

Service User Guide for

{Permanent / Respite}

Askham Village Community



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Our Pledge

We at Askham Village Community are committed to **Excellence in Care**. We will ensure that those who live in the Home will do so with **dignity**, that they will have the **respect** of those who care and support them, that they will live as part of the **community** with no reduction of their rights as citizens and that they will be **empowered** to live a full and active life with the greatest **quality** their physical and mental condition will allow.

Irrespective of mental and or physical disability, residents will have a fundamental right to self-determination and individuality. Equally they will have a right to live in a manner and in circumstances which corresponds, as near as possible, with how they had lived prior to admission to the Home. This will allow for an individual to maintain their culture, traditions and lifestyle.



Askham Village Community Ethos

We share a single ethos

We are a community: We value each other and we all have a responsibility to look out for each other's safety and well-being

We believe in empowerment: We recognise that we all have a positive contribution to make and encourage each other to reach their full potential through a full and active life

We respect each other: We acknowledge that we all have our own personal, physical, social, emotional, and spiritual needs; and that these may vary over time

We prioritise personal dignity: We do not compromise on an individual's right to live a dignified life of enjoyment and self-determination; recognising their need for privacy and choice

We value quality: We provide for more than the basic needs; with attention to detail in all aspects of life at Askham



Askham Charter

Askham is Home to a number of residents, a place of work for a number of staff, and a place of leisure for a number of visitors. This diversity makes Askham a rich and interesting place to be, however to ensure everyone can enjoy their time at Askham we ask everyone to abide by this Askham charter.

We are a community: We value each other and we all have a responsibility to look out for each other's safety and well-being

- We will welcome new people to Askham and support them to feel at home
- We will listen to each other and be considerate of other people's feelings
- We will consult widely about changes that we would like to make to Askham

We believe in empowerment: We recognise that we all have a positive contribution to make and encourage each other to reach their full potential through a full and active life

- We will enable individuals to make their own decisions wherever possible
- We will provide support for difficult decisions that need to be made
- We will vary our events, meetings, activities, training to meet the needs of individual members of the Askham community

We respect each other: We acknowledge that we all have our own personal, physical, social, emotional, and spiritual needs; and that these may vary over time

- We will communicate with each other in a calm and patient manner
- We will be tolerant of people's choices even if they are different to our own
- We will acknowledge and respect that individuals are at Askham for different reasons and in different roles which impacts their decisions or behaviour

We prioritise personal dignity: We do not compromise on an individual's right to live a dignified life of enjoyment and self-determination; recognising their need for privacy and choice

- We will be mindful of confidentiality in all aspects of Askham life
- We will not take decisions about you, without you
- We will provide help, information, or training to build individual confidence

We value quality: We provide for more than the basic needs; with attention to detail in all aspects of life at Askham

- We will look after the environment, equipment, and furnishings at Askham
- We will seek to continuously improve Askham through suggestions and ideas



Activities at Askham

Activities make up an important part of life at Askham for all Residents. Each month the plan will include a variety of games, events and activities to cater for all tastes and preferences.

Residents have the option to join activities in other homes, or stay in their own home where they can enjoy their own company or participate in group activities. Examples include Crosswords, Connect 4, Play your Cards Right, Bingo to name but a few. In addition to this, Residents can join any of our weekly clubs which allow for Residents who share interests to get together around e.g. cooking, gardening, computers, or movies.

Askham Community Fund

To supplement the on-site activities that are run by the team, the Askham Community Fund is a registered charity which plans events and activities to further improve the Quality of Life of Residents at Askham. Donations to the Askham Community Fund are very gratefully received and can be made by through activities@askhamvillagecommunity.com.

Successful events over the last few years have included several raffles, day trips to the sea, to London, to various Parks and to the Theatre. Those Residents unable to go out also benefit; we bring entertainers to the Home and provide extra comforts for them, a much appreciated set of sensory stimulation equipment, therapy dolls and many more.

Annual events

Do keep your diary free for some of our big events over the year:

Summer Fayre on the last weekend in June

Christmas Fayre on the last weekend in November

We welcome Residents, families, and friends to join us for any / all our events. Do look out for information on posters around Askham.



