

RESIDENTS' GUIDE

HIGH OAKS

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Gissing

Diss

Norfolk

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High Oaks Residents' Guide Content

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A copy of the latest inspection report is available on request.

About High Oaks

High Oaks is a specialist nursing home for adults aged 18-65 with mental health needs and those with a dual diagnosis of learning disability with associated mental health needs. We are able to accept people over 65 where we can accommodate their needs and an older people's home is not appropriate. Our high staff to resident ratio, 24-hour nursing and a diverse experienced staff team enables us to provide high quality care for residents with severe symptoms, complex needs and/or those who have proved difficult to place. Our care is delivered within a safe and structured environment, with a focus on rehabilitation and recovery.

We offer sixteen residential places with 24-hour nurse led care and two places for day care. Short, medium and long-term placements including respite care are accommodated.

Set in a quiet location in Gissing, Norfolk, our home is situated away from the stresses and temptations of the city, benefiting our residents with space and peace.

Philosophy, Values and Purpose (including Aims and Objectives)

- To provide a specialist mental health rehabilitation and recovery service
- To promote independence, self confidence and well-being; allowing residents to discover their own potential
- To create a safe and homely atmosphere that encourages a person-centred rather than a problem-centred approach
- To promote health and social recovery with professional structure and guidance, recognising strengths and achievements

The aim of care at High Oaks is to assist our residents in acquiring the emotional, psychological, social and practical skills needed to enable them to enjoy the quality of life they aspire to. This includes individual sessions with members of the staff team, attendance at activity and therapy sessions within and outside the home. Attendance is based upon individual Support Plans and health outcomes that are agreed with the resident and appropriate members of the team. These activities have therapeutic, leisure and /or occupational aims.

Residents are encouraged to make positive contributions to the formulation and implementation of their Support Plans secure in the knowledge that they will be listened to and their views treated with respect. Similarly, all members of staff, regardless of status are free to express their opinions and make suggestions and/or criticisms.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing are sensitive to the residents' ever changing needs.

Home Owner/Director

Name: Bernadine Pritchett / High Oaks Farm Limited
Address: High Oaks, Rectory Road, Gissing, Diss, Norfolk, IP22 5UU
Email: bernadine@high-oaks.co.uk

Bernadine has been the proprietor of High Oaks since 2003.

Management Team

Claire Caswell: Registered Manager

Main Areas of Responsibility: leading the delivery of care and support including all clinical aspects

Claire has worked within mental health since 1993. In 2006 she gained a Diploma of Higher Education in Mental Health Nursing in 2006. Work as a Registered Mental Nurse (RMN) followed, predominantly in secure hospital settings, before joining High Oaks in 2008. Claire developed her knowledge and skills base and has now achieved the role of Registered Manager. This role enables Claire to develop her interest and passion around promoting the well-being and social inclusion of High Oaks' residents, enabling them to optimise their individual goals and aspirations.

Tony Gowers: Support Team Manager

Main Areas of Responsibility: leading the support workers' team, delivering and overseeing in-house staff training, Counselling

Tony joined High Oaks in 2005 as a Support Worker and before long his skills as a qualified Counsellor were also being utilised. Prior to High Oaks, Tony provided Counselling and health advising services to young people. He then set up a supported housing unit for people with mental health difficulties which he successfully ran, living with the residents as a family, for seven years until a change in personal circumstances meant he had to reluctantly sell the business.

Details of Staff Numbers and Staff Training

Our staff team comprises a Registered Manager who is a Registered Mental Nurse (RMN), Support Team Manager, Registered Nurses, qualified Counsellor, Support Workers, Chef, Cleaner, Gardener and Administrative staff. We also engage specialist workers/therapists providing input, both on and off-site, in subjects such as arts and crafts, music, woodwork, reflexology.

Staff are selected for experience, qualifications and relevant qualities. They are screened and checked according to the requirements of the Care Standards Act 2000.

All care staff undertake individual induction training programmes, implemented in line with The Common Induction Standards for Social Care (Adults, England). In addition we provide a programme of on going training.

Our training includes:

- Care Code of Conduct
- Confidentiality
- Health and Safety
- Fire
- Food Hygiene, Safety and First Aid
- Non-abusive management of aggression
- Moving and Handling
- Support Worker responsibilities
- Mental health issues and vulnerable adult protection
- Infection control
- Protection of Vulnerable Adults
- Equality and diversity

We also send selected staff on external training courses and other courses appropriate to the client group. We are accredited to accept student nurses on placement from the University of East Anglia plus health and social care students from City College, Norwich.

