



Galanos House Service User Guide

WELCOME

The Matron/Manager, staff and House Amenity Committee warmly welcome you to Galanos House.

We aim to ensure that you are able to live your life to the full, enjoying activities old and new, whilst knowing that the chores of everyday life are being taken care of. For those residents needing a bit more looking after, we will ensure that the care delivered is of a high standard, up to date and undertaken by qualified staff.

We hope that you find this Service User Guide helpful. If you have any questions or are not clear on any of the issues raised, please do not hesitate to speak to a member of staff.



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Summary Statement of Purpose.

A formal description of our services, the philosophy, aims and objectives of Galanos House and TRBL's (The Royal British Legion) history is located within the Statement of Purpose. The provision of this informative document is a legal requirement, and is held at 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 includes a summary of the information contained within the Statement of Purpose. It also provides a more relaxed and detailed description of the services at Galanos 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 all suggestions. A larger print version is available on request to the Manager.

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

THE ROYAL BRITISH LEGION

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"

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
- 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, ensures that TRBL's policy is carried out.



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The organisational structure, or chain of command for Galanos 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.

History of Home

Galanos House was established in 1967 in the village of Long Itchington, as a country home for elderly and incapacitated ex-servicemen and women and their dependants. The funds for the original building were given in a bequest by a wealthy Greek merchant, Christos Galanos. September 2002 saw the relocation of Galanos House to a new building, some three miles from the old establishment, on the outskirts of Southam.

Layout of Home and Garden Area

Galanos House currently provides services for 60 people.

- There are 4 wings, each with 15 bedrooms:
 - Leamington Wing – Bedrooms 1-15
 - Kenilworth Wing – Bedrooms 16 - 30
 - Warwick Wing – Bedrooms 31- 45
 - Stratford Wing – Bedrooms 46 - 60
- At the end of each wing is an assisted bathroom and shower room. The home is built on 2 floors and there are 2 passenger lifts, both suitable for wheelchair users. There is a small kitchen area off each floor for staff, visitor and resident use. Each wing has a "sitting out" area, overlooking the front of the home.

The Home's communal areas include:

- A large reception area
- A downstairs lounge with a fireplace, comfortable seating and TV.
- The "Rugby" licensed bar lounge. This room is capable of being used for entertainment and other communal activities, as it opens onto the large dining room. The licensed bar is open subject to licensing law and availability of staff.
- The library lounge. This lounge houses a well stocked library, 2 computers (with internet access) and a quiet reading area.
- The Multi-sensory lounge. This lounge is designed for those service users who need a little extra help from the nursing and care staff.
- At the rear there is a conservatory. This is heated/air conditioned so can be used throughout the year. The conservatory gives direct access to a patio and garden area.
- There is a large dining room and adjacent 'coffee shop'. Meals are served from the kitchen, which is off the dining room.
- On the first floor there is a hairdressing room. This room is also used by the chiropodist. The clinic room is used by the GP for service user surgeries and also by the visiting dentist and optician.

Local Amenities

- Galanos House is situated on the edge of Southam, a small market town in the heart of Warwickshire.
- There is good road access to the home being close to M40, M1 and M6. Public transport from the nearby towns of Rugby, Leamington Spa and Banbury can be



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accessed from Southam. The home has ample car parking facilities.

- There are limited facilities in Southam including a small range of shops, 2 banks, a chemist, post office and various public houses.
- Southam can be accessed by electric wheelchair or EPV users; however, care should be taken as many of the pavements are uneven with high curbs.
- Slightly further a field are the towns of Leamington Spa, Banbury, Rugby and Coventry. The historic towns of Warwick and Stratford on Avon being just slightly further away. Our mini bus regularly takes residents out on trips for sightseeing or shopping.
- The home is used by a number of community groups to which residents are welcome to join. Please speak to the Activity Co-ordinator who will give you more information.

Transport and Escorts.

