, management and staff at Nautilus Welfare Fund I would like to extend a warm welcome to all our residents and visitors

We hope that you will enjoy your time with us and promise to do all we can to make this your home.



Miss Jane Davies

Registered Manager

About Mariners' Park Care Home

Nautilus Welfare Fund has been caring for retired seafarers and their dependants for over 150 years. The Charity, including its committee members, takes a very active interest in its running.

The John Davies Infirmary



*Mariners' Park Care Home Opening by
Princess Anne 2002*

There are 32 bedrooms divided into four 'households', each with its own lounge and dining area. The lounges are comfy and cosy and the dining rooms all have their own drink and snack-making facilities. There is also a large communal lounge and conservatory with a viewing deck overlooking the River Mersey and the Liverpool skyline.



The Home itself is a Residential, Nursing and Dementia Care Home. The rooms are on two floors and split into four small family units.

Atlantic Rooms	1-8	Dementia Care/Ground Floor
Indian Rooms	9-16	Ground Floor/Respite Room
Arctic Rooms	17-24	First Floor
Pacific Rooms	25-32	First Floor

Your Room

When your room is offered to you, you are encouraged to furnish it with anything that will make you feel at home, obviously appropriate to the size of your room, of course. Please do remember that care staff will have to work in your room, so please allow sufficient space for them to work safely and comfortably. If you would prefer the Care Home's furniture, that will not be a problem.

Each room is en-suite and has a call alarm, television, telephone and large lockable storage drawer.

You may wish to have your own private telephone installed, please see the Care Home Administrator who will assist you in this. There is WI-FI available in your room, and throughout the Care Home.

We do pride ourselves on the high level of cleanliness throughout the Home. To continue to achieve this standard, we ask you to kindly vacate your room for approximately an hour, once a week, to allow the domestic team to thoroughly clean the room.

All rooms have lockable drawers in the bedside cabinet, and we recommend you ensure you keep your belongings safe. If you plan to keep money in your room, it will be your responsibility to ensure it is kept safe. We advise that you do not hold any large amount of money as cash and have a lockable drawer or cupboard - or even better, do please see the Care Home Administrator, Helen, who can arrange to hold your personal money securely for you. She is in the Home from 9am to 4.30pm Monday to Friday. She will be pleased to explain the details of how this will work in practice.

If you do plan to bring in things of value, do please take out some form of insurance on the room's contents as the Home cannot be responsible for loss or damage of personal effects.

In addition to your own en-suite bathroom, we have 3 communal bathrooms, one of which has a Hydro Bath and plenty of toilets throughout the building. Do please familiarise yourself with those that are near to your room. If you require a commode in your room for night time use, please speak to the Deputy Manager or Nurse on duty.

Meals Times



The Home has a catering team on-site and we always aim to provide very nourishing food, 'home cooked' whenever possible. There is a four week rotating menu which is changed during the year. Details of each week's menus are displayed on all the notice boards and the daily menu is displayed in each dining room.

Special diets, favourite dishes, religious and cultural diets are catered for. If you have any special dietary needs, do please let the Nurse on duty know but you will be visited by the chef in person to discuss your preferences. If there is something you do not like or cannot eat, for example chicken, the kitchen will be happy to produce an alternative for you. The kitchen will also make a birthday cake if you wish to celebrate an occasion or birthday.

Meal times are normally a social activity enjoyed in your family dining room but should you prefer, due to illness or simply for a change, your meals can be served in your room.



Hot and cold drinks are also available throughout the day and night - just ring and ask or help yourself in your family kitchen. Your visitors are also free to make drinks in the family kitchens.

If you are able and enjoy making your own drinks and snacks, you will be encouraged to continue to do so; we value residents' independence. There are fully fitted kitchens in each family unit with cereals, bread, milk and biscuits. Kitchens are equipped with a fridge, oven, microwave, kettle and toaster.

Fortified smoothies can be made for residents that need help to maintain a healthy weight or to put on weight and likewise the chef can prepare any low fat meals.

