Somerton Private Nursing Home

 Person Centered Dementia Care



77 Somerton Road, Belfast, BT15 4DE - 028 90 776786 - somertonnursing@btconnect.com

Residents Guide

This guide is intended as a source of information to residents and their family members or representatives on admission or pre-admission and should help to answer some of the questions you may have.

If there is anything you wish to know which is not covered here please don’t hesitate to ask a member of staff.

**Introduction**

Somerton Private Nursing Home for the EMI opened in 1991 and has been providing 24 hour nursing care for 26 residents in the EMI ever since.

**The registered provider of the home is:**

Mr Henry McCambridge & Mr Paul McCambridge

Somerton PNH

77 Somerton Road

Belfast

BT15 4DE

Henry McCambridge has been involved in the ownership and day to day running of Somerton Private Nursing Home amongst others since its opening in 1991.

Paul McCambridge has worked full time as the Administrator and Operations Manager of Somerton PNH since 2004.

**The registered Manager of the home is:**

Mrs Dhimi Mole Daniel (acting)

77 Somerton Road

Belfast

BT15 4DE

On staff we currently have a total of 5 Nurses (mixture of RMN and RGN). There is also an administrator, an Activities Therapist, and a mixture of further care assistants, domestic/laundry staff and kitchen staff as well as a maintenance person.

**Philosophy of Care.**

Our aim is to maintain our reputation as a home that strives to ensure residents live happy, relaxing and fulfilling lives.

Our philosophy of care is to provide the same standards of care, respect and dignity that we would expect for our own families.

**Complaints Procedure**

The complaints procedure for residents is displayed prominently at the front door of the building.

If you wish to raise a complaint you should do so in the first instance with the Registered Manager, Administrator or the Nurse in charge.

You may also wish to contact your relevant Care Manager/Social Worker.

If you feel you’re complaint has not been dealt with in a satisfactory manner you can contact the homes regulatory body at the following address:

**Regulation & Quality Improvement Authority**

**9th Floor, Riverside Tower**

**5 Lanyon Place**

**Belfast**

**BT1 3BT**

**Telephone: (028)9051 7500**

**Facsimile: (028)9051 7501**

**Access to inspection reports**

Reports from previous inspections are available on request from the nurse on duty and also from the RQIA website at [www.RQIA.org.uk](http://www.RQIA.org.uk). If you wish to view any of the reports at the home please ask the duty staff nurse, manager or administrator.

**Accommodation**

The home has 21 rooms, 16 of which are single and 5 double rooms. Each room is fitted with a nurse call system for attracting attention/calling for help.

There are two spacious lounges and a large dining room adjoined by a conservatory. The building is set in ample mature gardens with seating area for residents to enjoy and socialise with their families.

The home is set over two floors and the first floor is serviced by a lift.

All rooms have washing facilities, 6 rooms have en-suite WC.

Although not mandatory we believe that it is important to ensure that each bedroom is as personal to the occupant as possible and as such we strongly encourage the use of personal bedding/curtains and decorative items such as photos/paintings/ornaments etc. Our maintenance person can hang or install any items you wish to supply.

**Mealtimes**

Our catering team ensure residents receive a balanced and varied menu, catering for special dietary requirements and personal choice.

Menus are currently alternated on a three week basis and reviewed annually or as tastes dictate.

Choices are available at all mealtimes and teas/coffees with biscuits, scones or similar are available throughout the day as well as being served 3 times per day.

Residents and their representatives will be consulted on menu changes and likes/dislikes taken into consideration when planning new menus.

**Admission**

Admissions are arranged via the care manager or social worker liaising with our nurse manager.

The nurse manager or a Senior Nurse will normally need to make a pre-admission assessment regarding suitability to ensure the home can provide the services and care which are specific to each individual.

**Alcohol**

It is requested that no alcohol be brought onto the premises without prior approval of the Nurse Manager or Nurse in charge.

**Pharmacy**

All prescriptions required will be collected and supplied by Boots pharmacies through the homes nursing staff unless alternative arrangements are requested and arranged by a residents’ family.

**Fees**

Unless privately funded, all fees are paid electronically by the health and/or social care trust which made the arrangements for admission.

Fees are set by the respective Health Trusts and no top up fee is currently charged.

