

**WELCOME
TO
DUNKIRK MEMORIAL HOUSE**

**MINEHEAD ROAD
BISHOPS LYDEARD
TAUNTON
SOMERSET
TA4 3BT**

Dear Resident,

Welcome to Dunkirk Memorial House,

We hope that you will enjoy living here with us and that you will take the few minutes needed to read the contents of this information booklet.

It has been designed to help you, particularly, during the early days and should be kept safely within your room for your later reference.

Whilst we have tried to cover most things, you may well have questions that are not covered. If so, please ask a member of staff who will be happy to answer your questions.

The Home has two residents who take on the role of Residents' Spokesperson and Deputy. They will welcome you and help you settle in. Their contact details are on your notice board.

The motto of the Royal British Legion is "Service not Self" and we make every effort to live up to it.

Pauline Shields
Matron/ Manager

30th June 2008

INDEX

Summary Statement of Purpose	4
The Royal British Legion Organisation	4
History of Home	5
Layout of Home and Garden Area	6
Local Amenities	7
Transport and Escorts	7
On Admission What to Expect	8
Your Room	9
Nurse Call System	10
Heating and Ventilation	11
Fire Safety	12
Telephones, Televisions, Computers	13
Mail	14
Refrigerators and Bringing in Food	15
Security/ Personal Possessions	16
Insurance	18
Wheelchairs/Electrical Power Vehicles	19
Pensions and Personal Allowance	22
Absence from the Home	23
Visitors	23
Pets	23
Home Facilities and Hours of Opening:	
Bar	24
Chapel and Spirituality	
Mobile Shop	
Hairdresser	
Library	
Administration Office	
Newspapers/magazines	
Who's Who	26
Management and Delivery of care	27
Medication	28
Medical and Allied Services	29
Holistic and Complimentary Therapists	30
Social, Leisure and Educational Activities	31
Catering	33
Housekeeping and Laundry	34
Maintenance and Health and Safety	35
Staff Gratuities/Wills	36
End of Life and Funeral Arrangements	37
Advocacy	38
Representation/Power of Attorney	38
Smoking and Alcohol	39

Addressing Concerns, Minor Issues and Complaints 40
 Rights and Risk Taking 41
 Privacy and Consideration of Others 42
 Residents and Relatives Meetings 43
 Quality Assurance 44
 Regulation and Inspection 45

Appendices:

Summary Inspection Report
 Complaint procedure Fire Instructions

Emergency First Aid Arrangements
 Example Menu
 Example Activity Plan
 Local Taxi Numbers

Summary of Statement of Purpose

A full description of our services, philosophy aims and objectives of Dunkirk Memorial House can be found in our Statement of Purpose (SOP).

This document is a legal requirement and is located outside the Administration Office.

If you would prefer your own copy one can be provided on request.

This Residents Guide includes a Summary of the SOP in an easier to read format.

ABOUT THE ORGANISATION

Dunkirk Memorial House is one of seven Royal British Legion Homes, known as Poppy Homes, within the Welfare Department. The Homes are overseen by the Head of Care Services and the Operation Manager (Homes) who are based at Legion Headquarters in London.

The day to day management of the Home is by the Matron/Manager who delegates specific areas of responsibility to other Managers, the Head of Care and the Head of Support Services.

We have a House Committee of volunteers whose Chairman is appointed by the National Council of the Legion.

The House Committee's main function is to arrange fundraising events for the Home.

On occasions, members of local Branches of The Royal British Legion visit the Home. These local Branches welcome your membership and presence at their meetings. They have no direct involvement with the Management or activities within the Home but we are grateful for their involvement and the financial support that their members are able to give to the Home. They are always encouraged to visit and meet the Home's residents.

You will find an organisational chart for the Home and also an organisational chart for the House Committee in the Appendix at the rear of this book.

HISTORY OF THE HOME

Dunkirk Memorial House opened in 1995 as a purpose built building for older people. Attached to the House is a Grade 2 listed building which has previously been a family home and later a satellite unit for the NHS.

The Home is set in 17 acres of ground, all accessible by pathways, which include a safe path via a subway directly into the local village, Bishops Lydeard.

YOUR HOME

The village of Bishops Lydeard is only a short distance from Dunkirk Memorial House. It has a parish church, post office, convenience stores, paper shop, three public houses and bed & breakfast accommodation. Details of these amenities can be obtained from the Administration Office.

