



CARE HOMES OF DISTINCTION – SERVICE USERS GUIDE

Nicola Coomb and the staff of Care Homes of Distinction would like to extend to our service users a warm welcome. We will endeavour to make your stay with us comfortable and provide you with the highest standards of care and services. We would like to draw your attention to the following information, which has been compiled to help you prepare for your stay with us and to familiarise you with the day-to-day life.

On arrival

On arrival the Manager or your key worker will meet you. They will show you around the home, they will introduce you to members of staff and other service users.

A member of staff will help you arrange your room and your belongings, as well as demonstrating the 'nurse call bell' system. Our housekeeper will continue to look after and upkeep your room throughout your stay. If required, an inventory of your belongings will be taken at this point. A relative or friend can assist, should you so wish. Both you and your family/representatives will be offered refreshments and you will be given time to adjust to your new surroundings.

Our chef will visit you after your arrival (depending on the time of day you arrive) and discuss with you your dietary needs (if any), along with any particular likes or dislikes. Breakfast order will also be taken. Breakfast may be taken in your room or in the dining room depending on your needs and preferences.

Fees

Fees include room charges, room service, all meals, 24-hour personal care and laundry. Incidentals such as newspapers, hairdressing, chiropody, light aromatherapy massage and visitors' meals are extras and charged separately. This information can also be provided to you separately if you wish.

What to bring

Most of what you generally require will be provided such as clean towels and bed linen. However, you should bring the following:

Personal clothing (Marked with your name)

Personal toiletries

Shaving equipment (if required)

Reading and writing materials where applicable



If you wish you can bring with you (by arrangement) selected items of your own furniture. These items must comply with the Statutory Fire Regulations and the homes décor.

We do not encourage you to bring large amounts of money with you or any items of great value as we cannot be held responsible for their safekeeping.

It can be arranged for you to leave a small amount of money with the Manager in order to pay for your immediate needs.

Your room

Your room will contain a single bed (linen, pillows, duvets etc provided), bedside locker, wardrobe, chest of drawers, bedside lamp, armchair, TV aerial socket and 'call bell' system. It is possible to have a private phone in your room by arrangement with BT at your expense. We do not generally provide a TV in the rooms, but we can provide it if requested in advance and it is chargeable.

Medications

Any medications (prescription and homely remedies) that you have been taking should be brought with you and given to the Manager, who will prepare your own personal Medication Administration Chart. They should be advised of any allergies or reactions you may have experienced. It is important that your G.P. provides a letter to the home regarding any relevant medical history. Should you wish to administer your own medication then a locked cabinet will be made available in your room.

Visiting

At Care Homes of Distinction, we actively encourage visits by family, friends and representatives; you may entertain them in your own room if you wish to do so. An 'open door' policy exists, whereby family and friends etc. may visit at any reasonable time. Visitors are free to join you for tea or coffee during the day, and to join you for meals (prior notice would be greatly appreciated).

Activities and Interests

We actively encourage everyone to keep up with their own interests and hobbies. Each home has a weekly activities programme and social calendar. Our dedicated Activities co-ordinator organises daily sessions that include a variety of games, reminiscence sessions, quizzes, bingo,



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and gentle movement. Our staff are also trained to take part and provide activities for our residents daily.

Occasions such as birthdays are celebrated (if you wish to celebrate) with a birthday cake, family and friends are encouraged and welcome to join you. The lounge areas can be used for entertaining visitors, family and friends, or for larger social gatherings.

Other activities include a Summer BBQ, Christmas and Easter parties, as well as regular Family Forums and resident's meetings, where you can share your thoughts and ideas about how we do things or any suggestions you may have for the future.

Other Facilities and Services

We have a Hairdressing salon with an experienced hairdresser that visits the home weekly, and services such as chiropody, dentistry, optician or aromatherapy can be arranged individually, however please be aware that these can incur additional costs. There is a selection of books available in the lounges and daily newspapers can be ordered and available for those who require them.

Taxis, private ambulance or the homes own transport can be arranged for external outings, shopping or hospital visits etc.

The staff will arrange for any outgoing mail to be posted and incoming mail will be delivered to you. Newspapers and journals are delivered daily; your order should be placed with the Manager.

Residents can contact family and friends etc through electronic media including **Skype, WhatsApp or Facetime** etc, or arrange for 'emails' to be sent / received if required.

Religious activities

Religious needs of all denominations are respected. Clergymen from different religions attend the home regularly to provide comfort and religious sermon to our service users. We encourage our service users to attend religious activities as and when required.

Catering and meals

All food is freshly cooked in our kitchens by our own chefs (using mainly fresh local produce) to offer a varied, nutritious and homely cuisine. A daily / weekly menu is produced in advance, and alternatives are always provided. All 'Specialised' dietary needs are also catered for, these include Vegetarian, Diabetic, cultural etc. Our residents' nutritional needs are monitored regularly, and appropriate action taken if or when required.



Mealtimes

Breakfast:	8.00am	to	9:00am
Mid-morning refreshments:	10.30am	to	11.30am
Lunch:	12:30pm	to	2:00pm
Mid-afternoon refreshments:	3.00pm	to	3.30pm
Dinner:	5:30pm	to	6:30pm
Late evening refreshments:	7.30pm	to	8pm

Please note that the above times are only a guideline.
Light snacks, fruit and drinks are available throughout the day and night.

Laundry

There is a personal in-house laundry service available at no extra cost (please ensure all items are clearly marked). Bed linen and towels are changed weekly or as and when required. Items can be dry-cleaned at your expense. Basic repairs such as hems and buttons are undertaken by staff if required.

Fire safety

Our homes are fitted with a fire alarm system with detectors. The alarm system is tested weekly; on sounding the alarm the fire doors will automatically close giving over half hour protection to occupants. Please read carefully the '**Procedure in the event of Fire**' notice. If the fire alarm sounds continuously at any time **wait** for instructions from members of staff. The Fire Brigade normally attends the scene within a few minutes. Evacuation would normally be coordinated by the fire officer in charge. If it is advisable to evacuate before his or her arrival the person in charge will oversee the evacuation until the arrival of the fire officer.

Please note this is a general guide and may slightly differ from home to home.

Care Homes of Distinction would like to take this opportunity to warmly welcome you, and hope that you enjoy your stay with us. Should you require any further information, please do not hesitate to ask one of our staff.

Nicola Coomb
Director