

WELCOME TO LISTER HOUSE

All the staff at Lister 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 Lister House” which we hope you will find helpful. Please remember the staff are here to help and I am available to discuss any requests or problems you may have.

Mrs M E P Fowler Watts RGN RMA
Matron Manager



Lister House Resident Guide

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Summary Statement of Purpose

A formal description of our services, the philosophy, aims and objectives of Lister 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 Lister House. This latest annual revision of the Residents 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.

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 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



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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.

The organisational structure, or chain of command for Lister 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

The Royal British Legion Lister House started life at Sharow, a nearby village, and moved to its present location in 1988. The 'new' Lister House has recently completed a major refurbishment with just the 'Link /Conservatory' to be upgraded before the summer of 2007. The home has sixty rooms in the main building and sixteen beds in the Colsterdale Unit, a purpose built dementia care facility.

Layout of Home and Garden Area

Main building

There are twenty eight rooms on the ground floor numbered 1 to 28. There are several assisted bathrooms, plus the Duty Room and Nurses Office at the heart of this area. There is a small satellite kitchen and two sluice rooms near to the Duty Room. There is a room which serves as a dining area / activities lounge for our young physically disabled residents close to their rooms. Matron and the Head of Care have their offices at the entrance to the Daycare Department. The Head of Care's Office is also used by the Doctor when he comes to run his in house surgery.

The Daycare Department consists of a hair dressing salon, a kitchen suitable for assessing the needs of clients, a lounge / dining area, a craft room, a therapy room and its own assisted bathroom.

The Administration Offices lead off of the Reception Area as does the Bar, Chapel and Churchill Lounge. The 'Link' leads to the Dining Room and the service corridor which in turn leads to the Hydro / Physiotherapy Department. The service corridor gives access to the staff changing rooms, Kitchen, Staff Supervision Room, Laundry, Ironing Room and the Seamstresses Room. The Hydro / Physio Department is a suite of treatment rooms, admin area and Hydrotherapy Pool with its changing rooms.

There are two passenger lifts in the building; one situated in reception and the other near to the physio department.

The first floor comprises the remaining thirty two rooms, numbered from 29 to 60. As on the ground floor there are several assisted bathrooms. There is also a Residents Kitchen for use by the residents and their relatives. Like the ground floor there is a duty room for the care staff. There are also lounges on



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this floor, the Cathedral Lounge, which is a smoking area, and the Lloyds Library. The Lloyds Library is currently functioning as a satellite to the Dining Room for those on the first floor.

All external doors from the main building are alarmed so that the staff are aware if any one leaves the building without their prior knowledge, and the front door has a coded keypad access for staff and a bell for visitors to ring.

The garden is available for the pleasure of the residents. There is a central courtyard garden with a fish pond and several water features. Due to the refurbishment some areas of the garden are awaiting work on new footpaths to facilitate movement around the whole garden area. This pathway will be wheelchair friendly with passing places. Residents are encouraged to participate in the garden's development by either helping, when possible, or by making suggestions and giving advice. Garden chairs are situated around the garden. Additional furniture and umbrellas are available during the summer months. Benches are strategically placed around the garden to provide stopping points.

For safety reasons, we strongly advise when using wheelchairs that seat belts are worn.

Colsterdale Unit

This self contained accommodation opened in 2006 is separate to the main building and has been designed to meet the needs of the person living with dementia. It has its own dedicated team of staff. In addition to the facilities described above, the Colsterdale Unit includes:

- Safe and accessible dedicated outdoor patio area
- Two lounges one incorporating TV with DVD and Freeview
- Centrally located activities room
- Farmhouse style kitchen with dining area. Kitchen equipped to facilitate independent/supported use by residents and their visitors.
- To protect and maximise safety for residents, communal access doors have integral magnetic closing mechanisms. Access in and out of the building requires staff assistance due to the door security system in place.

Local Amenities

Lister House is situated within the City of Ripon and there are a variety of shops available including Boots and Woolworths. The home's minibus goes in to town at around 10am each weekday. The next nearest shopping facility is in Harrogate which is about half an hours drive from Lister House. There are two theatres in Harrogate. There are various Pubs close to the home as well the Ripon Spa Hotel which serves food in its Turf Tavern. The closest place of interest is Fountains Abbey and Studley Roger. Outings are arranged during the summer months to more distant places of interest and resident/s suggestions are always welcomed.