The underpass access from the grounds of the Home to the outskirts of the village allows you to walk safely without crossing the main road.

The minibus visits the village every Tuesday morning excluding public holidays.

LAYOUT OF THE HOME AND GARDEN AREA

Your home is in two sections, the Main Building and the Old Building. The Old Building is commonly referred to as the 'White House' or Lynchfield House.

WHITE HOUSE

Ground Floor

In here you will find the following :-

1. The Matron/Manager's Office
2. The Administration Office
3. The Chapel
4. Bar Lounge

First Floor

1. Guest Room
An en-suite room is available for relatives and friends to stay. Booking is via the Administration Office and a charge is made for the stay. A tariff is available on request.

Meals can also be provided and advance notice is required by the Chef.

2. Staff Offices
3. Staff Accommodation

THE MAIN BUILDING

The main building is built in a square around the Dunkirk Memorial Garden on two floors.

The Residents' rooms are located on the Ground and First floors of the Main Building.

In here you will also find:

1. The Devon Lounge (Tea Bar)
2. The Dining Room
3. The Cornwall Lounge (also called Garden Lounge)
4. Hair Salon
This is on the first floor opposite Rooms 77 & 78.
5. Notice boards
There are two located on the ground floor (by the Restaurant)
6. Residents' Kitchen First Floor
A small kitchen is available for drinks also located here is a refrigerator for your use.

LOCAL AMENITIES

The Home is situated in Bishops Lydeard, a rural location with limited public transport.

Timetables for the bus service between Minehead and Taunton are available from the Administration Office.

The West Somerset Railway has a station at Bishops Lydeard which is within walking distance of the Home and the train stops at all stations to Minehead during the summer months.

Taxis are available but expensive. Somerset County Council provide a limited voucher scheme for our residents.

The Home minibus goes to Taunton once a week for shopping, visits to the bank, optician etc. on a Thursday afternoon.

TRANSPORT & ESCORTS

Dunkirk Memorial House has its own transport insured and equipped to carry disabled passengers.

Residents requiring transport for hospital appointments are expected to use the hospital ambulance services.

Escorts for hospital appointments or visits to the dentist, chiropodist or optician can only be provided if you do not have family or friends available.

Escorts will be available according to the needs of the residents and availability of staff. Whilst we endeavour to provide this service, it cannot always be guaranteed.

Taxi services are available, but are expensive. Details can be obtained from the Administration Office.

Taunton Deane Borough Council provide all our residents with a book of taxi vouchers, which are applied for annually.

A community transport service 'Wivey Link' offers a service to the Home; the details are on the notice board. This is a reasonably priced service operating between the Home and Taunton.

ON ADMISSION: WHAT TO EXPECT

The day of admission to the Home is a busy one. New residents can expect to meet a variety of staff from all departments.

On admission, a nurse or carer will show you to your room and help you to unpack and arrange your belongings. If your family are accompanying you, they will be encouraged to help.

It will be necessary to obtain information for your care plan, which we will need to do over the first few days. You will be encouraged to complete the documentation with your named carer.

Everyone is encouraged to use the dining room and you will be offered a permanent place at a table with other residents.

An activity co-ordinator will visit you to discuss the activities available to you, and your likes and preferences.

YOUR ROOM

Your room is your own private area. You are free to lock your room and come and go as you wish.

Staff will knock before entering and you can ask not to be disturbed

Your room comes fully furnished but you are welcome to bring small items of furniture that meet the safety requirements for fire regulation.

The Maintenance Department will advise you on the fire retardant standards of your furniture. As a general rule, if your furniture does not carry the appropriate labelling, it will not be acceptable for the Home.

When planning your room layout you must allow for movement around the room for your own safety and for cleaning.

Unfortunately, we have very limited storage space and would ask you to bear this in mind when bringing personal items into the Home.

NURSE CALL SYSTEM

Your room is equipped with a Call System.

To operate you should press **either** the assist function **or** the red pull cord in the bathroom for a **routine** call.

In the case of an **emergency call**, press the red touch pad.

PLEASE DO NOT USE THE EMERGENCY CALL BUTTON FOR ANY OTHER PURPOSE THAN AN EMERGENCY.

There is an extension lead with a bell to operate the system from your bed and you may move the unit from your wall to the chair, side table or any location in your room that you wish. Once activated, the call will be repeated until cancelled in your room by the attending member of staff.

