

 Key Information



**Chimnies Care Home**

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**1 Introduction**

Chimnies is an established residential home for the elderly. It is situated in rural Kent. It offers pleasant views over the surrounding countryside. We have rescue donkeys and mini-Shetland ponies living in a field attached to the care home. They are cared for by the owners of Chimnies.

We are registered for 29 service users. We aim to provide a relaxed, homely and safe environment for people who have reached a stage in their lives when they need support.

11 bedrooms are situated on the ground floor, a passenger lift with wheelchair access is provided to 18 rooms on the first floor.

If this is your first contact with a care home service, you will probably have a lot of questions to ask. We have designed this guide to help you. You can also sit down and talk to a support worker and they will be able to help you to prioritise and organise the things you need to think about.

This guide gives you some basic information about what you can expect from us and some information about the local area.

**2 Our Aims and Objectives**

To help people be involved in all decisions regarding their care and accommodation.

To provide care to anyone that has a need irrespective of age and background.

To provide care according to individual requirements, always ensuring that independence, privacy and dignity are respected and promoted at all times.

Provide assistance with personal care tasks by providing 24-hour care by trained staff.

The home will maintain personal and oral hygiene in consultation with professional advice when required.

Any other specialist medical and therapeutic services and care from hospitals, community health services will be sought according to need.

We aim to support and encourage people to make informed choices.

We promote Equal Opportunities

 **3 Facilities and Services**

At Chimnies, we provide a range of care services including the following:

* Personal care and accommodation to people over 65 yrs.
* Dementia Care, we provide 24-hour care in a supportive environment.
* Palliative and End of Life Care working alongside local GP and nursing services

Our weekly charge covers accommodation, food, care, all utilities and facilities. Payment is required in advance, by standing order every 4 weeks. Charges are reviewed annually, taking into account inflation and special requirements.

Fees – Include

Trained staff, 24 hours a day

* All meals and hot and cold drinks (including provisions for special diets)
* Room cleaning
* Laundry service
* Call system
* All utilities (central heating, water, electricity etc)

Fees - Additional

* Visits from private physiotherapists, Dentis, opticians, foot care specialists etc.
* Hairdressing
* Alcoholic drinks
* Private phone calls
* Publications in addition to those provided
* Dry cleaning
* Personal toiletries

Communal Rooms - Chimnies have two large lounge areas providing plenty of relaxing space for everyone.

Our Dining Room is situated centrally between the lounge areas. People can choose to eat in their rooms or in lounges if they prefer.

Bathrooms - We provide baths (with chair lifts) on both floors of the home, but we do not have a shower facility. Two bedrooms have ensuite toilet facilities – one ensuite has a shower. There are toilets and bathing facilities close to all bedrooms on each floor.

Grounds - We have a mature garden with a patio area attached to the dining room. Our garden facilities are accessible with pathways and attractive plants and trees.

**4 Health and Safety and Fire Precautions**

All our rooms have a nurse call bell system which enables residents to alert a member of the care team if they require assistance. Please note that the actual level of care that each resident will receive in our home will depend on their individual care needs.

Everyone’s safety is important to us. Chimnies has regular Health and safety checks. To ensure our premises are safe for residents, staff and visitors. Staff have Health and Safety training to be alert to any problems. We give staff fire drill training regularly. When you move into the home, a member of the team will take you through all the health, safety and fire procedures designed to keep you safe.

We have risk assessments for any possible risks. You will be asked to help to risk assess your care and activities. These risk assessments help us all to decide how to keep ourselves as safe as we can but still live our lives with some freedom. We do not want to stop people having a good time or staying independent. The outcome of risk assessments will be discussed with you fully.

**5 Your Room**

When you move into Chimnies, we want you to feel completely at home. All

bedrooms are fully furnished with bed, bedside cabinet, chair, curtains, carpet, wardrobe and chest of drawers. They also have a television point. What is most important is making the room personal to you, so we encourage you to bring along the things that matter to you such as pictures, family photos, ornaments, small items of furniture etc. (please note that fire regulations apply).

All bedrooms have a radiator with thermostat control. Please ask a member of staff if it needs adjusting.

Own furniture is welcomed – however, please discuss with Home Manager to determine if the furniture is suitable for your environment within Chimnies

All bedrooms are cleaned daily. If you would like a key to your room, we can arrange this for you. You will be responsible for its safe custody. A replacement charge is made for lost keys.

