



eh elliotthouse
DEMENTIA CARE





Welcome

Please allow me to take this opportunity to welcome you to your new home Elliott House. Whether you have chosen to stay with us a short while, or indeed you have chosen to stay with us on a permanent basis we aim to ensure that your stay with us is as pleasant and comfortable as possible.

This guide provides you and your relatives with information as to the services we provide here at Elliott House. Myself and the staff team are here to listen, assist and support you settle into your new home.

Please do not hesitate to contact me or a staff member if you have any questions or queries, we are here to assist and support.

On behalf of all the staff team and management, once again let me thank you for choosing Elliott House.

Karen Hancox

Karen Hancox

Registered Manager

About Elliott House

Elliott House provides accommodation for up to 54 older adults living with Dementia. The home is located near to Kings Norton Village Green, within walking distance of the high street which has a post office, banks, local shops and cafes, it is also near several places of worship, serving all faiths. If you wish to visit the UK's second largest city the nearest railway station is approximately a ten minute drive from Elliot House. A direct train service will take you to the cosmopolitan city of Birmingham, approximate travel time by train is twenty minutes. Directly opposite to Elliott House there are two bus services which will also take you directly into the city into the heart of the city, travel time is approximately 30 minutes.

On arrival the Manager or Senior staff member will greet a new resident, issue them with their room key and show them to their room, the resident and their families will receive information regarding the location of fire escape routes and exits, communal lounges, dining rooms, bathrooms, where activities are held, and as to what activities are available to them. The senior staff member will ensure that any new resident is introduced to staff and other residents at the first opportunity, so as they are made too feel welcome in their new home.

The home has four communal lounges, one being a large orangery which looks out onto a beautiful

landscaped garden, there are two wheelchair accessible lifts, two dining rooms, two communal bathrooms, and five wet rooms, all which have the required enablement equipment to promote the resident's independence, privacy and dignity. All areas of the home are accessible to wheelchair users.

All rooms are decorated and dressed to a very high standard, the home supplies a suite of furniture for each room, this includes a bed, wardrobe, chair, bed-side drawers with a lockable top drawer and bedside lamp, most bedrooms have en-suite facilities, this includes toilet and washbasin facilities. Each room has a portable call bell system which can be placed by the resident for their convenience, thus allowing the resident to call for assistance 24/7.

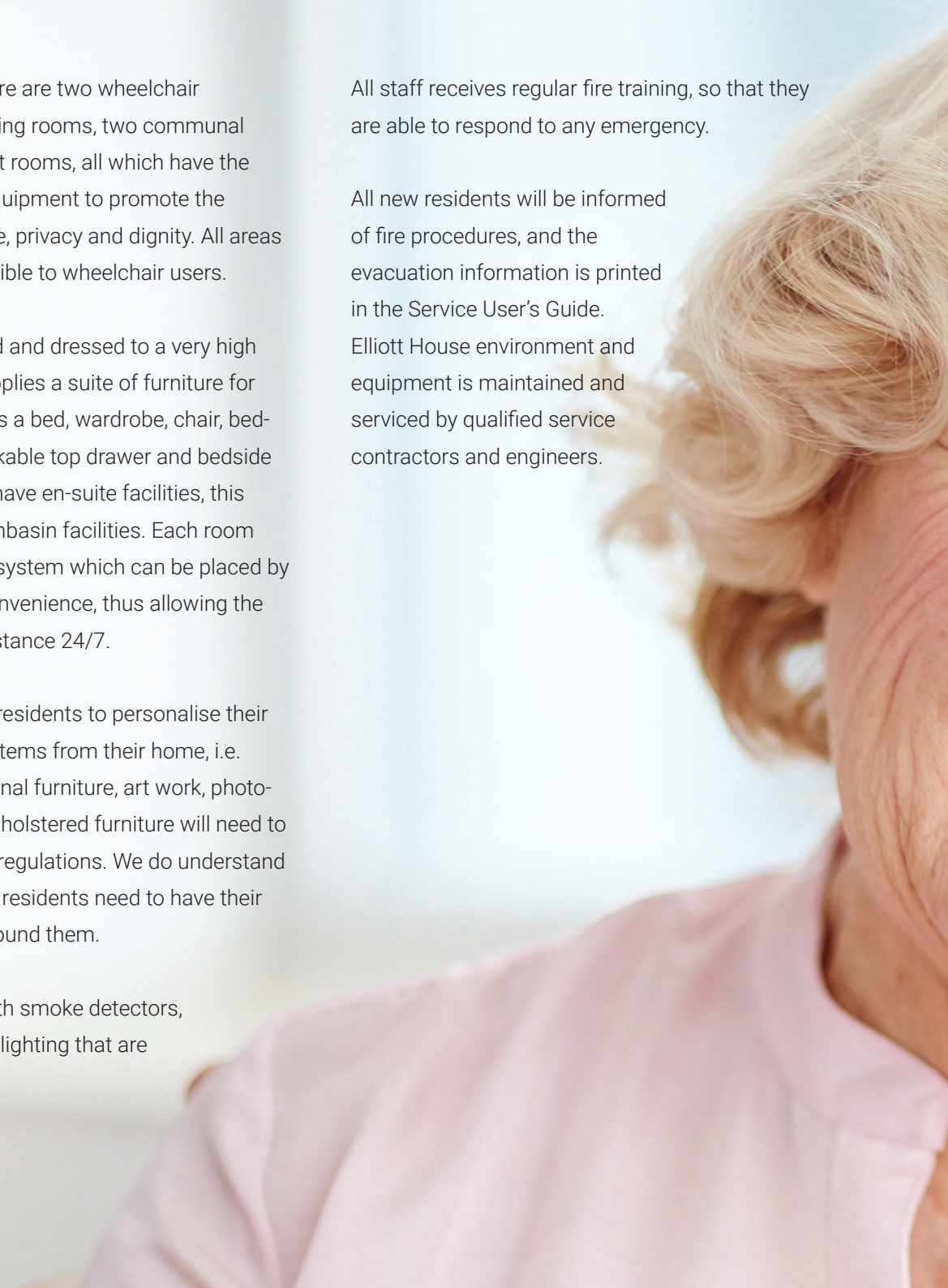
The home encourages residents to personalise their rooms, they may bring items from their home, i.e. small pieces of occasional furniture, art work, photographs etc. however, upholstered furniture will need to comply with fire safety regulations. We do understand and appreciate that the residents need to have their precious belongings around them.

