



## **CROSSHILL NURSING HOME**

**2a PARAGON STREET**

**STANHOPE**

**BISHOP AUCKLAND**

**CO DURHAM**

**DL13 2NN**

**Tel:- 01388 526205**

Web page – [www.rayson-homes.com](http://www.rayson-homes.com)



## **STATEMENT OF PURPOSE AND SERVICE USERS GUIDE**

This Statement of Purpose and Service User Guide can be provided in a CD and Large print.  
It may also be possible to have it printed in alternative language on request.  
Please don't hesitate in asking one of the qualified Nurses / Home Manager.

Name of Pre-assessor: \_\_\_\_\_ Contact Details: \_\_\_\_\_

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## **Aim, Objectives and Philosophy of Care**

### **Aim**

Our aim is to provide high quality evidence based care and support to Service Users in a pleasant, friendly, relaxed, homely environment which acknowledges, and strives to accommodate, the needs and wishes of each individual client living within the Home.

### **Objectives**

- To provide individualised, holistic, high quality care to all Service Users which embraces the fundamental principles of evidence based practice.
- To optimise quality of life and wellbeing by being responsive to the individual needs / wishes of Service Users and maintaining their rights, as defined within the 'Service Users Charter' (found in the Client Resource File located at the entrance to the Home and on our website).
- To provide a clean, comfortable and safe 'homely' environment.
- To be responsive to Service Users, service evaluation and the needs of older people who live in the locality, thus shaping services to meet their needs.

### **Philosophy of Care**

We believe that Service Users should be given the fundamental right of freedom of choice within their care environment. Information will be made available to facilitate fully informed choices, and every effort will be made to support decision making.

We encourage every Service User, where possible, to be actively involved in the planning and delivery of their care, thus facilitating individualised holistic care. We also welcome the involvement of family members, and / or significant others, in this process, but acknowledge that this will inevitably be in a supportive role under the supervision of the care team.

N.B. We will always assume that our Service Users have capacity to make decisions or act for themselves unless it is established that they lack capacity in relation to specific matters.

We are aware of our own limitations and therefore welcome interventions from the multidisciplinary team (MDT). We recognise the invaluable role every member of the multi-professional team plays in providing and maintaining high standards of care, and over the years we have developed and maintained effective communication networks with all of our colleagues. Timely input from relevant team members enables us to plan, implement, monitor and evaluate the effectiveness of all interventions with, and on behalf of, our Service Users.

As we acknowledge that our Service Users should receive a high standard of evidence-based care, we are committed to the professional development and training of all staff within the Home.

We are also committed to monitoring and evaluating standards of care in order to ensure our services / environment develops to meet the evolving needs of our Service Users / the local community.

## **Facilities and Services**

### **Background**

Mr David Rayson and his wife, Mrs Florence Rayson, are the owners of Rayson Homes Ltd. As highly experienced State Registered Nurses (SRNs) they had a vision. Their vision was to provide high quality care to older adults who could no longer manage in their own homes, and more importantly preventing the often regular movement of older people between organisations, when they were nearing the end of their life.

In the early 1990's David and Florence commissioned a purpose built Nursing Home in Stanhope, and in February 1992 Crosshill was opened. In January 2005, Registered Nurse Julie Percival (RN (Adult) DIP HE) a longstanding resident of Stanhope, became the Registered Manager of Crosshill and at the end of 2011 David and Florence's eldest daughter, Maria Vincent, decided to join the team. Maria has spent over 20 years as a Registered General Nurse (RGN, MSc Oncology / BSc (Hons) Nursing) working in oncology, latterly as the Macmillan Lead Cancer Nurse for the Newcastle Hospitals Foundation Trust. Maria has maintained a keen interest and involvement in the family business and over the years she has regularly worked at Crosshill. Her position as Director of Nursing and Patient Services was developed to provide support to the businesses Home Managers, in order to ensure that Rayson Homes continues to deliver high quality care that reflects the holistic needs of our residents, their families / friends and the local community. Thus ensuring her parent's vision and dreams stays alive, long into the future.

## Statement of Purpose

Crosshill Nursing Home is a Band 1 Care Home which provides 'care' for up to 30 older adults. Crosshill is recognised nationally by the Registered Nursing Homes Association (RNHA), and our membership is evident via the plaque at the front entrance of the Home (blue cross on a white background). We have an excellent reputation and evidence pertaining to the quality of our care can be found within our inspection reports, information within the local press and via the acquisition of awards (Durham County Council award for 'Best Example of Personalised Services in a Residential Setting'). You can see how the Care Quality Commission rated us when they last inspected the Home. (A copy is displayed in the Client Resource file or you can access a copy at [www.cqc.org.uk](http://www.cqc.org.uk) )

## Registration Details

**Registered Manager: Julie Percival**

CQC Provider Number: 1-10 1676684

CQC Location Number: insl-497087859

## Service category

Care Home with Nursing (CHN)

Older Adults (Adults 65+)

Physical Disability

## Regulated Activity

Accommodation for persons who require nursing or personal care, diagnostic screening, treatment or disease / disorder / injury.

Crosshill accepts individuals who have Residential, Nursing or Continuing Health Care (CHC) needs; those who are privately funded and those whose fees are paid, partially or fully by a local authority. Although we are able to care for residents with some forms of Dementia we cannot accept those who have been categorised as being Elderly Mentally Infirm (EMI).

Our excellent team of highly skilled and motivated staff are lead, and supported, by qualified Nurses who are on the premises 24 hours a day. Our qualified Nurses have a significant wealth and breadth of knowledge, skills and experience caring for the elderly and those with mental health (including mild / moderate dementia), general medical, surgical, cancer and end of life needs. Many of our Nurses can also take blood, administer subcutaneous fluids, tube feed, perform catheterisation, and manage Service Users with central venous catheters / syringe drivers etc.

Most of our care team (care staff, housekeepers and catering staff) have achieved higher National Vocational Qualification (NVQ) in care, housekeeping and hospitality services and we have received an award for our commitment towards training (S&D Training).