If you are out in the grounds please advise staff and ask for a portable alarm, which can be worn around the neck, if you wish.

When summoning assistance, your call will be answered by a carer. They will be aware of your call number. Please be patient when awaiting a response, as it is obvious that your carer cannot answer every call at once.

Anticipating your needs and avoiding peak times, ie during/after meals and early to mid-morning will help to ensure that you are not kept waiting.

The nurses carry mobile phones which you may use in the unlikely event of your Nurses Call System not responding.

HEATING AND VENTILATION

The Home is maintained at a comfortable temperature all year. Your radiator has individual controls for your preference and comfort. Cooling is also provided with easy to use controls.

All windows have an opening restriction which allows you to open the window for ventilation, but the windows cannot be opened fully for safety reasons.

FIRE DRILL

IF YOU DISCOVER A FIRE OR SEE OR SMELL SMOKE

**ALERT A MEMBER OF STAFF
AND
SOUND THE FIRE ALARM**

ON HEARING THE FIRE ALARM
REMAIN WHERE YOU ARE

DO NOT LEAVE YOUR ROOM
UNTIL ASKED OR ASSISTED TO MOVE BY STAFF

IN OTHER AREAS OF THE HOME
CARE STAFF WILL ASSIST YOU
TO THE ASSEMBLY POINT

DO **NOT** USE THE LIFTS

EXIT LIFT WHEN ALARM SOUNDS

DO NOT WORRY IF ALARM CONTINUES TO SOUND AND STAFF HAVE NOT
GOT TO YOU.

YOU ARE PROBABLY IN A SAFE AREA AND NOT CLOSE TO ANY FIRE

WHEN ALARM CEASES TO SOUND YOU MAY MOVE AROUND THE HOME
AGAIN

THERE WILL BE REGULAR FIRE DRILLS

FIRE ALARMS ARE TESTED WEEKLY ON WEDNESDAYS AT 1.45 PM

TELEPHONES

The Home's telephone number is:

01823 432407

The Home's fax number is:

01823 433083

Each room has a direct dial-out facility (dial 9 followed by the number) and residents are asked to supply relatives and friends with their personal telephone number.

A pay phone is located by the General Office. A voice mail service is available on your phone and all phones have large buttons for ease of use.

A list of Internal Department Extension Numbers is located in the appendices at the rear of this guide.

TELEVISION

A television aerial point is available in your room and the licence is paid for by the Royal British Legion. The Home is equipped to provide digital reception to all rooms for access to Freeview.

COMPUTER

All residents may install their own computer but are individually responsible for all installation charges, Internet Server charges, and repairs.

A computer for all residents to use is available in the Devon Lounge.

MAIL

Incoming Mail

Mail is delivered to the Home every weekday. The mail and requested newspapers are delivered to your room by one of your fellow residents.

Outgoing Mail

There is a post box outside the Devon Lounge for your outgoing mail. The mail will be collected daily at 4pm every weekday.

Stamps can be purchased from the Winscombe Trolley Shop or the Administration Office. The Administration Staff are able to assist with parcels and bulky items of post.

The Home's correct postal address is listed in Matron's welcome at the front of this guide:

E-mail facilities are available from the Administration Office or via the Residents' computer situation in the Devon Lounge.

FRIDGE AND FOOD

Small fridges are allowed in your room if you have space. A fridge for residents' use is available in the first floor kitchen.

You are requested to make sure that your food is not out of date.

This fridge is for food ONLY and is not to be used for any kind of medication. If you wish to store medication, please contact the nurse in charge.

SECURITY

Upon arrival you will have been issued with a key to your room. You will also be issued with an entry card to the Home. You are free to come and go as you please but visitors are requested to use the door entry system.

Leaving the Building

If you are leaving the building, please advise a nurse or your carer. Residents please ensure you **SIGN OUT** when leaving the Home and **SIGN IN** when you return. We would not wish to risk lives in the event of a fire searching for someone who is not in the building.

Visitors

Please ask your visitors to **SIGN IN** and **SIGN OUT** at the main entrance. Again, this is important in the event of a fire. For visitors to gain entry to the Home at any time, they will have to be identified by staff.

