



Mais House

Resident Guide



THE ROYAL BRITISH LEGION

MAIS HOUSE

**18 Hastings Road
Bexhill-on-Sea
East Sussex TN40 2HH**

Tel. 01424 215871



Mais House Service User Guide

Welcome To Mais House

Dear Resident

All the staff at Mais House hope you will be very contented in your new home; we shall endeavour to provide a happy atmosphere in which you can continue to maintain your independence and individuality in the knowledge that the staff are here to care for you. There are very few restrictions, only those necessary to ensure the safety and well being of all residents and staff.

We have prepared this “Guide to Mais House” which we hope you will find helpful. Please remember the staff are here to help and are available to discuss any requests or problems you may have.

Sue Jones
Matron Manager



Mais House Service User Guide

INDEX

Summary Statement of Purpose	6
The Royal British Legion Organisation	6
History of Home	7
Layout of Home and Garden Area	7
Local Amenities	8
Transport and Escorts	8
On Admission What to Expect	8
Your Room	9
Nurse Call System	9
Heating and Ventilation	9
Fire Safety	9
Telephones, Televisions, Computers	10
Mail	11
Refrigerators and Bringing in Food	11
Security	11
Personal Possessions	12
Wheelchairs and Electrically Powered Vehicles	12
Insurance	13
Pensions and Personal Allowance	13
Contracts/Terms and Conditions of Admission	13
Absence from the Home	14
Visitors	14
Pets	14
Guest Accommodation/meals	14
Home Facilities and Hours of Opening:	
Bar	15
Mobile Shop	15
Hairdresser	15
Library	15
Administration Office	15
Newspapers/magazines	15



Mais House Service User Guide

Who's Who	15
Management and Delivery of care	16
Care Plans and access to documentation	17
Medication	18
Medical and Allied Services	18
Holistic and Complimentary Therapists	19
Social, Leisure and Educational Activities	19
Spirituality and Religion	19
Catering	20
Housekeeping and Laundry	21
Maintenance and Health and Safety	21
Staff Gratuities/Wills	21
End of Life and Funeral Arrangements	22
Advocacy	22
Representation/Power of Attorney	22
Consideration of Others	23
Smoking and Alcohol	24
Addressing Concerns, Minor Issues and Complaints	24
Rights and Risk Taking	25
Residents and Relatives Meetings	25
Quality Assurance	26
Regulation and Inspection	26
Appendices:	
Summary Inspection Report	
Complaint procedure	
Fire Instructions	
Emergency First Aid Arrangements	
Example Menu	
Example Activity Plan	
Local Taxi Numbers	



Mais House Service User Guide

Summary Statement of Purpose

A formal description of our services, the philosophy, aims and objectives of Mais 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 Residents 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 Mais House.

Whilst the term "resident" is used throughout, 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 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



Mais House Service User Guide

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.

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 the Home

Mais House was purchased by The Royal British Legion in 1990 and was greatly extended. The old and new buildings were joined by a large conservatory lounge on the ground floor – this area is known as “the Link”. On one side it has sliding doors leading on to the patio area with seating and the other side leads on to the car park at the front of the building.

Layout of the Home and Garden Area

- Mais House is a three storey building with 2 lifts to all floors, providing a variety of private and communal facilities:
- There are 3 double bedrooms, 48 single bedrooms all of which have en-suite toilet and washing facilities along with variable height beds, television and telephone points. Single rooms average 13.31 sq m not including en suite space and vestibule.
- There are 4 additional assisted bathrooms. All are located on the three floors. Communal facilities include a spacious dining room which has recently been completely redecorated and refurbished and 2 lounges.
- The first floor lounge is regularly used for activities and group physiotherapy. There is also a hairdressing salon and a laundry room. There is an ironing room for the residents use.
- The bar and bar lounge have been refurbished and offer a comfortable sitting area just off the Link.
- The bar overlooks the large well-maintained enclosed and landscaped gardens which are accessible to wheelchairs and have strategically placed benches and seating areas for you and your visitors to freely enjoy.
- The Bar is open daily at lunchtime.
- All external doors from the main building are locked and there is a key coded entry for staff and door bell entry for visitors.



Mais House Service User Guide

Local Amenities

Mais House is situated on the North side of the A259 approximately half a mile from the town centre with its comprehensive shopping and recreational facilities, including the De La Warr Pavilion which has recently been refurbished offering light meals and entertainment and the sea front and promenade.