Additional Services at Askham

Askham Café

The Café at Askham is set in the main atrium and overlooks the World Gardens that have been so carefully and beautifully designed.

The café serves a selection of hot and cold drinks, as well as cakes and snacks and is open at various times during the day. The tea and freshly ground coffee are both Fairtrade, offering excellence in taste, price and sustainability. Tables and chairs are set up inside all year round, with outdoor seating available as and when the British weather allows!

Therapy Services (Rehab Gym & Pool)

The therapy service at Askham involve assessment, management and treatment of patients with a variety of conditions. Our on-site multi-disciplinary team consists of Physiotherapy, Occupational Therapy, Speech & Language Therapy, and Psychology. The team or selected members of the team can provide input in any number of ways to further support or enhance the care plan of any Resident.

Assessment and treatment is available to all our residents as well as members of the public. One to one patient care is provided and sessions cover 60 minutes. Longer treatment sessions are available if required. Please note, session times include preparation time, notes or follow ups required. The cost of these sessions should be discussed with the Registered Manager however costs are subsidised for Askham Residents.

Askham Suite

Aware of the need for conveniently located meeting venues and function rooms you will find our quiet and secluded setting within easy access of the A141 an excellent choice.

Askham Suite is situated on the ground floor and has plenty of natural daylight, also equipped with air conditioning and presentation facilities. Refreshments can be organised as required and a wide range of options are available. The Suite is also available for use by our Residents and their families.

If you are interested in accessing any of the above, please contact the Registered Manager on 01354 740269.



Visiting Askham

At Askham, we welcome visitors at any time and on any day. This is Home to a number of people and it is for individuals to choose to have visitors when they wish. Of course it is important to be mindful of others when on your visit especially if you are visiting early in the day or late at night. Please keep noise to a minimum, ensure that the signing in/out book is used on every occasion, and the Nurse in Charge is aware of your presence in the building.

If you are travelling a distance to be with us, or if you would like to stay for a while then we will do our best to accommodate you as we would any visitor to our Homes.

Note: Our main entrance doors are locked after office hours. Please ring the bell and wait to be let in. Some of the doors have numeric codes for access. These are sometimes changed to ensure security is maintained – please obtain the latest code from the Nurse in Charge.

Accommodation

There are a few options to you for an overnight stay

- We have a camp bed on-site which you can book for use on specified dates. You should speak to the Registered Manager about the availability of this and related charges.
- There are a number of local bed & breakfasts / hotels that you can book in to:
 - Fenview Lodge
01354 740103, www.fenviewlodge.co.uk
 - Waterside Guesthouse
01354 740370, www.waterside-guesthouse.co.uk
 - The Anchor Inn
01354 741940, Find them on Facebook

Food

You are most welcome to join our Residents for a meal if you would like to do so. Some advanced notice is needed for this so the kitchen is aware. There is a small charge for this service, please speak to the Registered Manager for more information about this.

You can also enjoy snacks and hot food from the Café on any visit at your own cost.



Complaints Procedure

The following procedure is to be adopted in the event of any complaint from either a Resident, Service User, relative, friend, visitor or any other third party.

If the person wants to lodge an informal verbal complaint only, the Nurse on duty will listen carefully and try to address the concerns. The Nurse will make a careful note of the complaint on the Complaints Form. The Nurse should try and resolve the matter immediately and record the action taken on the form. Otherwise a complaint form should be left for the Registered Manager to deal with appropriately. Complaint forms are available from the Nurse on duty or from the main office.

All formal complaints should be referred to the Registered Manager in writing or by completing a Complaints form. Any complaint will be responded to within a minimum of 28 days.

On receipt of the complaint, we will investigate the complaint and take whatever action is necessary. In serious cases, this will be after due consultation with the Director. The Registered Manager will inform the person lodging the complaint of the action taken either verbally or in writing. A note will be made to this effect for the file. The Registered Manager will continue to monitor the situation.

If the person lodging the complaint is still not satisfied, he/she should write to the Director who will investigate the matter and take whatever action necessary.

