



Service Users Guide

**Ocean Swell
33 Sea Road
Westgate on Sea
Kent
CT8 8SB**

Registered Manager:

Denise Rose

Registered Owners:

Denise and Martin Rose

Date: 18/1/19

THE CARE HOMES REGULATION REQUIREMENT

THE HEALTH & SOCIAL CARE ACT 2014

The Health & Social Care Act requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as “The Service Users Guide”.

The Service Users Guide must include all such relevant information as a resident may require in order to:

- a. Make such decisions as may be required about the suitability of the Care Home to meet their future needs prior to moving into the Home.
- b. Make valued judgements as to whether the Care Home is continuing to provide the level of services that were specified as part of the Terms and Conditions of Residency.
- c. Ensure that the views of residents are taken into consideration and that service users have a real say in the development of services available in the Home.
- d. Provide the reader with information regarding the views of external regulatory bodies.

In addition, The Service Users Guide should provide details of such arrangements, contracts or agreements that the Home may have entered into with Local Authorities or other funding agencies in respect of residents who may wish to live at the Home.

The Home must supply a copy of the Service Users Guide to the Care Quality Commission and make copies available on request to each resident and their representative. If the Home modifies the Service User Guide it must notify CQC within 28 days of that modification.

Please note: A larger print version can be made available on request to the Manager

The manager will also undertake to provide this document in other formats upon request.

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The following information is too bulky to be included in the Services Users Guide but is available for you to read in our reception area upon request:

Terms and Conditions of accommodation provided, including the amount and method of payment of fees.

Standard form of contract for provision of services and facilities by the Care Home to the service user.

A copy of any Local Authority Contract for publicly funded residents.

A copy of the most recent Inspection Report.

In House Quality Reports.

Details of the Complaints Procedure.

The address and telephone number of the Care Quality Commission (CQC).

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SERVICE USERS GUIDE

Introduction

The Health & Social Care Act requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as “The Service Users Guide”.

The aim of this Services Users Guide is to enable you or your representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask a member of our senior staff who will be pleased to help you.

SUMMARY OF THE STATEMENT OF PURPOSE

1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Include in this section:

- **The location**
Ocean Swell overlooks the sea and public gardens opposite Sea Road Westgate
- **Nearby amenities.**
Westgate is a village of four thousand people approximately 2½ miles from Margate. Westgate main shopping area is accessible by wheelchair, three hundred yards from Ocean Swell and includes: doctors surgery, dentists, optician, post office, chemists, news agents, convenience stores, cafés, cinema, pubs, betting shop etc. The public gardens are opposite Ocean Swell and the beach area and cafés are accessible by wheel chair.
- **Available transport.**

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Westgate has good bus and train links throughout Thanet, available from the main shopping area. The trains include main line links to London. Ocean Swell has a minibus adapted to accept wheelchairs for use by residents.

Accommodation

Ocean Swell is currently registered to accommodate 32 residents. There are 8 ground floor bedrooms of which four are double bedrooms one with en-suite facilities. There are 17 bedrooms located on the 1st and 2nd floors accessible by lift, of these three are double bedrooms all with en-suite facilities, 4 single bedrooms also have en-suite facilities. There are 6 forward-looking bedrooms with sea views. A large public lounge, smaller smoking lounge and large dining room are located on the ground floor. Both lounges have televisions DVDs and radio CDs, the main lounge also has a video and a bar from which alcoholic and soft drinks are available. There are 5 public toilets located on the ground floor, three of which are wheelchair accessible; a wheelchair accessible shower room for assisted showering is also located on the ground floor. The 1st floor has two public toilets, one wheelchair accessible and one public bathroom fitted with a bath hoist. The 2nd floor has one public toilet and bathroom accessible by wheelchair. There is a north facing garden area at the front of the building and a south facing sheltered garden area at the rear of the building with seating available to residents.