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Transport and Escorts

Lister House has its own transport, insured and equipped to carry disabled passengers. Residents with hospital appointments are expected to use the hospital ambulance service. Escorts for hospital appointments or visits to the dentist, chiropodist or optician can only be provided where there is no family representative available. 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.

There are local taxi services available at resident's expense.

Havacab 01765 601888
Radio Cars 01765 692999

Parking for visitors is available on site.

Residents are welcome to bring their own vehicles and parking is available, conditional upon valid road tax, MOT and insurance details provided to Matron.

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 have a Keyworker and where applicable a named Nurse. These are the people you should 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. All beds are of electric profiling style, and additional adapted bathrooms are available.

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.



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We can arrange for pictures and photographs to be hung. You are requested not to use Sellotape on the walls, as it can damage the wall surface. BlueTac 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

All rooms are fitted with a Nurse Call Bell. There are also neck pendants available. 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 by a low surface temperature radiator with a thermostatic control enabling each resident to control their own heat level preference. Communal areas are heated using low surface temperature radiators or protected radiators. An air recirculating system heats the Bar area. The dining room has an air recirculating system and low surface radiators. The link conservatory area has ceiling fans and blinds to circulate the area and cut down sun glare in warmer weather.

The home will endeavour to maintain communal areas at between 18c and 20c, but the temperature can not be guaranteed and allowance must be made for mechanical breakdown, staff error or matters beyond the home's control. Any discomfort should be reported immediately to the Matron Manager or senior nurse on duty.

The central heating and hot water systems are included within the home's equipment servicing / maintenance programme.

All windows are fitted with opening restrictors which enables 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 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.

When the alarm is triggered the fire doors on the corridors will close.

Doors may not be wedged open. Acoustically operated mechanisms can be fitted, these respond to the fire bell sounding by adjusting a brake like mechanism to the off position so that the door can swing closed. If you dislike



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a closed bedroom door, please speak to your named nurse or key worker about the fitting of a mechanism that is compliant with fire safety legislation.

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.** Regular fire evacuation training is carried out. In the event of an emergency you are advised to stay in your room with the door and windows shut until a staff member comes to you.

The weekly fire tests normally take place on a Wednesday afternoon. A public announcement is made to remind the residents that the fire doors will close and they should stand clear of them.

Fire training for all staff is mandatory. Residents do not attend staff fire safety training.

Telephones, TVs, Computers

The main telephone number for Lister House is **01765 607878**. This rings in the office and at the Nursing Station. All enquiries should be made on this number. For those not in receipt of nursing care, as defined at assessment, there is an additional contact number (01765 608746) which is an answering machine that is checked for messages at regular intervals.

Our **Fax** number is **01765 690917**.

There are two public pay phones, both situated on the ground floor. One is available for incoming and outgoing calls; the phone number is **01765 605400** and is situated in the Entrance Hall. There is a second pay phone and this is for outgoing calls only and is situated in the Bar.

Colsterdale Unit

The **direct** number is **01765 698200**. This rings in the unit. All enquiries should be made on this number. We also have a direct **fax** number: **01765 690917**.

Residents may have a private telephone in their bedroom in any area of the Home provided they are responsible for all installations, rental and call charges. If you wish to install a private line please contact the office staff who will facilitate this for you.

There is a television and video recorder and a selection of videos available for communal use.

Television aerial points are available in every room. The licence held by The Royal British Legion covers these sets without additional cost to residents.

There is a computer available to younger disabled residents with Internet access.

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



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Any repairs to the computer or to television sets belonging to Lister House are paid for by the home. We can arrange for a television belonging to a resident to be repaired, but they will be expected to pay the bill for this.

Please speak to Matron if you wish to have satellite television installed.

Mail

Letters are delivered to residents' rooms by the nursing or residential care staff. Postage stamps are available from the shop trolley. We can post both letters and parcels on your behalf. There is a resident's post box in the front entrance from which post is collected on weekdays at 9.45am. There is no incoming or outgoing mail at the weekends.