ALL our staff are police checked (DBS) to assist us in identifying any person who might pose a risk to Service Users. This ensures that anyone who has ever had any type of police record is appropriately risk assessed, before being employed by the Home.

Our commitment to quality is evident in our staffing levels. Although this is constantly reviewed to reflect the needs of Service Users, we generally aim for a ratio of 1 carer to 4 Service Users (1:4) during the day. We employ several activity staff in order to enable us to offer Service Users the opportunity to be involved in meaningful in-house and external activities and our on-site catering enable us to provide 'home cooked' items which reflect our Service Users preferences. Prevention of infection is also a high priority and we generally have 2 or 3 Housekeepers on duty each day. Please feel free to ask about our current staffing levels.

### **Considering a move to Crosshill?**

The decision to live in any residential care setting is always a big step. We believe it is important that individuals are provided with enough information, to enable them to be confident in choosing a Home that is right for them.

As Crosshill is a registered Care Home (with Nursing). This enables us to provide a variety of care options (Residential OR Nursing Care) over a variety of time periods, e.g. short term such as respite / end of life care OR long term where an individual's care needs may progress over time from Residential to Nursing. Our building enables us to manage any change in a Service User's care requirements without them needing to move bedroom.

In most instances an individual will be assessed by a multi-disciplinary team. Once it is identified that an individual requires ongoing support, they are generally allocated a Care Manager (Social Worker) who will discuss potential care packages / care environments.

If Crosshill is identified as a potential care environment, one of our nursing team will generally arrange to meet with a prospective Service User, their family / carers, during a pre-assessment visit. This meeting provides us with the opportunity of undertaking a holistic needs assessment, to identify the level / type of care that is required in order to ensure that we are confident in being able to meet their assessed needs. It also affords us with an opportunity to provide information about the Home, establish the priorities, views and wishes of prospective Service Users, identify and also where possible, alleviate any concerns and fears they may have.

All prospective Service Users, relatives / carers are able to visit the Home, without a prior appointment, and meet with other Service Users / staff before making any decisions. An admission date will only be arranged when a decision has been mutually agreed, by all relevant parties. It is important to remember that admissions to the Home are usually subject to a 6 week trial period whereby either party may end the contract without obligation. The Home will ensure that a meeting with the Care Manager is arranged, to review the client's needs towards the end of this period, and the client and relatives / carers will be made aware of this review date.

We feel we are an approachable team, however, if you have any problems or queries then please do not hesitate to bring these to the attention of one of our qualified Nurses OR the Home Manager.

### **Moving into Crosshill**

The Home's staff will work with the Client, relatives / carers, Care Manager and, where appropriate, the current place of stay, to ensure that any admission is as stress-free as possible.



### **Contract and Fees**

Our fees are generally determined by the local authority (Durham County Council) but we do have some 'Executive Rooms' that are larger and / or have en-suite wet rooms and these demand a small additional weekly fee i.e. all bedrooms in the Venus Wing and rooms: 1,2,3,11,12a,17,18,19,20. The Nurse Manager / Director of Nursing can provide details regarding the current fees. (Service Users who are likely to be fully privately funded or Local 'Health' Authority funded should speak with the Director of Nursing before admission).

Within the first few weeks of moving into Crosshill you (your Next of Kin / Representative) will be asked to sign a contract, which provides details of the conditions of your residence. You / your representative should read it carefully before signing and ask the Home Manager to explain anything you don't understand. A sample copy of the contract can be found in the Client Resource File (located at the entrance to the Home beside the visitor's book) or is available via our website.

Fees are based on the detailed assessment carried out on, or around, the time of your admission, and these will be reviewed annually, or as your needs change. Any changes will need to be agreed with anyone who is contributing to your funding, for example the Local

Authority. In most instances invoices for fees are sent out each month and are paid 28 days in arrears. Once stabilised fees can then be arranged to be paid via standing order.

Fees cover full board and lodging, and all aspects of the service provided to you as shown in your individual Care Plan. Additional services that you may be required to pay for, and items which are not covered within the fees, are discussed within this handbook and / or within your contract.



### **Individual Care Plan and Key Workers**

Each Service User has a care plan which shows the support they need / wish to have, and which Crosshill has agreed to provide, and Service Users are routinely involved in its planning and delivery.

You will be allocated your own identified named Key Worker (Senior Care Worker), who in collaboration with our Nurses will be responsible for planning your care. You / your relative / carer will have the opportunity to discuss your long-term needs and preferred daily routine, with our Nurses / your named Key Worker and have it recorded in your care plan for reference.

Regular reviews take place, to ensure that changing needs are met. A client's named Nurse / Key Worker generally evaluates their 'Care Plan' and 'Risk Assessments' during the last week of a calendar month. This involves us evaluating the previous months care, and identifying and planning any modifications in care for the subsequent month. We appreciate your involvement, and that of your family / significant others and for administration purposes (where possible practicable) you will be asked to sign our documentation, to confirm you have sighted / been involved in / agree with the outcome of this discussion, but at no time should anyone feel pressured into being involved in any of the care planning / documentation process.



### **Finances**

Service Users are responsible for managing their own personal finances. However, for individuals who are unwilling / unable to manage their own personal finance, they will require a Lasting Power of Attorney. Small amounts of personal money can be managed by the Home, and administered by the Home Manager / Senior staff.





## **Making a Will / Lasting Power of Attorney**

A Will helps to avoid any dispute or confusion regarding an individual's wishes after their death while a Lasting Power of Attorney (LPA) is a legal tool that allows an individual to appoint someone to make certain decisions on their behalf. The appointed person can manage finances or medical decisions in the future if an individual reaches a point where they are no longer able to make decisions for themselves. In the past this would perhaps have been done by your Next of Kin / nominated relative or friend. If you have not already done so, you are advised to consider making, and registering, a LPA and making a Will. Staff within the Home can assist you in engaging professional assistance at your request, but cannot become involved themselves.