- **Furniture and fittings and arrangements for personal property.**

All bedrooms are carpeted and furnished with a minimum of bed, wardrobe, set of drawers, bedside cabinet, bedside lamp, washbasin, TV and electrical sockets. Residents are encouraged to personalise their bedrooms with photos, pictures etc. and a limited amount of personal furniture subject to suitability and space availability. Ocean Swell does not undertake storage of any large personal items. All personal clothing will be marked with resident's identity. All residents are offered a personal lockable drawer or storage box to safely store valuable items.

- **Availability of aids and equipment.**

All bedrooms and public areas are fitted with a call system to enable residents to call for assistance on a 24-hour basis. There are two mobile lifting hoists, an electric stand up hoist a fixed bath hoist, parker bath and a range of movement and handling aids available to staff.

- **Maintenance and cleaning of accommodation arrangements.**

Major equipment items i.e. lift, call system, fire alarm system, boilers are serviced and maintained by specialist contractors. First line maintenance of other equipment is carried out in-house with specialist services called in as necessary.

- **Heating and ventilation arrangements.**

All bedrooms and public rooms are centrally heated; additional personal electric heaters are available to residents subject to need and ability to safely use them.

- **Fire precautions.**

Fire risk assessment presented to and accepted by Fire Brigade

2. AIMS OF THE HOME

To provide personal care to elderly people, of both sexes and physically disabled adults. The care provided is for long term, rehabilitation and respite.

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To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

3. OUR QUALITY POLICY

Ocean Swell is committed to providing quality services for residents by caring, competent, well-trained staff in a homely atmosphere.

This will be achieved by:

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs. To promote and encourage independence
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- a. Residents' consultation and satisfaction surveys.
- b. Relatives' consultation and satisfaction surveys
- c. Staff surveys.
- d. Residents' and staff meetings.
- e. Regular audits
- f. Management review of our Quality Management System.

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Our Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus, which are nutritionally balanced.
- c. Offering residents alternatives to the published menu.
- d. Nutritional assessments
- e. Maintain records of food consumed

Our Home will ensure that residents are fully informed about all matters, which might affect their well being.

This will be achieved by:

- a. Residents' meetings.
- b. Keyworker support.
- c. Provision of notice boards or other displays, which inform residents.
- d. Direct discussions between management and residents

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- a. An Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety Standards.
- b. Providing residents with their own front door key if requested unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store their valuables.

Our Home will offer a range of social activities, which meet the needs of the residents.

This will be achieved by:

- a. An activities co-ordinator shall ensure that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

4. RESIDENT'S RIGHTS

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.

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- The right to personal privacy at all times and a right to lock your own room door.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

“Our Home is staffed in accordance with the requirements of The Health & Social Act. In particular, we will ensure that as is reasonably possible there will be suitably qualified, competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. In addition, the Homes staffing requirements has been approved by the Care Quality Commission Inspection as part of the process of registration of the Care Home.

Full details of Names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is kept in the office and may be inspected at any reasonable time”.

6. AGE RANGE AND SEX OF SERVICE USERS

Our Home provides long term care services for a maximum of 32 residents for both male and female clients with up to 15 physically disabled residents. Within the total of 32 residents we also provide for respite, postoperative convalescence normally for up to 2 persons although this may increase subject to room availability. Accommodation provided is a mixture of single double rooms, some of which are en – suite. Currently we provide accommodation for 23 female and 7 male residents and 1 G.P. bed, 3 residents being physically disabled plus 1 G.P. Bed. Their ages range from 58 to 101.

7. RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our Home provides services in the following categories:

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Care Home providing personal care.

Our Home provides services to the following categories of resident:

Old Age with continued care if their needs change to include dementia care.

Physically Disabled Adults.

8. WHETHER NURSING CARE IS TO BE PROVIDED

Our Home does not provide nursing care for service users in the Home. This means that we are not required to employ a qualified registered nurse.

FACILITIES AND SERVICES

9. MEALS

Our experienced cook will carefully prepare your meals; meals are as interesting and varied as possible. Residents are offered choices each day and special diets will be catered for. Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by a cooked breakfast and/or cereal, mid-morning tea/coffee and biscuits, 3 course lunch, mid-afternoon tea/coffee and biscuits, evening meal / high tea and night time drinks.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. A limited quantity of alcohol is offered at special occasions.