Bexhill town centre has a selection of Banks, Building Societies, hairdressers, dentists, Legion clubs etc and can be accessed via local taxis, buses and house transport.

The pathways and roads to this centre are of reasonable quality and are therefore suitable for Electrically Powered Vehicles (EPV's).

Transport and Escorts

Mais House has its own transport, insured and equipped to carry disabled passengers. Escorts are provided for GP/Hospital appointments according to need and availability of staff. Whilst we endeavour to provide this service as 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 escorts to medical appointments and personal social outings.

The local taxi services which we currently use are:

Town Taxis 01424 733733

A2B Taxis 01424 736939

The Bexhill Caring Community also provide Dial-A-Ride

Once registered you can telephone 01424 224278 giving a week's notice

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.

On admission a nurse or care assistant will help you to sort out your belongings in your new home and they, along with staff from other departments, will ask you various questions to ensure that the plan for your care is in order and that you are happy with this.

This information gathering will continue for the first few days. You will be allocated a Key worker and where applicable a named Nurse. These are the



Mais House Service User Guide

people who are responsible for your plan of care and are the persons to speak to if you have any questions or concerns.

All residents are encouraged to go to the Dining Room for their meals if possible and there, they will meet the other residents and in particular three or four who they will share a table with.

The Activities Co-ordinator will visit soon after your arrival and talk with you about your particular interests and tell you about the activities available to you.

Your room

Each room is provided with a bed, bedside locker, chest of drawers and wardrobe. En-suite facilities are provided in all of the rooms.

Please discuss with the Matron/Manager the personal items (ornaments, pictures, books etc) you may wish to bring with you, not forgetting that space is comparatively limited.

We can arrange for pictures and photographs to be hung. You are requested not to use sticky tape on the walls, as it can damage the wall surface. Blue Tack should be used for fixing calendars etc to the wall.

Rooms are cleaned daily and the timing will be discussed with you.

Nurse Call system

Your room and en-suite are equipped with a call system. There are also call points in all public rooms, bathrooms and toilets. You will have been shown how to use this system on admission, but if you are in any doubt, please ask any member of staff to demonstrate the system.

We aim to respond to your call reasonably promptly. There may be some delay in response at certain times of the day due to peak activity and we would ask for your patience and understanding at these times. Emergency calls are always responded to immediately.

Heating and Ventilation

Heating is provided by gas powered boilers.

Each bedroom is heated with a thermostatically controlled radiator.

Communal areas are heated using the same type of radiators and the temperature of the whole home is maintained at between 75 and 80 degrees this temperature is subject to general servicing and repairs.

All windows are fitted with restrictors which enable you to open the window to a fixed aperture for adequate ventilation, but windows cannot be fully opened for safety reasons.

Fire safety

There are smoke detectors in the bedrooms and all public areas and there is visible signage throughout the building. The smoke detectors are linked to a main panel which when activated sets off the alarm. Care should be taken not



Mais House Service User Guide

to use aerosol sprays beneath the detector as this may trigger the alarm. In summer months small flying insects, for example midges can activate the alarm.

All bedrooms and public areas have a nurse-call point to use in case of an emergency.

BREAK GLASS FIRE POINTS COVER ALL EXIT ROUTES.

In accordance with Health & Safety regulations, fire alarms are tested weekly on a Tuesday at 11.00 a.m. Unless otherwise directed by a member of staff there is no need to take any action during this test. During the test, the automatic Fire Doors will close, enabling the Maintenance Team to ensure all doors are functioning correctly.

In the event of a real situation, the alarm will sound and keep sounding and the fire doors will close automatically.

Residents should remain wherever they are (unless, of course, in immediate danger). If required, a member of staff will direct you and tell you what to do next.

In any event: DO NOT USE THE LIFT
 DO NOT TRY AND GATHER PERSONAL BELONGINGS
 ALWAYS STAY CALM AND DO NOT PANIC
 WAIT FOR ASSISTANCE

On admission to the Home, those residents who are fully mobile and able to use the stairs, should familiarise themselves with Fire Exits.

If you have any questions relating to any of the above, please speak to the Matron/Manager.

Annual fire safety training is provided for all staff throughout each year.

Residents are not required to attend staff fire safety training.

Telephone

There is a pay phone on the first floor adjacent to the lounge.

Mais House telephone number which goes to the reception/admin office is **01424 215871.**

Residents are at liberty to make their own arrangements with B.T. for connection of a telephone in their room. Residents are responsible for connection and ongoing charges and bills relating to their own private telephone line.