Home Security

The Home secures its exits at dusk. These exits will automatically open in the event of a fire. The main entrance doors are controlled by a card entry. If you do not have a card, you simply enter the lobby if there is a receptionist on duty they will let you in if not then press the call button. You will then have voice contact with the staff who will operate the electric slide doors for you.

Room Security

There is a small security safe in your room. All Residents have a set of keys which include room door keys, wardrobe key, bedside drawer key and personal safe key.

Valuables

Keep your valuables safe. Lock them away. If you have valuables please arrange your personal insurance. Any new purchases that you make must be notified to the care staff to be added to your list of effects.

Personal allowance money may be deposited in the Administration Office safe and withdrawn when the Administration Office is open.

Residents do find this a convenient and a suitable alternative to keeping money in their room.

PLEASE NOTE -

THE HOME CANNOT ACCEPT RESPONSIBILITY FOR RESIDENTS' MONEY, VALUABLES OR OTHER PERSONAL ITEMS LEFT IN RESIDENTS' ROOMS THAT ARE NOT SECURED PROPERLY.

INSURANCE

You are reminded that all powered chairs and scooters, when used on site, must be privately insured and a copy of the current certificate given to the Matron/Manager.

Residents are advised to arrange their own insurance to cover loss, theft and damage for any personal belongings of high value.

Please contact the office staff if you have difficulty arranging your insurance.

WHEELCHAIRS

Manual Wheelchairs

We have a number of manual wheelchairs for use within the Home. However, if you are a wheelchair user we ask you to bring your own chair marked appropriately with your details and to maintain the costs of servicing.

Power Chairs and Scooters

You may bring your own powered chair or scooter with you. The charging points are located at the end of each corridor and you will be allocated a space.

We would remind you to take care along the corridor when elderly people are walking.

You will be responsible for the maintenance, servicing and insurance of your own chair/scooter. However, your chair/scooter will be inspected and subjected to safety checks by our Maintenance Engineer.

It will be necessary to reassess your capabilities for using your chair from time to time. This maintains your safety and the safety of the other residents. This will be done by the Physiotherapist.

PLEASE NOTE

Large scooters are not allowed for use within the Home.

HOUSE VEHICLES AND WHEELCHAIR USERS

The Home has a minibus and a courtesy car. When travelling in the courtesy car you may be able to take your folded manual wheelchair with you. The Home will provide a driver from our pool of volunteers or staff members.

The minibus is equipped with seat-belts for all seated passengers **and must be worn**, unless you have a medical exemption.

They also have wheelchair restraints/seat-belts that may be used for manual wheelchairs.

Scooters and powered wheelchairs cannot be taken on the minibuses as they pose a hazard in the event of an accident.

If you are physically able to transfer from your wheelchair to a bus seat then your wheelchair will be safely folded and anchored with wheelchair restraints and an independent inertia rear safety belt.

Like all the other residents, you will be regularly assessed by the physiotherapist and nurses and your transport requirements will be part of this assessment. Your safety and comfort is our priority.

Smoking is **NOT** permitted in any of the Home's vehicles.

ADMINISTRATION OFFICE

This is opened from 9.00 am – 1.00 pm from Monday – Friday.

A banking Service is available on Monday and Thursday at 2.00 – 2.30 pm in the main reception area.

PENSIONS AND PERSONAL ALLOWANCES

All pensions must be paid directly into the resident's personal bank account.

The Office will administer a small banking service when a resident may deposit £100 for their personal use.

CONTRACTS TERMS AND CONDITIONS

Two copies of your contract will be issued to you one for your own record and one for signing and returning to the General Office.

ABSENCE FROM THE HOME

We ask you to inform us when you are leaving the Home. If you are spending time away please give the nurses notice to allow for you medication to be organised.

IMPORTANT

Please remember to **sign out** as you leave and **sign in** on your return.

VISITORS

Your visitors are welcome to visit whenever you want, there are no restrictions but it is advisable to avoid meal times.

PETS

Permission is required from the Matron before pets can visit the Home. Dogs must be well behaved and house trained.

Unfortunately permanent pets are not allowed in the Home.

HOME FACILITIES

Dynamo Bar (Somerset Lounge)

The Dynamo Bar is situated in the Old Building and is open for the benefit of residents, their guests and Friends of Dunkirk Memorial House. The Bar is currently opened 3 nights a week Wednesday, Friday and Sundays between 7- 9.30 pm. Alcoholic drinks are served everyday during lunch in the dining room.