Meal times are as follows:

- ❖ **Breakfast can be taken from as early as 6am. However if you require a cooked English, or porridge this is normally prepared between 8:30am and 9.30am.**
- ❖ **Morning Tea/Coffee is at 11 am**
- ❖ **Lunch is at 12.30pm**
- ❖ **Afternoon tea is at 3pm**
- ❖ **Evening meal is 5.30pm**

Visitors & Visiting Times

We actively encourage family and friends to visit and therefore there are no restrictions, although we do ask for consideration during meal times and late at night.

You are welcome to invite friends and family to lunch or evening meals - there is a nominal cost, which is displayed on the notice boards. If you are inviting guests, the Chef would appreciate some notice to allow for appropriate extra food to be prepared.

For reasons of fire safety, we do ask all visitors to sign in when they arrive and sign out when they leave please. The signing-in book is located on the main corridor by the main entrance to the Home.

There are now code pads fitted to the main entrances and exits for security and safety reasons. If you or your regular visitors would like the access code, please see the Registered Manager.



Facilities

Each sitting room is equipped with a large flat screen television, DVD, computer and stereo equipment. There is also a selection of books, CDs, records and DVDs for you to use should you wish to do so. Why not log on to the computer and watch the ships on the River Mersey?

The Jubilee Lounge is located on the ground floor (central) and is used for social gatherings and entertainment as well as special meals. The room also hosts a Library Corner and a stunning view of the River Mersey. Our popular Coffee Morning is held every Monday for residents of the Care Home and the Estate.

Mariners' Park Estate and Gardens

Mariners' Park Care Home stands in 16 acres of beautiful woodland grounds. As you have probably seen, the home has views of the Mersey. You are free to explore the grounds and enjoy the peaceful surroundings of the decking and gardens, and you can take tea outside when the weather is fine. Residents with dementia can safely enjoy the sensory garden which can be accessed freely during the day and early evening; when the good British weather permits!

Trial Visits

All residents come into Mariners' Park Care Home for anything up to four weeks before taking permanent residency. This gives you time to get to know the staff and adjust to new people and surroundings, and allows us to assess whether we are able to provide the level of care you require. At the end of the assessment period, we will meet with you (and your family/next of kin if appropriate) to discuss permanent residency. Every stay will require you or your representative to complete our residency contract.

Care Plans

On arrival a nurse or key worker will sit down with you (and your family or next of kin) and create a care plan, which is a comprehensive, detailed plan of your needs, covering your background, physical needs, social needs, psychological and emotional needs, spiritual needs and physiotherapy. The person that completes your plan of care with you will normally be your Named Nurse/Key Worker.

Your care plan will be evaluated at regular intervals (usually monthly) and updated to reflect any changing needs. This includes risk assessments of all areas of your care.

Resident and Family reviews are undertaken quarterly (or more frequently if required). This is an opportunity to discuss your progress, level of support and care being provided.

Changes in the care plan are only implemented with the full consent of yourself or your representative.

Management & Administration Offices

These can be found near the Care Home main entrance on the ground floor.

Mick Howarth is the Registered Person for the Care Home and visits the home most days. Mick will always have a walk around the home and likes to chat to residents and staff. Mick's responsibilities are delivering the welfare strategy for the Nautilus Welfare Fund as approved by the Nautilus Council and for the day-to-day management of all services provided by the Nautilus Welfare Fund.



Welfare Services Manager

Mick Howarth

Jane Davies is the Registered Manager of the Care Home, Jane Davies is always very happy to see you, should you wish to discuss any issues, concerns, or to tell us what we are doing well!. Jane has over 20 years experience in social care and nursing and holds the Registered Managers Award and NVQ 4 Health and Social Care. Jane is a Dignity Champion and a Dementia Friend. Jane also manages the Nautilus Care Service delivered in the HUB.



Registered Care Home and Domiciliary Care Manager

Jane Davies

Sue Perry, our Deputy Manager, will be your first point of call should you have any questions or concerns. Sue has managed care homes and has an extensive nursing skills and experience.