## **Your Environment**

You are free to use the Home's lounge areas, sensory and spiritual areas or your own bedroom (for a little more privacy) at any time during the day or night. We have a wide selection of single and double en-suite rooms to meet a variety of needs, including eight larger, executive single bedrooms which are occasionally available for a small additional charge. As we have an exceptionally good reputation we may only be able to offer you a shared double bedroom initially until a single room becomes available. If this is the case you will be prioritised for acquiring a single room in our Home when a suitable room becomes available. Details of room availability will be discussed and agreed with you and your family / friends, prior to admission. Once you have moved into Crosshill, your en-suite bedroom is your own, and in most instances, this will be for the duration of your stay with us. Additional room changes will only be undertaken following full consultation, and the agreement of all relevant parties. Although bedrooms are fully furnished at Crosshill, you can often bring with you any items of furniture or personal possessions which you value. You are free to personalise your room by decorating it with your own pictures / paintings / ornaments and where feasible / possible, your own furnishings, but it is important to remember that these will need to be assessed to ensure they are fit for purpose e.g. fire retardant / portable electric test. For valuable items, we would request that you take out personal insurance, as the Home can not accept liability for expensive items which may be damaged or lost. Crosshill has a maintenance programme for decoration and soft furnishings, and we will consult with you

when making any decisions about your bedroom. However, in the interim, you can also make changes to your room at your own expense, but this must be agreed in advance with the Home Manager and carried out to defined standards, e.g. to comply with fire regulations. (You can use your own tradesmen or you may be able to purchase supplies and our Maintenance Man may be able to do the work, usually at no additional charge). We provide linen and curtains however, if you want to use your own, please feel free to do so. From an infection control perspective we would suggest that you provide your own towels, flannels and sponges. Laundering is performed on the premises and the risk of losing clothes is minimal. Please note that dry cleaning is not provided, but we can arrange this, at a small charge. If you bring in any clothing or belongings, please ask a member of staff to arrange to have them documented. Please also ask your relatives / carers to discretely mark / initial, with a permanent marker, items that require laundering e.g. clothes. (Our care team may be able to undertake this if needed.)

You / your relatives / carers will need to provide tissues and toiletries (such as brand named soaps, shampoos, deodorants, perfume, talcum powder, toothpaste / sterident, razors, hair brushes, incontinence pads / pants etc).



### **Smoking**

As of July 2007 law states that smoking is prohibited. Therefore no smoking or electrical cigarettes are allowed to be smoked / used in the house. However individual cases can be discussed, prior to admission, and arrangements made to accommodate smokers in areas outside the Home. A smoking shelter is available.



### **Valuables, Insurance & Safe Storage Facilities**

You should not leave valuables or money lying around. A digital safe is provided for each client and this is located in each bedroom. Service Users can determine their own code or a key is available on request. Please do not hesitate in asking us if you would like a lock for your bedroom door, wardrobe, draw/s or a small lockable side unit.

We would prefer it if valuables and cash exceeding £100, were stored off the premises. The safekeeping of valuables can be discussed on admission, and insurance details can be found in the Client's contract. (Items over the value of £250 must be declared to the Home Manager and personal insurance must be arranged to cover these).



## **Personal Mobility & Activities**

We encourage you to do as little or as much as you like, as we would like to remind you that this is your home. Please advise us of any special visits you might like to make, or have, and we will endeavour to accommodate these wherever possible.

We employ several activity coordinators who, 5 days a week, provide free in house and outdoor activities individually or as part of a group. Care Workers are generally designated additional hours to provide activities over the weekend. Seasonal activities are also provided, often free of charge and we often arrange trips where everyone is welcome including relatives and friends. One of our activities organisers will arrange to meet you within the first few days of your admission, to discuss your preferences and establish what they can offer, but your involvement is completely optional. If you have any questions about anything or any suggestions as to what activities you would like to be included, then please approach any member of staff who will be glad to help. If we can't help, we will arrange for someone who can. Examples of some of our activities include dominoes, draughts, board games, crosswords, crafts, massage, aromatherapy, reflexology, summer bus trips, village outings, shopping to the metro centre, manicures, pedicures, reminiscing, films, reading, music etc. We also have entertainers who visit e.g. pantomime, silver band, ponies, dancers and musicians.

All Service Users are free to journey out of the Home alone / with relatives / carers, but Crosshill cannot accept responsibility for their safety, unless they are under the direct supervision of staff employed by the Home.

Service Users are responsible for any taxi fares they incur, for themselves and / or any member/s of staff, and for acquiring escorts for pre-arranged hospital / external visits / appointments. We would encourage family members to attend for hospital visits but escorts can be provided for an additional hourly fee (Please refer to the Contract).



## **Visiting**

Crosshill operates an open house policy and visitors are welcome to visit Service Users at any time, during waking hours i.e. 9am and 9pm. Other arrangements outside these hours can be made, following prior discussion / agreement with the Homes Manager. All Service Users have the right to accept, or refuse, visitors. Any refusal of visitors will be documented in a client's notes, and appropriate future action required, should they re-visit. Service Users

can use their own bedrooms for private visiting or facilities within the lounge, dining room or quiet area can be made available. All visitors are made welcome and are offered free refreshments. All client's and visitors, leaving or entering the premises, are asked to sign the visitors book and liaise with staff, who are on duty, to ensure that, in the event of a fire, the Home's policy can be implemented appropriately.

Although we encourage open visiting we do ask relatives / friends / carers to assist us in PROTECTING MEALTIMES. This initiative was introduced into the Home, to optimise the hydration and nutrition of all our Service Users. We would therefore respectfully request that visitors do not visit during times when meals are being served / eaten. The Home Manager can however discuss personal requirements as it is acknowledged that some direct family members may wish to assist their relative with eating / drinking. (Please see our Visitors Leaflet, Visitor's and Protected Mealtime Policies for further information).