Aliyyah-Begum Nasser, 13 Benwick Road, Doddington, Cambridgeshire, PE15 0TX or aliyyah.nasser@askhamvillagecommunity.com

The above procedure does not preclude the person lodging the complaint, from lodging any serious complaints with the local government ombudsman either online at www.lgo.org.uk/adult-social-care or over the phone 0300 061 0614.

The Director will be kept fully informed on all complaints received by the Registered Manager.



Information about our CQC Registration

Last inspection date:

Registered Managers:

Julia Dexter

01354 740269 ext. 202

Julia.dexter@askhamvillagecommunity.com

Joanne Monaghan

01354 740269 ext. 213

Jo.monaghan@askhamvillagecommunity.com

Please contact the Registered Manager for a copy of the latest Inspection Report and/or statement of purpose.



Terms and Conditions of Residency at Askham

You are advised to read the conditions shown below before signing the service agreement. Failure to do so does not excuse you from compliance with them. This agreement supersedes and cancels any previous agreement.

The acceptance of a person to stay in a Nursing or Residential Home involves a special relationship of intimate care. You are assured that we do our utmost to care for our Residents in all circumstances and undertake to provide a decent, clean and pleasant atmosphere at all times.

However to do so we have to maintain an extensive establishment at a substantial financial cost and are required to establish a general contract of residency with each Resident stating clearly the definition of the relationship between the Resident and Askham Village Community. Below are listed our basic Conditions of Residency for our mutual benefit.

Residents are reminded that although **Askham** is to be considered their home, it is shared by other Residents and so you are respectively reminded to be aware of fellow Residents' feelings, needs and privacy.

- All drugs, medications and treatment creams must be handed in on admission. Relatives and visitors are asked not to bring in medications without consulting the Lead Nurse.
- For Residents on long term respite stay, enough medication to last the entire stay will be brought in along with any wound dressings, catheters, dietary supplements, continence pads and any other prescription only items. Exemption certificates should also be available in case extra medication is required during their stay
- Residents are asked to discuss smoking arrangements and alcoholic drink requirements on admission. There is a dedicated area in the Home for smokers. The use of illicit drugs will not be tolerated. Anyone suspected of using this class of drugs will be reported to the local police.



- The unit of accommodation provided will be as discussed prior to the Resident taking up residence. We reserve the right to change a Resident's unit of accommodation which would normally be for reasons of decoration repair or in the interests of the Resident due to failing health - in these or any other circumstances, it would be through consultation between the Resident and Registered Manager. Residents can bring their personal furniture into the Home by prior arrangement and subject to inspection and approval by the Registered Manager.
- New Residents are admitted on the basis of a one-month trial period for the mutual benefit of both the Resident and the Home.
- Respite or Fixed Term Residents will be expected to book their dates for length of stay prior to admission. One week's notice will be required if these dates are to change or the relevant authority/ funder will be expected to pay for the full pre-booked period as well as revisions.
- The Home has a vehicle which is used to transport Day Care clients to and from the Home, Residents to and from hospital or any other appointments, organised activity trips and any other trips/errands. Circumstance and availability dependent, a charge will apply. Residents may hire this vehicle for their own use for a small fee; details can be requested from your Registered Manager.
- Any social/cultural/religious needs will be noted and respected. These will be addressed within the first week of residency and staff informed and trained accordingly. Special religious arrangements can be made and put in place if needed.
- Residents can make contact with friends, relatives and other representatives on an ad hoc basis by use of the main office telephone system. Regular use should be on the basis of having their own personal mobile or telephone line (and/or Broadband) installed in their bedroom – this can be facilitated through your Registered Manager but costs will be borne by the Resident.
- Private meetings can take place in own bedrooms or special arrangements could be made by your Nurse.