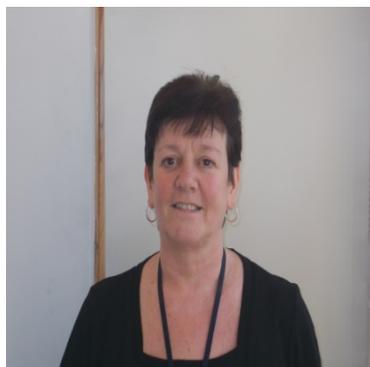
Jane Davies and Sue Perry have recently undertaken the Dementia Leadership Qualification with Stirling University.



Deputy Care Home Manager

Sue Perry

The Administrator, Helen Stokes, is normally in the Home from Monday through to Friday from 9am until 4.30pm. Helen supports the Care Home team's administrative duties and is based at the reception. Helen can arrange Newspaper delivery, safekeeping for any money that you wish to keep in the Home and will deliver or help you with mail/post. Helen has achieved her Level 3 in Business Administration.



Care Home Administrator

Helen Stokes

The Estate Manager, Danny Kenny is responsible for the repairs in the Care Home. If you have any maintenance issues you can report these to any members of staff, and they will log it in to the workbook. The Estate Manager prioritises maintenance each day. If you feel that your repair has not been addressed you can speak to the Deputy Manager or Care Home Manager and they will escalate this. Danny is also responsible for the estate's facilities and has an active Fire Marshall Role within the Care Home.



Estate Manager

Danny Kenny

The Nurse Stations

The Home's has a Nurse Station upstairs and a Nurses' office on the ground floor (next door to the lift) This is where you will usually find the Deputy Manager or Nurse in charge of the shift. **Please see the end of the Welcome Guide for Photos of your Named Nurse and Key Worker.**

Medication

The Home medication system is the Blistered Monitored Dosage System. The staff are happy to undertake the ordering, receiving and safe handling and administering of your medication to you if you so wish.

If you prefer to look after your own medicines, the Home would encourage you to continue to do so. However, the Home does have the responsibility of ensuring the resident is taking their medication correctly and safely, so we would have to ensure that we are completely happy with this arrangement and we will undertake regular risk assessments. The Home has to be aware of all medications currently prescribed and that we have a record on file.

If you choose to self medicate we will undertake a risk assessment and you will be required to lock away your medication in your bedroom at all times so that other residents are not put at risk.

Hospital Appointments

We do like to offer one of the care staff to escort you if you so wish but, this can only be undertaken when the Home's staffing numbers allow for this to happen. If you can tell the senior person on duty as soon as you receive your appointment, it would be very helpful. If we can not accommodate you with a member of staff you may need to ask a family member or friend to escort you.

General Practitioners

We encourage residents to choose their own doctor. Obviously, if your doctor is local to the Home and is happy for you to remain with him or her; we would encourage this to continue. If, however, you need to change, there is a selection of health centres local to the Home. If you are unsure where to go or who to choose, please do come and see the Deputy Manager or your Named Nurse for advice. If you wish to see your doctor, please ask the Nurse on duty and they will organise an appointment for you. We have a full list of all the local practices.

Community District Nurses

If you are staying or living with us on a residential care basis, we cannot undertake any nursing procedures. Because of this, the Home has a good working relationship with the community district nurse team and they are happy to come and visit you in your room, should your General Practitioner deem it necessary.



Physiotherapy

The Home employs its own Physiotherapist who visits two mornings a week. Georgina will work with you and your named nurse to assess you on arrival to ensure you have the right equipment and aids. They will give treatment and advice if required with the aim of maintaining mobility or ability. Georgina is qualified as a Chartered Physiotherapist and qualified in 1992 from Leeds University. Georgina is also qualified in acupuncture, Pilates and kinesiology taping. You may have seen some residents with colourful tape walking around Mariners' Park! The Physiotherapy service is free to all residents.

Georgina has a sailing interest, being a daughter of a Chief Engineer and is a member of Wallasey Yacht Club. At present Georgina sails a dragon sailing boat.



Georgina Dewar

Physiotherapist

Chiropodist

A qualified chiropodist comes to the Home approximately every 6 weeks and visits residents in the hairdressing room or their own rooms. There is a charge for this treatment. Please let the Nurse on duty or your Key Worker know if you would like to be seen when he next visits.