Television



Mais House Service User Guide

Residents may bring their own television if they so wish and will therefore be responsible for its ongoing maintenance. Aerial points are available in all rooms. TV's must be checked for safety by the Home's maintenance team before being used.

There is a television in the bar lounge and one in the upstairs lounge which has Sky channels.

Mail

Mail is delivered each day from Monday to Saturday and handed out upon arrival. If you have a letter to post, it can be left in the basket at the General Office.

Fridges and food

Small drinks fridges are allowed if approved by the Matron/Manager. The maintenance person tests them for safety and they can be located in a resident's room in a place allowing full ventilation around the equipment. 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.

NB: those residents who are on a specialist diet should consult with their named nurse before having food items brought in
Residents' relatives or friends who bring food in to the home should also check any special dietary requirements/needs of the resident.

Security

Entrance to Mais House requires admission by staff. There is a doorbell entry for visitors. At weekends and outside Monday to Friday office hours there may be a delay in answering the door, particularly during peak periods of activity and we would ask for patience and understanding at this time. Residents and visitors can freely exit Mais House via the Link doors. Residents are supplied with the code for the digital lock for re-entry into Mais House.

Residents are free to come and go as they desire, provided the staff are informed of their intention to go out and that they let staff know when they are back. Where a risk to personal safety has been identified, we will discuss with you the best options for maintaining your independence and safety.



Mais House Service User Guide

Residents may have a key to their room on admission. Access to rooms is required on a daily basis by housekeeping teams.

Every room has a lockable drawer for residents to keep money and valuables in. Residents are issued with the key to their personal drawer. It is advisable not to keep large sums of money or very valuable items in your room. It is also important that any such items are recorded on your personal inventory which is part of your care plan. Nursing, care and domestic staff have access to the rooms, in order to meet your personal needs, clean your room and attend to laundry.

Personal possessions

Small pieces of furniture, for example a favourite chair, may be brought in after negotiation with Matron/Manager. Fragile items are brought in at the owner's risk. Relatives are responsible for transporting the items. The hanging of pictures is allowed and will be carried out by the maintenance person. You should ensure that any valuables you bring are kept secure in your room.

An inventory of your personal possessions will be recorded by staff on admission. It is advisable to inform staff of any valuables you have with you.

The labelling of clothing with your name is undertaken by Mais House using labels procured by the home.

If possible relatives are encouraged to label spectacles, dentures etc before admission as these are often the items left in lounge areas.

Wheelchairs/EPV (Electrically powered vehicle)

Any resident who has an electric powered wheelchair or EPV/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. Residents are further responsible for maintenance and repairs of their own electric wheelchairs or EPVs.

We would remind residents who use EPVs or electric wheelchairs that there are frail elderly people walking in the corridors. Please watch the speed at which EPVs and wheelchairs are driven and always take care when going round a blind corner.



Mais House Service User Guide

Insurance

The Home's insurance covers a resident's personal property up to £550. Items with a value above this should be covered privately. No large amounts of cash or valuables should be kept in residents' rooms, and should be handed to the office staff who will issue a receipt and place the items in the safe. We can only hold £125 in cash for each resident.

Pensions and Personal Allowance

All pension payments must be paid directly to the resident's personal bank account.

Personal money held by the Admin office can be accessed during office hours. If any resident is unable to go to the bank personally then the office can with notice, cash small cheques.

Contracts/terms of admission

Admission to Mais House is exclusive to ex-service personnel and their dependants as determined by Royal Charter and detailed in the introduction to this guide. Service records are confirmed by sight of relevant documentation from the potential resident or their relative or confirmation from MoD to establish eligibility.

Enquiries are accepted from the general public, social services and TRBL Field Officers; Mais House provides services for those whose care is funded privately or by Local Authority or NHS.

The Matron Manager or Head of Care visits the prospective resident to conduct an assessment of need to establish that Mais House is able to appropriately meet those needs prior to an offer being made for admission to Mais House.

If the prospective resident lives out of area we may seek assistance from the Manager of one of our other homes to undertake a needs assessment or invite the prospective resident to visit the home for a short stay subject to room availability.

Following confirmation of eligibility, and determining that Mais House can appropriately meet an individual's needs, admission is confirmed by letter. Terms and conditions of admission are issued which includes details about fees. If your care is funded by the Local Authority you will be issued with a contract from them. This Service User Guide is further issued which provides general information about the Home.



