



## Crosfield House Service User Guide

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### Welcome To Crosfield House

#### SUMMARY STATEMENT OF PURPOSE

The Royal British Legion (TRBL) Crosfield House is registered with the Care and Social Services Inspectorate for Wales (CSSIW) to provide services for a total of sixty (60) older men and women. Services at Crosfield House incorporate the provision of a suitable environment and a range of care tailored to meet the needs of the older person who requires assistance with personal care due to frailty or disability; or requires nursing care due to ill health, frailty or disability; or who has a range of varied needs as the person is living with dementia.

In order to meet the diverse needs of these groups of people, The Royal British Legion (TRBL) embraces a set of core values and has established aims and objectives of service that are reviewed and revised. These objectives provide the measure upon which we can judge our success in meeting every service user's needs.

A more detailed description of our services, the philosophy, aims and objectives of Crosfield House and TRBL's history is located within the Statement of Purpose. The provision of this informative document is a legal requirement, and can be found just inside the entrance to the home on the desk opposite reception. Please ask at reception if you are unable to find it. We ask that the Statement of Purpose is returned to this area after reading to enable others to view it. A copy can be provided on request if you would prefer.

This Service Users Guide supports the information contained within the Statement of Purpose and provides a more relaxed but informative description of the services at Crosfield House. This latest annual revision of the Service users' Guide has been compiled from the feedback and suggestions of service users across all seven Poppy Homes, and therefore content has expanded to meet their suggestions. A larger print version is available on request to the Manager.

For the remainder of this document, the title "service user" is used instead of "resident", as the information is of benefit to relatives and friends as well as residents themselves.

#### THE ROYAL BRITISH LEGION WELFARE DIVISION

Founded in 1921, The Royal British Legion is a Registered Charity and was incorporated under Royal Charter in 1925. As a registered charity it is subject to audit by the Charities Commission. The Royal British Legion's mission is:

*"To safeguard the welfare, interests and memory of those who are serving or who have served in the Armed Forces"*



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The organisation provides a wide and varied range of assistance to beneficiaries, who are described in detail in the Statement of Purpose. The organisation has grown and developed over the years to meet the changing and diverse needs of its beneficiaries. It is made up of paid staff and volunteers who work within one of TRBL's six divisions:

- Welfare: (includes amongst others Grants and Loans, Pensions, Care Services i.e. Homes and Break Centres, Pilgrimages)
- Fundraising and Marketing: (includes amongst others organising Poppy Appeal);
- Membership and Field Services: (includes paid staff and volunteer services across the UK based at Branches and Field Offices undertaking case work and fundraising).
- Corporate Communications (includes amongst others campaigning and advising public policy)
- Finance: (includes management accounts)
- Administration: (includes amongst others HR and organising annual Festival of Remembrance and Cenotaph Parade)

The decision making structure is headed by the Board of Trustees. These are elected and appointed members who determine TRBL policy. The Board of Trustees are advised by Annual Conference, and the varied committees and sub committees across the organisation. The Director General is employed to head each of the six Divisions and through a Director of each Division, ensure that TRBL's policy is carried out. The organisational structure, or chain of command for Crosfield House, is attached as an appendix. The Head of Care Services reports to the Director of Welfare and ultimately the Director General.

Further history and information about TRBL can be found in the Statement of Purpose.



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### CROSFIELD HOUSE

Crosfield House is part of The Royal British Legion's group of care homes known as "Poppy Homes" and is situated in Rhayader, Powys. It nestles in the stunning countryside of mid Wales, close to the Elan Valley. The location of the home provides breathtaking views of the surrounding hills.

Rhayader is situated at a natural crossroads on the junction of the east/west A44 and the north/south A470 and is the oldest town in Mid Wales, dating back to the 5<sup>th</sup> century. It lies in the very heart of Wales, midway between Aberystwyth and Hereford and halfway between Snowdonia and the Brecon Beacons. The nearest train stations are Caersws and Llandrindod Wells.

Crosfield House was purpose built and was opened in 1986 by HRH the Princess Royal. The home provides a variety of private and communal facilities.

### Layout of Home and Garden Area

Entrance to the building is via ramped access from the main car park. The automatic front doors lead to the reception area, and beyond it the ground floor and its spacious welcoming lounge and dining areas. It is from the open plan lounge and dining areas that access is gained to the rest of the home. The main lounge here has a large satellite TV and piano.