- Any part of the day of arrival or departure constitutes one full day's residence. We reserve the right to charge interest at the rate of 4 percent above the minimum lending rate of National Westminster Bank plc for the time being in force on any sums still outstanding one month after the due date.
- Fees are payable 4-weekly in advance and are subject to review from time to time. It is our normal practice to review fees once per annum. We do reserve the right to review fees at any time due to circumstances outside our control or for any additional nursing or special care demands or additional costs which would normally be done in consultation with the Resident and/or the relevant advocate or Social Worker. Any damage caused by a Resident in the Home, notwithstanding any accidental breakage which would be covered by our normal insurance cover, will need to be settled by the resident concerned in consultation with the Registered Manager.
- For all qualifying self-funded Residents, the Free Nursing Care Contribution payable to the Resident will be claimed by Management on behalf of the Resident. The Contribution will be retained by Askham and will be put towards nursing costs. Qualification for this Contribution will trigger a fee review at Askham.
- Fees unless otherwise stated include accommodation, full board, laundering of personal items (but not dry cleaning) and provision of care (but not cosmetics such as hair dressing, manicuring, etc). Registration with Doctors can be private in which case the supply of drugs and medications will also be private and the appropriate charge will be made. Residents treated under NHS will receive medical attention, drugs and medications as available under NHS. Other services and personal requirements can be arranged on request and will be charged as extras on the Resident's account. No additional charge would be made without consultation with the Resident.
- There are no restrictions on visiting hours. Visitors are requested to notify the Nurse of their presence and of the arrival / departure of any Resident who they temporarily take out. Residents are free to journey out alone at the Nurse's discretion. The Home will not be responsible for the safety of Residents outside the boundaries of the Home. A disclaimer is to be signed by the person accepting responsibility for the Resident whilst away from the Home.



- Our existing Insurance Policy covers personal effects up to a maximum of £300 per Resident. If property of greater value is retained, furs, jewellery, electrical equipment, etc. these must be covered by the Resident's own insurance cover. Residents are asked not to keep excessive sums of cash or valuable items in their rooms. There is a lockable drawer in each room for the safe storage of smaller sums of money and valuables. It is recommended that a detailed list of such items is handed in on admission and updated as appropriate thereafter. Valuables can be locked away for safekeeping, upon request, to the Nurse in charge.
- No responsibility can be taken for personal possessions not clearly and permanently named. All clothing items must have woven name tapes (or similar) stitched on prior to admission. This includes clothing for respite Residents.
- Residence in the Home does not constitute a tenancy within the meaning of the Rent Acts. Management therefore reserve the right to terminate the license to occupy a bed or room in the Home on formal written notice of four weeks. Termination of occupation must be given by the same length of notice in writing by the Resident (or payment in lieu of notice equivalent to the full rate in force at the time), unless the Resident's stay is for a predetermined period, as with Respite or Fixed Term Residents.
- Queries and complaints, if any, should be addressed to the Registered Manager. If further queries or complaints arise these should be referred to the Director.
- In the event that the Resident vacates his/her room permanently for whatever reason we reserve the right to make a vacant-room charge where notice has not or cannot be given. This consists of a full fee in lieu of notice of a maximum 3 days in the event of passing away. The 28 days notice period remains for all other circumstances in which the room is vacated. We are entitled to a general lien in respect of Resident's possessions until all charges outstanding to the Home have been discharged in full. In the case of temporary absence of less than six weeks, the full fees will be payable for retention of the room/bed.
- Personal effects left at Askham after discharge or exit from Askham will not be kept for more than a fortnight, without special arrangement. At the end of this period we reserve the right to dispose of the items which have not been collected.



- Residents' meetings or 1:1 sessions with respective families are held by the Nurses periodically or as necessary to discuss the Resident's general wellbeing and if there were any issues or matters of concern regarding the running of the Home.
- We cannot accept responsibility for Resident's personal finances but we are always willing to discuss and advise when requested. Use of Resident's own financial advisor or other relative is always recommended
- No member of staff or their family is allowed to accept any gift or legacy from a Resident. Should there be a desire to offer a gift or legacy this must be discussed with Registered Manager in the first instance.
- The Home reserves the right to refuse to accept any applicant without attributing any reason. The first person singular in this document is meant to be the Resident or where agreed and applicable the Resident's Relative, Legal Guardian or Representative
- It is the policy of Askham not to use hidden cameras to monitor services as this is considered a breach of privacy and dignity. Installation of such equipment would be considered a breach of these terms and therefore also a breach of the service contract. Any devices found will be removed. If you have a reason to suspect that such a device is needed or would be required we request that you make this known to the Registered Manager. With the agreement of the Registered Manager an exception to the above may be made however this would need to be notified in writing to you prior to any installation taking place.
- All therapy input is billed on a per session or per unit basis. Each unit is an hour in length and includes appointment time as well as report writing, documentation and other research or actions that need attention in relation to the provision of therapy for the Service User.