Mais House Service User Guide

Absence from the Home

We like to be informed when residents go out so that we do not start unnecessary searches for a 'missing person'. Advice of the time of return is helpful so that medication can be organised and also any meals can be set aside for their return if requested. We like to have advance warning of any time to be spent away from the home on holiday or overnight visits so that medications can be organised.

Visitors

Visitors are welcome at any time but we do advise the avoidance of mealtimes, unless you are joining a resident for a meal.

Please use the Visitors entrance and sign the visitor's book at the Admin Office or at the Nursing Station. Residents leaving the building are requested to inform the staff at Nurses Station and to mark themselves OUT on the fire board located nearby. This is for Fire Regulation purposes.

After office hours Monday to Friday, and at weekends, the telephone is diverted to the nurse in charge. There may be some delay in answering if the nurse is with a resident.

Relatives are kept informed of any changes in resident's condition by telephone by the nurse in charge.

Pets

Visitors are welcome to bring in well behaved, 'house trained' pets subject to permission from admin staff or the nurse in charge. Dogs should not be left to wander the grounds alone or on the beds. It is the responsibility of the dog's owner to ensure it is kept under control. Please pick up after your dog when using the grounds

Guest Accommodation and meals

Currently Mais House has no facilities to accommodate relatives overnight, but there are many local guest houses and hotels.

Mais House operates an open visiting policy. There are no restrictions, but visitors are reminded that visiting is with the consent of the resident.

Friends and relatives are welcome to dine with service users at minimal additional cost, please provide us with notice. Anniversaries and special occasions are celebrated.



Mais House Service User Guide

Home facilities and hours of opening

The Bar is open most lunch times, 11.30 a.m. to 12.30 p.m. and is run by volunteers. You are welcome to invite your friends.

Church services

Church of England services are usually held in the main upstairs lounge on the first Tuesday in the month – details are displayed on the notice board close to the dining room. If you require support from a minister of an alternative religious denomination, we can contact them to visit at your request. Alternatively, you may wish to attend local church services. However, we cannot guarantee availability of transport.

Mobile shop

Our volunteers operate a small mobile shop on Friday afternoons selling sweets, tissues, shampoo and other sundries.

Hairdresser

A hairdresser visits the Home usually on Tuesday and Wednesday and attends ladies and gentlemen in the hairdressing salon. Residents should make payment direct to the hairdresser. The salon is on the first floor, next to the main lounge.

The appointment book is kept at the Nurses Station.

Library

We have an extensive library which is available at all times and residents may borrow any book at their convenience.

General office

Open Monday to Friday from 8.30 a.m. to 4.30p.m.

After 4.30 p.m. the Nursing Staff will deal with emergencies. If you have any problems regarding fee structure or payment, pension etc., please refer to Gill Shadwell, Clerical Officer, or Matron/Manager or the Head of Care.

Newspapers

Newspapers can be ordered at reception and will be delivered daily. Residents are responsible for payment and you will be billed direct by the Newsagent.

WHO'S WHO



Mais House Service User Guide

Matron/Manager Sue Jones

Head of Care Ros Staniford

Additionally, the senior team includes:

Catering Manager Stephen Tickner

Domestic Supervisor Ann Brown

Clerical Team Gillian Shadwell, Carey Prichard, Rachael Holman

Activities Organiser Sally Francis

Maintenance/Gardener Dudley Trowell, Peter Vaccari

Mais House Amenity Committee: the amenity committee are dedicated volunteers who are responsible for fund raising for the home. The Chairman is elected and is: Peter Jackson.

Uniforms

To enable you to identify members of staff, the following uniforms are worn:

Deputy Matron Navy Blue

Registered Nurses Light Blue

Care Assistants Maroon

Domestics Bottle Green

Laundry Bottle Green

Kitchen/Dining Room Dark Blue/chefs whites

Management and delivery of care

Care and services for residents assessed as requiring residential (personal) care associated with meeting daily living needs is provided by a team leader and care assistants some of whom will have NVQ 3 training.

If after assessment, it is deemed that the resident has complex nursing needs, a registered nurse will supervise care planning, reviews of dependency levels and undertake nursing practice and techniques which only a registered nurse can do. The registered nurse works closely with care assistants and



Mais House Service User Guide

delegates and supervises aspects of residents personal care to care assistants.