**6 Care Planning**

Before you come into the home, the Manager or your Social Worker will carry out a detailed assessment to ensure that we can provide the service that you require.

When you move into the home, we will work closely with you and/or your loved ones to create a person-centred care plan which is tailored to your exact needs and wishes. You will be allocated a Key Worker who will be a point of contact for both you and your family and who will be involved in reviewing your care plan. As you continue your stay with us, this care plan will be regularly reviewed and updated if things change.

Understanding all about your life history, your needs and the people and places close to your heart will help us to ensure that the care and support we provide is designed especially for you. Just like our staff teams, our residents come from a diverse range of backgrounds, with different likes and dislikes but what matters most, is that we respect your right to live as you choose.

Risk assessments are reviewed regularly. This is done with your assistance. Together we agree how to stay safe. See the section on Health and safety.

All new staff receive induction training which incorporates the Care certificate, we aim to complete the Care Certificate within twelve weeks, with ongoing personal development for all roles.

Catering and domestic staff will be fully trained and hold the relevant certificates for their post.

**7 Medication**

When you come to live at Chimnies, we can manage your medication for you. When you move in, you will need to bring all your medication with you. Please bring the medicine in properly labelled boxes with clear directions. Chimnies cannot accept loose medicines or unlabelled medicines.

If you normally manage your own medication, you can continue to do so and you will be given a lockable area in your room for storage.

**8 Quality and Consultation**

Our service users are consulted on the care they receive at Chimnies. We use regular quality surveys to assist us to improve services. You can ask to give quality feedback at any time and do not have to wait for the surveys to be sent. We look at quality in partnership with families, social services, health partners and any other professional services. We want to hear from you about what has not suited you about our service along with how well we have done and any future goals you have. We will all agree how we can help with these wishes. Sometimes we may ask other agencies to offer a service too.

**9 Medical Appointment Arrangements**

If you have an external medical appointment, you will need to arrange to be accompanied by a relative, friend or your representative. If they cannot be contacted or are unable to attend, then we will endeavour to arrange for a member of staff to accompany you as an additional service (but this may not always be possible). If we do provide a member of staff to attend with you a charge will be made at the worker’s hourly rate. The manager will discuss arrangements and costs.

Medical care at Chimnies is provided by our local General Practitioners (GPs). If you are local to the area and wish to remain with your current GP, then they can continue to visit you at the home. Otherwise, we will arrange with you to be registered with one of our visiting GP practices.

Chimnies does not provide nursing care and we therefore do not employ nurses. Your GP can arrange District Nursing calls if they are required.

**10 Meetings**

We acknowledge that Chimnies is your home and we encourage you to be a part of the decision-making process and involved in any changes. Regular meetings are held to obtain the views of all service users, on a wide range of subjects

**11 Personal Belongings, Cash and Valuables**

A lockable bedside cabinet can be supplied if requested. Residents can keep cash safe in their lockable drawer. For those unable to manage locking drawers we have a safe in the main office. Residents and families can book money into the Chimnies safe and staff will pay for purchases on their behalf and keep receipts to show what has been spent.

Families should make safe arrangements for valuable jewellery, watches etc. Chimnies do not take responsibility for valuable items that are not booked in to the homes safe.

For all personal furniture, belongings and valuable items you will need to organise your own insurance policy. The Care home insurance does not cover residents’ belongings.

**12 Float Money**

For people who have family/ attorneys managing their money Chimnies run a float system. When family visit, they should see the senior in charge to top up their relatives’ float and ensure there is enough cash available for hair dressing, footcare, entertainment and small purchases. Receipts will be given and records kept.

**13 Safeguarding**

Safeguarding is about keeping people safe from harm and abuse. Safeguarding is everyone's business. It helps protect people who may not be able to protect themselves. Everyone has the right to feel safe and be treated with care and respect.

If you have any concerns about anyone please contact:

**Medway Safeguarding Adults Team**

**Telephone: 01634 33 44 66**

**14 Advocacy**

Chimnies Care Home has a duty to make sure that people are fully involved in understanding and making decisions about the care and support they need. For people who will find it very hard to be fully involved in the care process, independent advocacy is available in Medway through: -

**Libra Partnership Ltd**
Unit 2 - Invicta Park, Sandpit Road, Dartford, Kent, DA1 5BU

Tel 01622 200806

admin@librapartnership.co.uk

**15 Complaints**

We treat all complaints seriously.

If you receive a service from us, you can complain if there is something wrong.

Friends, family or advocates may complain on your behalf with your permission.