### **Meals and Catering**

At Crosshill we employ catering staff and all of our food is prepared and cooked on-site. Many of the Home's staff have undergone training to identify and prevent malnutrition, and have completed a course called FOCUS ON FOOD. This included how to provide nutritious snacks, food and drinks for all client abilities / needs. We can also cater for special diets, for Service Users with swallowing problems, subcutaneous hydration and tube feeding.

Service Users are actively encouraged to be involved in planning our menus, and these are available in written / picture format. You will be offered the opportunity to choose from at least two meal choices every meal time. Meals can provide a social time when Service Users enjoy being together, but meals can be taken in your own room if preferred.

Meal times are as follows;



Breakfast	8.00am – 10.30am
Lunch	12 midday – 1.30pm
Evening meal	4.30pm – 6pm
Supper	7.30pm – 8.30pm

Drinks are provided at all mealtimes, and again provided at 10.45am and 3pm with a snack. If you wish to have a meal outside these times this can be arranged, providing you let us know in advance. Snacks are available at any time.

Meals can be provided for family and friends who are visiting you. There may be a small charge for these and details can be obtained from the Home Manager.



## **Alcohol**

Consumption of alcohol is not restricted, provided it falls within socially accepted parameters and is not contrary to medical advice.



## **Medical and Personal requirements**

Service Users are expected to provide from their own personal allowance, non prescribed medical requisites, dentistry, optometry and chiropody services as required.

It is anticipated that the majority of client's will wish to be registered with a local GP. Arrangements for this will be discussed with you and a list of local GP's, from which you can choose, will be provided. However, if you wish to remain with your own GP and they are able to accommodate you, then you may do so. The Home's Nursing staff will ensure that these arrangements are in place, following your admission. We will also take responsibility for ensuring that GP visits are timely, and arranged to reflect your evolving medical requirements.

If you cannot get out and about, then a dentist and optician service can usually come into the Home. As the cost of some dental work / spectacles can be chargeable this will be discussed with you or your family prior to ordering.

We can also organise for the chiropodist to visit if required. However members of our care team are trained to undertake basic foot care.

Doctor	FREE
Dentist	GENERALLY FREE CHECK UP Treatment costs depends on level of pension credit received by Service User.
Chiropody	FREE (If available and a referral is made via GP / Practice Nurse)
Optician	Depends upon level of pension credit received by Service User. (FREE prescription spectacles for those in receipt of GUARENTEED PENSION CREDIT).



## **Emergency Medical Cover Arrangements**

If you require medical treatment outside the capability of the Home, you may need to go to hospital. Your room will be kept for you until you are fit to return in accordance with details outlined within your contract. Your individual Care Plan will record your wishes as to whom

you would like informed, but normally, if you became seriously ill, your nearest relative or friend would be advised by the Nurse on duty at the time. It would be therefore helpful if you would advise the Home Manager of any change in their address or telephone number. On admission we generally discuss 'Preferred Place Care', an initiative to encourage discussion regarding wishes, and preferences in the event that an individual becomes frail / medically unstable at a later date.



### **Religious and Cultural Issues.**

We acknowledge that spirituality is a key requisite in ensuring an individual's wellbeing and we have a designated 'Spiritual' area to support this. As religion and culture are element within spirituality, every effort is made to help Service Users maintain their religious / cultural 'way of life' during their stay at Crosshill, through worship, food preferences, physical contact etc. All staff within the Home undertake Equality and Diversity training and the pre-assessment and care planning process enables us to establish the specific religious and cultural needs, thus ensuring the specific wishes / requirements are addressed. Although a number of Christian denominations access the Home routinely we would investigate and anticipate that others could attend the Home on request.

Clergy:

Catholic Sister once per week

Methodist Minister once per week

Church of England reverend carries out Communion service once per month.

(More frequent attendance could be arranged on request)



### **Overnight Accommodation**

Subject to availability, it may be possible for us to arrange overnight accommodation for a relative or friend. Please discuss this with the Home Manager.



### **Pets**

While every effort will be made by Crosshill to accommodate any pet belonging to a Client, this must be with the full agreement of other Service Users, and in compliance with Health and Safety regulations. Visitors are welcome to bring pets, with the prior approval of the Home Manager.

## Additional Services which come into the Home

Mobile Library

FREE

Newspapers & Mail

CHARGE - arrangements can be made for delivery



In most instances mail addressed to Client's will be promptly handed over, unopened. Staff will provide assistance with opening/reading correspondence if needed. The Home can also post client's letters.



## Hairdressing / Beauty

We have a hairdresser who comes in to the Home alternate Wednesdays and she provides perms, sets and cuts. The hairdresser charges Service Users directly, and copies of her prices are available on our notice board.

Our Care staff can wash and style hair, and also undertake minor 'beauty therapy' type interventions e.g. nail care – including painting, hand massage etc. We also have a [Beauty Therapist](#) who regularly attends the Home. Although she provides some free treatments she also offers our Service Users significantly reduced rates for any additional treatments they request (treatments, charges and availability on request). We can also accept your own hairdresser or Beautician / Therapists if you wish, and they can attend the Home via prior arrangement.

## A Guided Tour of the Building

Based in a rural location we have several outside areas where individuals can sit and enjoy the surroundings, some of which are secure. A levelled footpath (wheelchair / disabled access), leads towards the entrance foyer of the Home.





The Home is purpose built and designed in the shape of a cross with a large, open plan, central, south facing, lounge and dining area. There is also a small lounge, dining room and spiritual area in our new Venus wing which has been purposefully designed to meet the needs of Service Users with early stage dementia. All our windows and bi-folding doors are double glazed and the Home is heated electrically. We have 45 Solar Panels and Air Source underfloor heating in the Venus wing and in Crosshill's living room.

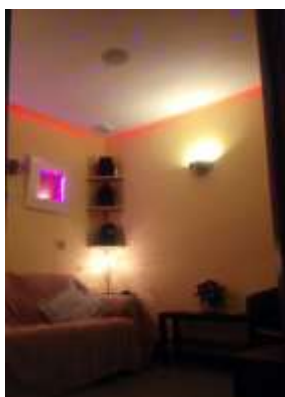


The homely décor is complimented by client specific easy chairs, which are arranged into small unimposing units of about 5-6 chairs. A large flat screen TV in the lounge supports Service Users who are poorly sighted or hard of hearing.