Whilst every effort is made to provide for individual residents preferences the Home does not provide an 'a la carte menu'.

10. MEDICAL CARE - QUALIFIED NURSING AND CARE STAFF

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. Each resident will be registered with his or her own G.P who will be requested to call as appropriate. Community nurses and primary care team staff will visit residential care residents as appropriate.

11. OPTICIAN AND DENTIST

An Optician and Dentist will be appointed from local services subject to available registration places although you are free to make appointments outside if you prefer.

12. PHYSIOTHERAPY

Physiotherapy can be arranged as necessary, through consultation with your G.P. where applicable or privately charged separately.

13. CHIROPODY

A private chiroprapist visits the Home and is charged for separately.

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14. HAIRDRESSING

Hairdressing is provided, at an additional charge, although you are free to go out to a hairdresser if you wish.

15. PERSONAL TELEPHONES

Residents have access to a public pay phone in the reception. Incoming calls can be taken to the resident, subject to availability of the handset, on the Home's mobile phone. Residents having personal mobile phones are acceptable within the Home. Any resident wishing to have access to a direct dial phone in their rooms can have a connection to this facility at their cost.

16. ADMINISTRATION SUPPORT

Administration Support is available to the Home and residents who may require a letter to be typed can avail themselves of this service.

17. BENEFITS ADVICE

Benefits advice can be provided via the Manager / Home's Administrator. Information can be obtained about Pension and Social Security Benefits.

18. SHOPPING

Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

19. LAUNDRY

Laundry is undertaken within the Home within the normal fees for service. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for residents to do their own laundry.

20. DRY CLEANING

Dry Cleaning can be provided at cost plus a service charge.

21. KITCHEN FACILITIES

Kitchen Facilities meet the standards laid down by the Environmental Health Department. The Kitchen is managed by our two Cooks.

These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff.

After a risk assessment, which is reviewed regularly, residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

22. RESIDENTS BEDROOMS

We endeavour to provide clean, warm comfortable carpeted bedrooms individually decorated with co-ordinated bedding and curtains. Each bedroom shall be provided with a minimum of:
900mm bed

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Wardrobe and drawers
Bedside cabinet and lighting
Comfortable chair plus seating for a visitor
Table
Hand wash basin and mirror

23 COMMUNAL SPACE

Communal space comprises a main lounge, secondary lounge and dining room. The collective area of these spaces allow for a factor of 4.1 m² of communal space per resident.

OTHER SERVICES

24. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Our Home operates a full planning and review system. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters but aim to enhance the resident's quality of life. A pen picture of their life history including interests and activities is produced for each resident. With the residents agreement the views and advise of close relatives and friends will be taken into account together with advise from medical professionals when formulating the care plan. Care plans are reviewed on a monthly basis or in response to an event that alters the residents capabilities. We are keen to involve residents, relatives and friends in the review process.

25. ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Our Home takes all reasonable steps to ensure that each resident wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

26. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Ocean Swell normally operates with a full time activities co-ordinator . The activities co-ordinator has the use of a wheelchair accessible vehicle to enable small groups of residents be taken on a range of trips and outings. These include local cinemas, theatres, museums, bowling, Hornby Hobbies, animal parks, art galleries and shopping trips. In house activities include, music workshops, live music, arts and craft, general knowledge quizzes, music quizzes, manicures, games and an organist.

On application for residency, residents their family and friends are asked to identify current and former interest, hobbies and activities. Where practicable these interests are included in personal activity plans for example:

- Former keen cyclist now wheelchair bound, enjoyed being walked along the Viking Cycle Trail where she regularly cycled.
- Former keen swimmer enjoyed being taken to the bay where he and his Mother used to regularly swim together.
- A steam engine enthusiast taken to steam rallies and local stations to collect train timetables.

