

**THE LIMES**  
**RESIDENTIAL HOME**

**SERVICE**

**USER'S**

**GUIDE**

**SHARRON RICHARDSON RN (BA HONS)**

**YORKARE HOMES LTD  
T/A THE LIMES  
SCARBOROUGH ROAD  
DRIFFIELD  
YO25 5DT**

# THE LIMES

## RESIDENTIAL HOME

PROPRIETOR	YORKARE HOMES LTD
DIRECTOR	MR J R GARTON
DIRECTOR	MRS E A GARTON
BUSINESS DEVELOPMENT MANAGER	LYNDA CLIFFORD BA (HONS)
GENERAL MANAGER	S RICHARDSON RN BA (HONS)

### REGISTRATION

### SERVICE USER CATEGORIES

OLD AGE = (OP)	SEX 37 BOTH
DEMENTIA OVER 65 YEARS (D.E.(E))	SEX 33 BOTH

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TEL: 01377 253010

## THE LIMES

### Qualifications and Experience 2006

<b>Staff</b>	<b>Relevant Qualifications</b>	<b>Experience Approx.</b>
<b>Manager</b>	BA (Hons) Business Studies RGN Level I & PGCE Training in Teaching	31 years General Care 8 years Manager
<b>Deputy Manager</b>	City & Guilds Teaching Certificate Mentors Certificate	46 years
<b>Senior Care Assistants</b>	NVQ II NVQ III 1 <sup>st</sup> Aid Certificates	20 years
<b>Care Assistants</b>	NVQ II NVQ III 1 <sup>st</sup> Aid Certificates	11 years
<b>Administration</b>	BA Hons Fine Art RSA NVQ Using IT Level II City & Guilds IT User Level I & II	7 years 11 years
<b>Cooks</b>	Intermediate Food Hygiene Certificate	6 years
<b>Kitchen Assistants</b>	Food & Hygiene Certificate	11 years
<b>Maintenance</b>	Handyman	2 year
<b>Domestics</b>	Infection Control Health & Safety	Various years experience
<b>All Staff Various Certificates</b>	Health & Safety in the Workplace Safe Handling of Medicines Infection Control	
<b>Diversional Therapy</b>	Two Assistants	11 years

## **SUMMARY OF STATEMENT OF PURPOSE**

### THE AIMS & OBJECTIVES OF THE HOME

The Limes Residential Home is owned by Yorkare Homes Ltd, which has its main office at Brantingham Thorpe Hall, Nr Brough, East Yorkshire HU15 1QG. Yorkare Homes operate five homes in Hull and The East Riding of Yorkshire and this family run business has over twenty years experience since inception as a family partnership.

To provide to our Residents an environment that is supportive of their needs and where their right to be involved in all decisions affecting their lives is upheld.

To ensure that Residents rights to dignity and self-respect are upheld at all times, and that the Home maintains quality as a principle pursuit.

To provide individual plans of Care that are based upon resident choices and needs; that seeks to support rather than replace the Resident's decision-making and lifestyle.

To ensure that our staff are well trained and equipped for their roles and that they receive the full support of the management in the practice and review of their work.

The purpose of these Aims is to identify the standards that we work to achieve and to provide us with a measure of the Home's performance in its pursuit of quality.

### THE MISSION STATEMENT OF THE LIMES RESIDENTIAL HOME

The Limes works to uphold a philosophy of Care that is based upon freedom of choice, maximum independence, autonomy, privacy and the right to be treated with dignity and respect.

We shall provide a clean, comfortable and safe environment for our Residents and to provide to them the highest standards of Care. We recognise the right of our Residents to care for themselves as far as they are able; and we recognise their right to achieve their full potential.

We will work to achieve an ever-increasing quality of life and this ambition shall influence all the actions and decisions we take within the Home.

We shall always respect our Residents cultural, religious and emotional needs.

### KEY WORKER FUNCTION

To provide individual attention to 'their' Resident(s) Needs.

To contribute ideas to the planning of that Resident's Care Needs.

To take lead role in carrying out the Care Plan.

To liaise with Management/Staff over the well being of their Resident.

To assist in the Care Plan Reviews.

It is the responsibility of all staff to ensure that all aspects of the service we provide conforms to these Aims and that any occasion or circumstance that fails to uphold these Aims is reported.

## HEALTH & PERSONAL CARE

We draw on expert professional guidelines for the services the Home provides. In pursuit of the best possible care we will do the following.