The current rate is £648.00 per week .

Privately funded/ part privately funded residents will be invoiced each month in arrears for payment by cheque, electronic funds transfer (EFT) or Direct Debit..

The weekly fees are exclusive of sundry items and services such as hairdressing, chiropody, Toiletries, clothing and other personal effects the charges for which are covered later in this guide.

**Laundry**

All laundry is dealt with on site and there is no extra charge for this. There is no dry cleaning facility available.

**Activities & Entertainment**

Our Activities & Reminiscence Therapist visits the home on a daily basis Monday-Friday (and weekends on occasions) and provides activities such as quizzes, cards, games, music and film.

Our therapist also provides services such as make-up, nail polish, manicures and hand massage.

One of our musical entertainers (we currently have two) will visit the home on a weekly basis (subject to change) for sing-a-longs and dancing and also for parties on special occasions.

Bar-B-Qs take place in the garden, weather permitting, in the summer months.

Parties are held at Easter, Halloween and Christmas. Each residents birthday is marked with a homemade birthday cake.

Activities for the day are displayed on the notice board at the main entrance.

If there are any activities you would like to see added to the programme please speak to our therapist Bridie who will be happy to discuss your requests.

The Carlisle day centre is currently available for those residents which may benefit from its use. This is a service run by the Belfast Health & Social Care Trust who also provide transport to and from the centre 5 days a week.

If you are interested in the service contact the manager who can contact the centre on your behalf to make the necessary arrangements.

**Bedrooms**

We encourage the personalisation of residents bedrooms in order to help them feel at home and welcome the use of any personal bedding, furniture, television equipment or other decorative items however the home cannot take responsibility for damage to personal items due to our client base and as such we would discourage the use of high value items.

**Hair/Beauty**

An independent hairdresser visits the home on a regular basis and there is an additional individual charge for this service.

Charges for this service are paid directly to the hairdresser and the current charges are:

 Mens Cut £7.00

 Ladies Wash & Set £12.00

 Ladies wash, Cut & Set £19.00

**Chiropody**

An independent chiropodist visits the home on a regular basis and there is an additional charge for this service.

Charges for this service are paid directly to the chiropodist and are currently charged at £10 per resident.

**Toiletries**

Residents or their relatives are required to provide their own toiletries. It is appreciated if those responsible for this would ensure residents have an adequate supply of toiletries. Residents whose finances are maintained by the home or whose representatives have left money with the home for sundry expenses will have their toiletries provided and will be charged accordingly.

Where the home is purchasing toiletries on a residents behalf we will consult with the resident or their representative as to any personal preferences and toiletries will be charged the priced charged at the location of purchase.

Toiletries required are deodorants, hand soap (bottle pump), shampoo, body wash, talc, as well as shaving foam and razors if preferred although we prefer that each male resident has their own electric razor should they require assistance with shaving.

**Clothing**

Residents or their relatives are responsible for supplying all clothing (ideally with name labels) and ensuring an adequate supply of good quality clothing is available.

Where the home holds funds for a resident and when necessary the home will purchase clothing on a residents behalf.

**Hospital Visits/Appointments**

For planned hospital or GP appointments it is the responsibility of a residents family or next of kin to make arrangements to accompany and transport the resident to and from the appointment where possible.

A member of care staff will attend the hospital with residents in any unplanned admissions until such times as a family member can attend.

If it is not possible or not practical for a friend or relative to attend hospital appointments with our residents then a member of our care staff will accompany them and our Nurses will arrange ambulance transport where available or private taxi transfers paid for by the individual resident.

If a member of staff is required to attend the hospital for a planned appointment a charge of £12.00 per hour to cover additional staffing arrangements plus transport costs shall be incurred by the individual resident and billed accordingly.

**Leaving the Home**

If you decide to leave the home permanently then we would ask that, where possible, you provide us with 4 weeks notice.

In the unlikely event that we require you to vacate the home we will provide you with a minimum of 4 weeks notice whenever possible.

**Lost Property**

Any items found will be handed in to the nurses office on the ground floor and held indefinitely or until they are recovered.

**Medications**

All medications are ordered, monitored, administered and recorded by our trained nursing staff and frequent audits completed by the Nurse Manager.

