

We are a small, friendly, informal, family run home and are keen to help in any way we can. Please do not hesitate in asking / approaching any member of staff, to ask anything, no matter how small it may seem and we will try to help in any way we can.

Basic Information for Visitors to Crosshill:

1. As we care for vulnerable people we advise that you **DO NOT** enter the building if you are suffering from any of the following:
 - Any form of infection e.g. Chest or Throat infection, Salmonella / C Diff, etc
 - Flu
 - Have had the norovirus or any diarrhoea and / or vomiting within the last 48 hrs.
 - Infectious disease e.g. chicken pox, shingles, measles, mumps, TB, Hepatitis etc.
 - Have a suppressed immune system e.g. transplant, having chemotherapy, HIV etc

Please contact our Infection Control Lead (Susan Love), Home Manager and / or the Nurse in Charge if you require and specific information and / or advice.

2. Please ensure, for health and safety reasons, that you always sign the Visitor's Book when you enter and leave the building.
3. On entering the home, contractors and professional visitors **MUST** ask to speak with the Nurse in Charge.
4. Please ensure you familiarise yourself with your nearest fire exit. In the event of a fire alarm being raised you **must exit the building immediately** and make your way to the assembly point in the **entrance foyer** OR the car park at the front of the building (depending on your exit route). If you have been informed that a fire drill has been planned then you can continue your business as normal.
5. We would be grateful if visitors, family and friends would make themselves familiar with the visitor's policy in relation to protected meal times. As mornings are a busy time, we would be grateful if, when telephoning with routine enquiries, you could try to ring after 11am.
(Please note that this DOES NOT apply to Clients who are unwell and / or urgent calls)
6. Although our Clients appreciate flowers some have allergies to Lilies so please **DO NOT** bring these into the home.
7. Dockets are located in every bedroom for post and a method of communicating with visitors - **Please check these each time you visit.** They also contain 'This is me' files.

We are happy to receive comments, complaints, suggestions and compliments – face to face or in writing (Please see our policy in the Resource File). A locked comments box is located on the wall to the right of the entrance to the lounge and this is emptied at the end of every month. Dockets are located in every bedroom for post, 'This is me' files and communication books.

A Resource file is located at the entrance of the home and this contains copies of our Statement of Purpose, the results of resident surveys, dates / minutes of our 3 monthly meetings etc. (These documents are also available on our website www.rayson-homes.com)

Maria Vincent

Director of Nursing & Patient Care
Email: maria@rayson-homes.com
Mob: 07775774937

Julie Percival

Nurse Manager
Email: julie@rayson-homes.com
Crosshill: 01388526205

PROTECTED MEAL TIMES POLICY - Crosshill Nursing Home

Introduction

The presentation, colour, aroma, taste and texture of food are all important to ensure that meals are tempting, even to those with the poorest appetites. The only true measure of success is how much food is eaten. At Crosshill we have introduced a protected mealtime service to help all Clients get the best nutrition possible from the food we provide.

What is a protected mealtime service?

This is a period of time over Breakfast (8am-10am), Lunch (11.45am-1.30pm) and the Evening Meal (4.30pm-6pm) period, when all routine activities within the Home are stopped. The Nurses, Care and Catering staff are all available to help serve food and give assistance to all Clients who may need help, thus preventing unnecessary interruptions to their meals.

Why is it a good idea?

Patients in hospital have said that they would prefer to eat their meals at an optimum temperature and with less distraction. As a result of this, many hospitals and homes have already introduced this initiative and found that individuals eat better and recovered more quickly. This initiative has also been found to create a more relaxed and calm atmosphere, giving time for individuals to socialise with others and digest their food.

Who'll be in the Home then?

As well as our Clients, the only people in the Home during meal times will be our staff, who all have the same aim, to help, encourage and monitor each Client's food intake during their meal time and make it an enjoyable experience as possible. Any maintenance or housekeeping work in the direct vicinity of the living / dining room will cease over the mealtime period.

What can relatives or visitors do to help?

If you are visiting the Home, please respect this initiative and **try to visit outside our designated meal times**. If you would like to visit, or normally visit at mealtimes, *in order to help your relative or friend to eat, or just to give encouragement*, we are happy for you to continue to do this but this must be following discussion, and agreement, from the Nurse in Charge. Please do not hesitate in asking one of our Nurses how you can help. We would also request that if it is possible, please try to avoid telephoning the Home or a Client's mobile phone, during these times, so as not to interrupt Client's meals / let our staff concentrate on helping our Clients.

If you have any questions, worries or concerns with regards to our policy then please speak to one of the Nurses in Charge or Julie, our Home Nurse Manager.

Thank you for your support in this matter. 