1. Produce with each Resident, regularly update, and implement a Residents plan of care, based on an initial and then continuing assessment. Reviews held initially within 12 weeks then every 6 – 12 months. Clients advocate or Next of Kin and Key Worker will be invited as will Social Services Care Co-ordinator (if applicable). Key Worker meetings are held every 8 weeks and are held with Client, Key Worker and Supervisor. Care plans are also reviewed at this time.
2. Seek to meet or arrange for appropriate professionals to meet the health care needs of each Resident.
3. Establish and carry out careful procedures for the administration of Residents' medicines.
4. Take steps to safeguard Residents' privacy and dignity in all aspects of the delivery of nursing or personal care.
5. Treat with special care Residents who are dying, and sensitively assist them and their relatives at the time of death.
6. Allocate a Key Worker to assist the Resident in supporting his/her life within the Home.

## CHOICE OF HOME

We recognise that every prospective Resident should have the opportunity to choose a Home, which suits their needs and abilities. To facilitate that choice and to ensure that our Residents know precisely what services we offer, we will do the following.

1. Provide detailed information on the Home by providing a Statement of Purpose and a Residents Guide.
2. Give each Resident a Contract specifying the details of the relationship.
3. Ensure that every prospective Resident has their needs expertly assessed before a decision on admission is taken. All prospective clients will be assessed in their own home/hospital etc by the Manager or her representative, taking all relevant details including daily living tasks, like and dislikes etc.
4. Demonstrate to every person about to be admitted to the Home, that we are confident that we can meet their assessed needs.
5. Offer trial visits to prospective Residents and avoid unplanned admissions except in cases of emergency.

## DAILY LIFE & SOCIAL ACTIVITIES

It is clear that Residents may need care and help in a range of aspects of their lives. To respond to the needs and wishes of Residents, we will do the following.

1. Aim to provide a lifestyle for Residents, which satisfies their social, cultural, religious and recreational interests and needs.

2. Help Residents to exercise choice and control over their lives. This would also include their involvement in Daily Living Tasks.
3. Provide meals, which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at time convenient to Residents.
4. Hold regular Resident's meetings, relatives, friends and professionals are all invited to attend and this gives the Resident and opportunity to voice their views and preferences. Minutes are recorded.
5. Quality Care Surveys are distributed annually for service users, visitors and professionals for your views and results are published each January.

## CIVIL RIGHTS

Being old, having disabilities and residing in a Home can all act to deprive our Residents of their rights as citizens. We, therefore, work to maintain our Residents' place in society as fully participating and benefiting citizens in the following ways.

1. Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
2. Preserving for Residents full access to all elements of the NHS.
3. Helping Residents to claim all appropriate welfare benefits.
4. Assisting Residents' access to public services, such as libraries.
5. Facilitating Residents in contributing to society through volunteering, helping each other and taking on roles involving responsibilities within and outside the Home.
6. Making available if requested the use of an advocate of the Residents choice. Guidance would be available to assist the Resident in contacting a Specialist, Peer, Legal or Professional advocate.

## VISITORS

Visitors are welcome at all reasonable times any day of the week. Provision is made for those in our care to be visited in strict privacy and comfort. For security, we may ask for proof of identity of any unrecognised visitor before allowing them access to our premises.

Whilst we want to maintain a relaxed and welcoming home environment there are responsibilities placed upon us in the interest of the well being of us all. Therefore, if you are visiting, we do ask you to co-operate by signing the visitors' book when you come into the building and again when you leave.

Not only does this assist us and emergency services in case of emergency, a fire for example, but in following up matters such as infection if the need arose. If you are involved in an accident, notify a member of staff immediately who will then take the appropriate action.

As a visitor you should expect to be welcomed and treated with courtesy and offered refreshment during your visit. If you have any matters you would like to raise please contact the most senior person on duty.

# THE LIMES RESIDENTIAL HOME

## ADVOCACY

Alzheimer's Disease Society  
1 Gayford Road  
London

Tel: 0208 7620 802

MIND (National Association for Mental Health)  
Tel: Helpline 0845 766 0163

Mencap National Centre  
123 Golden Lane  
London  
EC1Y 0RT

Tel: 0207 454 0454

Age Concern  
Healthy Living Centre  
Bradbury House  
Porter House  
Hull  
HU1 2RH

Tel: 01482 591 524

Citizens Advice Bureau  
West Garth  
Mill Street  
Driffield

Tel: 01377 241 630

## FOR GENERAL INFORMATION

To all Visitors and Friends

The Manager is accessible during office hours. Outside office hours, or if the Manager is unavailable, you can see senior carer on duty.

## RESIDENT AND SUPPORTER COMPLAINT PROCEDURE

If you have a complaint or concern, the person to discuss it with in the first instance is: senior on duty and or Manager. (This person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.)

If you are not entirely happy you should raise the matter with our registration authority, the details are: Commission for Social Care Inspection, North Eastern Regional Contact Team, St Nicholas Building, St Nicholas Street, Newcastle-upon-Tyne, NE1 1NB Tel: 0191 233 3300

If at this stage you are still not satisfied with the outcome of your complaint you can take the matter up with the relevant ombudsman who can be contacted at: Council of Local Government of Ministration, Beverley House, 17 Shipton Road, York, YO3 6FZ

## DATA PROTECTION

Any person on whom we keep personal data is entitled to see that information whether it is held manually or on computer. They may also have information changed or removed.

