



PROCTOR HOUSE CARE HOME

23/24 SUMMERHILL

SHOTLEY BRIDGE

CONSETT

CO DURHAM

DH8 0NQ

Tel:- 01207502818

Web page - <http://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 staff / 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, thus facilitating positive experiences and enhancing each Service Users full potential.

Objectives

- To provide holistic care to all Service Users that is sensitive and responsive to the needs and abilities of each individual, while also embracing the fundamental principles of evidence based practice and service evaluation.
- To provide Service Users with the opportunity to be as independent as possible, encouraging the development of socially and culturally acceptable life skills.
- To optimise quality of life by being responsive to the individual needs of Service Users, by maintaining and encouraging the rights of Service Users, as defined within the 'Service Users Charter', found in the Client Resource File (located at the entrance to the Home beside the visitor's book), and through the provision of the appropriate degree / level of care.
- To provide a clean, comfortable and safe environment.

Philosophy of Care

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

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 1984 David and Florence purchased Anna S Proctor Memorial House, a small end terrace house in a quiet residential area, outside Consett, near the Derwent Walk and just outside the gates of Shotley Bridge Hospital, where they initially undertook their nurse training. In 1985 Proctor House was established and shortly after, in 1987 Sheila Kelly, the Registered Manager of the Home, joined the team. Sheila has more recently been joined by David and Florence's eldest daughter, Maria Vincent, who also trained at Shotley Bridge Hospital. Although Maria has maintained a keen interest and involvement in the family business over the years, she 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. Her new position, as Director of Nursing and Patient Care, has primarily been developed to provide support to the business, and the 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

Proctor House provides Residential care for up to 14 older adults with learning disabilities of any gender or race. Although Proctor House is not a Nursing Home it can, in collaboration with local district nurses and GP's, support Service Users who require medical input. Proctor House has a great deal of experience and has an excellent reputation. Evidence pertaining to the quality of our care can be found within our inspection reports and 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

Registration Details

Service category	Care Home
Service User Category	Learning Disability (LD)
	Learning Disability over 65 years of age (LDE)

Proctor House accepts individuals who are privately funded and also those whose fees are paid, partially or fully, by a local authority.

Our excellent team of highly skilled and motivated staff are lead, and supported, by our long standing Home Manager (Mrs Sheila Kelly) and, Senior Care Workers who are on duty 24 hours a day. Our Care Workers have a significant wealth and breadth of knowledge, skills and experience in working with, and caring for, Service Users with learning disabilities, for the elderly and also those at the end of their life. (Please feel free to ask about our staff training programme and our experience). Most of our care team have achieved higher National Vocational Qualification (NVQ) in care.

ALL our staff are police checked (DBS) to assists 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 also evident in our staffing levels which are constantly reviewed to reflect the needs of Service Users and the Home. (Please feel free to ask about our current staffing levels).

Considering a move to Proctor House.

The decision to live in any residential care setting is always a big step and 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. We are able to provide care for adults with learning disabilities over a variety of time periods, e.g. short term such as respite or end of life care OR long term where an individual's care needs may progress over time.

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 and Advocate who will discuss potential care packages / care environments.

If Proctor House is identified as a potential care environment, one of our team will generally arrange to meet with a prospective Service User, their family / carers / advocate, 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 offered the opportunity to visit the Home and meet with other Service Users / staff before making any decisions e.g. a Service User may wish to undertake a day visit, overnight or weekend stay. An admission date is only 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 Service User's needs towards the end of this period, and the Service User and relatives / carers will be made aware of this review date.

We feel we are an approachable team, however, if a Service User / relative / carer has any problems or queries then please do not hesitate to bring these to the attention of one of our care staff OR the Home Manager.

We are keen to receive feedback and although we provide formal opportunities for feedback, e.g. meetings / surveys. Forms are also available at the entrance of the home which can be completed in the privacy of your own home and posted / given to the Home Manager. 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).

Moving into Proctor House

The Home's staff will work with a Service User, relative / carer, advocate, 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). The Home Manager 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 Proctor House 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 Proctor House has agreed to provide, and Service Users are routinely involved in its planning and delivery.

Each Service User is allocated a named Key Worker, who will be responsible for planning their care. You / your relatives / carers / advocate will have the opportunity to discuss your long-term needs, and preferred daily routine, with your named Key Worker and have it recorded in your care plan for reference.