Hairdresser

Yvonne a local hairdresser visits the Home every Tuesday and charges the following:



Shampoo and set	£6.00
S & S and cut	£8.50
Men's haircut	£5.00

Should you wish to see Yvonne, please let the senior person on duty or the Main Office know and we will arrange this for you.



Mariners' Vintage Stores

The Home has a small shop, which is usually stocked with toiletries, soft drinks, biscuits and sweets. The Activities Coordinator visits regularly with a trolley full of shop items for sale. If there is anything you would like during the rest of the week, please see the Activities Coordinator or the senior person on duty.



Newspapers

If you wish to have a daily newspaper, please let The Administrator, Helen, in the Main Office know and she will order it for you.

Laundry

The Home has its own laundry located in the basement. We ask that every item of clothing is marked clearly with your own name or room number. The laundry has a tremendous amount of clothes and linen passing through on a daily basis, and because of this we do advise you not to bring in clothing that may shrink or may need delicate handling. Although the laundry staff will do their best to care for your belongings, we can not be responsible for damage to clothing that is unsuitable for the service they provide, or for unmarked clothing.

Social Activities

Nicola Burns is the Care Home's Activities Coordinator. Nicola ensures activities take place most days. Nicola works 25 hours each week and organises activities that are person centred as well as group activities and events. Nicola is a Dementia Champion.

Dementia Friends Champions are trained volunteers who encourage their family, friends, colleagues and local community to understand a little bit more about dementia, what it's like to live with dementia and then turn that understanding into action. Nicola is always busy recruiting Dementia Friends and you can find her at the Care Home most days.



We organise a wide range of activities and entertainment each month, so that you can enjoy existing hobbies and even take up new ones! These include:

- ❖ Movement to Music
- ❖ Games Afternoons - Scrabble, Bingo, Draughts, Ludo, Dominoes
- ❖ Gardening - hanging basket and raised bed planting
- ❖ Flower arranging
- ❖ Discussion Group
- ❖ Card Games
- ❖ Arts and Crafts
- ❖ Painting
- ❖ Card Making
- ❖ Easter Bonnet Making
- ❖ Pot painting

- ❖ Reminiscence groups
- ❖ Walks in the gardens
- ❖ Manicures
- ❖ Reading letters/magazines/newspapers / books
- ❖ Musical entertainment and concerts
- ❖ Visits by schools and other community groups
- ❖ In-house entertainment
- ❖ Film showings and watching television
- ❖ Talks on subjects of interest
- ❖ Quizzes and crosswords
- ❖ Birthday tea parties and other celebrations
- ❖ We have regular trips out - pub lunches by the river being one of the most popular outings! Examples of recent outings include:
- ❖ Pub lunches at various locations
- ❖ Gordale Garden Centre
- ❖ Parkgate
- ❖ New Brighton
- ❖ Theatre

Every month we produce an activities flyer which details the activities taking place during the month. We give each resident a copy and a copy can also be found on each notice board. See the end of the Welcome Pack for a typical activities weekly plan.

Activities meetings are held every other month with the Activities Coordinator.

Notice Boards and Library

We have a notice board on each corridor. These are used to display important notices, details of activities and entertainment and other useful information. They are updated every week so please do keep an eye on these to ensure you do not miss out on anything! Nicola will also visit your room with information.

We are always very willing to try out new activities in response to suggestions from residents, and this can often open up entirely new interests for others. Please let us know if you have any ideas!

There is also a selection of books to be found on the bookcases in all lounges and in the library area of the Jubilee Lounge. Please do help yourself, if one takes your fancy.

The Home also has a small stock of DVDs and films, please help yourself if you would like to borrow one. If you would like to know more about the local library, please see the Activities Coordinator, Nicola.

Volunteers

We have a number of dedicated volunteers who visit the Home on a regular basis, to spend time with residents, either on a one-to-one basis (helping with correspondence, reading, chatting etc.) or to help with our activities. All volunteers are background checked via the same route as employed staff. If you would like a volunteer to visit you, please see Jane Davies.