- Galanos House has its own transport, insured, equipped and maintained to carry disabled passengers. Our Residents' Co-ordinator arranges transport and an appropriate escort where needed for medical appointments. Whilst we endeavour to provide this service whenever required, it cannot always be guaranteed and is subject to availability. Relatives and friends are requested to assist wherever possible in the provision of transport and escort to medical appointments or personal social outings.
- We are able to provide transport for personal shopping trips, outings or to make journeys to visit friends or relatives. However this service is subject to availability and hospital trips do take priority. If you wish to access the transport for personal reasons, please make any arrangements with the Residents Co-ordinator.
- Southam Town Council provides travel tokens to residents at Galanos House. These tokens can be used to pay for taxis, local buses and certain coach trips. If residents wish to use tokens to pay for a journey, please ask the office staff at reception who will issue the tokens and advise as to the companies who accept tokens.

What to expect on admission

- The day of admission to the home is a busy one. New residents can expect to meet a variety of staff from all departments. We will try to make things as straightforward as possible.
- We will be asking new residents a lot of questions. This is in order for us to fully assess the individual's needs and to begin to formulate the plan of care.
- We will gradually introduce new residents to the home and to the other residents. The keyworker will discuss any special requirements and help the resident to settle in.

Your room

- Your room number is:
- Each room is furnished with an electric adjustable bed, a wardrobe, a chest of drawers, a lockable bedside cabinet, bookshelves, an over bed table, a wall mirror, a dressing table/ writing desk, an easy chair and a visitors chair. Residents may replace the existing furniture with their own, though this would be subject to veto on suitability for care and fire and other health and safety grounds. The Matron/Manager's decision is final in these matters. A television set is provided in each room and the Home undertakes to cover the cost of licensing these.
- Residents are encouraged to bring with them personal items and small special pieces



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of furniture, subject again to health and safety, insurance and suitability considerations. Again the Matron/Manager's decision is final in these matters. Items should be recorded on an inventory when the resident joins the home and the Matron/Manager should be informed when items are subsequently removed or added to.

- All rooms are designed to give access to switches, plug sockets and handles at waist height, thus enabling ease of use from a wheelchair if required.
- Residents are able to have an individual key to their own rooms, if appropriate. Staff hold a master key to all rooms, in case emergency access is required.

Nurse Call system

- Every room and en-suite is equipped with a call bell system. There are also call points in all public rooms, bathrooms and toilets. Residents will be shown how to use this system on admission. Pendants are also available for use in large public rooms and corridors (red) or when outside the building (blue).
- We will endeavour to answer a call as soon as possible, however at busy periods there may be a slight delay in someone attending. Emergency calls always take priority and will be responded to immediately.

Heating and Ventilation

- The home has gas-fired central heating and is thermostatically controlled. The nature of the building and the system means that exactly controlled temperatures are not always maintained in all areas of the Home. Staff will endeavour to adjust temperatures to a generally comfortable level (18-20 Celsius). Radiators in individual residents' rooms can be adjusted to suit personal requirements.
- There are a number of air conditioning units throughout the home. These are individually controlled. We have a number of portable fans for residents' rooms should they be required
- All opening windows have restrictors on them.

Fire safety

- A comprehensive fire risk assessment and policy are in place. All staff are trained in emergency action, including fire fighting and evacuation yearly.
- The modern fire alarm is operated by either a break glass, call point or heat/smoke detectors. The alarm is a loud repeated undulating tone and is accompanied by the self-closing of fire doors. These doors are clearly marked.
- Fire fighting equipment is provided, maintained and clearly marked.
- Escape routes are numerous and clearly marked. Emergency lighting is provided.
- Emergency action signs are in place throughout the home.
- The fire alarm system is tested each week, usually on a Friday. Signs will be displayed informing staff and residents that a test is due to take place. Fire drills are held at the direction of the Matron/Manager and may involve the residents.
- Occasionally there is a false alarm when the system is activated due to a fault. Any false alarms will be treated as if there may be a fire.
- Please note that the home operates a no smoking policy on the premises. Any smoking in resident's rooms or communal areas is liable to set off the fire alarm
- Should any resident wish to attend any of the fire lectures; they are more than welcome to do so