Regular monthly reviews take place, to ensure that changing needs are met and a Service User's named Key Worker generally evaluates their 'Plan of Care' each calendar month. This involves us evaluating the previous months care, and identifying and planning any modifications in care for the subsequent month. For administration purposes, and where possible practicable, Service Users will be asked to sign our documentation to confirm they 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 usually responsible for managing their own personal finances. However, for individuals who are unwilling or 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 Care staff with documentation being available for inspection by approved individuals.



Making a Will

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.



Environment

Service Users are free to use the Home's two lounge areas or their own bedroom for a little more privacy at any time during the day or night. Once a Service User has moved into Proctor House, their bedroom is their own, and in most instances, this will be for the duration of their stay with us. A room change will only be undertaken following full consultation, and the agreement of all relevant parties.

Although Proctor House's bedrooms are fully furnished, items of furniture or personal possessions which an individual values can usually be brought into the home. Service Users are free to personalise their room by decorating it with their own pictures / paintings / ornaments and where feasible / possible, their 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.

We would request that you take out personal insurance for valuable items as the Home can not accept liability for expensive items which may be damaged or lost.

Proctor House has a Home maintenance programme (decoration and soft furnishings), and we will consult Service Users / relatives / carers when making any decisions about their 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

All bedroom doors are easily accessible which can be locked. Service User's should not leave valuables or money lying around. You should not leave valuables or money lying around. A safe is provided for each client and this is located in each bedroom. 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 Service User's to do as little or as much as they like, as this is their home. Please advise us of any special visits a Service User might like to make, or have, and we will endeavour to accommodate these wherever possible.

Proctor house has an enthusiastic designated team of individuals who are involved in and providing free in house and outdoor activities / outings individually or as part of a group. Seasonal activities are also provided free of charge and we often arrange trips and

everyone is welcome including relatives and friends. (Additional information can be found in Proctor House's specific holidays and outings policy).

Within the first week of a Service User's admission one of our members of staff will discuss preferences and establish what we can offer, but involvement in our activities is completely optional. If you / your relative / carer 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'll arrange for someone who can.

Examples of some of our activities include cards, dominoes, draughts, board games, crosswords, crafts, manicures, films, reading, music, motivation / exercise class, bingo, trips to the metro centre, Durham, Derwent reservoir and the Dales, Tynemouth, South Shields and holidays to Haggerstone Castle, Blackpool and Lourdes in France. (The ability to participate in any household activity e.g. gardening, cooking, sewing etc. can be considered providing a full individualised risk assessment has been undertaken).

All Service Users are free to journey out of the Home alone / with relatives / carers, but Proctor House 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.



Visiting

Proctor House operates an open house policy and visitors to the Home 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 and in some instance family members can be supplied with a key to the premises. All Service Users have the right to accept, or refuse, visitors. Any refusal of visitors will be documented in the Service Users 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 conservatory area can be made available.

All visitors are made welcome and are offered free refreshments. All Service User'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 Homes policy can be implemented appropriately.



Meals and Catering

Many of the Home's staff have undergone training to identify and prevent malnutrition. This included how to provide Nutritious snacks, food and drinks for all Service User abilities / needs. We can also cater for special diets.

Service Users are actively involved in planning and choosing our menus, and these are available in written and picture format. Service Users also have the opportunity to be involved in the dining experience, assisting with the preparation and delivery of food / meals.

Meals can provide a social time, when Service Users enjoy being together, but meals can be taken in a Service Users own room, if preferred.

Meal times are as follows;



Breakfast	6.30am onwards
Lunch	12 midday
Evening meal	4.30pm
Supper	7.30pm

Drinks are provided at mealtimes and drinks and snacks are also provided at 10am and 2pm. If a Service User wishes to have a meal outside these times this can be arranged, providing we advised in advance. Snacks are available at any time.

Meals can be provided for visiting family and friends, for a small charge. 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 Service Users will wish to be registered with a local GP. Arrangements for this will be discussed and a list of local GP's will be provided. However, if a Service User wishes to remain with their own GP and they are able to accommodate you, then they may do so. The Home's Senior Care Workers will ensure that these arrangements are in place, following admission. We will also take responsibility for ensuring that GP visits are timely, and arranged to reflect a Service User's evolving medical requirements.

If a Service User cannot get out and about, then a dentist and optician service can usually come into the Home, free of charge. As the cost of some dental work / spectacles can be chargeable this will be discussed before ordering. We can also organise for the chiropodist to visit.