Additionally, the ground floor incorporates sixteen service user rooms together with the kitchen which has a large open serving hatch. Also there is a hairdressing salon and a library room. The library room provides quiet space for reading or visitors, and is also used for activities, meetings and training. There are unisex toilets, two bathrooms with adapted baths and a shower.

The courtyard garden and seating area is accessed from the ground floor. On the ground floor are also located the laundry, staff rest areas and storage areas. These areas are restricted to staff only and are clearly marked.

The first floor can be accessed by the main staircase or a passenger lift leading to large balconies. This floor has forty-four service user rooms (four of which have en-suite facilities) and incorporates the nursing and dementia care wings. Both wings comprise a total of three lounges, a dining room, an activities room and an area which houses a computer station. There are unisex toilets, five assisted bathrooms and one shower across the first floor.

All rooms and facilities within the dementia care wing are dedicated for use by a maximum of 16 service users living with dementia. Access in and out of this wing is therefore supported by a buzzer which sounds to alert staff each time the door is opened. Exit from the dementia care wing requires a four digit code to be entered into the digital lock. The code is given to relatives and friends to enable them freedom to enter and leave the building, and the code is changed monthly – relatives should speak to staff to be given the code. These are safety features intended only to ensure the



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safety and well being of service users accommodated in this wing and are not intentionally restrictive. The dementia care wing also has its own, specially designed safe garden which is accessible from the lounge.

### Local Amenities

Rhayader, with its population of approximately 2000 people, is a busy market town which attracts many tourists. Besides the stunning natural beauty, tourists are attracted to the nearby Elan Valley dam and visitor centre, and Red Kite reserve. There is a good variety of small shops including a bank, Post Office, Grocery shops, paper shops, hairdressers and gift shops, several cafes and pubs together with a popular leisure centre. Annually, the town holds a large carnival.

There is a GPs surgery which provides general medical services and also houses the District Nursing Service. A dentist is situated within the town. The Community hospital and opticians services are based in the nearby county town of Llandrindod Wells.

Although the home is situated on a hill, footpaths are safe and well constructed and are suitable for Electrically Powered Vehicles and wheelchairs.

### Transport and Escorts

Crosfield House runs its own transport which is equipped and insured to carry disabled passengers. Personal shopping trips or transport to visit friends can be arranged but not guaranteed, therefore relatives and friends are requested to assist in the provision of transport.

CrossGates Motors and Browns operate a bus service to Llandrindod Wells, Builth Wells and Llanidloes on a daily basis. A taxi service operates from the nearby town of Llandrindod Wells.

Escorts are provided for service users with GP/Hospital appointments according to need and availability of staff. We endeavour to provide this service but it can not always be guaranteed since it is subject to the availability of staff. Relatives and friends are requested to assist in the provision of transport and escorts to medical appointments and personal social outings wherever possible.

### ON ADMISSION WHAT TO EXPECT

Prior to admission, the Matron/Manager or Head of Care or a named representative will conduct an assessment of care needs in order to establish that Crosfield House is able to meet those needs.

On admission, and throughout a service user's stay at the home, the process of assessment and review continues. This involves discussion with several members of staff and generates significant amounts of very necessary and important paperwork, and we ask that you are patient and co-operate with us during these times.

The service user is shown to his/her room, introduced to staff and is allocated a named nurse or key worker who works in partnership with the service user and/or the service



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user's representative on a variety of matters. The key worker will also escort the service user on a tour of the home, introduce to other service users and will be available to answer any queries.

A comprehensive plan of care is completed within the first week by either the named nurse or team leader which is discussed, agreed and consented by the service user. The service user has the right to see their care plan at any time.

During the first week, the service user will be visited by the matron or head of care and housekeeper. The finance officer will visit, and discuss any finance matters and a member of the maintenance team will test any electrical equipment brought in to ensure safety.

Mealtimes and dietary requirements and likes or dislikes will be discussed during a visit by the chef within the first few days after admission. Until then the service user's key worker will ascertain dietary needs and requests and pass the information to the kitchen.

### **YOUR ROOM**

A room number will be allocated before admission. Service users are provided with a bed and all linen, seating, hand-washing facilities, several power points and an aerial socket for a television. Service users are encouraged to bring items from their previous home; however, electrical equipment is subjected to a Health and Safety check. Service users may also bring small items of furniture with them, but these are subject to the Matron/Manager's approval due to space and safety restrictions.

Electrical sockets and light switches are located at a convenient height within the room.

A door key for the room can be provided if the Matron/Manager assesses following risk assessment that this will not present a problem for the service user or the staff.