This lounge is available for you to book private family events. On occasions, it is used for staff training purposes but we will inform you.

Winscombe Trolley Shop

The Winscombe Trolley Shop is maintained by Volunteers. The trolley visits the ground and first floors of the Home. The service is available on Monday, Wednesday and Friday mornings and is dependent on the availability of the Volunteers.

The trolley stocks toiletries, chocolates, tissues, cards and stamps. If there is an item you would like us to stock please let us know.

Hairdresser

We have a hairdressing salon at the Home which is situated on the first floor opposite Rooms 77 & 78. The hairdresser visits twice a week on Monday and Thursday. Appointments can be made through your Carer or through the hairdresser herself.

Library

The Home does provide a library.

The mobile trolley is provided by the Taunton Library Service and the books are changed monthly.

Should you require a particular book, reservation can be made.

Newspapers and Magazines

Chapel and Religious Services

The Chapel is situated in the Old Building. Weekly communion is normally celebrated on Fridays at 10 am. Please ask for details of other denominational services.

Occasionally, the Chapel is used for training purposes. Advance notice of this will be located on your notice board.

Upon admission, if you wish we will notify your particular Minister of Religion so that visits can be arranged.

The vicar is able to visit you in the privacy of your own room or if you are not feeling very well.

Occasionally, the Chapel is used for training purposes. Advanced notice of this will be located on your notice board.

WHO'S WHO

MANAGEMENT AND DELIVERY OF CARE

The Matron/Manager of the Home is responsible for your care and safety and, in addition, is given the responsibility of ensuring that the staff are meeting your needs.

If your care is assessed as requiring residential or personal care your needs will be provided by Care Assistants and Team Leaders. If after an assessment you have more complex needs a Registered Nurse will supervise your care.

The Nurse will ensure the care needed to sustain your physical, physiological and spiritual health is documented, agreed by you and given to the desired standard.

They will also help the Doctor in managing and monitoring any health related problems or treatments you may have.

You will have a Care Plan specific to your needs which will be reviewed regularly and adjustments made as the need arises. We reassess your level of care requirements regularly.

Your Care Plan is kept in your room and you are encouraged to participate with the initial assessment and any changes that are required.

During the day 7.00 am to 9.00 pm two Nurses are on duty and one Nurse at night. The Nurses are supported by a team of Care Assistants.

Remember your Care Plan is confidential to yourself other people will require your permission to read it.

MEDICATION

Your Medication is prescribed by the local GP and administered by the Nurse or Team Leader.

If you wish to self medicate the Nurse will carry out a risk assessment to ensure you can do so safely.

Re-ordering of Medication

The Nurse in charge will be able to re-order your prescribed prescription. Please contact the Nurse to arrange for repeat prescriptions to be arranged.

MEDICAL SERVICES

Because of the rural location it is necessary for you to be registered with the local surgery in the village, which the care staff will do for you.

However it is not possible to offer you the option of choosing your own doctor because this is the only surgery in the area.

Residents are able to make appointments directly with the surgery on **01823 432361**. Please state that you are a resident of Dunkirk Memorial House.

A doctor from the practice visits the Home weekly, on Wednesday afternoons.

You have the right to a private consultation with your Doctor. The nurse will leave you at your request unless the Doctor requires a chaperone.

Apart from your medical examination upon admission, your health will be monitored by a doctor at least once a year. At other times, in an emergency, or should you become acutely unwell, you can request the doctor to visit or the nursing staff will arrange this if they believe it to be necessary.

Should you require hospital services the Doctor will advise and arrange this for you. The nursing staff will co-ordinate arrangements if required. Whenever possible, please ask a relative or a friend to accompany you.

Chiropody

Chiropody is available in the Home.

Ask a Nurse or Carer if you would like an appointment. This service is paid for by the Amenity Fund and is free to all residents.

Physiotherapist

This service is provided by the Amenity Fund.

A Physiotherapist visits the Home weekly and a Nurse will arrange for residents to be seen if required. The Physiotherapist also arranges the wheelchair and mobility aids.

Occupational Therapist

An Occupational Therapist visits the Home. A Nurse can arrange for residents to see the Occupational Therapist if required. This service is free of charge.

Dental Treatment

It will be necessary for you to register with a local Dentist. For minor complaints a Dentist does visit the Home.