Local Community Facilities

The Home is situated in Wallasey within easy reach of a variety of shops and community facilities. The Home is happy to provide details of this on request.

Accommodation for Visitors

Nautilus Welfare Fund provides a guest apartment situated in the grounds of the Mariners' Park Estate. This is intended primarily for visitors to the estate and Care Home. For more information, please contact Sharon Shepherd on 0151 346 8840, or speak to the Deputy Manager. There is a small charge to use the apartment.

Absence from the Home

If you are going to be away from the Home overnight or longer, please will you leave with the senior person on duty a contact address or telephone number so that you can be contacted in case of emergencies.

Fees

- ❖ Can be provided in full on request.

What is included in the fees:

- ❖ Provision of accommodation (furnished if required)
- ❖ Lighting and heating
- ❖ Care staff in 24 hour attendance
- ❖ Quality Menu/ food & beverages
- ❖ Provision for special diets
- ❖ Laundry service
- ❖ Cleaning of rooms
- ❖ Physiotherapist
- ❖ Telephone
- ❖ Some Activities
- ❖ Visitors' Tea & Coffee

What is not included in the fees?

- ❖ Dry cleaning
- ❖ Hairdresser (who visits fortnightly)
- ❖ Chiropodist (who visits monthly)
- ❖ Hospital Escort
- ❖ Escorts for other appointments
- ❖ Private Telephone installation and calls
- ❖ Private care of a resident's choice
- ❖ Newspapers
- ❖ Clothing
- ❖ Toiletries
- ❖ Stationery
- ❖ Other items such as spectacles, hearing aids and batteries
- ❖ Other personal or luxury items
- ❖ Meals for visitors or guests
- ❖ Some trips out and about
- ❖ Taxi trips

If you have any questions about the fees – please see Helen, our Administrator.

Terms & Conditions of Residency

Once residency has been agreed a copy can be obtained from Helen Stokes.

Personal Money Accounts

Our Administrator will handle, on request, a personal money account for you - to cover payments to hairdresser, chiropodist, newspapers, and items from our "shop" and other sundries. Please see Helen for further information. She can also arrange safekeeping for any money that you wish to keep in the Home.

Financial Advice

May we bring to your attention that due to certain laws that govern us, regrettably there are limitations that we have to work within regarding financial advice. The Home is more than happy to help you concerning Social Services entitlement, application for Attendance Allowances and general financial concerns with regard to residential care. However with regard to personal financial advice, neither the Home nor members of staff can become directly involved. We have a caseworker who can assist you with Welfare Benefit issues. Please ask Jane Davies who will provide information about the service, which is free of charge.

If you are unable to manage your own financial affairs, or if you prefer not to do so, you are advised to arrange for your solicitor, bank manager, accountant or next of kin to manage them on your behalf.

Enduring Power of Attorney/ Power of Attorney

We strongly recommend that you give serious thought to this, maybe sooner rather than leaving it too late. If you have a close, caring relative or friend or solicitor whom you trust to act in your interest when you are not able to, or no longer wish to, and they are willing to oversee your financial affairs, you can sign a document to relieve you of this pressure. You should discuss this with a solicitor. This could be the time to take action - leaving you to enjoy your stay at Mariners' Park Care Home.

Advocacy

No member of staff is allowed to act in a legal capacity for you. The Head of Home or Bursar may act as an "Agent" or "Appointee" providing the Home ensures certain conditions are met. If you would like to know more, please see Jane Davies or Susan Perry. If you need an advocate to help you express your views, you can find one from the list below.

Advocacy Services in Wirral

If you need to have an advocate to help you to access the service and to be with you when you need to have an assessment completed, you can find one from the list below:

Name	Address	Tel. and/or Email
A in W Health	68-74 Woodside Business Park Shore Road Birkenhead CH41 1EL	0151 650 1530 admin@aiw.org.uk
Age UK Wirral	304 Spital Road Bromborough Wirral CH62 2DE	0151 482 3446
Wirral Mind	St Catherine's Hospital Church Road Birkenhead CH42 OLQ	0151 653 6400

WIRED

Unit 7
Wirral Business Park
Arrowe Brook Road
Upton
Wirral
CH49 1SX

0844 8801500
contact@wired.me.uk

Alzheimer's Society 020 7306 0606 www.alzheimers.org.uk

Living Wills/ Advanced Directives

If you have specific thoughts and wishes concerning your medical treatment, especially any action you would not wish to occur and which you may at the time be too unwell to speak out against, we would advise you to discuss the situation with your doctor(s) and when you have considered your position, we would recommend that you seek professional advice from a solicitor who will be able to help you draw up the necessary document. If you decide to sign an Advance Directive the Home will be willing to file a copy with your notes and so will be more able to respect your wishes at a future date.