All service users will have a copy of our complaint procedure but it is on display in the home too. This explains how to complain. Information about what to do if you are still not happy, is included.

We have easy read complaint procedures available.

If you need an advocate to assist you, please ask your keyworker to help you arrange one if you cannot do that yourself.

If you feel that we are doing things well, then we would welcome your feedback. This gives us an opportunity to thank members of staff who are involved in delivering your service.

**16 Dining Arrangements**

Food is not only vital to health and well-being but can also be one of life’s greatest pleasures. This is why we place a huge emphasis on good nutrition and the eating experience. At Chimnies, all our meals are home cooked.

Our menus are personalised to suit the tastes of residents. You just need to tell us what you like and dislike, and whether you have any dietary requirements, and our cook will ensure that there is a choice of nutritious and tasty meals on offer for you. If you do not care for the choices on the menu on the day there are always alternatives of sausage and Mash, Omelette, Ham or Cheese salad, Jacket Potato, Sandwich, Soup etc. Please see the notice board in the dining room for alternatives.

There are no strict mealtimes, but our suggested times are as follows:

**Breakfast – in bedroom on tray or served in dining area 8.30 – 10.00am**

**Mid-morning drinks from 10.30am**

**Lunch 12.30 – 1.30pm**

**Afternoon Tea From 2pm**

**Supper 4.30 – 5.30 pm**

**Evening drinks & snacks from 7.00pm**

**Naturally these times are very busy, so we have a ‘Protected Mealtime’ policy. It is greatly appreciated if you avoid visiting at dining times.**

In addition to our regular mealtimes, there is a range of snacks and drinks available day and night so there is always something whenever you fancy it.

You are welcome to have meals in the dining room and socialise with other service users. Alternatively, you can have a tray delivered to your room for any of the daily meals at your preferred time.

Standards of food safety and hygiene within care homes are measured by the Food Standards Agency, an independent Government department. Chimnies has been awarded the highest Food Hygiene rating of 5 stars.

**17 Activities**

We have an activity Co Ordinator 10am-4pm five days a week. There are daily activities people can join if they wish. The notice boards in the dining area hold details.

In addition to this, singers and groups such as ‘Music for Health’ visit regularly and offer entertainment. There may be a small charge for visiting entertainment. The cost is divided by all participants on the day and the maximum we charge per session is £6.00 pp. Any additional cost is covered by Chimnies.

**18 Hairdressing**

Our hairdresser, Kassy, calls weekly on Wednesdays. Many people like to have their hair washed and set weekly. Appointments can be sorted out on the day, there is no need to book in advance. Gentlemen’s haircuts are also available. Current prices are displayed on the hairdressing room door in the home.

**19 Visitors**

Contact with relatives and friends is fundamental to care home residents’ health and wellbeing and visiting is always encouraged. You are welcome to entertain visitors either in the privacy of your own room or in the communal areas. Visitors need to sign in and out of the building for safety reasons.

**We have a ‘Protected Mealtime’ policy. It is greatly appreciated if you avoid visiting at dining times.**

You have the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will, if necessary, inform the visitor of your wishes.

In the event of an outbreak of infectious disease or illness, no visitors will be allowed until the appropriate authorities have given the-all clear.

**20 Smoking**

Chimnies is a ‘No Smoking’ Building. Residents can not smoke at Chimnies, we do not take smokers for safety reasons. Your visitors may only smoke in designated outdoor areas. All smokers must place their discarded cigarettes in the appropriate bins and ensure they are extinguished.

**21 Wi Fi Internet Access**

Works best near office areas -

**Network TALKTALK3D79F9**

**Wireless Password WUKRHFAB**

**22 Pets**

For many of our residents, their pet is an important part of family life. If you have a pet, then please discuss this with the Home Manager who will determine whether your pet is suitable for the home and whether the home is able to accommodate it. Due to the nature of communal living this may not always be possible.

**23 Newspapers**

If you like to keep up with the latest news, then we can organise a daily paper of your choice from our local newsagent – Universal Stores, Lower Stoke. The cost of newspapers is payable weekly to the newsagent, and we will forward payment on your behalf or send the invoice to whoever holds your money.

The newsagent does not deliver so Chimnies staff will collect your paper for you.

**24 Post Arrangements**

All post is delivered to the office each day. Residents are given their post by staff after it arrives.

If people do not have capacity to deal with their post, then the letters are kept in the home for families to collect. See post racks which are found in the entrance.