The home is working towards Support Workers gaining NVQ level 2 or 3 in health and social care, in accordance with the Health and Social Care Act 2008.

We assist our Nurses in fulfilling their continued professional development requirements and offer a preceptorship package to newly qualified nurses and ongoing clinical supervision to all care staff.

Home Organisational Structure

Proprietor/Board of Directors

Bernadine Pritchett

Registered Manager

Claire Caswell

Support Team Manager

Tony Gowers

Registered Nurses

Administrator, Support Workers, Counsellor, Chef, Gardener, Cleaner

Accommodation

A converted barn complex, on ground level, houses the residents' bedrooms (sixteen), bathrooms and toilets. All residents have their own room and key. Of the sixteen bedrooms, two are en-suite and fourteen are standard. In addition to the en-suite facilities, there are four toilets, two showers (one is an easy access wet room) and one bathroom in the barn complex. Currently there are two communal showers for fourteen residents which is slightly below the NMS.

The average living space is considerably greater than required by the NMS which are monitored by the Care Quality Commission (CQC).

All bedrooms are over ten square metres, the NMS, with two exceptionally large rooms of 15.4 sq m and 16 sq m.

Communal Areas

A large farmhouse houses the communal rooms:

Non-smoking and smoking lounges	Activities/games/computer room
Group session /meeting/reception room	Laundry/utilities room
Kitchen	Food storage and freezer room
Dining room	Staff offices and bathroom

High Oaks' average communal space per resident is 6.6 square metres, well in excess of the NMS.

Our half-acre garden is available for residents' use. We often grow vegetables and herbs in the High Oaks' garden. Some of our residents are keen to assist and they enjoy eating the rewards of their work and contribution.

We have one house cat.

Recent home improvements include plastering and decorating the corridors, motion sensor lighting, new kitchen, new windows, new bathroom, walk in shower room, upgraded bedrooms and new flooring.

Admission

On admission, the resident works with a registered nurse and other appropriate members of the care team to formulate a Support Plan, individually tailored to meet the resident's needs and compatible with the CPA and risk assessment.

All placements are for an initial trial period of four weeks and this can be extended if required.

Financial Arrangements and Fees

The fees charged are dependent on the care package and needs of the individual.

Fees are usually paid by the resident's originating Primary Care Trust (PCT) or county council.

Fees can also be paid for privately by the resident.

Specific information is available from the Management team.

Fees - What is included

- Mental health assessment and monitoring by skilled first level nurses
- Trained staff in 24 hour attendance
- One-to-one sessions with nurses and/or support workers (if funded)
- Counselling (if funded)
- Medication administration and monitoring by qualified nurses
- Group sessions
- Good home cooking – three meals a day
- Drinks and snacks
- Provision for special diets
- Transport for most trips
- GP and consultant visits
- Furnished single room with wash basin and tea/coffee facilities
- Laundry facilities
- On site activities and therapies organised by a dedicated activities co-ordinator e.g. music workshops, gardening, residents' forum, arts and crafts, computer skills, reflexology
- Off site activities and trips including swimming, gym, woodwork, caring for animals on a local farm, educational trips, library, theatre, seaside etc (sometimes the resident makes a contribution towards entrance fees on trips)
- Social celebrations

Fees - What is not included

- Personal effects e.g. tobacco, personal toiletries, clothing
- Personal trips
- Taxi services
- Fees for outside courses
- Hairdressing
- Annual holiday

Leaving or Temporarily Vacating

If a resident wishes to be discharged from the home, four weeks' written notice must be given of this intention, or four weeks' fees paid in lieu of notice. If a resident temporarily moves out of the home (e.g. to receive hospital treatment), the bed is retained for a period of eight weeks (or as detailed in the contract between the funding authority and High Oaks) that is to be paid for in full. Thereafter, the bed can be retained after negotiations with the Proprietor, provided at least 90% of the normal fee is paid (or as detailed in the contract between the funding authority and High Oaks). In the case of authority funded residents, the Proprietor reviews the retention period in accordance with the contract between the funding authority and High Oaks.