Shifts are led by the nurse on duty in partnership with the residential care team leader. The times of nursing and care shifts are as follows:

Early	07.00 - 14.00hrs
Mid-shift	10.15 - 17.15hrs
Late	13.30 - 20.30hrs
Night	20.15 - 07.15hrs

The Head of Care is responsible directly for the management of Nursing and Care of the residents. In the absence of the Head of Care, leadership is provided by Registered Nurses.

There are 2 Nurses on duty during the morning and afternoon and 1 on each night shift.

Care assistants deliver personal care under the supervision of senior staff and registered nurses. Many have achieved NVQ Level 2 or 3 in care, and others are undertaking NVQ's at both levels.

Staffing levels and skill mix at each of the 3 shifts per day are calculated and planned in relation to the number and needs of service users at that time and the layout of the building. These are continuously reviewed by the Matron Manager who is advised by the Head of Care.

Preference and timings for bath and showers are discussed on admission. We aim to offer two baths or showers per week however, this can be taken at more or less frequent intervals according to your need or choice.

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.



Mais House Service User Guide

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.

Medication

Medication is administered by a Registered Nurse, or suitably trained and qualified senior care assistant (unless it has been agreed following risk assessment that you can take care of your own medication). We can and do only give you medication that has been prescribed for you by your GP. Medicine rounds are usually at 6:30a.m. 8:30a.m., 12.30, 5:30p.m. and 9:30p.m. However, these timings are flexible depending upon individual need. Medications are held in a secure drug cupboard in each person's room. The nurse administering the medication has a key to this cupboard and will administer from the cupboard, sign the relevant MAR (medication administration record) sheet and note if they need to order any more stock. If a resident wishes to self medicate a risk assessment is carried out to ensure that you can manage medicines safely. You should discuss this on admission.

Medical/allied services

Residents not wishing to keep their own GP or unable to choose their own local practice are registered on admission with a local GP. GP surgeries do request that residents where able visit the surgery for routine visits. Requests for home visits for those people too ill or frail to visit the doctor's surgery will be organised by the nursing or care staff on request or as needed.

If residents do visit surgeries independently, they are requested to notify Matron or the Head of Care of any changes in prescribed medication and of any newly diagnosed conditions so that they can deliver the relevant care as advised by your GP.

In the event of an accident after assessment of the injury sustained either an emergency ambulance will be called in which case the relatives will be informed so that they can make their way to the hospital, or the resident will be taken to the local A & E by a member of staff in the first instance for the hospital staff to determine the next step.

Our staff will assist in making appointments with a resident's dentist and optician and it is strongly recommended that regular visits are maintained.

A private chiropodist & Physiotherapist visit the home regularly, charges for which will be applicable; appointments can be arranged via the nurse in charge.

Physiotherapy is provided by the home on a weekly basis where occasionally required. Currently this service is funded by the Residents Amenity Fund but



Mais House Service User Guide

subject to ongoing review. Residents requiring extensive or regular treatment will be referred onwards to NHS professionals by their G.P

Holistic/complimentary therapies

Residents are free to continue to access any private holistic/complimentary therapies that they accessed prior to admission. Please advise us of your treatments so that we can ensure there are no adverse interactions with your medication.

Social, leisure, educational

Hobbies, interests and preferences are identified on admission from the preparation of the care plan, and further by the visit of the activities co-ordinator to the resident. Relatives may also help in this process and provide materials from the residents own home which support their interests or hobbies.

Social and leisure activities are led by the activities co-ordinator.

A variety of games and puzzles are available in the first floor lounge.

Sally Francis our Activities Co-ordinator organises outings, individual and group activities. Please let her know if you have any particular hobbies you would like to pursue here at Mais House. Leisure or educational activities based in the local community can be accessed dependant upon assessment and availability of transport. Please speak to Sally if you have any requests locally.

Residents who are registered blind are visited by a welfare officer and can be provided with talking books if they would like this service.

A programme of visits and entertainment is arranged by the Activities co-ordinator. A calendar of these events is posted on the notice board and usually includes a weekly shopping trip.

We welcome any suggestions you may have.

Spirituality and religion

We have frequent visits from Ministers of Roman Catholic and Church of England faiths. Other faiths are represented in Bexhill and can be contacted should the need arise.

There are facilities in the first floor lounge for members of the Church of England faith to take Holy Communion which takes place once a month. Communion for members of the Roman Catholic faith can be arranged as requested. Residents may attend any of the local church services they wish, however transport may not be available from the Home and residents are requested to make their own transport arrangements.