Fridges and food

Small drinks fridges are allowed after negotiation with the Matron Manager. The maintenance person tests them for safety and they can be located in a residents room in a place allowing full ventilation around the equipment.

Residents' relatives or friends who bring food in to the home should take note of any special dietary requirements/needs of the resident. They and the resident are requested to sign a food disclaimer; please speak to your named nurse or key worker.

Security

All external doors from the main building are alarmed so that staff are aware if any one leaves the building without their prior knowledge. The main front door has a coded keypad access for staff and a bell for visitors to ring. Outside office hours there may from time to time be a delay in answering the front door particularly during peak periods of activity and we would ask for your patience and understanding at these times.

Every room has a locked 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.

Residents in Lister House are free to come and go as they desire, provided the staff are informed of their intention to go out and that they let the staff know when they are back. It is usual for a risk assessment to be undertaken when a resident goes out to ensure that you will be safe.

Within the Colsterdale Unit, any visits out of the home are escorted and we would ask that relatives and friends assist with escorts. The Colsterdale Unit comprises specialised security features on external access doors for the safety of residents. These are explained to relatives and friends on admission.



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Personal possessions

Small pieces of furniture, for example a favourite chair, may be brought in after negotiation with the Matron Manager. Fragile items are brought in at the owners risk. Relatives are responsible for transporting the items. The hanging of pictures is allowed and will be carried out by the maintenance person.

The labelling of clothing is undertaken by the Domestic Supervisor using labels procured by Lister House.

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.

All other residents requiring wheelchairs are assessed by the physiotherapist in the physio department and a referral is then made to NHS wheelchair services for the appropriate chair.

Any equipment provided by the NHS is maintained and serviced by wheelchair services.

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.

Insurance

TRBL insures residents personal possessions to a maximum of £550. It is advisable not to bring more expensive personal items in to Lister House. Where it is necessary or preferred you are advised to organise your own insurance.

Residents and their relatives are asked to disclose any items of value on admission are to facilitate recording of the inventory in the care plan. Also any valuables brought in after admission should be notified to the nurse on duty or senior care assistant and added to the inventory.

Lister House can hold up to £125 in personal money for a resident in the safe in the office.



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Pensions and Personal Allowance

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

Any residents requesting their personal allowance to be paid to them in cash each week must ensure that the amount is added to their standing order for fees. The cash will be paid on a Friday morning by arrangement with the office.

If a resident is unable to go to the bank it may from time to time be possible to cash a cheque for them for a reasonable amount.

Contracts/terms of admission

The contract contains information about fees, and the terms and agreement of admission. Two copies of the contract are issued on admission to the home, one for signing and returning for our records and one for the residents own records. The signed contract should be returned at your earliest convenience.

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

There are no restrictions to visiting, but we do advise the avoidance of mealtimes. After office hours the telephone is diverted to the nurse in charge. There is an answering machine for the residential department which is checked at frequent intervals. There may be some delay in answering if the nurse is with a resident.

Relatives are kept informed by telephone by the person in charge of the residents care.

Pets

Permission to bring a pet into the Home on admission is at Matron's discretion and linked to individual circumstances. It is subject to the pet being 'house trained', sociable and dependent on the resident's ability to care for the pet. Other resident's views and needs must also be taken into consideration.

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



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Guest accommodation and meals

There is a small flat which can be used by relatives travelling from a distance. The diary for this is held in the nurses office and booking needs to be made in advance so that the flat is ready for use. We do not make a specific charge for this facility, but leave it to the discretion of the guest to make a donation to our funds.

There are several good B & B's locally the numbers for which are available from the office.

The charge for a visitors meal is £3 and a ticket must be booked in advance. Anyone wishing to come for Sunday Lunch must inform the office by midday on the Thursday prior.

It is possible to organize a private party, family lunch or birthday celebration if we have at least two weeks notice. Please contact the office for more information.

Home facilities and hours of opening

We have a Bar. The Licensees are Matron Mrs P Fowler Watts and Miss Sue Hunt. This facility is available to residents who may also purchase drinks for their visitors. The current Bar opening times are:

Sunday, Monday and Friday lunchtimes (11.30 to 12.30), and Wednesday evening.