The building is fitted with smoke detectors, alarms and emergency lighting that are tested regularly.

All staff receives regular fire training, so that they are able to respond to any emergency.

All new residents will be informed of fire procedures, and the evacuation information is printed in the Service User's Guide.

Elliott House environment and equipment is maintained and serviced by qualified service contractors and engineers.







Qualified Staff

Members of staff are supported by the home to complete additional Dementia Care Training.



Dementia Support

Awareness of the differences between dementia, depression and delirium is paramount at Elliott House.



Resident Support

Elliott House senior carers all are qualified in the safe administration and management of medication.



Lounge for Visitors

Residents feel comfortable in their surroundings and are able to maintain relationships with family and friends.



Resident Support

All members of staff have the skills and knowledge to support and deliver person centred dementia care.



Dementia Support

Within our practice the emphasis will always be on personalisation and choice.



Dementia Support

Every member of staff believes that people with dementia and their carers need to be supported.



Medicine Administration

Regular medication competencies are undertaken by the homes manager ensuring staff remain competent.



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gravida acsed dolor. Nulla justo nunc, hendrerit et diam
ullamcorper, suscipit porta lectus. In tempor tempor
ligula, sed varius ante aliquam sed. Etiam vel placerat elit,
et tempus tellus. Pellentesque habitant morbi tristique
ipsum ique senectus et netusa pretium, accumsan
porttitor nunc ”

Jayne Dowe
Resident



Philosophy of Care

Our philosophy of care sets out our basic principles, values and beliefs, which under the care we provide here at Elliott House. At the home we believe that by catering to your personalised care requirements we hope to provide you with a safe and warm environment that you can call home. Our philosophy is based on following five commitments we make to our residents:

- Person Centred Care
- Quality Homemade Food – (made with fresh ingredients)
- Positive, warm, homely safe environment
- Choice & Control
- Staff who are trained and are professional in their approach

The services we provide are tailored to the resident needs and covers a wide range from the very specialist care skills to social outings, activities and entertainment. Our service is one that provides care and support to residents with living with Dementia, all staff receive dementia care training therefore have insight and understanding as to how the condition impacts on the individual's life.

We strive to be unobtrusive as possible whilst delivering care and support to residents, we aim to support through empowerment and enablement so as the resident privacy, dignity and choice is upheld.

Elliott House believes that the residents needs, wishes and preferences should be promoted and addressed through ongoing care planning review wherein the changing needs of resident are reviewed so as their any changing needs are reflected with their care plan. Part of this process, and where appropriate we liaise with relatives, external health and social care professionals.