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Telephones, TVs, Computers

- A television set is provided in each room and the home undertakes the cost of licensing these. Residents may bring in their own Video or DVD players to connect to these televisions
- There is a television set in the downstairs lounge. The bar has a large television set which is connected to Sky. Sky can also be played on the cinema system in the dining room
- Each room has a telephone point; the individual resident is responsible for the connection fee and subsequent telephone bills (including individual internet connection).
- There is a coin operated telephone provided in the reception area for residents use. The number is **01926 812184**. This telephone takes both incoming and outgoing calls.
- There are 2 computers for residents' use in the Library. Both of these are connected to the internet via Broadband. The computers are both linked to printers. There is a digital camera available for residents' use. The home undertakes the maintenance and repairs of the computers and associated hardware/software.
- Please be aware that abuse of the computers/internet will result in the individual resident being prohibited from using this service.
- Currently Sky or Digital TV is not provided in individual residents' rooms. This is currently under review and will be updated in line with general broadcasting requirements.

Mail

- Mail is delivered to the home each day from Monday to Friday. Residents' mail is handed out in the mornings. Currently we do not have a weekend service.
- If residents wish to post a letter, there is a post box in reception next to the pay phone. This box is emptied daily (Monday – Friday) and taken to post that day. Any resident wishing to purchase stamps can do so from reception.

Fridges and food

- There is a small kitchen area off each floor for staff, visitor and resident use.
- If appropriate following risk assessment, service users can have tea/coffee making facilities in their rooms.
- Fridges may be kept in individuals rooms. This is subject to a check by the maintenance team. It is the individual resident's responsibility to ensure that the food in their fridge is fit for consumption and in date. Fridges will be cleaned by the domestic staff on a regular basis.
- Please note, those residents who are on a specialist diet should consult with their named nurse before having food items brought in

Security

- The main entrance door is operated by a key fob system. For those people who do not have a key fob entrance is by ringing the door bell.
- The building is secured in the evenings and at dusk in the winter. The night door bell rings in the nurses' station and there is occasionally a slight delay in answering.
- Each room has a lockable set of drawers for safe keeping. Where able the resident will hold the key. Only the Manager has a spare key. It is the resident's responsibility to ensure that their secure drawer is kept locked when they are not in their room.



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Insurance

- Insurance limits personal possessions in individual rooms to £550
- Insurance limits cash held by individuals to £125
- Residents who have personal items above the value of £550 should arrange their own insurance. A copy of the current insurance certificate should be handed in at the general office.
- Residents will be asked about valuables as part of the admission process. Please discuss any concerns you have with the administrator at that time.

Personal possessions

- Residents are encouraged to bring with them personal items and small pieces of furniture (this will be subject to health and safety, insurance and suitability considerations). The Matron/Manager's decision is final in these matters. Items should be recorded on an inventory when the resident joins the home and the Matron/Manager should be informed when items are subsequently removed/added. It is the individual's responsibility to transport items to the home unless otherwise arranged.
- Pictures and photographs can be hung on bedroom walls. Please inform the maintenance team if you require any hooks moving or put up.
- Spectacles, dentures, hearing aids, disability aids are often the items lost or left lying around in lounges. If possible it is advisable to label these. We will endeavour to ensure any new aids or dentures are labelled when acquired.

Wheelchairs/EPV

- The Home undertakes to facilitate the provision of personal wheelchairs via referral to Wheelchair Services at the local hospital. We have a small number of wheelchairs belonging to the home that are for general occasional use. Service Users' own wheelchairs, walking sticks, frames and other mobility aids must be supplied and maintained at their own expense, except where the aids are supplied by statutory agencies.
- Any resident who has an electric powered wheelchair or scooter MUST have their own insurance. It is advised that the insurance cover be for 3rd party accident and breakdown. A copy of the current insurance certificate must be provided for filing in the administration office.