Toilet and bathing facilities are situated throughout the home. Commodes are available to those who require them in their room.

### **NURSE CALL SYSTEM**

All rooms are equipped with a radio call bell system. This system is operated by pressing the GREEN pad attached to the box. Your room number will be displayed on a digital screen in the corridor to alert staff. During peak times, there may be a slight delay in staff answering your call, and we ask for your patience and understanding at this time.

The RED button is for EMERGENCY ONLY and service users are asked not to use in the event of a non-emergency. A member of the care staff will demonstrate the use of the call bell system to service users on arrival in the home.

### **HEATING AND VENTILATION**



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The whole of Crosfield House is centrally heated to an ambient temperature of 22 degrees Celsius. Windows may be opened for ventilation. Window apertures are restricted as an additional safety feature.

### **FIRE SAFETY**

The home is equipped with sensors, alarms, self-closing doors, emergency lighting and fire-fighting equipment.

**Notification of a fire is made by the fire bell ringing and fire doors closing automatically. FIRE DOORS MUST NOT BE PROPPED OPEN INCLUDING BEDROOM DOORS.**

Service users are asked to remain in their rooms or any of the communal areas until a member of staff arrives to assist, help and direct him/her. In the event of a false alarm, a member of staff will inform and reassure service users.

**A fire alarm test takes place each Friday afternoon at approximately 2.00pm.** This will involve automatic closure of internal doors to check functioning. **You do not need to respond to the weekly test.**

Staff attend fire safety training annually, and are required to undertake fire practice procedures from time to time. These exercises are carried out to ensure service users' safety in the event of a fire and some service users may be involved with these exercises. The home is grateful for service users' co-operation in these exercises.

### **TELEPHONES, TELEVISIONS, COMPUTERS**

There is a public telephone booth which is situated on the ground floor at the rear of the dining room, next to the lift. The number for incoming calls is **01597 810987**. Service users may have a telephone installed in their rooms but they are responsible for installation costs, line rental and call charges.

Televisions are provided in all of the lounges. The home is served by a satellite dish enabling some satellite and digital channels to be accessed. Televisions and computers may be brought into the home for personal use in a room subject to manager approval and safety testing. The service user is responsible for license fees and subscriptions (where applicable), together with the cost of maintenance and repairs.

### **MAIL**

Service users' mail is delivered to the reception area at Crosfield House and is distributed by the care team after it has been sorted by the administration staff. On Saturdays, care staff distribute mail, this may be a little later than during the week. There is a mail box for outgoing mail at the reception desk *but* service users are responsible for arranging for their own stationery and postage requirements which can be bought in the town (a key worker or care assistant will help with this task if necessary). E-mails can be



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received on the general office computer, however there is no personal e-mail service for service users unless e-mails are received on service users' personal computers. Messages can be relayed back by email by a member of the admin team.

### REFRIGERATORS AND BRINGING IN FOOD

For safety reasons, fridges are not permitted in service users rooms. However, cold drinks are available on request. Service User and visitors are requested not to bring perishable foods in to store in rooms due to possibility of deterioration of food causing stomach upsets. Confectionary and drinks are not included in this request. Fresh fruit which is overripe will be discarded by domestic staff.

### PERSONAL POSSESSIONS

There is a lockable box fitted inside wardrobes in each room for personal items. Residents must be able to make the key safely. The home will hold up to £125 cash in the home's safe to be administered on request from the service user, or on behalf of the service user, by administrative staff. Records of all transactions are kept. Service users personal possessions are insured by The Royal British Legion to a maximum of £550. Service users are therefore required to arrange their own insurance for possessions of greater value.

Spectacles, dentures, hearing aids and disability aids should be marked with the service user's name since these items are often left in lounges. A laundry number is issued to the service user on admission to the home and clothes are discreetly marked with that number.

### WHEELCHAIRS AND ELECTRICALLY POWERED VEHICLES (EPV's)

Wheelchair requirements are assessed and provided by the NHS Artificial Limb and Appliance Service (ALAC) which is based in Wrexham following a GP referral. There are significant delays in NHS wheelchair supply, Crosfield House therefore has a supply for short term use.

Privately owned electric wheelchairs and Electrically Powered Vehicles (EPV) may be used within the home but these vehicles are not provided or maintained by Crosfield House. Service users are requested to arrange their own insurance and maintenance. Copies of insurance certificates are requested from service users to confirm safety and for administration purposes. Service users are requested to exercise caution when using electric wheelchairs and EPV's indoors by keeping speed to a minimum due to other service users exiting bedrooms into corridors.