Therapeutic Activities

The home's activities and groups take into account the residents' interests, skills, experiences, needs and medical conditions. We have a dedicated activities co-ordinator who works with the residents and organises the weekly activities programme. We offer a range of programmes designed to encourage the resident to keep active. Individual and group sessions may include the following, although this list is not exhaustive:

- Objective setting
- Individual Counselling (if funded)
- Anxiety management/relaxation
- Self esteem building/assertive training
- General support group
- Men's/women's groups
- Residents' Forum
- Cooking and daily living skills
- Budgeting
- One-to-one sessions with nurses and/or support workers (if funded)
- Reflexology or other complementary therapies
- On and off site activities including arts and crafts, music workshops, gardening, woodwork, gym and swimming, caring for animals on a local farm

Staff encourage residents to pursue their hobbies and interests and assist with college placements and/or voluntary work where relevant. We provide various equipment and games for residents' use including computer with internet access.

Outings

Outings are geared to individual residents' desires, needs and capabilities and therefore, usually in small groups or individually.

Examples of outings:

- Cinema, theatre and bowling
- Fishing
- Art galleries and museums
- Day trip to the seaside
- Shows, fairs and fetes
- Garden centre
- Countryside ramble
- Markets and car boot sales
- Wildlife parks & zoo
- Seasonal celebrations

Care/Support Planning

The agreed Support Plan provides the basic framework for treatment of specific mental and physical health problems including outcomes. It also provides the structure for acquiring knowledge of daily living skills and general health issues. All residents are given a copy of their Support Plan which they can sign in acknowledgement of the course of action they are being asked to take in collaboration with their key worker team.

Support Plans are evaluated at the end of the four-week settling-in period and revised as deemed appropriate by the nurse-led staff team in consultation with the resident. The plans are discussed at formal CPA/117 meetings which take place regularly, providing an opportunity for all professionals to get together with the resident to review their progress.

With the resident's approval, relatives are encouraged to be involved in the resident's care as far as is practicable, and they are invited to formal reviews in consultation with the resident. Residents and their relatives are always welcome to chat with a member of staff if they have any suggestions or concerns.

Risk Assessments

Risk assessments and crisis management plans form part of the Support Plan. They document past and current issues, informing staff should there be potential areas of concern. Detailed documentation with clear strategies is agreed with the resident to enable them to have as safe and as positive a stay at High Oaks as possible.

Contact with Family and Friends/Advocacy

Residents' family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff assist the resident to respond where help may be needed.

Visitors are welcomed at all reasonable times and we ask them to respect residents' individual activity programmes. They are asked to let staff know of their arrival and departure from the home.

There are no overnight facilities for visitors at the home. There are plenty of good guest houses and hotels nearby and staff can advise of their location and help make arrangements.

Residents have the right to refuse to see any visitor and this right will be respected and upheld by staff who will, if necessary, inform the visitors of the resident's wishes.

High Oaks has close links with the Mental Health Advocacy Project based in Norwich and will support any resident who wishes to use this or other advocacy services.

Monitoring and Quality

An important part of our quality programme is to involve the residents and their relatives. We ask for comments on the home, the staff and services we provide. This survey is usually carried out annually on our behalf by an independent, specialist consultant. A copy of the report is available on request.

An Annual Quality Assurance Assessment is undertaken in accordance with CQC regulations using an appropriate professional.

We are pleased to have gained an 'Investors in People' award, nationally recognised and designed to help organizations make continuous improvement through its 'people'.

Meals

We provide:

- freshly made meals from scratch most days, eliminating the need for additives or extensively processed foods
- a menu which includes fresh fruit, vegetables and fish

Menus are varied and special diets catered for. We accommodate residents' preferences regarding meals where possible including favourite meals/foods.

Residents are encouraged to undertake Food Hygiene certification.

Tea, coffee and other hot drinks are available 24 hours a day. Visitors are also catered for.

Housekeeping and Chores

Residents are expected, with the support and guidance of staff members, to take responsibility for their personal care and to keep their own room clean and tidy. While respecting their privacy and dignity and for Health and Safety reasons, staff will, with the resident's agreement carry out checks on the condition of bedrooms.

We have an expectation that residents get involved with keeping their communal living areas tidy and we ask that all residents participate equally according to individual ability and with the assistance of staff.

The home has a washing machine and tumble dryer for residents' use.

Insurance

High Oaks provides limited insurance cover for residents' belongings. If a resident has items of great value, they are advised to arrange their own insurance cover.

Each bedroom has its own lockable safe. If a resident regularly requires replacement keys for their room or safe, we may ask the resident to pay for the replacement.

Telephone

Each resident's bedroom has its own telephone for private incoming calls and to contact other rooms. There is also a payphone available for outgoing and incoming calls.

Medication

At High Oaks we recognize the importance of medication in the effective treatment of mental illness and we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines.