Complaints

At Mariners' Park Care Home we aim to maintain the highest standards of care and we strive to get things right the first time but we appreciate that from time to time there may be areas of concern, which need to be discussed. Complaints will be treated seriously and dealt with as soon as possible. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

Verbal complaints will be responded to immediately and all comments will be carefully considered and responded to on an individual basis. Verbal complaints should be discussed with the Nurse on duty, Deputy Manager or the Registered Manager, who will be happy to see you at any time.

If the matter is in your opinion a serious one, or if you remain dissatisfied, you are asked to put your complaint in writing to the Registered Manager, Jane Davies, who is responsible for complaints and quality. If you prefer to talk this through then please see the Registered Manager.

The Welfare Services Manager, Mick Howarth may be approached and is normally available to discuss any problem not resolved by other means.



If after this investigation, you are still not satisfied or if you feel that the complaint is of a serious nature you can take your complaint to the local authority.

You can also contact the Care Quality Commission, who state that it will always welcome hearing about any concerns, though it **will not investigate** any complaint directly:

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
03000 616 161
E-mail: enquiries@cqc.org.uk
www.cqc.org.uk

Complaints will be treated seriously and dealt with as soon as possible.

Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.

Written complaints will be responded to by an acknowledgement letter within 5 working days. The Home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.

Comments and Suggestions

We actively involve you and your relatives in how the Home is run. We have implemented many changes as a result of listening to residents' suggestions and we continue to change and adapt so that we offer the best possible service for you.

We regularly ask for comments on the Home, the staff and services we provide:

The Registered Manager holds a formal resident, families and friends meeting 3 times per year. You can find the dates on the notice boards, or just ask a member of the team.

Coming Soon – monthly meet the managers coffee afternoons.

We send questionnaires every twelve months to you to find out what you think about the home and how we can improve.

The Registered Manager and Deputy Manager will be happy to see you during their working hours Monday to Friday. If these times aren't convenient we can arrange to do this during the evening or weekends.

Spiritual Care

Mariners' Park Care Home welcomes people of any faith or none. No pressure is put on any resident to participate in any religious activities.

Currently the local church visit residents each Friday for those that request this.

You have the right to meet clergy of your chosen denomination at any time. If required, a private room will be made available for such meetings and our staff can help you to arrange this.

If you are of a different denomination or religion, please do let the Home know and if your wish is to attend a place of worship of your choice, or have someone from there visit you, we will do our utmost to help direct you or assist you in making contact.

End of Life Care & Bereavement

Many residents are concerned about what will happen on their death. If you would like to have more control in relation to this then you can complete the Preferred Priorities of Care Document and you can also choose that staff do not resuscitate. Some of these formal decisions are made with your nurse and GP and all key staff are made aware of your wishes. Your Named Nurse will talk to you about this.

In the unfortunate event of bereavement, your family can expect every possible support from staff. Our staff take great pains to ensure previously expressed wishes of residents are fully respected after they have died. We will comply with any planned funeral arrangements specifically in respect to your chosen faith and religious beliefs. If requested, we can usually make arrangements for funeral receptions in our HUB or the Jubilee Lounge, when again your preferences are taken into careful consideration. Residents that have passed away are remembered annually at our Service of Remembrance. Families and friends are invited back to the services.

Our End of Life specialist nurses are: Emma Bailey and Angela Reynolds and we have achieved the End of Life Six Steps Accreditation with the NHS.

The Care Quality Commission

We are regularly inspected by the Care Quality Commission, the independent regulator of health and social care in England. A copy of the most recent inspection report can be found on the main entrance notice boards.