Dining tables provide space for mobile and wheelchair bound Service Users. There are 4 communal toilets with wash basins, 3 of which have ceiling tracking, in close proximity to the lounges / dining areas. The glazed office is in the middle of the building, overlooking the entrance and living area. A small sensory room (quiet area) is located in the centre of the building.





Sensory Room



WC



West Wing



Spiritual Room

There are 28 bedrooms in the building: 2 double rooms, 18 single and 8 executive single rooms (most of these rooms were previously registered as doubles and would have accommodated two individuals – additional fee applies to these rooms). Bedrooms are primarily located in 4 wings (Venus, West, North and East) with one single room being located at the Entrance. All rooms are en-suite (toilet, hand basin and storage) and each bedroom has wardrobe/s, storage draws, a bedside cabinet, a safe / locked storage area and a chair (commodes are also available on request). All of the bedrooms / communal bathrooms and toilets have ceiling tracking to facilitate the safe / comfortable movement of Service Users who are immobile.

#### Bedrooms & En-suite



Venus Wing	4 single (4 executive) bedrooms Spiritual area Small lounge Small dining room 1 wet room shower with parker tilting bath (with ceiling tracking)
West Wing	7 single (2 executive single-previously double) and 2 double bedrooms 1 wet room (with ceiling tracking) 1 Managers Office / meeting room
North Wing	2 single bedrooms Laundry, sluice and clinical room
East Wing	8 single (2 executive single-previously double) 2 parker tilting baths – one in a wet room shower (with ceiling tracking) Laundry storage area



Wireless nurse call points are located throughout the Home.

Respecting Fellow Service Users: It is important that everyone behaves in a reasonable manner, and takes care not to cause undue disturbance or inconvenience to fellow Service Users, staff or other visitors to the Home.

## Facilities within the Home

### Televisions



There are large flat screen TVs in the lounges. Also in all bedrooms are TV points for Service Users own TV. Satellite facilities are available in all bedrooms but you may need to purchase a 'Free SAT' box.

The home has a Communal TV Licence however Clients under the age of 75yrs are responsible for purchasing / supplying their own TV Licence unless they are using one of the home's TV's AND they are also categorised as receiving 'Nursing' Care. (Contact the Home Manager or these areas for further information [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) Tel: 0300 790 6011)

### DVD machines

2 available to use in Client's own bedrooms, due to legal requirements. Please ask

### Music systems

Numerous available for personal use. Please ask

### Videos/CD/ Cassettes

A large selection of these items are available for personal use.

### Books

A large selection of books, are available on our bookshelves and talking books are available on request. Please ask

### Telephone



A 'free to use' mobile telephone with speakerphone for hearing impaired Service Users. You can install a telephone (and / or Sky TV) in your own bedroom, should you wish, at your own initial and ongoing expense. Many people have their own mobile phone, but we ask that you are considerate to other people when using this equipment. No photographs are to be taken on mobile phones to preserve the privacy of other people.

### WiFi & Computer

Free WiFi is available throughout the building, and the use of a laptop / ipad is also available on request.

### Small Electrical items



A large selection of electrical items are available e.g. hairdryers, tongs, side lamps etc. You may bring your own electrical items into Crosshill however in order to comply with Health and Safety legislation we will need to arrange for the appropriate electrical safety check (PAT testing) to be undertaken before they can be used and they must be checked annually.



### **Equipment**

Crosshill has some specialist equipment. This is only used when it has been assessed and agreed that you require these as part of your Care Plan. We make arrangements for all equipment to be regularly serviced and maintained following manufacturers' recommendation.

Some of our specialist equipment includes:

- Mobile and Stand aid hoists
- Slip mats, moving belts and slings etc
- Profiling beds
- Pressure relieving mattresses, cushions, cot sides (bed rails)
- Syringe driver

The home does not provide items of a personal nature e.g. reclining chairs, or specialised individualised items such as wheelchairs. Some individual items might be available to be

acquired from the local authority e.g. home loans, wheelchair services and we can help you access these if necessary.



### **Staff uniforms**

We try to maintain a homely environment and our staff wear colour coded polo-shirts. The following coloured polo-shirts represent the designated staff group;

Registered Nurses (Navy)  
Care Workers (Royal Blue)  
Housekeepers (Maroon)  
Activities Staff (Yellow)  
Cooks (Black) & Maintenance (Green)

In order to prevent infection, we do however use aprons when performing various tasks e.g. serving meals, cleaning, clinical duties etc.



### **Personal Gifts**

Individual members of staff, and their families, are not allowed to accept cash, or gifts, from Service Users, their families or friends. Occasionally Service Users may wish to provide small gifts to the Home and / or all of our staff e.g. chocolates, biscuits and this is acceptable. Although, where appropriate, staff can buy lottery tickets / place bets on behalf of Service Users, they cannot benefit in any way, from the assistance / support they have provided.



### **Fire**

Crosshill is equipped with a fire alarm system which is tested regularly. All staff receive regular training regarding fire prevention and management. Fire fighting equipment and fixed exit notices are strategically placed throughout the house, and equipment is maintained and checked regularly throughout the year. The Home's evacuation procedure, which has been agreed with the local Fire Service, is discussed / implemented with staff / Service Users several times during the year. This is to enable staff to be familiar with the procedure / processes to be followed in the event of a fire or, on hearing the alarm and identify any specific assistance which may be required by individual Service Users. Staff will explain the procedure to be followed in the event of a fire or, on hearing the alarm and will give any assistance necessary. N.B. Furniture and fittings are fire resistant / retardant.



### **Voting / MP**

You have the right to continue to vote, and the staff will assist you to access the voting station where you are registered. You will be liable for any transport cost. If you would prefer to undertake a postal vote, then you can be added to the home's register for postal votes. You may wish to have a proxy to vote for you, please inform the Home Manager of your preferred option / choice. You have the right to access your MP or Local County Council representative. If you would require any help or assistance please ask the Home Manager.