Mais House Service User Guide

An annual Service and Ceremony is held at Mais House to commemorate Remembrance Day.

Catering

Head of Department and Head Chef, Stephen Tickner is responsible for menu planning, ordering, health and safety of the department. Managing 10 staff including cooks and catering assistants

This experienced catering department provides a choice of meals from our menu displayed on the notice board. Alternatives can be provided and specialised dietary requirements/ preferences are met as requested. Drinks and snacks are provided between meals and on request and self service water dispensers are available at all times. Friends and relatives are welcome to dine with service users at minimal additional cost. Anniversaries and special occasions are celebrated.

It is our philosophy that everyone should, if possible, enjoy eating their meals in social surroundings. Therefore, unless residents are unable to leave their rooms for medical or nursing reasons, main meals will be served in the dining room. Care Assistants are on hand to help residents who need help eating their meals and specialist cutlery and crockery are available for those who require it. If a relative wishes to help they may do so.

The meals are normally at the following times; however the times for the drinks delivered by trolley may vary slightly from those stated.

8.30 am	Breakfast
10.15 am approx	Morning coffee /tea served in rooms and communal areas
12.30pm	Lunch
3.00pm approx	Afternoon tea
5.30pm	Supper
Evening	Milk drinks, biscuits and sandwiches served in resident rooms.

Drinks are available during the day for residents and their relatives from a coffee bar in the Dining Room. During the night, staff will provide drinks and biscuits when requested.

The dietary needs of the residents are part of their care plan and relevant information about special diets such as diabetic or the need for a soft diet are passed to the catering department on admission. Any changes that are assessed by care staff are passed on as appropriate including anyone who has become at risk nutritionally for what ever reason. In such cases, specialist advice will be sought from the NHS dietician services and GP.



Mais House Service User Guide

Housekeeping and laundry

The housekeeping staff have schedules for daily, weekly and monthly cleaning. The daily tasks include cleaning all en suites, bathrooms and toilets, vacuuming all carpets and wiping all surfaces. A member of the domestic team needs access to every room at some point each day, usually by negotiation with the resident.

All laundry is undertaken on site. We are happy to send personal items to the dry cleaners if requested but residents remain responsible for dry cleaning costs. The laundry staff need to be made aware of anything with specific washing instructions. Relatives are welcome to take fragile items home to wash if they prefer.

A reduced service operates at weekends.

Maintenance/Health and Safety

A programme of safety checks, repairs & redecoration is undertaken by our maintenance personnel. Equipment and systems maintenance and health and safety audits as well as the annual planned preventative maintenance programme are carried out by external company under contract by TRBL. Visits are made at frequent intervals throughout the year to undertake general maintenance of systems, fixtures and fittings. All specialist equipment such as baths and hoists are serviced by the supplier or manufacturer.

Our on site maintenance person undertakes minor repairs and checks light bulbs on a regular basis. He is also responsible for testing electrical equipment safety as it comes on site.

NB: Please make a member of staff aware of any electrical equipment you bring into the home so that its safety can be tested and confirmed. Re-tests take place annually.

Regular health and safety training courses are held for the staff.

We are committed to provide a safe environment at Mais House. Please report to Matron or any member of the staff anything that you might consider a hazard to yourself or others.

Staff gratuities/wills

Residents are advised that staff are NOT allowed to accept gifts or money, or act as witness to any documentation.



Mais House Service User Guide

End of life/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.

We are supported in meeting the needs of residents with life limiting conditions by the local palliative care team and your 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.

Funeral services can be held at Mais House on request. Any residents wishing to attend a funeral in the locality of either another resident or a friend or family member should talk to the Head of Care.

Advocacy

An advocate can be accessed as required or requested.

Rother District Citizens Advice Bureau, 9 Endwell Road, Bexhill:

- Monday : 10am to 12 noon - 2pm to 4pm
- Tuesday :10am to 4pm
- Wednesday : 10am to 12 noon - 2pm to 4pm
- Thursday: 10am to 4pm
- Friday: 9.30 am to 1.30pm

www.rotherdistrictcab.org.uk Telephone: 01424 215055 & 01424 734549

Fax: 01424 734513



Mais House Service User Guide

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 can provide you with addresses of local solicitors who will be able to help you.

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

Consideration of others

Mais House endeavours to provide an environment that promotes a lifestyle that is unrestrictive but compatible with reasonable care and safety. Service users will be informed of limitations in terms of access inside and outside of the building on admission. Any practice considered restrictive will be subject to risk assessment, discussed and agreed with the service user, documented in the care plan and reviewed at frequencies appropriate to the individual.