### SECURITY



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The exit doors of Crosfield House are secured at 9.00pm. A night call bell is situated at the front door. This bell registers in the nurse's office and visitors are met by a member of the care team at the front door. Staff may be engaged with duties during late hours so patience and understanding from visitors at these times is requested. Unexpected visitors may be refused entry.

Service users are requested to advise care staff or the receptionist before they leave the building and on return to the building. Visitors must sign in and out of the visitors' book which is situated on the reception desk. This is a safety precaution.

### **PENSIONS AND PERSONAL ALLOWANCE**

Pensions and personal allowances (where applicable) are paid directly into the service user's bank account. No member of staff at Crosfield House will act as agent or appointee. Relatives or representatives are requested to ensure that residents have enough personal allowance to pay for items additional to fees. Admin staff will notify relatives in writing when it is seen that personal allowance is running low. Administrative staff manage residents personal allowance deposited for safekeeping as described above.

### **ABSENCE FROM THE HOME**

Service users are asked to advise care staff or reception if they intend to leave the confines of the Home, and to give information regarding destination, and the time they expect to return to Crosfield House. If a service user is absent from the home because of holidays or hospitalisation, fees continue at the rate described in contracts of terms and conditions.

### **VISITORS**

There are no set visiting times and visitors are always welcome but are asked to consider the needs of other service users. However, visiting is with the agreement of the service user, who ultimately has the right to refuse visitors.

### **PETS**

Unfortunately, service users may not keep pets while they are living in Crosfield House since there are not sufficient facilities to accommodate them. However, visitors may bring pets with them to visit at the discretion of the Matron/Manager. In consideration of other service users, visitors with pets are requested to keep them under control and to pick up after their pets.

### **GUEST ACCOMMODATION AND MEALS**



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Overnight accommodation, subject to availability, can be supplied in a separate building within the grounds of the home. Enquiries for accommodation should be made in advance to the Matron/Manager. Should this not be available, there is good value accommodation available locally.

Relatives and friends may dine with service users from the available menu. A small charge is made and advanced notice is requested.

### HOME FACILITIES AND HOURS OF OPENING:

- **Bar:** there is a bar in the home but it is only open for special occasions and is dependant on staff availability. Please discuss with Matron.
- **Chapel:** Crosfield House does not have a chapel. Services are held in the Main Lounge and the Library and everybody is welcome to attend.
- **Shopping:** Crosfield House does not have a mobile shop. Service users may join in with one of the regular shopping trips out of the home, to be arranged with the activities organiser. Alternatively, the service user's key worker can undertake shopping on behalf of a service user if practicable. Service users are reminded in these instances that staff are not allowed to handle service users credit cards or undertake bank transactions. Service users must have cash available for any shopping they wish undertaken, and staff must provide receipts for all purchases.
- **Hairdresser:** The hairdressing salon is situated on the ground floor. A local hairdresser visits weekly. Appointments are made via the care team, but payments are made direct to the hairdresser, or via personal allowances administered by the admin team.
- **Library:** Books may be borrowed from the Library, situated on the ground floor. A mobile library also visits the home monthly.
- **Administration Office:** The administration office is situated behind reception and is open from Monday to Friday from 9.00am to 4.30pm. Service users financial matters which pertain to their stay in Crosfield House are dealt with in this office.
- **Newspapers/magazines:** Arrangements may be made for the delivery of newspapers via the key worker or the administration office. Payment for newspapers will be invoiced directly from the newsagent

### WHO'S WHO

Ninety-five staff work at Crosfield House. Each department has defined responsibilities in relation to the provision of service and the smooth running of the home. Each department has a Head of Department who is directly responsible to the Matron/Manager.

The name of the **Matron/Manager is Marina Bowles**. Currently the post of Head of Care is vacant. In the absence of Matron, the person with responsibility for the running of the Home is the senior Nurse in charge of shift. Senior operational management and support is provided on a visiting basis by Laura Morton.



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### Identification of staff:

Matron/Manager	Civilian clothing
Head of Care	Navy blue dress or civilian clothing
Nurse (female)	Royal blue tunic or dress
Nurse (male)	Royal blue tunic or shirt
Care staff (nursing)	Blue and white striped tunic
Care staff (residential)	Blue or white polo shirt
Housekeeping staff	Blue and white striped shirts
Kitchen staff	Whites
Office staff	Civilian clothing

All staff have name badges incorporating the unique poppy logo.