Elliott House has a robust process as to "safer recruitment" the home undertakes the required screening for all potential employees, (Disclosing & Barring Service) police checks, only when these are satisfactory will employment commence. We are an Equal Opportunities employer and are dedicated in promoting and supporting staff in continuous development so as we can equip them with the skills required to meet the needs of Elliott House residents.

Mealtimes

At Elliott House we are committed to positive mealtime experiences wherein our residents can enjoy a meal in a relaxed environment.

Drinks and snacks are available throughout the day. Room service is also available for those who do not wish to have their meals in the dining room. Choices are available at all mealtimes; a member of catering staff will take your order. If you do not like any of the meal choices our Chef will be happy to provide you a little something you do fancy.

Special diets are also catered for, i.e. diabetic, high fibre, low fat, gluten free etc.

Our nutritious meals are planned in consultation with the residents, relatives, our chef and manager, these are changed regularly, using fresh seasonal produce.

If any relatives or friends wish to bring food into the home, we offer this advice from the Food Standards Agency.

It is best to bring low-risk foods such as fresh fruit, biscuits and chocolate, all fruit will be washed before being given to the residents. Please be advise that when using eggs in homemade products such as desserts, mousse and icing for cakes that the these need to be thoroughly cooked.

Serving Times

Breakfast

8.15 am - 10.30am

Lunch

(main meal of the day)
12.30 pm - 2.30pm

Tea

(light meal)
5.00pm - 7.00pm





Social Activities & Engagements

Elliott House organises various social events and activities daily. The home employs two dedicated activities coordinators who work over a seven-day period to provide and support for residents to engage in activities and events that are meaningful to them. As part of your welcome the activities coordinator will meet with you to ascertain as to what your hobbies and interest are. Residents meetings are held monthly wherein they are asked as to what they would like to see on the following months schedule of activities.

Staff encourage and support residents to pursue their hobbies and interests, this is done through identifying as to what was enjoyable or important to them before they came to live at Elliott House, for example, outings to places of worship, bus trip into the city centre to meet up with old friends and acquaintance, visits to places of interest, gardens and garden centres, pub lunches etc. Where requested Elliott House can also organise short break holidays, we want all our residents to experience fulfilment whilst living at the home.



Visits from Healthcare Professionals

Regular visits to the home are made by GP, Optician, Chiropodist, Hairdresser and local Clergy. If you prefer to use your own contacts rather than visiting in-house services, we can assist with arranging this for you. Additional healthcare professionals visits are arranged through your GP.

Advocacy

It is the policy of Elliott House to support all residents with accessing an Advocate, through Voiceability.

The telephone number is: 0121 392 8731

The manager is happy to arrange this service, should you require it.

Laundry

All resident's normal laundry is included in the cost of their care package; however, this does not include items of clothing that require a dry-cleaning service. We advise that before you come to live at the home that all your clothing has your name on them, if this is not possible please speak to us on admission and we can arrange for this to be done by our laundry staff. We advise against expensive items of clothing being sent to the laundry, machine washable items of clothing are best.

Key Worker

Key working is a system which aims to team up a resident with a carer. The idea is that the resident and the carer develop a positive, caring professional relationship, with the carer having special responsibilities for their resident(s). Your key worker can be trusted to support you with running errands, for example, shopping for your toiletries, assisting with writing and posting letters, accompanying you on outings etc. Not every wants a key worker however the option is available to you.

Quality Assurance

Elliott House Management Team undertake monthly audits of our services, for example we will audit care plans, risk assessments, infection control, meal-time experience, environment and maintenance of equipment. A comprehensive survey as to residents, families, staff and visiting professionals views and opinions of the service is conducted annually. These are evaluated and any identified actions as to improving the service is implemented.



Mental Capacity Act & Deprivation of Liberty Safeguards

There may be occasions where Elliot House has to apply to the Local Authority for permission to an individual of their liberty. Please be reassured that this will only happen when the individual lacks capacity to make an informed decision as to where they should be to receive the identified care and treatment they require, or where decisions have to be made for them.

Policy & Safeguarding

Elliot House will uphold the right of all residents to protection from harm and exploitation.

This will be achieved through policies and procedures that aim to:

- Prevent the abuse of vulnerable residents
- Increase awareness and recognition of the problem by ensuring that all staff receive the appropriate training
- To take immediate action and when abuse is suspected or identified.
- To inform the relevant agencies when abuse is identified or suspected, Local Safeguarding Team, Care Quality Commission and the Police – telephone numbers are located in the senior care office
- All staff have prompt cards re: safeguarding
- Staff identified as causing harm or placing a vulnerable resident at risk will have their employment terminate the manager will complete a Disclosing and Barring Service.