### **Getting Involved**

It is our philosophy to enable Service Users to remain as independent as they wish, and where possible contribute to the running of the Home. You can become involved in a variety of ways, and you should talk to the Home Manager or one of members of staff, if this is something you would be interested in. For example, Service Users can be involved in staff recruitment, fundraising, operational activities, refurbishment plans etc. A residents / relative meeting is held every 3/4 months and the date of the next meeting is posted on the entrance to the Home.

We are keen to receive feedback and although we provide formal opportunities for feedback, e.g. meetings / surveys, there is also a box in the entrance for any anonymous comments / suggestions. Forms can also be completed in the privacy of your own home and posted to the Home Manager if preferred. Anonymous surveys are also undertaken yearly.

A formal procedure exists for managing complaints, and this can be found in the Client Resource File (located at the entrance to the Home beside the visitor's book).



### **Data Protection and Confidentiality**

Service Users are required to have an individual Care Plan which has personal details of their health and wellbeing. We operate an 'open door' policy whereby, we promote and encourage discussions with Service Users, (their relatives / carers with appropriate consent), of issues pertaining to their care and welfare.

Maintaining Service User's confidentiality is paramount, and all staff, when signing their contract, enter into an agreement which states that they will maintain confidentiality. This is supported by the Home's clinical governance framework. All written information pertaining to

Service Users is stored securely, and is only shared with those who are directly involved in their care, (or relatives / carer) with appropriate verbal and where feasible / possible written consent. You have the right to see your information at any time.



## **Communication, Complaints and Compliments**

We welcome compliments and suggestions from Service Users, on ways that we may improve the care / services we provide. It would be helpful if you would address these to the Home Manager, Director of Nursing or Owner. If you / your relative / carer dissatisfied with any aspect of the service, please bring this to the attention of a member of staff, Nurse on duty or Home Manager, as soon as possible, so that any issues / problem/s can be resolved quickly. The Home has a Complaints Procedure which can be found in the Client Resource File (located at the entrance to the Home beside the visitor's book).

You can liaise / contact us using any form of communication i.e. verbal (face to face or over the telephone) or in written (letter, email or via our web page), the latter facilitates a level of anonymity, if required and a post box is available at the entrance to facilitate this.

**Home Manager** – Julie Percival [julie@rayson-homes.com](mailto:julie@rayson-homes.com)

☎ Tel: 01388526205

✉ 2a Paragon Street  
Stanhope  
Bishop Auckland  
County Durham  
DL132NN

**Director of Nursing** (Maria Vincent) / **Owners** Mr David / Mrs Florence Rayson

☎ Tel: 01914881057 (Mob: 07775774937)

✉ Head Office  
53 Duckpool Lane  
Whickham  
Newcastle upon Tyne  
NE16 4TE

Email [maria@rayson-homes.com](mailto:maria@rayson-homes.com)



**Maria Vincent**

**The Organisations Website** [www.rayson-homes.com](http://www.rayson-homes.com) (password for resources juliep)

**N.B.** External advice can always be sought from Social Care Direct and / or the Care Quality Commission (see PAGE 24).



## **Safeguarding Service Users from Abuse, Neglect, Bullying and / or Harassment**

Crosshill believes that Service Users must be safeguarded from all forms of abuse and neglect and should never feel bullied, or harassed, by others and we will not tolerate this type of behaviour. We recognise that we must at all times protect Service Users from the risk of these situations occurring, and identify and manage specific instances when these might occur. The Home is always aiming for the very best quality of care, and we will not be satisfied with anything that falls short of this. We will take every possible action to prevent these occurrences and will deal with any disclosures promptly and effectively and in accordance with the Home's clinical governance framework. We aim to reduce the risks of these instances occurring, by fostering an open culture, ensuring we have a highly skilled workforce, and by providing appropriate staffing levels that reflect the evolving needs of our Service Users. Additional information pertaining to these issues can be found in the Client Resource File. If you, your relative or carer are concerned about any of these issues, then we would hope that you would be able to talk with the Nurse in charge, Home Manager, Director of Nursing or Owner in the first instance. You can also contact the Police, Social Care Direct (SCD) or the Care Quality Commission (CQC).

### **Advocacy**

Advocacy can be needed when an individual needs someone to either 'speak up' for them or have someone 'speak up' on their behalf. An advocate is someone who will help an individual express their views, opinions and wishes and obtain impartial advice. Service Users can speak to the Home Manager, or contact Social Care Direct, if they would like some additional information about advocates, or feel they would benefit from the services of an advocate. Additional information can also be found in the Client Resource File.



### **Eco Friendly**

At Crosshill we aim to minimise harm to our environment by recycling almost ¾ of our waste we generate and use some of the electricity we produce ourselves.





## Leaving the Home

As previously mentioned, for the benefit of all parties, the first six weeks following admission is regarded as a trial period. A permanent placement is generally confirmed at the end of a trial period and these arrangements will continue until either party gives between 2 and 4 weeks' notice, in writing, to terminate the contract. If you are asked to leave the Home, good reason will be given. We do however, hope that you will be happy to stay with us until the end of your life, when we would be able to care for you in your final hours, making sure you are comfortable, pain free and loved to the end.

### **Key Contacts** (Concerns / Complaints Advocacy/ Safeguarding etc)

If you have a complaint or concern about a person's safety / wellbeing or want information, advice or wish to provide feedback about you / your relative's health and social care services then you can contact Social Care Direct and / or the Care Quality Commission.

#### **Social Care Direct**

✉ Email: [scd@durham.gov.uk](mailto:scd@durham.gov.uk)  
☎ Tel: 03000 26 79 79

#### **Care Quality Commission(CQC)** Opening hours are Monday to Friday, between 8.30am and 5:30pm

☎ Tel: 03000 616161  
Fax: 03000 616171

#### ✉ Address

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Web page: <http://www.cqc.org.uk/>



## **Statement from the Home's Nurse Manager**

We would like to take this opportunity to thank you for considering Crosshill as your home and we hope that, if you decide to join us, you will be very happy.