Optician

You will be free to select an Optician of your own choice. However the Home does have an Optician who will visit. For information, please see the notice board or ask a Nurse or Carer.

HOLISTIC AND COMPLEMENTARY THERAPY

Residents may arrange for private holistic/complementary therapies.

Therapists who visit the Home are required to supply certificates to allow them to practice.

SOCIAL, LEISURE and EDUCATIONAL ACTIVITIES

The Activity Organisers arrange regular sessions for all abilities. You will not be expected to come to every one, but do come to the activities that are of interest to you.

If you are interested in visiting a particular place, do talk to the Activity Organisers who will try to incorporate it into the programme of outings.

On Thursdays there is a weekly trip into Taunton. The minibus leaves the Home at 2pm and the residents meet the driver at 3.45pm for the return journey.

If you have a particular request for an activity, please speak to one of the Activity Organisers who will be happy to discuss the matter with you more fully, and, if possible, arrange to include the activity into the programme.

A weekly programme of events is delivered to each room.

Do not forget to check the Residents' notice board regularly. This is updated frequently with activities and trips.

CATERING

Meal times are an important social activity in your day and we endeavour to keep catering to a high standard. Our head chef offers menus which are planned over a four week period and offer variety. The menu is also designed to give a healthy, balanced diet. Our menus offer you choices which you can select on the day.

During the admission process we will talk to you about any special dietary requirements and your likes and dislikes.

MEALS ARE SERVED AS FOLLOWS IN THE RESTAURANT:

Breakfast:	8.00 - 9.30 am
Lunch:	12.30 -1.30 pm
Supper:	5.30 - 6.30 pm

Meals are, normally, taken in the Restaurant/Dining Room. However if you are not feeling well, you can ask the Duty Nurse to arrange for you to have your meal served in your room. Meals can be taken at alternative times if appointments or visits prevent you from dining at the regular times, although you must advise staff in advance.

Snacks, such as sandwiches, are available for the night hours, if required.

Hot and cold drinks are available during the day for residents in the Tea Bar (Devon Lounge) on the ground floor and also in the first floor kitchen.

You may entertain a family member or guest to meals if booked 24 hours in advance. There will be a small charge. However numbers are limited and we may not always be able to offer the service.

HOUSEKEEPING AND MAINTENANCE

Laundry

The laundry within the Home can meet most of your needs and offers a daily service. Your clothes will be discreetly marked with your name unless they have been previously marked by yourself or your relatives.

Towels and linen are provided by the Home and changed as required.

You are strongly discouraged from washing garments in your wash basin please ask the laundry staff for advice if this is a problem for you.

We ask for your co-operation by not sending fragile items to the laundry eg silk, wool, or mohair items or any items described as delicates or dry clean only.

A member of the domestic staff will advise if you require dry cleaning.

Whilst we try to return your laundry on the same day, occasionally, this may not always be possible.

Domestic

The Domestic Team will clean your room on a daily basis. You will not be disturbed before 8 am.

If you do not want them to call this is acceptable, but they may not have time to return in which case your room may not be serviced on that day.

We are required to ensure that your room is cleaned regularly to a pre-determined standard. Your co-operation is essential. Domestic staff are not care staff and, therefore, should not be asked to undertake care duties. Any problems or special requests should be directed through your carer.

Should you prefer to dust your room yourself please make this known to the domestic staff so they can provide you with the materials.

MAINTENANCE AND SAFETY

Upon arrival at the Home, if you bring any electrical items with you, these will need to be checked. If you require repairs to any item in your room, kindly inform the Registered Nurse or Carer.

Any new purchase must also be checked and annually inspected.

The annual planned preventative maintenance programme requires the maintenance staff to visit your room from time to time to ensure the general maintenance of fixtures and fittings are in good order.

Your electrical equipment is subjected to annual testing. We are committed to providing a safe environment at Dunkirk Memorial House. Please report any concerns to a member of staff.

GRATUITIES TO STAFF AND WILLS

You may, without realising it, place members of staff in a difficult position if you ask them to accept money or other gifts. If you feel you want to make a gift of money or other donations to the staff, there is a Staff Fund distributed once a year at Christmas which benefits **all** members of staff.

If you wish for further advice, ask the Matron/Manager.

Gifts cannot be accepted by or for an individual and members of staff have been instructed not to accept them.