### MANAGEMENT AND DELIVERY OF CARE

Crosfield House caters for three levels of care requirements; personal care, nursing care and dementia care. Before admission the Matron/Manager or her representative will have assessed the service users needs in order to determine the level of care which is most appropriate. Depending on funding status, the service user may also have been assessed by the Local Health Board Nurse and/or a care manager from the Local Authority. Any care plan produced by them is accessed by the Matron/Manager and Head of Care at Crosfield under contracting arrangements in order to aid care planning. Registered Nurses are in charge of the nursing wing within the home and they are supported by care assistants. Care Assistants lead the shifts in the remaining two wings and are supported by District Nurses who visit the home as required.

Nursing and care staff shift changes occur at 7.00am, 2.00pm and 9.00pm.

Key workers are assigned to service users on admission to the home and take special responsibility for the service user and his/her needs. The key worker is not on duty during every shift and, of course, service users are free to speak to any member of the care staff about concerns or requirements. There is a mixture of male and female staff at Crosfield House and so, if a service user expresses a preference, every effort will be made to assign a gender specific key worker for personal and privacy reasons, although no guarantee can be made on this matter. Please discuss this with Matron. The Royal British Legion promotes equality and diversity and therefore Crosfield House will not agree to requests to assign staff based on race, colour or sexuality.

### MEDICATION

Service users' medication is kept in a locked cupboard within a locked room and is administered according to prescription by Registered Nurses, or care assistants who have received the appropriate training. Some service users may wish to self-administer medication in which case a risk assessment is completed and arrangements are made for the safe storage of that medication. Service Users must inform their named Nurse/key Worker of any complimentary, homeopathic or over the counter medicines they self prescribe to enable staff to ensure there are no potential interactions with prescribed



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drugs. Residents are responsible for ensuring the safe and secure storage of their medicines in their room.

### **MEDICAL AND ALLIED SERVICES**

On arrival at Crosfield House and service users are registered with the local GP. The GP visits the home every week to conduct a surgery; however, if a service user is unwell, arrangements are made for the GP to visit when required or the service user may visit the GP local surgery. Service users have the right to a private consultation and the nurse will leave the room if requested (unless a chaperone is required).

If a hospital admission becomes necessary it will be arranged by the GP. The staff at Crosfield House co-ordinate arrangements and ensure that relatives and social workers are informed.

The GP will arrange chiropody, physiotherapy or occupational therapy by NHS and local authority providers. The chiropodist visits monthly but there can be a waiting list to access services. Service users may be able to access these and other services privately if they choose but they will be responsible for the costs directly.

An optician is available in the nearby town of Llandrindod Wells. An NHS dentist is available at Llandrindod Wells Hospital, also incurring waiting times. Private dentists can be accessed locally.

### **HOLISTIC AND COMPLIMENTARY THERAPISTS**

Therapists, including those who practice aromatherapy, manicure and massage visit the home. Service users may request appointments through the nursing staff and no charge is made.

### **SOCIAL, LEISURE AND EDUCATIONAL ACTIVITIES**

Crosfield House employs a full-time Activities Coordinator who ensures that there is an ongoing programme of events which are tailored to the service users. She visits service users following admission to identify preferences and choices.

Weather permitting; the minibus visits local areas and places of interest on a weekly basis. Service users are given the opportunity to join these outings dependant on assessment of ability and risk.

There are also shopping trips and a weekly 'pub run' for those who wish to participate and service users may join the local day care centre activities if they wish again following assessment of ability and risk.

In addition, there are other interest groups such as gardening, painting and exercise classes.

All activities are advertised on the notice board and service users who are unable to access this board are visited by the Activities Coordinator.



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It is a service user's right to decline activities on offer, however socialising is encouraged in order to prevent the service user feeling isolated. The Activities Co-ordinator endeavours to meet preferences as far as possible.

### **SPIRITUALITY AND RELIGION**

Multi-denominational/church/services are held weekly in the library. Service users may also visit the local church. However, transport and escorts can not be guaranteed and service users are requested to make their own arrangements.

The local Church in Wales's padre conducts monthly services in the Home and will visit a service user on request.

The Roman Catholic priest conducts Mass at Crosfield House each Thursday and will also visit a service user on request.

Communion services are provided and those unable to attend can accept communion in their rooms on request.