We will not disclose data or information except for the purpose that it was originally intended for. Any information we keep will be relevant to the care we provide and issues arising to the proper provision of that care including updating information. Only persons with a legitimate access to information based upon the purpose for which it was intended may access such information that may be locked away when not in use.

We follow any advice given via the Data Protection Registrar on 01 625 545 740 particularly regarding Registration under the Data Protection Act.

## VULNERABLE ADULTS

Protection of vulnerable people is paramount to us. Protection and empowerment go hand in hand. We have Policies & Procedures Documents available and both these are quite comprehensive in nature and are available from the Manager and are kept in the office. All staff are vetted through the Criminal Records Bureau and Protection of Vulnerable Adults. Risk assessments are insitu on:

Mobility  
Fire

Bed Rails  
Water Low

Environment  
Nutrition

All are monitored and documented.

## ACCOMMODATION & SERVICES

Having purchased The Limes in 1998 the new owners commenced an extensive refurbishment programme. The home has been specifically converted and extended with the care of the elderly in mind with its array of specialist equipment and new presents all the comforts of a 'homely' hotel but with quality personal care included.

In total The Limes can support 70 Residents and in recognition of the varying needs of our Residents have three lounges offering TV viewing, radio listening or peace, a sun lounge and a separate dining room, all very well appointed. Our bedrooms vary from single to single en-suite to companion rooms. All bedrooms are decorated to the highest standard, as are all soft furnishings with matching flame retardant fabric. Many include a desk and all have TV points and telephone sockets, although the Residents have the use of our telephone free of charge. Tea making facilities can be provided if desired at the Managers discretion.

Built in its own grounds The Limes provides an excellent and safe environment. The superb gardens to the front are surrounded by trees, shrubs, large lawned area with a car parking facilities. We have several enclosed courtyards each with its own personality. Sun chairs and tables and benches with parasols are all available for residents and families to enjoy.

Many adaptations have been included within the design of the facilities for the comfort and safety of our Residents. Such items as showers, baths with specially built in hoists, raised toilet seats and strategically placed grab rails help our Residents maintain their independence and dignity. With the availability of special mattresses (pressure relief), our own wheelchairs and an emergency call system throughout the Home to add to all the other adaptations The Limes offers our Residents complete assurance that all their individual needs can be met.

We happily accept both Residents who are referred under Social Services Care Management or who are arranging and paying for their own care. We can cater for all personal care requirements of the elderly including specialised care for those suffering mental health problems, dependent on the needs of the individual, and have the facilities to offer permanent, respite or day care 7 days a week.

All prospective Residents are assessed prior to admission and everyone enters on a trial basis. This way we can be sure that the Home can suitably meet the needs of the individual. We aim to promote independence as much as possible and our philosophy includes the maintenance of dignity and the respect for privacy. We ensure an ongoing assessment, in conjunction with the Primary Health team, and aim to give our Residents a home for life.

Our dining room is central to the running of the Home and our experienced cooks provide a varied, well-balanced range of 'home' cooking. We place choice high in our list of priorities within the Home and your likes and dislikes are always respected. Special diets are easily accommodated.

We offer a full in-house laundry service with collections and deliveries made daily direct to each Residents room.

Regular attendances are made by the local GP's who are able assisted by the District Nurse team if required. Also visiting for the benefit of our Residents is a hairdresser, chiropodist, optician, clergy and the mobile library (we also have a choice of large print books and 'Talking Books' for those with very poor eyesight). We offer hand & nail care, and a full range of diversional therapy. Our Residents enjoy national and local newspapers, bus trips and even the odd visit to the pub for lunch!

Our aim is to provide a homely atmosphere and with this in mind we encourage our Residents to bring items of a personal nature and small pieces of furniture. These can be discussed with the Manager prior to entering the Home, as can the choice of bringing small pets belonging to the Resident at the Manager's discretion. Every Resident will be allocated a Key worker who is responsible for supporting the Resident in every possible way, from personal shopping to seeking advice on any queries. All our Residents are encouraged to maintain the routines of daily living if desired, e.g. light dusting, setting of tables, gardening, with some enjoying supervised baking/cookery sessions.

This is above all our Residents home and we believe they have a right to a say in its running and in decision making. It is our policy to hold Residents Meetings at regular intervals when all Residents are invited to contribute and we welcome the involvement of family members. We firmly believe that it is only by listening to our Residents that we will improve our service.

Relatives can relax in the knowledge that our Residents every need is professionally and personally catered for, and have an open invitation to join in the activities we afford our Residents.

In the event of an outpatient's appointment etc, we would request the next of kin / family member to escort or a minimal charge would be made.