Residents relatives are welcome to join us at the above opening times. From time to time a Legion branch may visit or there may be a fund raising function and these visitors are guests of the Licensees, one of whom is usually in attendance.

The Chapel is used for services led by local clergy. In addition to these services residents may invite their own clergy to Lister House and use the Chapel. The Chapel is interdenominational and can be opened on request for quiet contemplation.

Shopping trips to town are arranged every weekday morning for those people able to make the journey unescorted.

There is a shop trolley which is available on a Thursday morning and is run by the activities co-ordinator.

Cigarettes can be purchased from the office on weekdays during office hours

Newspapers and magazines can be ordered from a local newsagent via the admin office and paid for weekly in cash or at the end of the month by cheque.

The admin office is open Monday – Friday 9am – 5pm. Outside of these times, the Nurse on Duty will deal with any enquiries or emergencies.



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Who's who?

| | |
|--------------------------|--|
| Matron | Mrs M E P Fowler Watts |
| Head of Care | Mrs G A Thwaites |
| Head of Colsterdale Unit | Mrs A Wooldridge |
| Activities Co-ordinator | Mrs A Fairburn |
| Head of Support Services | Mr J Greenwood |
| Administration | Miss S Hunt Mrs I Wills Mrs Y Moffat |

| | |
|---------------------|-----------------|
| Catering Manager | Mrs A Bannister |
| Domestic Supervisor | Mrs T Harvey |

Uniform designations:

| | |
|-----------------------------|-----------------------------|
| Head of Care | Purple and White |
| RGN | Navy Blue Tunic / Dress |
| Residential (Personal) Care | Maroon Tunic |
| Nursing Care | Hospital Blue Tunic / Dress |
| Colsterdale Unit Carers | Aqua shirt & tabard |
| Domestic Supervisor | Lilac Tunic |
| Domestic | Purple and Lilac |
| Chef | Chefs Whites |
| Cooks | Chefs Whites |
| Catering Assistants | Honey check and black |
| Driver / Maintenance | Navy and White / Pale Blue |



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Management and delivery of care

We deliver nursing care and residential (personal) 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, for example requires constant monitoring, has complex medications / dressings, or an unstable condition that requires the continuous input of a registered nurse, a registered nurse will supervise care planning, reviews of dependency levels and undertake nursing practice and techniques which only a registered nurse can do. Where practicable the registered nurse will work with care assistants and delegate appropriate tasks to the care staff, which includes delivery of personal care.

The home has a small number of places for younger adults that includes rehabilitation and whose main physical needs will be met by the availability of the physio and hydrotherapy treatment at the home. Their care is led by a registered nurse and supported by care assistants.

Day care is provided for a small number of people Monday to Friday; there is a dedicated lounge area and a dedicated staff team.

Shifts are led by the nurse on duty or the residential care team leader. The times of shifts are as follows:

| | |
|-------------|---------------|
| Early Shift | 07.00 – 14.15 |
| Late Shift | 14.00 – 21.15 |
| Night Shift | 21.00 – 07.15 |

There are always two trained nurses on the early and late shift and one trained nurse on the night shift. There are seven care assistants on the early shift, six on the late shift and four on the night shift.

Named nurses and key workers are allocated to residents. The named nurse and key worker are not available on every shift and the resident should ask whoever is caring for them at the time if they have any concerns or specific requests and not wait for their named staff to come back on duty unless they feel happier to do so. The staff team includes a small number of male staff. We will endeavour to meet residents requests in terms of the gender of their carer, but this cannot be guaranteed on every shift.

At times due to last minute sickness agency carers are utilised however we try to cover the short fall of staff by using a member of our own staff to provide continuity. Unfortunately last minute sickness and absence does occur and it



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is not always possible to cover the vacancy at all so the care team manage to the best of their ability to avoid disruption to residents' routines.

Preference and timings for baths and showers are discussed on admission. We aim to offer two baths or showers per week however when the need arises these can be taken at more frequent intervals.

A care plan is a document that describes your needs and provides information as the basis for holistic person centred care. Residents and relatives are involved in the creation of the care plan on admission. The resident may request to see their care plan. Care plans are reassessed by the relevant staff.