For those of you who do not know me, my name is Julie Percival. Having acquired the position of Nurse Manager in 2005, I am the person who is responsible for the care that client's receive within the Home and for the staff who are employed here.

I have always lived in Stanhope, except when I went to live in Newcastle where I trained for 3 years, at the Royal Victoria Infirmary, before qualifying as a first level Nurse in May 1994. During my training I decided to specialise in elderly care and my interests in this field include nutrition, providing palliative care and promoting continence.

Because of my Dale roots I am committed to this Nursing Home and ensuring the provision of high quality care for anyone who requires full time care for whatever reason. I maintain and ensure the dream and vision that Mr and Mrs Rayson, who as Nurses themselves, began in 1992. Being part of a close community is very important to me and so maintaining and building a good reputation is important. I am extremely proud of the reputation that we have built for the Home over the past 20 years.

I believe family provide a significant contribution to a client's care and wellbeing and I am supportive of any contribution that a family member may wish to provide to their loved one.

I hope we can work together to support each other to meet the needs and provide the care that you and your loved one require. If you should need anything, no matter how small, I am here to help along with my team of Nurses, care assistants, catering staff and housekeepers. Please do not hesitate to ask or contacting me at any time

Kind Regards

*Julie*



## Service Users Views

*All statements are true and were received from Crosshill Nursing Home's clients and their families / friends. Please feel free to ask to see a copy of our most recent anonymous satisfaction survey.*

*'...Crosshill is a 'God send'. You do a very good job.'*

*'May I take this opportunity to comment on the high standards of your staff and their attention to details about the residents. This is much appreciated by all of us.'*

*'The staff are genuinely caring. They treat all patients with loving care and patience, even the difficult ones.'*

*'The staff here are always very pleasant, polite and respectful, nothing seems to be a bother to them.'*

*'I find the staff much more approachable than our experience with the NHS! '*

*'We are well looked after and well cared for.'*

*'The difference in Mam and improvement in wellbeing was amazing once she was back in Stanhope and being properly cared for. Can tell how happy she is.'*

*'I am very happy, happy with the staff, happy with the choice of meals and the food is lovely.'*

*'...the baking, bl\*\*\*y delicious i.e. tarts, profiteroles, quiche.'*

*'Champion Staff and meal choices are very good. I'm happy here and so are my daughter and son - happy with the care I receive. My daughter lives 40 miles away and my son lives 30 miles away. I suggested moving nearer them, they immediately said no because they saved your life. I've been very poorly at times but I've been here 10 years, so what does that tell you.'*

*'In house entertainment excellent'*

*'Attention to residents and visitors is second to non'*

**The Angels of the North**  
**An Open Letter to the Staff of Cross Hill**  
**Nursing Home, Paragon Street, Stanhope,**  
**Co Durham.**

IN this ever changing world of ours we might be forgiven for feeling fearful of putting our loved ones in the care of people we don't know; carers who may not care. We read, seemingly constantly, stories of lack of care in hospitals or institutions of care. Can we trust anyone? And of course the answer is yes, we can. This is a thank you letter to a nursing home in a little village in the north of England where, to the staff, this very idea of lack of care would be totally abhorrent.

Three years ago my wife and her brother were faced with the decision that many of us dread. Their mother Winnie had managed to care for herself until the age of 94 in her own home but things gradually became too much for her and following a fall it was clear that she could no longer care for herself. She was admitted to a small hospital in Stanhope, Co. Durham and it was their assessment that it would be beneficial for her to be admitted to a Nursing Home. (Neither my wife nor her brother were in a position to provide the level of required care). We just had to wait for a space in a suitable nursing home to become available. However my wife was told (with a nod and a wink from a helpful nurse) of a possible vacancy at Cross Hill Nursing Home in Stanhope and she came to your establishment to check it out. She was reassured immediately and she reported back to me, "I've found the right home. The staff are wonderful".

And so in March 2010 Winifred Davis was admitted to Cross Hill Nursing Home where she was made to feel welcome, and loved, from the start. My brother-in-law, who lived close, visited his mother almost every day and my wife made the trip from London about once a month; I was a less frequent visitor but I was always touched by the level of love, care and affection that you all gave to every patient in your care. I know that Winnie, my mother-in-law, would have made your task easier because she retained her sense of good will and humour till the end but I witnessed all of you giving the same commitment and patience to some irascible behaviour from less loveable

013 [www.weardalegazette.co.uk](http://www.weardalegazette.co.uk)

patients. Your fortitude and good humour seemed irrepressible. Winnie went on to spend over two very happy and fulfilling years at the Cross Hill Nursing Home and I am confident that those important years in the twilight of her life could not have been happier anywhere else. It's a testament to Cross Hill that, when Winnie was hospitalised because a stroke had made her unable to swallow food, the home was there for her. It was clear that the end was close but Maria the daughter of the owner of Cross Hill visited Winnie at Bishop Auckland Hospital and insisted that she should return to Cross Hill to end her days peacefully. "We want you to come home, Winnie" she said "and we'll re-decorate your room with your favourite colour." It was a huge comfort to my wife particularly as we lived 300 miles away. This all happened over six months ago and Winnie passed away shortly after in your care. We thank you for looking after her.

I doubt I'll ever forget the willingness of you all to go beyond the call of duty and every time I read a headline about lack of care in hospitals and nursing homes I will always be reminded of the staff at Cross Hill. You are part of a vocational profession and you all work, I know, for scant financial reward. I have been moved to tears on occasions when I have witnessed the love and compassion that you the staff have for those in your care. The people in the home are not related to you in any way and yet you all demonstrate a patience and kindness that most people would reserve, at best, for their own children or aging parents. I thank you and would like to remind others reading this that the world is still filled with pockets of goodness. And as we approach Christmas the people of Stanhope can be assured that there is a band of angels in their midst.