If you have not made your Will prior to entering the Home and you have decided to do so now, you should contact your own solicitor. If you do not have a solicitor, the Matron/Manager will provide you with a list of local solicitors.

Staff are not permitted to witness any legal documents.

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 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.

Under The Mental Capacity Act, 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.

The Home has a bereavement booklet which is available from the Head of Care.

ADVOCACY and POWER OF ATTORNEY

Power of Attorney

You are required to provide details of a Power of Attorney as directed in your administration letter. A copy of the certificate will be taken and held on file for admin purposes only.

Please note that certificates must be registered with the Office of the Public Guardian to be legally binding.

Under The Mental Capacity Act, 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 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.

Advocacy

An Advocacy Service is provided by Age Concern by appointment. A representative will visit you at your request.

Alternatively you may prefer to contact CAREdirect.
Telephone no: 0845 345 9133.

Information about CAREdirect can be found on the notice board.

SMOKING

Smoking is not permitted in any part of the Home.

You may smoke in the grounds but not near an entrance or exit.

ALCOHOL

You are free to keep alcohol in your room. Please make us aware of your normal alcohol intake for care planning purposes.

However advice will be given when alcohol is incompatible with your medication, or when your health needs change.

RESIDENTS COMPLAINT PROCEDURE

Should you need to make a complaint, or have any concern please make contact with the under mentioned personnel.

- a) Named Carer/Key Worker/Team Leader
- b) Duty Nurse
- c) Head of Care
- d) Matron/Manager
- e) Operation Manager (Homes), at Royal British Legion Headquarters
- f) Head of Care Services at Royal British Legion Headquarters
- g) CSCI – Care Standard Inspector

The Resident may enter the complaints procedure at whichever level he/she feels is necessary. Your complaint will be actioned within seven days and acknowledged and referred to the appropriate person for action.

If you are unhappy with the action taken, the complaint will be forwarded to the next person on the list as requested by the resident.

If, after twenty-eight days, the complaint has still not been concluded to the satisfaction of the resident, the matter will be referred to the Operation Manager (Homes)/ Head of Care Services for action.

Should the decision of the Operation Manager (Homes) not be acceptable, you can contact a representative of the Care Standards Commission in Taunton on 01823 345960.

An Inspector will visit and seek out your opinion about living in the Home and any concerns you may have.

RIGHTS AND RISK TAKING

Dunkirk Memorial House respects the rights of residents to continue to make their own decisions and choices on a day to day basis. This includes activities that may include an element of risk.

Where a resident wishes to take part in an activity which staff feel may put them at excessive risk, a risk assessment will be carried out. Risk assessments are a problem solving approach which are documented and discussed with residents 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 resident's relatives or appointed advocate to agree the management of the situation in the resident's best interests.

Residents' civic rights are upheld through registration to the electoral role on admission.

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 residents with as much support and information as possible to aid the settling in period. Staff will introduce new residents to existing service users, and camaraderie and friendships quickly develop.

Privacy is respected and staff will always knock at your room door before entering. Residents may exercise their rights to engage in activities or pursuits within their room that may offend or cause friction with others in shared areas. Please do not feel embarrassed about asking for arrangements for privacy.

If privacy is required for visits, or personal time in your room, a “do not disturb” sign can be requested from the Matron/Manager or Head of Care.

Residents are requested to respect their neighbours when in their own rooms, particularly in relation to volume of music or TVs.

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.

RESIDENTS AND RELATIVES MEETINGS

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 Dunkirk Memorial House.

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.

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

Dunkirk Memorial House is registered with the Commission for Social Care Inspection as a Care Home 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 is that we are inspected against National Minimum Standards and Statutory Legislation by the Commission. During and prior to inspections, the views of residents are sought. We are further required by the Commission to conduct annual self assessments of quality.

Their results are published as a publicly available report. Copies of the last inspection report can be accessed from reception.

The Home is also inspected by the Environmental Health Department of the local authority.

Appendices:**INTERNAL EXTENSION NUMBERS**

Pauline Shields, Matron/Manager can be contacted through the Administration Office.

Adam Mulligan, Maintenance and **Jackie Kidner, Domestic Supervisor** are to be contacted through the Administration Office.

Head of Care	294
Reception	200
Administration Office	263/287
Nurses Office	301
Nurses Mobiles	290/291/296
Activities Co-ordinator	271
Hair Salon	276
Bar	267