### **CATERING**

Mealtimes are an important time of the day. The catering department at Crosfield House provides a choice of meals from a daily menu. Specialised dietary needs are met and these are discussed with the Catering Manager or Named Nurse/Key Worker on admission or when the need arises. Menu choices are made prior to the meal and staff are able to help, advise and complete the menu forms. If service users do not like any of the choices on the menu, an alternative meal is offered. If a service user has difficulty eating independently, a care assistant is always available to help.

Breakfast	8.30am – 9.30am
Morning Coffee	10.30am approximately
Lunch	12.30pm – 1.30pm
Afternoon Tea	2.45pm approximately
High Tea	6.00pm – 6.30pm

Late evening hot drinks and snacks are provided from a trolley service, and additionally upon request throughout the night.

Where service users are unable to attend dining room, service users may take meals in their own rooms, but meal times provide an opportunity to meet with other people and therefore service users are encouraged to take meals in the dining room.

Snacks and hot drinks are available through the day and overnight and may be requested from the care staff. Refreshments are available to visitors on request, and freely available from cold drink dispenser on the ground floor. Visitors may join service users for a meal for a nominal charge; advance notice is requested in order to inform catering staff.



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Birthdays and anniversaries are celebrated, and celebratory meals planned to coincide with festive and religious calendar dates.

### HOUSEKEEPING AND LAUNDRY

The housekeeping staff endeavour to clean service users rooms on a daily basis at a time (whenever possible) which suits the service user. The cooperation of service users in this matter is requested in order that standards of cleanliness may be maintained and the comfort of service users is assured.

The laundry within the home deals with more than 4000 items per week and meets the needs of the service users who are given an individual laundry number with which clothes are discreetly marked. Bed linen and towels are changed at a minimum of weekly or more frequently as needed. Arrangements for dry cleaning items of clothing can be made on request but the service user who has requested this service will be responsible for the cost.

Every care is taken with delicate items but water temperatures required for infection control purposes may cause damage. Unfortunately, a hand-washing service for clothes is not available.

### MAINTENANCE AND HEALTH AND SAFETY

A programme of safety checks, repairs and redecoration is undertaken by the maintenance personnel. Equipment, systems maintenance and a health and safety audit is conducted at intervals throughout the year via external contractors.

Staff regularly undertake both statutory and non-statutory health and safety training during the training year.

### STAFF GRATUITIES/WILLS

The Royal British Legion employees and staff are not permitted to accept any gifts or presents from Service Users. If gifts are given by the Service User to The Royal British Legion employees or staff, the item shall be returned immediately.

Further, The Royal British Legion Home's employees and staff may not witness any legal documents that are for the benefit of the service user or a friend or relative of the service user; and staff may not be a recipient of a service user's will.

### END OF LIFE AND FUNERAL ARRANGEMENTS

Planning for end of life is a sensitive issue, and we are conscious that the subject may be upsetting to some people. It is however important to us that we are able to care for you as you would like us to, at a time when you may be unable to express your choices to us. It is for this reason that we ask you to inform us of your wishes during the process of assessment following admission. The information we seek will include your views on



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resuscitation, preferred place of death, and funeral arrangements. We will consult your general medical practitioner about your instructions where indicated, and we ask that your family or close friends also be informed of your wishes

We are able to offer comprehensive end of life care to residents. We are supported in doing this by the local palliative care services and your GP. We will include any family members or friends in any end of life care, with the resident's permission where able.

Under The Mental Capacity Act 2007, persons are able to specify their future wishes in relation to medical treatment and care via an "Advanced Decision". Further information on this issue can be accessed from to the Matron/Manager if you wish.

Funeral services can be held at the Home and staff and service users may attend if they wish.

### **ADVOCACY**

A local independent advocacy service is available where any service user lacks capacity and if he/she does not already have representation. The appointment of an advocate may also be sought if relatives live overseas and cannot participate in any discussions about a service user's best interests. Arrangements for the use of this service may be made on request to the Matron/Manager or the Head of Care. Leaflets about the service are located within the Home or on request.

### **REPRESENTATION/POWER OF ATTORNEY**

If the service user has named a Power of Attorney, a copy of the relevant documentation should be given to the administration office. Please note that certificates must be registered with the Office of the Public Guardian to be legally binding. Under The Mental Capacity Act 2007, you may appoint different types of Attorney - for personal health and welfare decisions, and for finance and property decisions.

If you would like further information about the 2007 changes to the law relating to Power of Attorney, or are considering appointing a Power of Attorney, please speak to Matron/Manager who can provide you with an information booklet.