**Keith Strachan, East Molesey, Surrey.**



## —Another— accolade for Crosshill

CROSSHILL Nursing Home has received another prestigious award.

Hot on the heels of the first awards came another from Durham County Council for the 'Best Example of Personalised Services in a Residential Setting'. The award was given to the organisation who could best demonstrate exceptional empowerment, choice and control for service users.

Crosshill has faced significant challenges in implementing client-focused interventions in the last few years due to the decreasing mental and physical abilities of its residents. The creation of a Resident and Relatives Group and 'This is me' resources has resulted in the Home offering a greater range of client-focused external trips and internal activities.

This has led to the majority of residents having had at least one trip out of the Home this year to a venue of their or their families' choice, while the internal activities programme has also changed significantly to encompass pony therapy, clothes parties, more local entertainers and special activities aimed at stimulating the mind and body. The Home has increased the number of activities coordinators it employs to three and a number of fundraising events have been undertaken to support the expanding programme of events.

Maria Vincent, Director of Nursing, expressed her pride in Crosshill having won two awards, in almost as many months, and put their success down to the enthusiasm, motivation and commitment of ALL the Home's staff and the leadership of its long standing Nurse Manager, Julie Percival.



Linda Hetherington (Activities Co-ordinator), Diana Silvertop (Senior Activities Co-ordinator), Julie Percival (Nurse Manager) Jeanette Thomas (Senior Care Worker).



### The runner-up for the Employer of the Year award is:

#### Cross Hills Nursing Home –

Maria and her team at Cross Hills, including a special mention to Julie Percival, have proven to be a very supportive employer working with S&D over the last 12 months. The staff at Cross Hills have always been very friendly and supportive and have gone out of their way to make apprentice visits a breeze. Nothing is ever a trouble to them.

Julie has made herself familiar with NVQ's and has assisted supervisors with the drafting of witness testimonies as evidence for the candidates and has helped support the apprentices with their qualifications. All youngsters are encouraged to complete their qualifications and Cross Hills are happy to employ apprentices once their courses are complete.

Our staff have commented about the warm and inviting atmosphere at the Nursing Home, which is of course a reflection of the way the staff relate to the residents. Our learners thrive in this warm, friendly working environment. Cross Hills is pleasure to work with.

## Crosshill is outstanding too!

IT'S not only schools these days that are judged by regulatory bodies because care homes – quite rightly – are too.



Some of Crosshill's staff and residents.

Staff and residents at Crosshill in Stanhope were celebrating last month when they achieved the highest grade – Band 1 – after an intensive

Continued on page 4...

## Crosshill is outstanding too - cont.d from front page



Enjoying the celebrations.

inspection by Durham County Council. The inspectors arrived and looked into every nook and cranny of the home, including the environment and quality of care.

Durham County Council has overall responsibility for all care homes in the county and had previously awarded Crosshill a Band 2. But as the Director of Nursing, Maria Vincent, explained, since the last inspection, there has been a lot of refurbishment, the staff have received even more training, and the home has improved the processes by which they monitor their services.

The inspectors spent three full days at the home, scrutinising and validating every area relating to the care of the residents. "It is a very robust system," said Maria. "We have highly-trained and well-qualified staff, most of whom have been here for a very long time. They come here and they stay, which is always good for continuity of care but ironically this could have proved to be detrimental to our banding. The last inspectors were unable to review documentation relating to the recruitment process because we had not employed any additional care staff since their last visit. Our commitment to the apprentice programme proved to be a life saver as we were able to

provide them with information relating to the recruitment of two apprentices who recently joined our team."

The care home was established 22 years ago by Maria's parents, initially at Westholme. Maria, who is a highly qualified nurse herself, is passionate about the home and the business of caring for older people. Crosshill was praised for its transparency and openness – it is certainly welcoming of visitors. Their 20 bedrooms were checked for size and the provision of facilities to cater for the needs of individuals who are physically disabled. "We have refurbished 18 bedrooms, to date, and made them larger," continued Maria. "As care needs have increased and new technology has become available, we needed to increase them in size for the equipment that may be needed e.g. profiling beds, ceiling hoist etc. We have also made sure that they maintain a homely feel and residents are often able to choose their own decor and additional furnishings; one lady chose a red colour scheme with a feature wall, matching duvet and curtains and we even fitted a mini kitchenette so she could make herself and her visitors a hot drink. We have had many comments from relatives that say it 'feels like home' with a small 'h' and that is what we strive to achieve."

The inspectors asked to see the complaints book two years ago but, as Maria pointed out, "we don't get complaints, we deal with issues as they arise, thus preventing things from escalating into a complaint. We hold residents' meetings every three months and we now always ask if they have any complaints. A resident queried, "Why do you always ask us this?" I had to explain that it was because Durham thought it was unusual for a home to have none. We now have a comments book to record issues and feedback which has informed decisions within the home and this was presented to the last inspectors."

Crosshill has applied for planning permission to build a small EMI (Elderly, Mental and Infirm) unit in the grounds. "Just over two years ago I realised that there was no local provision for individuals suffering from dementia so we decided to try to provide this," explained Maria. "It has been in the pipeline for quite a while and it is coincidental that the debate about Newtown House has developed in the interim. What we offer here is completely different to Newtown but we have, and will always continue to, be responsive to the needs of the local community. We may therefore need to re-think about the use of the new unit at a later date, if the community needs us to."

"We are very privileged to have such wonderful staff, who are highly skilled, committed and loyal to Crosshill. It's the staff who make it a home and most are local people, so they understand our residents and are knowledgeable about the area. They are Weardale people looking after their own!"

Crosshill itself is also loyal to the Dale, using local businesses and suppliers whenever possible. "Being able to offer care

for residential, nursing, continuing health care, day care and potentially EMI residents on one site means that, once settled, residents will not need to be moved and, although my parents and I are probably still perceived as incomers, we would hope that the Dales Community can now appreciate that we are committed to providing them with a local care home that delivers the highest possible standards of care".