General Office

- The administration office is open Mon-Fri 8.30am to 5pm. After 5pm the nurse in charge will deal with any emergencies. If you have any problems regarding fee structure or payment do not speak to the care staff, but refer the matter to the admin officer or Matron/Manager.

Pensions and Personal Allowance

- Residents are encouraged to have any pensions or benefits paid directly into their bank account. The administration office is able to cash cheques and the residents' co-ordinator is able to take residents to the local banks or post office.
- If any money is held by the administration office on behalf of a resident, it can be accessed at anytime during office hours. Any personal allowances are given to residents on Thursdays at the office.

Contracts/terms of admission



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- Each resident will be issued with a contract. The contract sets out the terms and conditions of residency at Galanos House. The contract will be issued to new residents during the first week of admission. We would ask that residents read through the contract, discuss it with their family and any legal representative they may have. Once everyone is happy with the contents of the contract, it should be signed and returned to the office. Once it has been signed by the Matron/Manager, the resident will be issued with a final copy.

Absence from the Home

- Residents are free to go out as they wish.
- If a resident is going to be out late, they should ensure that the nurse on duty is aware.
- We would appreciate that any resident going out of the grounds informs a member of staff that they are out of the building. This is as a security measure and in the case of a fire

Visitors

- Visitors are welcome at anytime. Please remember that this is the residents' home and it is at their request that visitors are invited. Visiting very early in the morning or at night may not be convenient. Visiting at mealtimes is not encouraged unless the visitor is joining a resident for a meal.
- All visitors should sign the visitors book at reception on arrival and departure; this is in case of a fire only.
- The office is manned Mon to Fri 8am – 5pm. During that time any telephone calls will be taken by the office staff and transferred to the appropriate person. Outside of those hours telephone calls are taken by the registered nurses.
- We do hold relative information sessions. Relatives will be notified of any changes in the home, administration or procedures. Individual resident issues will be discussed with the next of kin. It is worth keeping an eye on the various notice boards throughout the home which are regularly updated.

Pets

- Residents are able to bring pets with them. This, however, is subject to the pet being 'house trained', sociable and the resident's ability to care for the pet.
- Visitors are welcome to bring in well behaved, housetrained pets. Dogs should not be left to wander the grounds alone or be allowed on the flowerbeds. It is the responsibility of the dog's owner to ensure it is kept under control. Please use a poop scoop to pick up after your dog.

Guest accommodation and meals

- We do not have a guest room at Galanos House. In the emergency situation we will provide a recliner chair/bed chair in the resident's room or in one of the lounges.
- There are a number of hotels or bed and breakfasts locally. Please ask the office staff for more details of the hotels at which we have secured special discounts for visitors to Galanos House.
- Visitors are welcome to dine with their relative. Please let the reception desk know before 10.30am on the day you wish to have a meal. If possible we would appreciate those visitors wishing to eat at the weekend, to book their meal on Friday. There is a small charge for guests' meals which is displayed in reception.
- If a resident or their family wish to hold a celebration or party at the home, please let a



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member of the office staff. They will liaise with the Head Chef and Activity Co-ordinator, who will assist you to organise your event.

Home facilities and hours of opening

Bar

- There is a licensed bar at the home. The matron/manager and head chef are the licensees. The bar is open to residents and their visitors. Days and times of opening are advertised outside the bar. Residents are able to pay for their drinks over the bar or can hold a tab at the bar providing they have the funds to clear the tab each week. The bar can be used for special occasions and parties. The home also has a full entertainments license.

Mobile shop

- There is a mobile shop for residents use. This is run by the office staff and is available Mon-Fri. It has a small variety of sweets, toiletries, cards and stamps. Residents can pay for items directly or can hold a tab. The garage, next door to the home, stocks a wide variety of sundries. The Residents Co-ordinator is also available for residents' personal shopping.