**Newspapers**

A number of newspapers are delivered to the home each day. Should any resident wish to receive additional papers the management will make the arrangements with payment being required from the individual resident.

**Residents Finances**

Wherever possible it is requested that family members take charge of our residents financial matters however when this is not possible the homes administrator can look after this.

There is not currently a charge for this service however in the event that the home should incur any standard bank charges in relation to maintaining residents finances, these shall be deducted from each residents balance pro rata.

Any Purchases made on behalf of residents are evidenced by signatures of two members of staff and receipts are kept for all purchases.

Examples of items or services requiring payment might be the hairdresser, the chiropodist, toiletries, clothing, taxi transport, personal effects such as bedding and curtains, television license fees for individual bedrooms where a TV is in use.

**Safe Keeping & Valuables**

Valuables can be kept in safe keeping for a period with the administrator, however for longer term safekeeping it is preferred that valuables not be kept on the premises as the home management cannot accept responsibility for high value items.

Records are kept of any residents belongings in safe keeping and relatives will be asked to sign confirmations whenever receiving any valuables or money on behalf of a resident.

**Pets**

Unfortunately we cannot accommodate any pets on the property.

**Primary Nursing**

At Somerton PNH we operate a Primary Nursing approach to care. This approach involves assigning care staff to provide complete care for a small group of residents each day.

**Public Transport**

There is a bus stop directly outside the home on the Somerton road.

There are also nearby bus routes on both the Antrim road and Shore road.

There is a public payphone situated in the back lounge for anyone wishing to order a taxi.

 **Smoking Policy**

Due to the Smoking Ban introduced in April 2007, it is against the law for any person to smoke within the building. For this purpose a ‘summer house’ has been provided at the front of the building for protection from the elements.

Wall mounted ashtrays are also provided at the front door and within the ‘summer house’.

For health and safety purposes we are unable to permit residents to carry their own cigarette lighters or matches. These can be provided by staff as and when needed.

**Telephone Facilities**

There is a public payphone situated in the rear lounge on the ground floor for use by all residents and relatives.

**Televisions**

A communal television is situated in the main lounge on the ground floor. Should any resident wish to supply a television for their own room they should note that a separate TV License is required and should be paid for and arranged by the individual or their representatives. (Free for over 75s).

**Visitors and Visiting**

Visitors are welcome at any time without prior arrangement however visitors should be aware that for security the front gate may be secured at night.

With the exclusion of exceptional circumstances it is requested that visitor numbers be kept to a reasonable level at any one time for each individual resident.

**Religion**

We wish for all residents wishing to exercise their right to practice their chosen religion to do so and as such encourage the visitation of relevant religious ministers/priests etc to enable this. A quiet area can be arranged for those wishing to worship in private and those residents wishing to make their own arrangements may do so freely.

**Advocacy**

An independent advocacy service is available to all residents and is provided by the Alzheimers Society. This service can be arranged through a Nurse or member of management or if you wish to contact the service directly yourself the details are as follows:

 Marian Cinnamond

 Advocacy Manager

 The Alzheimers Society

Unit 4 Balmoral Business Park

Boucher Crescent

Belfast

BT12 6HU

The advocacy service can help in many different ways including but not exclusively: Representing residents in family disputes, representation at care reviews, representation in any protection issues or abuse allegations and generally to ensure the resident wishes, feelings and instructions are respected.

*Approved and implemented on 18th September 2007*

***Dates of review and record of changes made***

25th November 2008

(Scale of charges updated)

16th December 2008

(Residents finances updated re bank charges)

30th December 2008

(Toiletries, fees, accommodation, introduction, philosophy of care)

31st August 2010

(scale of charges updated)

24th January 2011

(Accommodation, Mealtimes, Complaints, Activities & Entertainments, Access to Reports updated)

1st February 2012

(advocacy added)

1st April 2012

(fees updated)

October 2012

(Registered Manager updated)

January 2013

(Registered Providers & Registered Manager Updated, Hospital Visits/Appointments)

June 2013

(fees)

August 2013

(registered Manager, Medications)

March 2014

(scale of charges, hairdressing, chiropody, toiletries)

May 2014

(toiletries, fees)

April 2016

(fees)

April 2017

(fees)

August 2017

(hairdresser)