Service Agreement

This agreement is made on the 2018

Between (The Resident) and (The Home) for provision of residential / nursing care at:

Askham Village Community
13 Benwick Road
DODDINGTON nr March
Cambs
PE15 0TX

1.0 DURATION:

From: 2018

To:

No end date specified indicates this is an Agreement for Long Term Resident. A fixed period of less than a month is considered as Respite; any other fixed period is considered as a Fixed Term Resident.

2.0 TRIAL PERIOD: *(Complete only if trial period has been agreed)*

A Trial period will run from N/A

3.0 FEES:

Home: **Askham Village Community**

Room on admission: **Room**

At the Total Price of: £ Per week payable 4weekly in advance (unless otherwise agreed)

Residents Contribution:

Third Party Contribution: £ Per week



For the purposes of this agreement a “Third Party” is a friend or relative of the Service User who agrees to pay a sum of money each week towards the Service User’s stay.

4.0 ROOMS TO BE OCCUPIED

The room the Resident has been allocated may contain the following facilities/ furniture:

- En Suite shower
- Wash hand basin
- Toilet
- Single bed – divan/nursing bed
- Table
- Chest of Drawers
- Bedside cabinet
- Curtains
- Bedding
- Comfortable chair
- Wardrobe / clothing storage cupboard
- Double electric sockets
- Television aerial connector

The room has a lock on the door and a lockable storage facility within the home. The Resident will be offered their own key only if requested and deemed appropriate based on their Care Plan / Risk Assessment. The Home will hold a copy key to the Resident’s room for health and safety reasons.

The Registered Manager reserves the right in appropriate circumstances to relocate the Resident to a different room from that specified in this agreement. It is agreed that any such relocation must be to a room which offers accommodation and facilities which are equivalent to or more appropriate than the accommodation referred to in this agreement. Any relocation of rooms should take place with the Resident’s agreement or as agreed in the Resident’s Care Plan / Risk Assessments.

The Resident may choose to decorate and personalise the room or replace any of the items above with appropriate items of their own furnishings – subject to health and safety



and fire requirements. The Registered Manager is to be informed prior to any such changes and reserves the right to refuse subject to reasoned grounds.

5.0 SERVICES COVERED WITHIN THE "TOTAL PRICE"

All services agreed within the Service User's Care Plan are covered by the Total Price – excepting the following items unless otherwise specified.

- Hairdressing
- Toiletries – other than standard provided by Home
- Dentistry
- Chiropody
- Additional therapy sessions
- Newspapers / magazines
- Outings
- Transportation / Escorting
- Optical care
- Luxury food items – not provided under terms set out in section 5
- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Contribution to personal TV license
- Named clothing tags

6.0 MEALS AND MEALTIMES

The "Total Price" covers the provision of three full meals a day, with a cooked meal being served at lunch. Meals are served in the various dining rooms or can be served in the Resident's room on their request or as agreed in the Resident's Care plan / Risk Assessment. Hot and cold snacks and drinks are available upon request at all times.

Specialist diets will be provided for as agreed in the Resident's Care Plan within the "total price". The meals menu will be changed regularly and provided to Residents in an accessible format.

PEG Feeds – for some Residents this will be the mode of diet. Supply and administration of the same will be managed by the Home.



7.0 FEES PAYABLE BY THE RESIDENT

The Resident / their duly appointed representative will be responsible for payment of their contribution to the "Total Price" (as stated in 3.0) 4-weekly in advance. The Resident / duly appointed representative will be responsible for claiming any benefits due to them as advised by the Local Authority.

Where the Resident pays the "Total Price" for nursing care the Home will assist them in making a claim to the local Primary Care Trust to meet some of the costs via the "Free Nursing Care" scheme if appropriate. This amount will be retained by Askham and will be used towards nursing care costs.