Hairdresser

- The ladies hairdresser visits the home each week on a Wednesday. Any lady who wishes to book an appointment should tick her name on the pink hairdressing sheet in reception. The men's hairdresser visits the home every 2-3 weeks. Any man wishing to have his hair cut should tick the blue sheet in reception. All hairdressing is free of charge to the resident as it is paid for by the amenity fund.

Library

- The home has a well stocked library. Residents are free to help themselves to any books. We have a volunteer librarian who visits each week. She ensures that the books are kept in order and is happy to change books for residents. Some of the books are from the Warwickshire library service and are changed by them on a regular basis. The library has a number of large print and talking books. There is also a library in Southam which residents can join.

Newspapers

- Any resident who wishes to order a newspaper or magazine should do so at the office. Newspapers are delivered daily. Residents can pay for their papers either weekly or monthly as arranged. The home has 2 daily papers for residents use and these are left in reception.

Religious services

- There is not currently a designated chapel at the home. However there is a weekly C of E service on a Sunday afternoon. The RC priest visits each week to give communion. A range of denominations are represented in Southam.

Who's who?

- | | |
|-----------------------|---------------------|
| • Matron/Manager | Jo-Anne Wilson |
| • Head of Care | Mrs Catherine Allan |
| • Catering Manager | Mrs Lynda Jaco |
| • Domestic Supervisor | Mrs Judy Eyles |
| • Clerical Officers | Mrs Edith Coop |
| | Mrs Pat Gardener |
| | Mrs Tracey Skelcey |



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|----------------------------|-------------------------------------|
| • Maintenance/Drivers | Mr Stan Briscoe
Mr David Curzons |
| • Gardener | Mr Bob Gurney |
| • Activities Organisers | Mrs Janet Finch
Mrs Sue Green |
| • Residents Co-ordinator | Mrs Verlie Green |
| • House Committee Chairman | Mr Bob Stevens |

UNIFORMS

Head of Care	If in uniform: Navy trouser/top or dress
Trained Nurses	Navy trousers/top or dress
Care Assistants	Blue and white striped tops with navy trousers or striped dress
Domestic	Lilac striped tops/with navy trousers
Laundry	Lilac striped tops/with navy trousers
Kitchens/Dining Room	Blue trousers and lighter blue top and apron

Management and delivery of care

- Galanos House is registered as a care home for 60 people also providing nursing care. In addition we are registered to provide dementia care.
- The carers are lead by a team of qualified nurses who prescribe the care delivered. Carers deliver personal care.
- Residents who are receiving nursing care will have a named nurse who oversees their care. All residents at the home will have a named carer or key worker. When the individual residents key worker is not on duty, care will be given by those carers on duty.
- At present the home is staffed by mainly female carers. We do have a limited number of male carers. Any resident who would prefer a male carer will be accommodated where possible.
- Carers work a shift pattern is 7am - 2pm, 2pm - 9pm with the night shift from 9pm - 7am.
- Nurses work shifts based on 12 hours, 7am - 7pm, 7pm - 7am, with the second nurse working a shorter day until 5pm.
- The home is adequately staffed and we try to cover any last minute sickness with our own staff. If the emergency situation, we are able to utilise a small number of agency staff.
- The comprehensive needs assessment carried out prior to admission provides a basic plan of care to meet immediate needs. When the residents care is planned during the admission period, the carers will discuss the individual resident's preferences. Included will be the frequency of bathing/showering, bedtime routines, morning habits



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and general likes and dislikes. Within the first weeks of admission, a comprehensive plan of care will be developed. This will further review needs and collate longer term interventions.