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- Former keen artists are encouraged to take up painting during arts and craft activities and taken to the Turner Centre.
- Former Winter Gardens employee enjoys being taken to Winter Garden productions.
- Film buff taken for regular cinema trips.
- Library visits for enthusiastic readers. One reader who only likes new books regularly taken to W.H. Smiths.
- Shopping trips to Westgate, Westwood, Margate and Ramsgate.
- Former bowling team members taken bowling.
- Computer games enthusiast regularly taken to games shops to choose new games.
- Former armed force members taken to the Manston Spitfire Museum.
- Former musician taken to see his former band perform at Herne Bay and Cliftonville bandstands.
- Residents taken to work reunions.
- Local history enthusiasts are taken to Quex House Museum and Gardens
- Bird watchers enjoy our bird feeding station and visiting The Barn in Birchington for their local produce and Aviary.
- We have a walking club where everybody is welcome to walk or be taken in a wheelchair on walks around the village, St Mildreds Bay, Westgate Gardens and West Bay.
- Our Gardening club allows people to freely join if they wish to plant, grow or water the seasonal fruit, vegetable or flowers that we are growing.

Our activities co-ordinator is able to organise a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process and at regular residents meetings.

The range of weekly activities available is set out below:

Bingo
Sit & Keep Fit
Manicure
Netflix
DVD Show Afternoon
Quiz Afternoon
Music Workshops
Live music
Summer Garden Parties
Bake offs
Halloween Parties
Christmas Festivities
Sing-a-longs
Clay modelling
Rug making
Knitting/Sewing

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Painting
Jewellery making
Homemade card making classes
Baking

Adhoc arrangements are also made for:

In-House Entertainers
Group Visits to Winter Garden Shows
Group Visits to Local Cinema
Group Visits to Local Museums
Bowling trips
Local Mayor visits

Residents also have access to:

A tittle from our bar
Various Games & puzzles
Large Print Library
DVD & music library

Residents have access to monthly in-house C of E church service carried out by The Vicar from St. Saviours and is also attended by the Priest and the Sisters from St. Peters R. C. Church when requested.

27. ARRANGEMENTS FOR PETS

Pets may be accommodated subject to negotiation and suitability.

28 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Our Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. The management and staff are always available to listen to the views of residents.

29 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourage residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested.

Our Home is looked upon as a resident's Home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time.

Normal visiting is encouraged between: 9am and: 9pm

All visitors are requested to advise a Senior Member of Staff of their presence. Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in the dining rooms.

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Visitors wishing to take residents off the premises should speak to the Senior Member of Staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting on the resident's daily care report on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, entertainment afternoons etc.

30. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within our Home will be treated seriously and will invoke a response within a minimum of 7 days

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

31. RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home's safe for safekeeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk. A more detailed position on valuables is outlined in the Service User Guide.

32. GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and / or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

33. THE CARE QUALITY COMMISSION INSPECTION

This is a National body which regulates the conduct of Care Homes in England and Wales. There are a number of Regional Offices from which Commissioners carry out their duties.

Our Home is part of the South East Region and the Care Quality Commission offices are located at:

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Telephone: 03000 616161 Fax: 03000 616172.

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34. KCC SOCIAL SERVICES

KCC Care Managers for the Thanet district are located at:

St. Peters House

Dane Valley Road

St. Peters

Broadstairs

CT10 3JJ

Tel: 08458 247204

Fax: 01843 864874

35. GENERAL DATA PROTECTION REGULATION

We advise we retain information with regard to our residents and limited contact information with regard to relatives and friends. This information is held in confidence subject to the General Data Protection Regulation and the Data Protection Act 2018.

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APPENDIX FEES

- Agreed contract rates apply to residents funded by local authorities.
- Private fees for elderly residents £710
Additional fee if enhanced care required £50.00
- Private fees for younger physically disabled residents £695
Additional fee if enhanced care required £75.00
- Additional charges:

Chiropody		£10 per session
Hair dressing	Male haircut	£8.00
	Shampoo & set	£11
	Perm	£36
Toiletries		At cost
Personal transport		At cost
Alcohol & soft drinks		At cost