On admission, all residents have their medication administered by a qualified nurse who continuously monitors its effects in conjunction with the resident. We use the Boots Monitoring Dosage System. The nurse organises medication for leave periods with the Boots pharmacist.

Each resident's medication is reviewed at regular intervals. If changes are needed between reviews, a referral is made to the resident's consultant and/or GP.

Should a resident wish to self-medicate, provided that it is consistent with their risk assessment and Support Plan, they will be encouraged to do so. An individual lockable wall safe is provided for safe storage.

Any resident may request to see a doctor in private if they wish.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room is made available for such meetings.

Smoking, Alcohol and Illicit Substances

There is a separate lounge for smoking. Smoking is not permitted in residents' bedrooms or in any other areas inside the home.

Alcohol is not permitted at High Oaks.

As part of terms and conditions of stay, non-prescribed or street drugs are not permitted during the placement. Further details can be found in the 'Rights and Responsibilities' book which forms part of this guide.

Pets

The acceptance of residents' personal pets is considered by the management on a case by case basis. If agreed, it will be subject to our dedicated pets' policy (available on request) and an individualised pet care plan will be devised which the resident will be expected to take responsibility for.

Fire Safety

- The home has a modern fire alarm system fitted, with fire exit notices and fire emergency instruction notices displayed at strategic points throughout including the bedrooms and in the residents' admission pack, as advised by Norfolk Fire Services
- Staff are instructed during induction training with regard to the fire prevention/drills policy. This includes use of the home's fire appliances, evacuation, muster points, raising the alarm etc. Residents are informed of the emergency procedure during admission
- A full fire drill is conducted six monthly, which involves evacuation of the home
- All fire systems, alarms and emergency lights are tested by the staff as the law requires. The fire bell test is usually carried out weekly. Records are kept of such testings as part of the Proprietor/Manager responsibilities
- A qualified fire extinguisher maintenance engineer checks all fire fighting equipment annually
- Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials

Fire Instructions

The warning of fire is a continuous, wailing siren.

The assembly point is the car park between the house and the barn.

Residents must be aware of the position of all break-glass points and the location of fire exits.

On hearing the alarm:

- Do not assume it is a false alarm even if it has gone off accidentally several times
- Leave the building by the nearest exit and go to the assembly point
- Do not stop to collect belongings
- Close all doors as you leave the building
- A roll call will be taken to make sure no persons are missing, please answer your name promptly

On discovering a fire:

- Sound the alarm by operating the nearest break-glass point
- Close the doors to any affected areas and make your way to the assembly point in the car-park
- Wait for the fire brigade and direct them to the fire once they arrive

Fire prevention:

- Ensure that all smoking materials are fully extinguished before discarding them
- All doors should be kept closed, especially at night
- Never obstruct or wedge open a fire door
- All fire risks must be brought to the attention of the Manager/Nurse in charge as soon as possible

Fire alarm test:

The fire alarms in both the house and the barn are tested each week.

Fire drills and instructions:

There will be periodic, unannounced fire drills. Please make yourself familiar with all of the fire procedures.

If you are unsure of any point, please ask a member of the management team for clarification.

Complaints

Any resident, relative or advocate who has a query over any matter of procedure or practice in the home is openly encouraged to discuss it with staff. Residents' house meetings provide a good opportunity to discuss residents' problems or complaints that arise that are not of a private nature.

If a resident, relative or visitor feels that there is cause for complaint, they should first discuss the matter with the nurse in charge. If the complainant is dissatisfied or feels the matter needs further investigation, they should contact (preferably in writing) the Registered Manager, Claire Caswell, who will investigate and endeavour to resolve the complaint within three working days, reporting and recording the outcome.

If the complaint has not been resolved to the complainant's satisfaction, it will then be referred to the Proprietor/Director, Bernadine Pritchett, who will endeavour to resolve the matter within five working days.