- The plan of care will be evaluated and reviewed by named staff monthly. The service user and/or their representative will be invited to participate in a full review of the plan of care on an annual basis.
- Should any resident's mental capacity deteriorate in between these review times, we will consult with family/friends/representatives to determine the best way to meet each resident's needs and act in their best interests. If indicated, the Matron/Manager will request a multi disciplinary team review of the resident's plan of care.
- Any residents who need nursing care will also be assessed by a qualified nurse from Warwickshire Primary Care Trust (PCT). This nurse will determine the nursing category, therefore enabling us to claim the free nursing funding from the PCT for that individual.
- Volunteers are used in the home for a variety of things. All volunteers undergo a rigorous assessment including a Criminal Records Check prior to being used at the home. The Activity Co-ordinator is responsible for the day to day work of the volunteers.

Medication

- The resident's GP will prescribe any medication required. At present all medication is administered and monitored by the qualified nurses. Each resident has an individual medicine cabinet in their room
- Any resident, who wishes to administer their own medication, can do so following a risk assessment and permission from the GP.

Medical/allied services

- We will help you register with a GP of your choice, if your own doctor cannot look after you when you come to Galanos House. We do have a GP on retainer at the home who visits to carry out a surgery each week. Those residents who would prefer to visit the GP at their practice should make appointments in conjunction with the Residents Co-ordinator.
- The Residents Co-ordinator will accompany resident to hospital or clinic appointments. Again she will liaise with all concerned with regard to follow up appointments, transport and communicating outcomes to the relevant staff.
- Specialist therapists will be used as appropriate. Physiotherapy and Occupational therapy are provided by the home on a weekly basis where required.
- NHS Dental Services are available locally and treatment is carried out on site or at the Local clinic on a weekly basis.
- An optician service is available via Janet Porter Opticians and carried on at Galanos House monthly. Should they wish to do so, service users are free to make their own private arrangements
- A private chiropodist visits the Home weekly on a Monday– a charge may be levied for treatment as indicated in the service users' contract.
- The home has several designated First Aiders, however all staff undergo first aid training on an annual basis. Any resident who has an accident will be treated on site in the first instance and reviewed by the GP. Should the accident or injury be serious, the nurse in charge will call the emergency services. We will endeavour to escort the resident to A&E in the emergency situation but there may be instances where this is



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not possible.

Holistic/complimentary therapies

- We do not provide any formal holistic or complimentary therapies. Any resident accessing these services should satisfy themselves that the practitioner is competent and insured. These services are available in Southam

Social, leisure, educational

- The home employs 2 activity co-ordinators, who are responsible for organising activities both inside and outside the home. Each month a calendar of events is published throughout the home. There are many opportunities for residents to become involved in new hobbies and learn new skills. We try to accommodate the continuance of previous interests by encouraging hobbies and group membership where possible. Residents are encouraged to suggest new activities.
- Each service user will be involved in forming an activity plan which details things they like and do not like to do. For those people who do not wish to join in with the planned activities, there are always alternatives. This might be spending one to one time with a volunteer or staff member, reading in the library, using the computer, picking up one of the readily available games, videos or listening to some music.
- Activities are planned throughout the 7 day week and at a variety of times throughout the day and evening. The home has 2 mini buses and trips are organised each week to a variety of venues. Outings are tailored for service users with a variety of needs so are accessible to all
- We have very strong links with the local colleges. Residents can be supported to undertake an educational course, learn a new skill or work with college students.
- The House Amenity Committee meet every 3 months and are responsible for fund raising and ensuring that best use is made of the donated funds. The group chosen by the HAC chairman and comprises of interested parties, RBL members, the Matron/Manager, activity co-ordinator and 2 service users from the home. Minutes from meeting are kept and can be viewed on request to the HAC chairman.