Definition of Abuse

The abuse, by a person(s) who has power over the life of a vulnerable adult, (physical, emotional/ psychological, sexual or financial) which may take the form of: physical assault, threats and intimidations, neglect, imposed isolation financial exploitation and sexual assault.

The following categories of abuse can be identified:

Physical – this may include: hitting, slapping, punching, pushing, kicking and inappropriate restraint

Emotional/Psychological – this may include: intimidation, threats, humiliation, racial abuse, blackmail, verbal abuse and other forms of psychological abuse. For example, denying choice, deprivation of dignity, privacy and other human rights.

Sexual – this may include: physical, sexual assault, inappropriate touching, rape, emotional, being subjected to sexualised comments and remarks

Neglect – this may include: deprivation, failure to ensure proper care, for example, lack of food/drink/ warmth/comfort, clothing, withholding use of aids, call bell, walking aids, hearing aids, glasses, and continence aids.

Imposed isolation or confinement of the person, not allowing others to meet or speak with them

Financial – monies being withheld, bills not being paid, property being taken/transferred prevention of appropriate purchase of care.

Finances

Our administrator will be pleased to discuss your requirements. Elliot House cannot be held responsible for monies or valuables not handed in for safe keeping, we recommend that they are kept by a family member. Where you have any items of value and you want to keep them with you at the home please ensure that you have the required insurance cover. We do administer personal accounts for accounts for residents, and of course these receipts are issued accordingly. Accounts we do administer are audited by a management.

Fee Arrangements

Listed below are the two types of fee arrangements available at Elliott House:

Self-funded residents

You will be informed of the fee before you come to live at the home, soon after your admission two copies of you of your contracts will be given to you, or your representative to sign. A copy must be retained by yourself and one to be returned to the manager. The contract details services we for the stated fee, together with arrangement during absence or hospitalisation an invoice will be sent to you at the beginning of each month and this should be paid no later than the 28th day of the month.

All other residents

Prior to admission, you or your representative would have been notified of the fee, your Social Worker will have carried out a financial assessment of your capital assets, to determine the contribution that you will make, and the difference which the local authority will agree to pay. This process may take a few weeks, during which time we are prepared to wait for payment. An invoice will be forwarded to you as soon as we have been notified by the local authority, and then it will be sent too you routinely at the beginning of each month.



Fee Reviews

Fees are reviewed on an annual basis for implementation in April. You will be notified one month before any fee change as per agreement in our residents' contract, and explanation for the increase will be provided.

Fees – What is Included

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|--|
| Accommodation |
| 24-hour care staff on duty |
| All meals drinks and snacks |
| Provision for special diets |
| Laundry and housekeeping service |
| All social activities organised within the home, transport cost to external venues |

Fees – What is not included

| |
|--|
| Weekly visits from the hairdresser to the home |
| Private Chiropody |
| Private phone installation to your room |
| Private care of your choice |
| Costs of holidays, theatre, cinema tickets and refreshments and meals when out on excursions |

Complaints

A complaint can be done in person, telephone, email or in writing to the above address.

In the event the Manager, be unable to resolve the issues then please address your concerns in writing, (stating Private & Confidential) to:

Nominated Individual: Lee Baillie
Arden Lodge Residential Home (Office)
946 Warwick Road
Acocks Green
Birmingham
B27 6QG

If you believe that the complaint has not been dealt with accordingly, then you can take your concerns to the Local government Ombudsman who can be contacted on 0300 0610614.

Email:advice@lgo.org.uk

Concerns can also be raised with Care Quality Commission 0300 0616161.

Where you have concerns regarding a breach of your data information the data protection officer is Alex Keegan, Telephone Number: 07961498084, or in writing, Arden Lodge, 946 Warwick Road Birmingham B27 6QG.

Or contact the information commissioner's office on 0300 123113 WWW. ICO.ORG.UK, ref no: ZA421693

Elliott House also welcomes compliments and suggestions if you wish to compliment the service, or make a suggestion please feel free to do so. A compliments book and suggestion box are located in reception.

Registration & Inspections

Elliott House is registered with Care Quality Commission. The regulator makes periodic and unannounced visits to the home, and produce a written report, wherein the home is provided with a rating as to how well it is providing services residents, relatives and representatives can request access to the reports at any time.

Where a home has been inspected the rating has to be displayed in an area of the home so as it can be viewed by all residents, visitors' staff and external professionals





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