The involvement of relatives and friends in creating and agreeing a plan of care is particularly important for residents admitted to the Colsterdale Unit to enable us to provide person centred care which is individualised to meet the unique needs of each person. We ask therefore that relatives and friends take the time to assist us in gathering information about each person's values, beliefs and life history as well as physical and behavioural needs.

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, Matron/Manager will request a multi disciplinary team review of the resident's plan of care.

The RNCC (Registered Nurse Contribution to Care) assessment is carried out by the local NHS PCT (Primary Care Team) as they are an independent body. They determine the care banding level.

Weekly shopping is carried out by a member of the activities team on request from residents. These goods are paid for at the time by the individual from their own personal allowance. The goods and relevant receipts are left with the residents.

Medication

Medications are prescribed by the resident's GP and are administered by the nurse on duty or the residential care team leader. All staff who administer medications have been trained to do so and a resident may request to see the relevant certificate if they wish.

Medications are held in a drug cupboard in each person's room which is kept locked at all times. The nurse / carer administering the medication has a key to this cupboard and will dispense from the cupboard, sign the relevant MARS sheet and note if they need to order any more stock. In the Colsterdale Unit medicines are administered directly to the resident from a trolley at prescribed times; medicines are not held in residents rooms in the Colsterdale Unit.



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If a resident wishes to self medicate a risk assessment is carried out to ensure that you can manage medicines safely. It is discussed with the GP and the resident and GP then sign a consent form which is kept with the resident's care plan.

Medical/allied services

Residents not wishing to keep their own GP or unable choose their own local practice are registered with the homes chosen GP.

A 'doctors' surgery' is held on a Monday afternoon in the home. Anyone wishing to see the doctor should make the nurses aware of this so that an appointment can be made. At other times the nurse on duty will call the doctor if a home visit is required.

People receiving Residential Care are expected to visit the GP's surgery for routine visits. Requests for home visits for those people too ill to visit the doctors' surgery will be organised by the residential care staff. Residents 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.

The District Hospital has an Accident and Emergency Department and Out Patient Clinics.

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.

The staff will assist in making appointments with a resident's dentist and optician and it is strongly recommended that regular visits are maintained. Dental visits to Lister House can be arranged. Availability of NHS dental treatment is dependent upon benefits related income.

An NHS chiropodist visits the Home quarterly; however, a private chiropodist visits more frequently and many residents elect to access private treatments, charges for which are paid directly to the chiropodist.

Physiotherapy is currently provided free for residents at Lister House dependant upon assessment and need.

A hairdresser visits the home on alternate Fridays for the ladies. Rates are very reasonable and the charges are paid directly to the hairdresser. Residents may also may make a private arrangement for a hair dresser of their choice to visit them and once again they are responsible for paying the hairdresser themselves. Gentlemen can get their hair cut free of charge once



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a month, the date and time of which is posted on the Dining Room notice board.

Holistic/complimentary therapies

Residents are free to continue to access any private holistic/complimentary therapies that they accessed prior to admission. Therapies are available from visiting private therapists whose qualifications and insurance status are checked to ensure safety and competence.

Social, leisure, educational

Hobbies, Interests and preferences are identified from the preparation of the care plan, by the visit of the activities co-ordinator to the resident and by the key worker compiling the residents 'pathway'. Relatives may also help in this process and provide materials from the residents home which support their interests such as books and pictures or music.

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

A variety of games and puzzles are available in the Recreational Therapy Room.

A large choice of books is available in the Lloyds Library on the first floor.

Amy Fairburn is our Activities Co-ordinator and organises outings, individual and group activities. Please let her know if you have any particular hobbies you would like to pursue here at Lister House. Leisure or educational activities based in the local community can be accessed dependant upon assessment and availability of transport. Please speak to Amy 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 boards. We welcome any suggestions you may have.

Spirituality and religion

We are in the Parish of Ripon Cathedral. We hold an in house Church of England Holy Communion Service in the Chapel on the last Friday of the month to which all are welcome. Communion can be taken in the privacy a residents' room if they are unable to get to the Chapel. Details of local church services are available on request. Ministers from the various Churches are happy to visit the home if called. Speak to your named nurse or key worker who can make contact on your behalf. Residents are free to attend local church services, however please note that you may need to organise your own transport.