Where the Resident pays the "Total Price" for the care provided the Home reserves the right to increase the "Total Price" by a reasonable amount on an annual basis or where there is a significant change to the amount of care provided to the Resident through the agreed Care Plan. Where the Resident receives assistance from a Local Authority the Service User will be notified of any increase to the Resident's contribution by the Local Authority concerned.

The Home reserves the right to increase the amount of any Third Party contribution by a reasonable amount once per annum.

Failure to make timely payment of the "Total Price" or assessed contribution by the Resident / duly appointed representative could lead to termination of this agreement and eviction of the Resident from the Home.

Where the Resident / their duly appointed representative / third party has difficulties or is likely to have difficulties in coming months paying their fees, they should notify the Registered Manager in writing in order for a remedy to be sought.

8.0 TEMPORARY ABSENCES

The Resident will be liable to continue to pay the "Total Price" or the contribution assessed by the supporting Local Authority throughout any period of temporary absence from the Home except as specified below.

Where the Resident is admitted to hospital the Home shall maintain the Resident's room for at least 6 weeks (42 days) at the full "Total Price". Where the Resident receives



support with fees from a Local Authority their contribution may reduce as informed by the Local Authority concerned.

If the Resident remains in hospital beyond 6 weeks (42 days) this agreement may be terminated with 2 weeks' notice on either the part of the Home or the part of the Resident. In this case the Resident will continue to be liable for payment of the "Total Price" or their contribution as assessed by a supporting Resident throughout the notice period.

9.0 TERMINATION OF THE AGREEMENT

Charges to the Resident / their estate and to any Third Party will cease within 28 days of:

- (a) the death of the Resident, or
- (b) the move of the Resident to alternative residential / nursing accommodation other than hospital where that move becomes necessary as a consequence of deteriorating health, providing that the room has been cleared or unless the Resident has arranged to extend their occupation of the room as appropriate.

During any agreed Trial Period either the Home or the Resident may terminate this agreement with one week's notice.

The agreement may be terminated without notice if all parties, including the supporting Local Authority where appropriate, agree that the said Resident was considered a risk to other Residents and staff in the Home or the Home can no longer safely provide care to the Resident and that it would endanger the Resident or other Residents at the Home if the full notice period was carried out.

Other than in the circumstances listed above the Resident or the Care Home may terminate the agreement at any time by giving one calendar month's notice to the Home.

In the case of emergency admissions where an assessment indicates that the Home is not appropriate to the Resident's long term needs the contract may be terminated upon identification of an alternative suitable placement.

The Registered Manager may seek to remove any property belonging to the Resident if it remains in the Home for longer than fourteen days after the date on which the Resident ceased to reside there. Before doing so the Home Manager will notify the Resident / their duly appointed representative / the executors of their estate.



10.0 BREACH OF CONTRACT

If either party feels there is a breach of contract by another party this concern should be raised firstly with the party involved. If no remedy is found it should be raised with the Care Quality Commission where no Local Authority is involved, or the Local Authority which is partially funding the placement.

11.0 MISCELLANEOUS

The Care Home operates within the requirements of the Health and Social Care Act 2010 and nothing contained within this agreement can override the requirements of this Act. A copy of the Health and Social Care Act 2010 can be obtained from the Registered Manager upon request.

This agreement is to be read in conjunction with the Terms & Conditions of Residency at Askham and the Resident's Care Plan as regularly reviewed with the Resident and/or their appropriate representative.

By signature of this Agreement the Home agrees to discharge their respective obligations in accordance with this Agreement.

By signature of this Agreement the Resident / their duly appointed representative agrees to discharge his/her obligations in accordance with this Agreement.

By signature of this Agreement the Third Party agrees to discharge his/her obligations in accordance with this Agreement.



Agreed on behalf of THE HOME:

Signature:

Name: Julia Dexter / Joanne Monaghan

Position: Registered Manager

Address: Askham Village Community, 13 Benwick Road, Doddington, Cambs, PE15 0TX

Agreed by THE RESIDENT or their DULY APPOINTED AGENT or APPOINTEE:

Signature:

Name:

Address:

(If the Resident's representative, state the relationship)

Agreed by the THIRD PARTY:

Signature:

Name:

Address:

(If the Resident's representative, state the relationship)