If a service user does not have any relatives or financial representation and feels they would like some, we are able to provide contact details of local solicitors who will be able to help.

Staff at the home are not allowed to represent any residents in financial matters.

### **PRIVACY and CONSIDERATION OF OTHERS**

If you have not experienced group living before, moving into a care home can be a daunting experience. TRBL staff endeavour to provide service users with as much support and information as possible to aid the settling in period. Staff will introduce new service users to existing service users, and camaraderie and friendships quickly develop.



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Privacy is respected and service users may exercise their rights to engage in activities or pursuits within their room that may offend or cause friction with others in shared areas. If privacy is required for visits, a “do not disturb” sign can be requested from the Matron/Manager or Head of Care.

Equally, service users are requested to respect their neighbours when in their own rooms, particularly in relation to volume of music or TV’s.

Patience, tolerance, understanding and an open mind is requested where the views, culture or background of other service users or staff differ from those of your own. The Royal British Legion promotes equality and diversity in all aspects of its service delivery. Service users are therefore requested to respect behaviour codes as outlined in contracts of terms and conditions of admission.

Service users must feel confident to report any issues they are unhappy with to enable resolution to be provided, and the Matron/Manager will endeavour to conciliate where any problems arise. However, consistently offensive or unacceptable behaviour despite conciliatory interventions may lead to termination of agreements of admission.

### **SMOKING AND ALCOHOL**

Crosfield House abides by the “Smoke Free Regulations” as imposed across all public areas in Wales on April 2<sup>nd</sup> 2007. A designated “smoking room” is not available within Crosfield House, and service users are prohibited from smoking within their bedrooms due to fire risks. However, for those who wish to smoke a designated smoking area, accessible to wheelchairs, is situated in a secure area outside of the building within the centre courtyard. Service users who wish to smoke outdoors at night should discuss this with the staff in order that security can be protected. Support will be provided for service users who wish to give up smoking.

Failure to comply with the smoke free policies of Crosfield House leading to increased risks to the safety of others, or discomfort of others, in Crosfield House may lead to termination of agreements of admission

Alcohol is made available for celebratory occasions. Service users are not prevented from alcohol consumption, but must disclose this to their Named Nurse/key Worker in order that possible interactions with prescribed medication, or increased risks of accidents can be monitored. A service user may keep alcohol in his/her room at the discretion of the Matron/Manager.

### **ADDRESSING CONCERNS, MINOR ISSUES AND COMPLAINTS**

We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. We are committed to providing our service users with a quality service and your comments and suggestions for improvements are always welcome.



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Verbal complaints should in the first place be made to your named nurse/key worker or to the Head of Care who will respond to rectify the issue immediately. If you are not satisfied with the response you should refer your complaint to the matron/manager.

Should the complaint or investigation be complex, requiring extensive investigation, the 28 day process may not be achievable. The complainant will be notified and kept informed of any delays in the complaint process

A copy of the complaints procedure is situated on the reception desk.

Service Users have the right to complain directly to Care Standards Inspectorate for Wales; or their local purchasing authority. Contact details are:

<b>CSSIW</b> Government Building Spa Road East Llandrindod Wells LD1 5HA <b>Tel:</b> 01597 829319	<b>Social Services</b> Powys County Council County Hall Llandrindod Wells LD1 6AA	<b>Powys Local Health Board</b> Bronllys Hospital Bronllys Brecon Powys LD3 0LF
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### RIGHTS AND RISK TAKING

Crosfield House will ensure that service users rights to participate in all aspects of their care and civic rights are respected and upheld. All service users are registered to the electoral roll on admission.

Crosfield House encourages participation and ownership in decision making. Where a service user wishes to take part in an activity which staff feel may put them at risk, a risk assessment will be carried out. Risk assessments are a problem solving approach which are documented and discussed with service users and or their representatives to ensure maximum safety whilst carrying out activities. Where the risk is significant, a compromise solution will be sought. Where capacity to understand risks to self or others becomes diminished, the Matron/Manager or Head of care will request a multidisciplinary meeting to include the service users relatives or appointed advocate to agree the management of the situation in the service users best interests.

### PRIVACY AND DIGNITY

On recruitment staff undergo a comprehensive induction period. Part of this induction is about sharing our core values of preserving and respecting the privacy and dignity of residents. This includes, addressing individuals by their name of choice, knocking on doors before entering, promoting and supporting rights and choices, sensitivity during delivery of personal care, respecting personal relationships and acknowledging the resident's room as their own personal space reflecting their personality.