If after this investigation the complainant is still not satisfied, they can contact Linda Wells (or at any other stage), the Care Quality Commission inspector for High Oaks at:

**CQC Eastern
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
TELEPHONE: 03000 616161
FAX: 03000 616171
EMAIL: enquiries.eastern@cqc.org.uk**

Terms of Residence

Duration of Residency

In order to give all parties an opportunity to consider the suitability of the placement at High Oaks, the first four weeks of residency is designated as a trial period. During that time, if either party decides that the placement is not suitable, it can be terminated by either party giving two weeks' notice in writing (or as detailed in the contract between the funding authority and High Oaks). After the trial period, the residency will be considered permanent and will continue, unless formally terminated by the giving of **four weeks' notice** in writing by either party. In the absence of this notice, four weeks' fees must be paid in lieu of notice. The residency may also be terminated in the following circumstances:

- If the resident's physical and mental condition becomes such that High Oaks is unable to reasonably provide suitable care as recommended by the multi disciplinary team
- If the resident's behaviour becomes unacceptable or creates disharmony in the home
- If there is breach of any of the following rights and responsibilities

Rights and Responsibilities

A separate booklet containing your rights and responsibilities and the home's duties will be given to you in addition to this guide. If you have not received it, please ask a member of staff who will arrange for you to be given a copy to keep. The information contained in the booklet forms part of this guide which you will be asked to sign.

General

It is essential for residents to inform a member of staff if they go out and upon their return. This is so that we know exactly who is in the building in the unlikely event of a fire or emergency.

Whilst at High Oaks, the staff have a responsibility for the care of each resident. At a given time, the staff may feel that the mental or physical health of a resident is such that it is inadvisable for them to leave High Oaks, particularly on their own. If in these circumstances, a resident leaves against advice or unannounced, the staff will be obliged to contact the relevant authorities and eventually the police. Responsibility is then transferred from High Oaks.

All electrical appliances and equipment must first be electrically tested before they are used in the building. Please ensure that you let a member of staff know the electrical equipment that you wish to use when you arrive. During the duration of your stay, please also inform a staff member when you have bought anything electrical for use at High Oaks.

If you bring your own television or video/DVD recorder to High Oaks, the television licensing authority requires the user to obtain a special television licence at a greatly reduced rate. Staff can help to organise this.

Please advise a member of staff if you have an accident so that we can take appropriate action.

If a resident deliberately damages the home's property, we reserve the right to charge for the damage caused.

When Using High Oaks' Vehicles

To facilitate our busy programme, High Oaks is proud to have two vehicles to take residents to appointments, outside activities and social outings. In order to keep the vehicles in a good, presentable condition for everybody to benefit from, it is essential that all people using the vehicles respect them. The following code applies when you are travelling in either vehicle:

- A high standard of personal hygiene
- No eating or drinking
- No open packets of food or cans of drink
- No touching of any settings of the vehicle. Ask the driver if you have a request

Failure to respect the code will result in the following consequences

1. You will be asked to clean the vehicle on its return to High Oaks and will be given a 48 hour ban on any social trips using the vehicles
2. If the code is broken three times then the ban will be extended to one week

Temporarily Vacating

If a resident temporarily moves out of the home (e.g. to receive hospital treatment), the bed is retained for a period of eight weeks (or as individually negotiated or detailed in the contract between the funding authority and High Oaks) that is to be paid for in full. Thereafter, the bed can be retained after negotiations with the proprietor, provided at least 90% of the normal fee is paid (or as detailed in the contract between the funding authority and High Oaks). In the case of county council funded residents, the proprietor reviews the retention period in accordance with the contract between the county council and High Oaks.

Residency Placement Agreement

This Agreement is made between **High Oaks** (the Home) and

..... (the Resident)

Residency at High Oaks is subject to the Home's 'Terms of Residence' set out on pages 14 and 15 of this 'Residents' Guide' and the separate 'Rights and Responsibilities' booklet. Care is provided in accordance with the Home's Aims and Objectives and Philosophy of Care, also detailed in this guide.

The Resident's private room is number..... and once settled in, the Resident will not normally be asked to move unless particular circumstance arise.

If the Resident's placement has been arranged by their local council or PCT, then that council or PCT will normally be responsible for payment of the care fees. In some cases, the Resident is required to part pay the care fees within their benefits. In these instances, High Oaks will normally collect the Resident's benefits on their behalf, give them their benefit entitlement and pay to the relevant authority the portion of care fees on the Resident's behalf. Some residents receive money directly into their bank account which includes a portion for care fees. It is the Resident's responsibility to ensure that this money is paid to High Oaks at agreed intervals. If the Resident leaves without giving the required notice, they are required to pay the care fees portion in lieu of notice.

The cost of the Resident's care at the Home is to be paid for by.....

.....

Fee levels are subject to annual review or at such times as are appropriate. Four weeks' notice of any fee increase will be given to the Resident if they pay their own fees.

Details of what is and what isn't included in the fee are set out on page 7 of this guide.

Signed.....
For the Home

Date.....

Signed.....
The Resident/Appointee/Representative

Date.....