Please leave a mobile number if you would like a text when there are letters for you awaiting collection.

**25 Laundry**

At Chimnies we have an in-house laundry service for personal items of clothing. When you move to the home, we ask that all items of clothing are clearly labelled with your name.

We are unable to wash clothing which either requires dry cleaning or is made of delicate fabrics such as silk or pure wool. Please supply clothing that can take regular washes.

Families can collect and wash on your behalf if you prefer that arrangement.

**26 Foot care**

Our Foot care specialist visits the home every 8 weeks. All residents are offered an appointment. Please note Chimnies care staff do not cut toe nails.

Our foot specialist is independent and not employed by Chimnies. Prices are available on request and on display in the home.

If you prefer to use your own contacts for these services, we can help you arrange this.

Please note: Some people may be entitled to free health services through the NHS.

**27 Visiting Optician**

Most people over the age of 60 qualify for a free NHS eye test. Chimnies arrange for an optician to call at the home and test everyone on a regular basis.

If there is a change of prescription staff will contact the next of kin who can sort out the arrangements/payment directly with the Optician.

**28 Dental Care**

For people that are unable to attend a dental surgery there are community services that offer home visits for dental checks/ treatment. These take a long time to arrange and may not be the quick solution someone needs. Chimnies will always make a referral if it is the only option available.

More frequently if people experience dental pain or problems Chimnies staff will let the family know. Families often make arrangements to get appointments locally or with their own dentist and escort their relative.

**29 Wills and Power of Attorney**

We strongly advise you to make a will and notify us as to where it is kept, so that we can include the information in your personal records.

If you have appointed any attorney’s Chimnies need to have official confirmation of arrangements in place. The Office of the Public Guardian (OPG) keep a register. If your LPA was registered on or after 1 January 2016, you can let us view an online summary of the latest version of the LPA. You’ll need to [sign in to your online account](https://use-lasting-power-of-attorney.service.gov.uk/home) to generate an access code for each LPA. Alternatively, you can show us the OPG paperwork which we will copy.

Please give us details of any advanced decisions or advanced statements you have in place so we can follow your wishes.

**30 LGBTQ**

Chimnies provides local information, support and guidance on LGBTQ+ inclusion, we are working towards a world where we're all free to express ourselves.

Medway has a number of initiatives and will be able to put you in touch with local support groups, social groups etc. If you need any further help, please ask your Chimnies keyworker to assist.

The link below is for the Medway Sexual Diversity Centre.

[MGSD Centre – <b>Medway Gender Sexual Diversity Centre</b></br> Because Gender Matters](https://mgsd-centre.org/)

**31 Medway Home Library Service**

Medway Library Services offer free delivery to residential homes

Items can be tailored to suit individual needs. They can include reminiscence material to help stimulate memories through sensory input. You can request large print books such as:

* family sagas
* crime
* romance
* adventure
* biographies
* travel and much more.

The library also have a full range of:

* standard print books in fiction and non-fiction
* audio books
* music CDs
* DVDs
* community languages (contact us for more information)
* memory boxes
* pictures to share (books for people with dementia).

For more information:

* email: chatham.library@medway.gov.uk
* phone: 01634 337 799.

**32 Religion**

Religion, nationality and culture can have a major influence on many parts of life including how and when you worship, your preferred music, food, clothes and everyday routines. At Chimnies we welcome residents from all backgrounds, and we will do everything we can to support you to pursue your religious and cultural needs. You may attend religious services outside the home. You should, where possible, arrange for transport and accompaniment by friends or relatives. In the event of this not being possible, care staff may accompany you on specific occasions if staffing levels permit.

You have the right to meet clergy of your chosen denomination at any time. If required, a private room will be available for such meetings.

**33 Confidentiality**

The nature of our service means that much of the information you provide to us is personal and sensitive. We respect your right to privacy and dignity and we will handle your information in a way which preserves your rights and is in accordance with the Data Protection Act and GDPR regulations.

Personal Records include things like:

Tenancy Agreements

Benefits details

Care notes

Care Plans

Health Information

You have the right to read and access your file whenever you choose, excluding any information from a 3rd party like a doctor. You should make an application to the home manager for access.

Staff will not divulge any information to other people without your permission.

In exceptional circumstances where the Health and Safety of a person is at risk, information normally considered as confidential will be passed onto appropriate agencies and professionals on a “need to know” basis.

For more information about how your personal information is stored and used, please speak to the Home Manager.

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