



## **STATEMENT OF PURPOSE**

**Service and Registered address**

**FFYNNONE CARE HOME  
Llanboidy Road  
Meidrim  
Carmarthenshire  
SA33 5QZ  
Tel: 01994 230183**

**SUPPORTING PEOPLE WITH LEARNING DISABILITIES.**

## **STATEMENT OF PURPOSE**

### **Responsible Individual and Registered Manager's Information**

Responsible Individual

Michael Harris

Tel: 01994 230183

Email: [mike@ffynnone.co.uk](mailto:mike@ffynnone.co.uk)

Manager

Richard Morgan

Tel: 01994 230183

Email: [richard@ffynnone.co.uk](mailto:richard@ffynnone.co.uk)

*This statement of purpose is produced by Michael Harris Responsible Individual for the Ffynnone Care Home and sets out the aims, objectives and philosophy of the home, its services and facilities and the terms and conditions surrounding residency within the home. In addition to this document, a 'Service Users Guide' is provided to all those looking to reside within the home and their relatives / support network.*

## **Our Home – Ffynnone Care Home**

Ffynnone Care Home is a **8 bed care home** which is registered with **CIW**.

Our Registration Category allows us to care for:

- Persons aged 18 years and above with a Learning Disabilities.
- Persons aged 18 and above with Sensory Disability and a Learning Disability.
- Persons aged 18 and above with a learning disability who may also have a mental health diagnosis.
- Persons aged 18 years and above with a learning disability that has a diagnosis of dementia requiring 24hour care.
- Persons aged 18 and above that have brain injury with a diagnosis of a learning disability.

All our staff are trained and experienced in the care of people with Learning disabilities who have other diagnosis of sensory loss, mental health problems in people with learning disability and people with profound multiple learning disabilities.

At Ffynnone Care Home we pride ourselves on ensuring those within our care are placed in the most suitable environment for their needs, and as such, compatibility with existing service users would always be considered at assessment.

## **Statement of Aims and Objectives – Our Mission Statement**

It is the objective of Ffynnone care home, to provide care to all those who live in our home to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the Home. It is a fundamental ethos that those people who live in our home should be able to do so in accordance with the Home's Statement of Values.

Our objective is that those who live in our homes shall be cared for by trained and supervised staff, in an environment that is modern, clean, comfortable, and safe, and everyone will be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of those living in our home and will provide the appropriate degree of care to ensure the highest possible quality of life within and outside of the home.

To meet needs of those in our care, the Home is designed to achieve the following objectives:

1. To deliver a service of the highest quality to people who live in our homes with Sensory disability with a learning disability, Mental health with a learning disability and Profound multiple learning disabilities. The objective will be to maintain and where possible improve the overall independence levels through rehabilitation, where deemed possible, but certainly our aim will be to ensure that those in our care have the highest quality of life possible.
2. To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each person's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks as deemed appropriate from risk assessments.
3. To ensure that each person who lives in our home's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments. This includes creating opportunities for those living with us to attend Religious Services as they wish to.
4. To ensure that the families and friends of those who live with us are supported and involved in the care programmes, in accordance with the service users wishes.
5. To ensure the care service in whole is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the Home.
6. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to ensure the care needs of those in our service can be met.

7. To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for those who live in our homes and the funding authority.
8. To ensure that all who live in our homes receive written information on the home's services and procedures, including the procedure for handling complaints, comments and compliments, and how to use it.

### **Our Philosophy of Care**

Ffynnone Care Home aims to provide its service users with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance.

All staff will strive to preserve and maintain the dignity, individuality, and privacy of all service users within a warm and caring atmosphere and in so doing will be sensitive to the service user's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural psychological, spiritual, educational, emotional, and social.

Those in our care are encouraged to participate in the development of their individualised Plan of Care in which the involvement of family and friends may be appropriate and is greatly valued.

Quality of Life is enhanced through a robust programme of therapeutic activities including active involvement in all aspects of Activities of Daily living, such as shopping, cooking, housekeeping, personal care, and general involvement in 'life in the Home'. We will assist in maintaining current levels of cognitive function, supported by recreational hobbies and pursuits such as gardening, music, craft, sport, educational sessions, cooking and sensory sessions. Activities specific to individual needs may include trips to places of interest, meals out and shopping, which along with arrangement of outside visitors and entertainers to the Home will continue to promote links with the local community and importantly involve all service users in planning their day-to-day life at the Home, as much as clinical conditions allow.

Programmes of activities will be designed to encourage mental alertness, self-esteem, social interaction with other service users and with recognition of the following core values of care which are fundamental to the Philosophy of our Home.

<b>CARE VALUES OF CARE</b>		
Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality

All staff within the Home will be appropriately trained and qualified to deliver the highest standards of care. A robust induction training programme and then continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and development in care practices as may be laid down in best practice guidelines, legislation, regulations NICE and the C.I.W. guidelines.

## **Consultation and Support for those in our Care**

Managers and senior staff, in conjunction with the staff, ensures that there are regular 'service user' meetings and those who choose not to participate are seen 1-1 to gauge their views and feedback on a variety of issues and areas, such as 'life in the home'; reviewing of policies and procedures, interviewing staff, activity planning, wants and wishes etc. These outcomes and goals are then reviewed on a frequent basis.

## **Our Services and Facilities**

Ffynnone Care Home is a spacious care home, providing **8 single occupancy bedrooms with all having on-suites.**

All our bedrooms come fully furnished to the service user's wishes and needs, such as high-low beds airflow mattresses, etc. All bedrooms are decorated to a high standard. Where needed there are over head tracking hoists.