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The adoption of person centred care is central to the ethos that every resident is an individual with their own beliefs and values. Equally, The Royal British Legion expects that each service user respects other residents and staff who together make up the community of Crosfield House.

Residents are able to access any of the lounges, or remain in their own rooms when seeing visitors. We would expect staff to knock on doors before entering a resident's room. Should any resident not want to be disturbed during visits, please ask for a 'Do not Disturb' sign to hang on the bedroom door.

Residents may exercise their rights to engage in activities or pursuits within the privacy their room that may offend or cause friction with others in shared areas. Again, a "Do not Disturb" notice can be provided.

Please do not feel embarrassed about asking for arrangements for privacy.

### **SERVICE USERS AND RELATIVES MEETINGS**

Service users' meetings are organised on a quarterly basis or more frequently if required. Service users are free to introduce issues to the agenda. Meetings are chaired by the Matron/Manager and are advertised on the notice board or in person by the Activities Coordinator. Minutes are produced (in large print if requested).

### **SERVICE USERS REPRESENTATIVE**

The Service users' Representative is elected by service users. The position is currently vacant.

### **QUALITY ASSURANCE**

The Royal British Legion is committed to the delivery of a quality service. In order to achieve this, a Quality Assurance system has been implemented which seeks to increase the level of participation and feedback from service users and stakeholders on many aspects of service provided by Crosfield House. Due to the recruitment of a Head of Care and nursing staff, our quality assurance activities have been delayed during 2008 but we aim to rectify this once the team is in place.

Quality Assurance takes the form of audit, revision of policies and procedures, robust operational management, and most importantly seeking the views of the people who use the service. Participation of service users and relatives is actively sought annually through discussion and questionnaires.

It is only through continuous review of our service against National Minimum Standards, other legislation, The Royal British Legion's aims and objectives, and service users own needs that we can continuously improve and develop.



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The results of all our quality assurance reviews will be published in the Home, and made available to all service users and their relatives.

### REGULATION AND INSPECTION

Crosfield House is registered with the Care and Social Services Inspectorate for Wales as a Care Home for Older Persons providing Nursing Care. Our registration certificate is displayed at reception, and further explained in the Statement of Purpose. A legal requirement of our registration to provide services legally is that we are inspected against National Minimum Standards and Statutory Legislation by the Inspectorate. During inspections, the views of residents are sought.

Their results are published as a publicly available report. Copies of the last inspection report can be found in the file on the table opposite the reception desk. The Home is also inspected by the Environmental Health Department of the local authority.

### CARE PLANS AND ACCESS TO DOCUMENTATION.

A care plan is a document that describes your needs and choices and provides information regarding how these should be met. Residents and relatives are involved in the creation of the care plan on admission. Care plans are reviewed monthly by the named nurse or key worker.

Each resident has the right to see any information held about them. You may see your care plan at any time – please ask your named nurse or key worker. You may request a change to your care plan at any time if you feel the care or service being delivered is not meeting your need or choice. Please discuss this with your named nurse or key worker. Alternatively, you may discuss this with the Head of Care.

Relatives access to these documents is only on the authorisation of the resident. If a resident does not have capacity to authorise, access is authorised by the Matron Manager only according to need, and relatives must make a request directly to the manager.

Care plans must be continuously accessed by nursing and care staff involved in delivery of care. Additionally, access is required by GP, District Nurse, social worker or any other health and social care professional who is involved in a resident's care.

Access to GP records, District Nurse records, social care records or any other health record is granted only by that agency. You must make a request to view those records directly to the agency responsible.



## Crosfield House Service User Guide

### APPENDICES AND GENERAL INFO

#### Local Taxi Numbers

Gerwyns	01686 412058
P&C Taxi	01686 412047
Swifts	01686 413667
Wicks	01686 412337
Adeys	01597 288118
Martini	01597 823690
Pro Cabs	01597 822877

#### Internal Telephone Extensions

Finance	21
Matron/Manager	22
Clinic	24
Kitchen	25
Dementia Wing	26
Payroll /HR	27
General Office	28
Head of Care	29
Residential Unit	30

- Appendix 1: Summary Inspection Report
- Appendix 2: Complaint procedure
- Appendix 2: Fire Instructions
- Appendix 2: Emergency First Aid Arrangements
- Appendix 2: Example Menu
- Appendix 2: Example Activity Plan