The department of the local authority responsible for social care services for adults:

Wirral Borough Council 0151 606 2006

Helping You Stay Safe

Any older person can potentially become a victim of elder abuse, which is why we feel it is important to highlight this in your Welcome Pack. People can be abused in many different ways, the most common being: physical, psychological, financial, sexual abuse and neglect. Often these abuses are also crimes.

We do not identify racial abuse or institutional abuse as separate forms of abuse because they manifest in these five types. Racial abuse can be what motivates someone in their actions, and institutional abuse can be used to describe the environment and circumstances that give rise to abuse.

Adult Abuse

See it?

Hear it?

Report it!



How?

Some people treat others badly by hurting them physically or emotionally, taking their money, their things or not giving them the support and care they need. Some adults cannot protect themselves from this abuse and neglect.

Who?

This can be anyone but most often it can be someone you know. A family member, friend, another resident, carer, nurse, managers of establishments or a visitor.

Where?

This can happen in your own home, hospitals, when out and about and even in this Care Home! If you feel this is happening or has happened to you or a fellow resident then you can talk to us about it.



Do not feel afraid to report anything that is worrying you – even if you are not sure if it is abuse.

Registered Manager - Jane Davies 0151 346 8888

Deputy Manager – Susan Perry 0151346 8888

Or you can call in to the office or ask to see us in person.

If you don't feel you can talk to the management, you can call

Adult Social Services

0151 606 2006

0151 677 6557

Other Useful Information

- Residents are advised to carry some form of identification if they go out.
- There are no set visiting hours. Visitors are welcome at any time.
- Visitors are encouraged to take residents out, although they must advise the nurse in charge that they intend to do so.
- We can accept no responsibility for the resident during such outings. However we will complete a Risk Assessment with you so that any risks associated can be reduced.
- Residents expecting to be out after 9 pm should tell the senior staff on duty, in order to avoid unnecessary search and worry, and should report to the night staff on their return.
- The consent of the Deputy Manager is required before residents use their own electrical appliances, which should comply with BEAB standards. They are used at the resident's own risk. The Home is required annually to carry out safety checks on all electrical equipment.
- Visitors are welcome to bring in pets but must keep them under control.
- Residents may keep small pets such as budgerigars, at the discretion of the Registered Manager.
- The use of alcohol is at the discretion of the individual resident. However any untoward behaviour or aggression towards other residents or staff will not be tolerated. Help can be arranged if you feel that you have alcohol dependence.
- Residents are encouraged to go shopping, and if unable to manage this alone, arrangements are made for them to be accompanied, whenever possible.



Residents are encouraged to bring their own personal possessions, including furniture. If, however, the furniture is defective (e.g. has woodworm) or is dangerous, in that it does not conform to current fire regulations, the resident may be asked to remove it or have it removed. Curtains and other furnishings are required to be made of flame-retardant material in order to comply with fire regulations.

Insurance

The Home is insured by Allianz and details of our policy can be located at the main entrance. Although it should be noted that the insurance does not cover residents' personal monies or possessions.

Gratuities and Gifts Policy

Gratuities are not to be paid to individual members of staff, and they are **not allowed** to accept gifts from residents or their relatives.

Smoking

To comply with legislation, and for the safety and comfort of all, residents' visitors are only permitted to smoke in the designated smoke room on the first floor.

Fire Safety

Residents and their visitors should familiarise themselves with the fire exits and the fire drill. The lifts should never be used in the event of a fire. Fire staircases from each floor should be used when possible in the event of a fire. Information about fire safety is kept in your room.

Weekly Fire Alarm Test

The fire alarms are tested every week and you will be informed when this taking place. If the fire alarm rings at any other time, please stay calm and follow instructions given by staff.

Confidentialty

All personal records relating to the resident, which are kept by the Home, will be kept strictly private and confidential. Under the Freedom of Information Act 2000, the resident is entitled to see such records should they wish to do so. No one else will be allowed to see the resident's personal records unless either the resident gives their permission for this, or if the person requesting information is a relevant care professional who has a valid reason.