Restrictive practices that are not promoted at Mais House include:

- Inappropriate and non-consensual use of bed safety rails
- Arranging furniture to impede movement
- Use of bedclothes or bandages to contain movement
- Sedative drugs
- Removal of nurse call bells
- Authoritarian attitudes

Staff are not trained in physical restraint practices. However, The Royal British Legion has a duty of care to protect any person whose personal safety is placed at risk from an action or another person. In such situations staff will intervene through mediation and diversion, and will physically restrain only as a last resort using the minimum of force to protect immediate safety.

Mais House does not tolerate behaviour which is abusive or threatening either verbally or physically. Wherever possible, the Matron/Manager will endeavour to meet with the service user to resolve any issues giving cause for frustration and distress. However, continued demonstration of such behaviour may lead to issuing of notice to leave.



Mais House Service User Guide

Changes in behaviour may be symptomatic of an underlying health problem and therefore will be monitored and investigated to determine cause. If appropriate, medical assistance will be sought to resolve the problem. However, Mais House does not currently provide facilities and services for persons with cognitive disorders. Where such a diagnosis is made, a case conference will be called with the resident, representatives and stakeholders to determine whether continued residence at Mais House is in the best interests of the resident and other residents of the Home, and an alternative placement may be requested.

Although rooms are carpeted they are not totally soundproof. In the interest of your fellow residents, you are requested to keep noise to a minimum, especially last thing at night and early in the morning (between 10pm and 7am). Please consider others in relation to volume of TV's and music, and consider the use of earphones if volume is needed at a high level.

The Royal British Legion promotes equality and diversity.

Smoking and Alcohol

From 1st July 2007, The Royal British Legion has been required to meet new government legislation in relation to smoke free premises. Staff and visitors may not smoke anywhere within the building. There is no smoking in the bar, and due to increased fire risks residents are not permitted to smoke in their bedrooms.

Residents may keep alcohol in their rooms. However; staff must be informed in case it is incompatible with your medication, and to monitor any changes in condition or accidents.

Complaints & concerns

The home recognises that residents may from time to time have complaints, (or niggles, concerns or grumbles) as to the way in which the home operates or your care or service is delivered. The Royal British Legion and management wishes to know of all such complaints with a view of both, (a) Satisfying the complainant and (b) Learning for the future for the benefit of the home and all residents.

It is stressed that all complaints will be considered seriously and they will be addressed within a policy timescale as set out in the complaint procedure. No person will be treated in any way adversely as a result of a complaint being made. No one should fear to make a complaint, which will be regarded as "Helpful suggestion" rather than "Adversarial Dispute"! The experience of one



Mais House Service User Guide

may benefit all. Mais House is confident that residents or relative's complaints will be listened to, taken seriously and acted upon.

In the event of wishing to make a complaint a Resident should initially make contact with the under mentioned personnel in the order given or enter the complaints procedures at whichever level he/she feels necessary. The complaint procedure is attached as an appendix.

Rights and risk taking

A risk assessment is a gathering of information and an analysis of the potential outcomes of identified behaviours.

Residents are given choices and are encouraged to discuss these choices with the staff that look after them on a daily basis if they so wish. Mais House encourages and supports a resident's right to make choices and the maintenance of independence.

However if it is considered that the activity puts the resident or others at risk we will convene a meeting with the resident, their relatives or representative and key members of staff to include their key worker, social worker and maybe the GP to discuss the risks involved particularly if it could be hazardous to their health. We hope that a compromise could be agreed, providing a clearly defined course of action mindful of the outcomes of the meeting, weighing up the potential benefits and harms to the resident and other residents.

All residents are registered on the electoral roll on admission to ensure their rights to vote are upheld.

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.

Should any resident not want to be disturbed in their room, please ask for a 'do not disturb' sign to hang on the bedroom door.

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 Mais House.



Mais House Service User Guide

Residents are able to access any of the lounges or their own rooms when seeing visitors. We would expect staff to knock on doors before entering a resident's room.

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. Speak to your named nurse or key worker, Matron or Head of Care.

Residents meetings

Residents Meetings are held frequently and these are for residents to discuss general day to day issues. Dates for meetings and minutes are displayed on the notice board.

A regular newsletter is produced by the Activities Co-ordinator and residents are encouraged to contribute articles of interest.