Catering

- Our experienced catering department work with the nursing staff to fully assess each resident's dietary needs. This information will become part of the residents care plan. Any relevant specialists will be involved as required.
- Each day the catering department provide a choice of meals from our menu. The menu is displayed each day outside the dining room. Residents will be able to choose their preferred meal on a daily basis. Alternatives can be provided if requested. Specialised dietary requirements and preferences are met as required.
- Any resident requiring help to eat and drink will be assisted by one of the carers. We have a range of specialist aides and any difficulties will be fully assessed by the Occupational Therapist.
- If possible it is preferred that residents use the dining room for their meals. Meals can be taken in the individual residents' room or lounge on request.
- Drinks and snacks are served routinely and on request throughout the day and residents are also encouraged to serve themselves, free of charge, from the drinks machine in the coffee shop. Residents will have a jug of cold juice/water in their rooms. However, there are water dispensers on both floors.
- Friends and relatives are welcome to dine with service users at minimal additional



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cost. Residents who wish to invite guests for meals may use the coffee shop area.

- The home runs an active resident catering group. This group meets monthly and looks at the whole dining experience, including menu planning, new products and residents comments and suggestions.
- The Activity Co-ordinator in conjunction with the Head Chef organise a variety of special days. These may be to celebrate a special day e.g. St Georges Day, Valentines Day or a particular time of the year. We welcome any suggestions from residents.

Meal Times

Breakfast	8.30 am onwards
Morning Tea/Coffee	11.00 am (approx)
Lunch	12.30 - 12.45 pm
Afternoon Tea	3.30 pm (approx)
Tea time	5. 30 - 5.45 pm
Evening Drink/Supper	8.00 - 8.30 pm (approx)

Housekeeping and laundry

- Rooms will be cleaned by employed staff and rubbish removed daily. Residents are advised that, due to the nature of the establishment, dirt and odours may be present at certain times of the day. If these become bothersome, residents should report their concerns to any member of staff.
- The housekeeper will ensure that the home is regularly checked and that specific cleaning e.g., carpet cleaning, curtain changes and spring cleaning is undertaken.
- On occasion, the resident might be asked to vacate their room for a short period of time if for instance the carpet needs cleaning. The housekeeper will negotiate with individual residents as to the best time to undertake this type of cleaning.
- Bed linen and towels are provided by the Home.
- The Home undertakes to collect, launder and redeliver all laundry and personal clothing. All items are dealt with on site except for dry cleaning, which is taken out to commercial premises. This service, the use of which is monitored, together with a clothing labelling service are included in the fee. However the excessive use of the dry cleaning service will result in a charge, equal to the cost to the Home, being levied.
- Residents are requested to bring with them only machine washable clothing as delicate items may be spoiled by the Home's laundry processes.
- There are no facilities for residents to do their own laundry or ironing.
- Bed linen will be changed at least weekly and more often if deemed necessary by our staff.

Maintenance/health and safety

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



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maintenance personnel. They will also check any furniture or electrical equipment brought in by the resident.

- All staff in the home undergo Health and Safety training on an annual basis.

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 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
- Galanos House has successfully completed the Gold Standards Framework for Palliative care. This means that we are able to offer comprehensive end of life care to residents. We are supported in doing this by the MacMillan Nurse for care Homes locally, the local hospice and our GP.
- We will include any family members or friends in any end of life care, with the resident's permission.
- 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 the Matron/Manager if you wish.
- We are able to assist with funeral arrangements and funeral 'teas' can be held at the home.
- Any residents wishing to attend a funeral of either another resident or a friend or family member should inform the Residents Co-ordinator.

Advocacy

- Access to an independent advocacy service is available to residents. This can be accessed via the local Advocacy Alliance. Information relating to this may be provided to residents upon request to the Matron/Manager.



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Representation/POA

- If the resident 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, 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.
- If a resident does not have any relatives or financial representation and feels they would like some, we are able to contact a local solicitor who will be able to help.
- Staff at the home are not allowed to represent any residents in financial matters.

Consideration of others

- Galanos House endeavours to provide an environment that promotes a lifestyle that is unrestrictive but compatible with reasonable care and safety.
- Galanos House does not tolerate behaviour or language which is abusive or threatening either verbally or physically. Wherever possible, the matron/manager will endeavour to meet with the resident to resolve any issues giving cause for frustration and distress.
- We would remind residents who use EPV's or electric wheelchairs that there are frail elderly people walking in the corridors. Please watch the speed at which EPV's and wheelchairs are driven and always take care when going round a blind corner.
- Residents are also reminded that the volume of TV's, Radios and Music should be kept to a reasonable level. For those residents who are hard of hearing, earphones can be provided.