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Catering

The menu is revisited weekly and any feedback from the residents taken in to consideration. Any comments made to the catering staff are reported to the Catering Manager. Further opportunities for discussing menus and quality of catering takes place in residents meetings.

Menus are planned in advance and are posted on the notice board. Alternative choices are planned at each meal and a member of staff will discuss your likes and dislikes with you on admission. We are happy to cater for special diets and can also make arrangements for small family functions.

We are always happy to receive suggestions and your favourite recipes.

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 |
| 10.30 am approx | Morning coffee /tea served in rooms and communal areas |
| 12.30pm | Lunch |
| 3.00pm approx | Afternoon tea |
| 5.30pm | Supper |
| 8.00pm approx | 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 if 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.

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, hoovering 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.



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All laundry is undertaken on site. We are happy to send items to the dry cleaners if requested. The laundry staff need to be made aware of anything with specific washing instructions. All clothes are labelled and Lister House provides the labels.

Maintenance/health and safety

The annual planned preventative maintenance programme is undertaken by an external company under contract to 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. Please make a member of staff aware of any electrical equipment you bring into the home so that it's 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 Lister 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.

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.

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

Where any resident does not have capacity to inform us of their wishes, we will consult with family or friends.



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Some of our registered nurses have training and skills in palliative care. We work closely with the Macmillan Nurse teams and have links with the local hospice. We endeavour where possible to maintain care for our residents at Lister House if that is their wish utilising our specialist training and equipment for example pain control.

Family and friends can use our amenity flat if travelling from a distance. If this is already occupied we can recommend local B&B's. If it is the resident / family's wish a service can be held in the Chapel. Residents are informed when services are taking place.

Advocacy

We have links with the Harrogate Advocacy Service and when contact needs to be made the resident's key worker can organise via the Citizens Advice Bureau in Ripon.

Residents are advised of the availability of this service on admission and contact can be made as above.

Representation/PoA

We require all residents to arrange with their solicitor for a named person to have Power of Attorney for them which can be activated if and when the need arises. A copy of the certificate should be given to Matron upon arrival. 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.

Consideration of others

Lister House endeavours to provide an environment that promotes a lifestyle that is unrestrictive but compatible with reasonable care and safety

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. Lister House does not tolerate behaviour or language which is abusive or threatening either verbally or physically. Wherever possible, the Matron will endeavour to meet with the resident to resolve any issues giving cause for frustration and distress.



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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.

Lister House has one lounge designated as a smoking area **for residents use only**. The Royal British Legion is also in the process of erecting smoking shelters for residents within the grounds at Lister House.

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 and concerns

Any cause for concern, a niggle or a grumble is considered to be a complaint, and is addressed by the nurse on duty or senior care assistant who will alert the management to listen to the resident as soon as possible. The complaint procedure is displayed around the Home and 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. Lister House encourages and supports residents 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.

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.

All residents are registered on the electoral roll at admission. Voting papers are distributed to resident's rooms. Notices are placed on all public notice



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boards regarding the transport to be provided to visit the polling station if they would prefer.

Privacy and dignity

Rigorous training is given to all members of staff to underline the importance of privacy and dignity. It is included in staff induction training and revisited at staff meetings. Staff will knock on doors before entering and address you by the term you prefer.

Residents are encouraged to entertain visitors in their room. Residents may further exercise their rights to engage in activities or pursuits within their room that may offend or cause friction with others in shared areas. “Do not Disturb” notices are available on request. Please do not feel embarrassed about asking for arrangements for privacy.

Residents may book the Churchill Lounge for a private meeting / meal as long as appropriate notice is received.

We provide a telephone booth which is enclosed to ensure that conversations are private.

Residents and relatives meetings

Residents meetings are held monthly and a notice is posted on all public area notice boards. The agenda is set by the residents in consultation with Matron. The House Amenity Chairman chairs the meeting. Any issues raised are dealt with as soon as possible. The minutes are posted on the notice board for any one wishing to read them.

A monthly newsletter is produced by a staff member and residents wishing to submit an article should ask to speak to the person concerned.

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 Lister 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.



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Regulation and Inspection –

Lister 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 –