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 Mais House. Due to the recruitment of a permanent senior management team, 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. 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

Mais House is registered with the Care Quality Commission as a Care Home providing Nursing Care. Our registration certificate is displayed at reception, and further explained in the Statement of Purpose. A legal



Mais House Service User Guide

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.



Mais House Service User Guide

Appendices:

Sample Menu

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
<i>Breakfast</i>	<i>Breakfast</i>	<i>Breakfast</i>	<i>Breakfast</i>
Fruit Juice or Prunes	Fruit Juice or Prunes	Fruit Juice or Prunes	Fruit Juice or Prunes
Porridge/Cereals	Porridge/Cereals	Porridge/Cereals	Porridge/Cereals
Bacon & Mushrooms	Sausage & Tomato	Fried Egg & Bacon	Bacon & Hash Browns
Toast & Marmalade	Toast & Marmalade	Toast & Marmalade	Toast & Marmalade
<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
Fruit Segments/Juice	Fruit Segments/Juice	Fruit Segments/Juice	Fruit Segments/Juice
Chicken Curry & Rice	Lamb Chop & Mint sauce	Roast Beef with Yorkshire Pudding	Pork Chop & Apple Sauce
or	or	or	or
Gammon & Pineapple	Cod in Parsley Sauce		Fricassee of Lamb
or	or	or	or
Salads/ Cold Meats	Salads/Cold Meats	Salads/Cold Meats	Salads/ Cold Meats
Tomato	Peas	Cabbage	Broccoli
Green Beans	Carrots	Parsnips	Swede
Potatoes	Potatoes	Roast/ Boiled Potatoes	Potatoes
Marmalade Sponge with Custard	Apple Pudding & Custard	Fruit Crumble&Custard	Chocolate Sponge& Chocolate Sauce
or	or	or	or
Semolina Pudding	Rice Pudding	Tapioca Pudding	Rice Pudding
or	or	or	or
Fresh Fruit/Yogurts	Fresh Fruit/Yogurts	Fresh Fruit/Yogurts	Fresh Fruit/Yogurts
<i>Supper</i>	<i>Supper</i>	<i>Supper</i>	<i>Supper</i>
Toasted Muffins	Ham Salad	Welsh Rarebit	Baked beans on toast
or	or	or	or
Salad Sandwich	Egg Sandwich	Tuna Sandwich	Beef Sandwich
or	or	or	or
Boiled Egg	Boiled Egg	Boiled Egg	Boiled Egg
or	or	or	or
Spring Vegetable Soup	Scotch Broth	Minestrone Soup	Chicken Soup
or	or	or	or
Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits	Cheese & Biscuits
Ice Cream	Ice Cream	Ice Cream	Ice Cream
or	or	or	or
Fresh Fruit or Yogurt	Fresh Fruit or Yogurt	Fresh Fruit or Yogurt	Fresh Fruit or Yogurt
or	or	or	or
Marmalade Sponge with custard	Apple Pudding & Custard	Fruit Crumble & Custard	Chocolate Sponge & Chocolate Sauce
or	or	or	or
Semolina Pudding	Rice Pudding	Tapioca Pudding	Rice Pudding



Mais House Service User Guide

Useful Taxi numbers:

Parkhurst Taxis 01424 733456
Town Taxis 01424 733733
A2B Taxis 01424 736939



Mais House Service User Guide

Regular Weekly Activities At Mais House

These activities are on every week unless there are any unforeseen circumstances

Day	Time	Activity	Where
Mondays	10.00am	Shopping in Bexhill	Bexhill
	10.30am	Games Morning	Lounge By Bar
	1.00pm	Aromatherapy	In Rooms
	2.15pm	The Recall Group	Activity Room
Tuesdays	All day	Hairdresser	1 st Floor
	10.30am	Documentary Video	Lounge By Bar
	2.00pm	Games Afternoon	Lounge By Bar
	6.15pm	Team Quiz	Activity Room
Wednesdays	11.00am	Music For Health	Activity Room
	1.30pm	Trip Out	Various
Thursdays	10.30am	Variety Morning	Lounge By Bar
	2.00pm	Craft Session	Activity Room
Fridays	10.30am	Bingo Session	Activity Room
	2.30pm	Chair Based Exercises	Activity Room
Weekends	A varied programme of activities are available		

We also have a bar open nearly every day, regular guest speakers, parties, a hairdresser, a visiting chiropodist and lots more.