Smoking and Alcohol

- On July 1st 2007, legislation was introduced, that banned smoking in public places. Following the introduction of the legislation, the home has provided a shelter outside the rear of the home for residents who smoke. Any resident who wishes to smoke should advise the nurse in charge.
- All residents should note **SMOKING IN RESIDENTS ROOMS IS NOT PERMITTED**
- We do allow residents to keep alcohol in their rooms. Residents should discuss with their keyworker as to the best place to keep any drinks and arrangements for washing glasses etc. Should any resident be deemed unsafe or appear to drink excessively a risk assessment will be undertaken involving the resident and staff.

Complaints and concerns

- We sincerely hope that residents will not feel it necessary to make a complaint. We acknowledge, however, that in a large establishment and living amongst different people, there may be times when as an individual the resident is unhappy about something or someone.
- Should residents wish to discuss a concern or a grumble they should do so as soon as possible. All departments have a minor complaints and grumbles book. Any issues are discussed at the Head of Departments monthly meeting. We undertake to resolve any minor issues as they arise.



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- If the resident considers the matter more serious and wishes to make a formal complaint, there is a complaints procedure. In the first instance the resident should speak or write to the Matron/Manager or Head of care. Should either of these not be available, please speak to the nurse in charge.
- Any complaint will be acknowledged within 48 hours and investigated within 28 days. It is our aim to deal with complaints seriously and reach a satisfactory outcome for all concerned.

Rights and risk taking

- We wish to enable residents to lead an active and full a life as possible. We will endeavour to maintain a risk management framework that provides an environment and care practices that reflect personal choice.
- The choices and rights of residents are respected when planning care. However, these choices may involve an element of risk. Galanos House has a duty to protect residents from any action that may put themselves or others at risk of harm whilst remaining committed to promoting choice and independence. In these circumstances, a compromise will be sought but the matron/manager's decision will be final.
- Whilst at Galanos House, residents should expect to be able to access all the services and facilities that they were able to do prior to admission. The rights of the resident do not cease.
- As part of the care planning process, the staff will discuss with the resident and where applicable the family, advocate or POA, the level of risk that it appropriate for that individual. Once everyone is happy, the agreed risk assessment will be documented and signed by all involved. Any assessments are subject to regular review including when any changes in a resident's decision making capacity occurs.
- In the case of the resident wishing to engage in an activity that the staff consider puts them or others at risk, the matron/manager will consult with the resident in order to reach an agreement. This will be fully documented.

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.
- 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 Galanos House.
- Residents are able to access any of the lounges, quiet corridor areas or 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, 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 their room that may offend or cause friction with others in shared areas. Visits may also be held in private. Please do not feel embarrassed about asking for arrangements for privacy.



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Residents and relatives meetings

- A residents meeting will be held approximately every 3 months. Any resident or, if invited by the resident, family member will be welcome to attend. This will be an opportunity for the resident to voice an opinion of the home, staff and facilities. Meetings are advertised on the notice boards and items for the agenda are sought. Minutes from the meetings are displayed on the notice boards. Any resident wishing to have an individual copy should see the activity Co-ordinator
- The staff are keen to ensure the residents have a strong voice within the home. There are several active residents groups, which cover a variety of topics. These are advertised on the monthly activity sheet.
- We regularly hold resident consultation meetings about specific issues. Those residents unable to attend will be asked their opinions on a one to one basis.
- Each year we issue residents and relatives a confidential questionnaire about the home. This gives individuals the opportunity to comment on life at Galanos, the staff, activities and the experience of living in the home. The results of the questionnaire help to form the Annual Quality report and action plan for the following year.

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 Galanos 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

Galanos 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 –