Doctor	FREE
Dentist	GENERALLY FREE YEARLY 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 / PN
Optician	FREE YEARLY CHECK UP. Cost dependent 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 a Service User requires medical treatment outside the capability of the Home, they may need to go to hospital. A Service User's room will be kept for them until you are fit to return in accordance with the details outlined within their contract. A Service User's individual Care Plan will record their wishes as to whom they would like informed, but normally, if you if a Service User became seriously ill, their nearest relative or friend would be advised by

the Senior Care Worker on duty at the time. It is important therefore to advise the Home Manager of any change in address or telephone number.



Religious and Cultural Issues.

We acknowledge that spirituality is a key requisite in ensuring an individual's wellbeing. 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 Proctor House, 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 of each Service User, thus ensuring the specific wishes / requirements of a Service User are addressed. We would investigate and anticipate that a spiritual lead from any denomination would be able to attend the Home on request.



Overnight Accommodation

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



Pets

While every effort will be made by Proctor House to accommodate any pet belonging to a Service User, but 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



Newspapers / Magazines

These are chargeable - arrangements can be made for delivery



Mail

In most instances mail addressed to Service User's will be promptly handed over, unopened. Staff will provide assistance with

opening/reading correspondence if needed. The Home can also post Service User's letters.



Hairdressing

We have a hairdresser who comes in to the Home one a month and she can provide perms, sets and cuts. The hairdresser charges Service Users directly, and copies of her prices are available and copies of her prices are available on our notice board /on request. We can also accept personal hair dresser who can attend the Home via prior arrangement.

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.

A Guided Tour of the Building

A small stair case leads towards the entrance foyer of the Home. Wheelchair / disabled access is available at the back of the property via the conservatory.



The Home is a converted 1898 terrace and end terrace period property overlooking pasture land. All our windows are double glazed and the Home has gas central heating. The homely period décor, complete with chandeliers, is complimented by Service User specific furniture and fittings.



Hall

There are two large lounge areas at the front and the rear of the property, one overlooking our courtyard garden. There is a separate dining area with several dining tables which provides space for mobile and wheelchair bound Service Users. On the ground floor there are 2 communal toilets (both in close proximity to the lounge and dining areas, one of which is a wet room, with disabled access, that contains a shower), a kitchen and the Manager's office which overlook one of the living areas. The laundry and storage areas are located in the basement of the property.



Lounge



Dining room

There is one double bedroom, with a ceiling hoist and tracking, and one large single bedroom located on the ground floor, 8 single rooms located on the first floor (5 accessible via a chair lift) and 2 single rooms located on the second floor. All bedrooms are lockable with Service Users having their own key. Bedrooms include a fitted sink, wardrobes / storage, a bedside cabinet and a chair with commodes being available on request.

Examples of our Bedrooms



On level one there are two toilets with washbasins, a parker tilt bath and a shower bath while on level two there are an additional two toilets.



Shower / Bath



Call points are located throughout the Home (two call points in a double bedroom).

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



2 large flat screens. (1 each in the large lounge and conservatory) There are TV points in all bedrooms for Service Users own TV.

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 Tel: 0300 790 6011)

DVD machines

Several DVD and video machines are available within the home.

Music systems

Numerous available for personal use. Please ask

Videos/CD/ Cassettes

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

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.

Service User's can install a telephone (and / or Sky TV) in to their own bedroom, should they wish, at their own initial and ongoing expense. Many people have their own mobile phone, but they are asked to show consideration to other people when using this equipment. No photographs are to be taken on mobile phones to preserve the privacy of other people.

Computer

Available on request

Small Electrical items



A large selection of electrical items are available e.g. hairdryers, tongs, side lamps etc. Service Users may bring their own electrical items into Proctor House however in order to comply with health, and safety legislation we will need to arrange for the appropriate electrical safety check to be undertaken before they can be used and they must be checked annually.



Specialist equipment

Service Users are generally able to access equipment from the Local Authority however Proctor House also has some specialist equipment. Equipment is only used when it has been assessed and agreed that you require these as part of your Care Plan. Arrangements will be in place for all equipment to be regularly serviced and maintained following manufacturers' recommendation. Some of our specialist equipment may include:

- Mobile hoists
- Slip mats, moving belts and slings etc
- Pressure relieving mattresses, cushions, cot sides (bed rails)
- Reclining chairs



Staff uniforms

The Care Workers at Proctor House wear a tunic and black trousers. In order to prevent infection, staff 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

Proctor House is equipped with a fire alarm system which is tested regularly. 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 in order 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.