## RECREATION & LEISURE

We strongly believe in the benefits of providing our Residents with the opportunity for active varied entertainment. As a staff group we work hard to encourage our Residents to participate and always welcome new ideas. An example of what we provide on an ongoing basis is as follows:

Bus trips to continue by popular demand.

Several trips arranged for the Residents throughout the year for entertainment at The Rink, Driffield.

Residents and Family meetings held every three months.

August – Summer Fayre date to be arranged.

Footwear Party – Date to be arranged.

Large print library and talking books are still available.

Therapeutic hand and nail care ongoing. Hairdresser is available Monday to Friday 8.30am – 12.30pm.

Bingo – on a Tuesday afternoon, Chess, Dominos and Card Games continue as normal every day, Pat a Dog Visits – Thursday afternoon. John Hoggard the Organist to continue to play for us.

Trolley buffet high tea served Sundays.

Any residents that are interested in daily living tasks are more than welcome. Have a baking day, gardening, or helping around the Home. Anyone interested, see your key worker.

Quality assurance surveys being distributed results will be on the notice board, may we thank you in advance for your input.

#### REVIEW OF SERVICE USER GUIDE

This is kept under constant review. Any changes the Residents and CSCI will be notified within 28 days.

A copy of the last Annual Inspection Report and QA Report is available in the office.

#### STAFF TRAINING

We are committed to a wide range of training offering many courses. We have attained the QDS status and continue to maintain this. When accredited this means we exceed the national standards. Our report is kept in the office for your viewing. We follow on with monthly audits and annual surveys.

We offer training from NVQ to many others including two mandatory courses yearly, Fire Awareness, Hoist, Moving & Handling. Fire training is extensive and also consists of monthly fire drills to all staff and is included in staff supervision. Supervision is ongoing including Protection of Vulnerable Adults. Senior staff administering medication are all accredited. High on the priority list is 'palliative care'; all staff receive training and supervision to ensure residents receive excellent care during the final stages of life. Dignity, comfort, pain free and religious requirements are paramount. This enables us to offer continuous care at the Manager's and relative's discretion liaising with the District Nurses and G.P's.

Dementia training and workshops is a priority for this specialised area.

This I hope will reassure your relatives or friends who reside with us are very well cared for.

## The Limes

### Results of August 2007 Menu Survey – 78%

In the main the residents are pleased with the menu. They like a varied menu and especially enjoy the sponges.

One or two residents have suggested:

- a) Salmon
- b) Cheese on Toast
- c) Tongue

The Cook is going to provide this. EMI residents enjoy milk jellies more than the residents in the main residential home. Fruit in season – we will try to do this where ever possible. The Bain Marie is hot but we will check the food is served hot.

### Annual Audit

Results

Percentage Achieved 90%

The audit once again proved useful to keep us on our toes.

One of the residents complained about her room not being warm and tidy of which we were not aware.

5 Residents needed to be taken through the Charter of Rights.

No one wished to see the Inspector as they are all happy in the Home, and although 7 cannot identify their keyworkers, they feel comfortable with the majority of staff.

Where required the residents who need full care, get full care.

We still lose some clothes from the laundry and we re-double our efforts here continually.

We now have accommodation for 33 residents with Dementia; they are not always involved in their Care Plan.

## **QDS AUDITS 2008**

1. February 2008 – Keyworker Audit (Staff & Residents)
2. March 2008 – Menu Survey (Residents / Relatives)
3. April 2008 – Professional / Care Team
4. May 2008 – Relatives views of the Home (Relatives)
5. June 2008 – Health & Safety Audit (Staff)
6. July 2008 – Health & Safety (Kitchen / Dining Room)
7. August 2008 – Personal Care Audit (Residents)
8. September 2008 – Residents Satisfaction
9. October 2008 – Housekeeping / Maintenance
10. November 2008 – Staff Training & Induction

Reviewed February 2006  
Reviewed February 2008

The Limes

**YORKARE HOMES LTD  
MR JR GARTON & MRS EA GARTON  
DIRECTORS**

**BUSINESS DEVELOPMENT MANAGER  
LYNDA CLIFFORD BA (HONS)**

**GENERAL MANAGER  
SHARRON RICHARDSON RN (BA HONS)**

**DEPUTY MANAGER  
DOROTHY HARNESS RGN**

**SENIOR CARE  
ASSISTANTS**

**ADMINISTRATION**

**DIVERSIONAL  
THERAPY**

**MAINTENANCE  
MANAGER**

**CARE  
ASSISTANTS**

**COOK  
IN CHARGE**

**HOUSEKEEPER**

**HAIRDRESSER**

**KITCHEN  
ASSISTANTS**

**DOMESTICS**

**LAUNDRY  
ASSISTANTS**

**STUDENTS, VOLUNTARY WORKERS, SUPERNUMERARY**