N.B. Furniture and fittings are fire resistant / retardant.



Getting Involved

It is Proctor House's philosophy to enable Service Users to remain as independent as they wish, and to contribute to the running of the Home. Service Users can become involved in the running of the Home in a variety of ways, and should talk to the Home Manager or one of members of staff, if this is something they would be interested in. For example, Service Users are offered the opportunity of being involved in staff recruitment, decoration / amenities within the Home etc.



Data Protection and Confidentiality

Service Users are required to have an individual Care Plan which has personal details of their health and wellbeing. At Proctor House 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 Homes 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.



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 Service Users / relatives / carers / advocates / Care Managers would address these to the Home Manager, Director of Nursing or Owner. If a Service User / relative / carer is dissatisfied with any aspect of the service, please bring this to the attention of a member of staff, Senior Care Worker on duty or the 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).

A Service User / relative / carer / advocate 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.

Home Manager – Sheila Kelly

☎ Tel: 01207 502818

✉ 23/24 Summerhill
Shotley Bridge
Consett
County Durham
DH8 0NQ

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

☎ Tel: 0191 4881057 / Tel: 07775774937

✉ 53 Duckpool Lane
Whickham
Newcastle upon Tyne
NE16 4TE

Email maria@rayson-homes.com



The Organisations Web Page www.rayson-homes.com

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



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

Proctor House 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, ensure 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 a Service User, their relative / carer or advocate are concerned about any of these issues, then we would hope that you would be able to talk with the Senior Care Worker 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. A Service User / relative / carer 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.



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 the other/s 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 / your relative / carer 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

☎ Tel: 03000 26 79 79

Care Quality Commission (CQC)

☎ Tel: 03000 616161

Fax: 03000 616171

Opening hours are Monday to Friday, between 8.30am and 5:30pm.

✉ Address

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Web page: www.cqc.org.uk

Statement from the Home's Manager

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

I am Sheila Kelly and I acquired the position of Home Manager in 2002, taking responsibility for the care that clients receive within the Home, and for the staff who are employed here.

I have always lived in the Consett area and, having initially undertaken some nurse training, I decided to work in the care field, specialising initially in elderly care and then subsequently in caring for adults with learning disabilities. My interests in this field also include education and training, to enhance knowledge, thus enabling my staff and I to meeting our client's evolving needs, especially as they grow older when they can develop early onset dementia, Parkinson's disease and diabetes.

Having worked with David and Florence for so many years I am committed to Proctor House and to ensuring the provision of high quality care for adults with learning disabilities who require full time care for whatever reason. I maintain the dream and vision that they began in 1985, building upon the excellent reputation that the Home has developed in the local and professional community over the past 2 decades.

I am very proud of my staff, many of whom have worked in the home for a long time. They are highly skilled and knowledgeable, which enables them to provide high quality care to our clients. Regular meetings with clients, their relatives, care managers and other members of the multi-professional team enable us to appropriately support clients and meet their individual needs. We all have an exceptional rapport with our clients, and their families, and we are keen to encourage and support any contribution they may wish to provide.

If a client, relative or friend should need anything, no matter how small, I am here to help so please do not hesitate to ask or contacting myself or any member of my team at any time. Kind Regards *Sheila*

Service Users Views

All statements are true and were received from Proctor House's clients and their families / friends. Please feel free to ask to see a copy of our most recent client satisfaction survey.

'The home is always warm, friendly and homely. I am always made to feel welcome- offered a drink staff are always the same – very friendly and welcoming. is always given excellent care – he is very happy. He is always given plenty of choice of activities. If he wants to be involved he can or he can choose to stay at home, either in the lounge or in his room. He is as active as his condition allows. Because ... has got Parkinson's disease the staff have taken courses etc to improve their knowledge and understanding of this very complex condition. As a result they are very aware of the changes in his condition and how best to respond'

'The atmosphere is very warm and friendly and all the staff make you feel welcome. Care for my nephew gets full marks!It's a real 'Home!' '

'Atmosphere very good and made very welcome. It is like home from home.'

'Always made welcome. The staff are wonderful and has a very homely atmosphere.'