Service users are encouraged to make the room their own and personalise as they wish and are encouraged to bring their own items of personal belongings for their rooms, subject to the items complying with fire and safety regulations.

There is two spacious living, recreational and dining areas for relaxing, activities and entertainment. We also provide additional quiet living space, and outdoor areas, and are in the process of developing our sensory gardens which will include raised flower beds, a vegetable plot and ample seating areas.

The Home is comprised of 2 floors of which 3 bedrooms are accessed on the first floor by a lift. The lift is suitable for 3 persons or a wheelchair user and 1 care staff.

The environment promotes home living rather than that of a hospital or more clinical settings. There is ample lounge and day space for our service users; furthermore, there is free sat to enable to service users to be able to watch various channels including sports matches which are thoroughly enjoyed. Web based TV is also available.

The front door is operated by staff to prevent people unknowingly entering the building that may cause concern or harm to our service users or staff, and to ensure safety is maintained for our Service Users.

## **Kitchen**

Ffynnone Care Home has a Kitchen where the staff will prepare nutritious meals and drinks. All food is prepared fresh daily, using seasonal produce and all menus are rotated. Service users have a choice of meals at each mealtime and there are always alternatives available, to ensure the choice and dietary requirements of our services users are met. We cater for specific meal preparation such blended food and people that may have swallowing difficulties.

There are picture card options for those with communication difficulties and food preference sheets are completed with the service users and their families on admission and food surveys are conducted thereafter to ensure that we are responding to the changing needs and preferences of those who live with us.

We work closely with the Speech and Language therapist team that is based with CTLD who work closely with us when we have a person that suffers with Dysphagia. This allows us to respond to any concerns over changes to a person's swallow and guidance can be provided to service users, families, and staff, following assessment. This ensures that the ongoing nutritional needs of those who live at Ffynnone Care Home are monitored and any communication difficulties are also being assessed.

### **Our Care Provision**

Ffynnone Care Home provides 24-hour care, by qualified care staff. This allows us to provide a high standard of care to service users with complex psychological and physical needs and those who may present with behaviours that challenge. The focus of any training and intervention relies on proactive support and the prevention of challenging behaviour. We pride ourselves on knowing our service users very well and developing a positive relationship that greatly reduces the occurrence of challenging behaviour.

The staffing levels are consistently monitored and reviewed, to allow for full support of those who live with us and to enable a full activities programme, both inside and outside of the home. The team of care staff are required to train to QCF level 2 and many staff train to QCF level 3 if they wish to have some supervisory roles.

All Individuals are subject to a person-centred plan where individuals will be involved in planning activities, hobbies, education, and learning & development opportunities. The team at Ffynnone Care Home encourage and support Individuals to pursue social activities both in and out of the home. This also includes education, training and employment opportunities. The team encourage, by explaining the importance of social interaction within the local and wider community and encourage the Individuals to participate in community activities.

Service Users at Ffynnone Care Home are encouraged and supported to access places of interest and holidays both domestic and abroad. Once weekly the Individuals will sit down with a team member and plan their week's activities, whilst looking at improving their skill set at the same time. For example, shopping will consist of budgeting skills, healthy eating skills, travel training and time management.

Individuals will also be supported and encouraged to attend the following:

- • Podiatrist
- • Optician
- • Dentist
- • GP/Hospital Appointments
- • Physiotherapy should this be required

Ffynnone Care Home have one large house vehicle available to support the needs of the Service Users. This vehicle is adapted to support people in wheelchairs/ Full support will be provided for Individuals to maintain existing relationships and establish new ones.

Individuals will be supported to receive guests, where appropriate, either in their own room or in the home's communal areas. Staff support and supervision will be always available as required. All post is the property of the individual, unless stated in the Service User's specific risk assessment and support plan.

Individuals are also encouraged to invite family or friends to their care review meetings. The staff team will work closely with the Individuals to understand their cultural and/or religious identities. These beliefs can then be factored into their weekly activity plan and staff will encourage and support the Individuals to attend such places. Arrangements can be made for Individuals to attend religious services of their choice.

### **Language and Communication Needs**

Ffynnone Care Home provide a bilingual service in both the mediums of Welsh and English.

Ffynnone Care Home deliver the "Active Offer" and are committed to creating a changing culture that takes the responsibility away from Service Users to ask for a service provision through the medium of Welsh.

Staff are trained in Total communication, signalong, specific communication behaviours/gestures alongside verbal and visual aids to support the individuals in our care, this incorporates assistive technology.



## **Social Activities and Company Vehicles**

Ffynnone Care Home is in a picturesque and wonderful part of the Carmarthenshire. The local area of St Clears has so much to offer, including scenic walks along the river path, Pendine beach, Saundersfoot, and Pembrokeshire coastal walks are all a short journey away where a picnic can be enjoyed whilst enjoying the scenery and will be a lovely day out.

The town of St Clears has a local arts centre which accommodates a café to enjoy something to eat, and for those who are keener on active recreation there is a local sports centre and with a wide range of fitness activities. There are local shops nearby which provide all essential items as well as a place to browse.

Further afield is the bustling town of Carmarthen which has lots to offer, including the vibrant shopping quadrant, colleges for further study and courses and a beautiful walk along the river. The scenic town of Llanelli is a picturesque short journey following the coastal road.

Ffynnone Care Home is equipped with a wheelchair accessible vehicle which can be used to take trips out into the community or to attend appointments. We would encourage those who are able to make use of community transport with support from staff and there are local bus links to places of interest.

The staff team work closely with professionals including the therapy teams of qualified O/T's and Physiotherapists who we work with. This may include specific 'walking groups', swimming sessions, or visits to specialist services including hydrotherapy. Those living in Ffynnone Care Home will be encouraged to use the community facilities as much as possible according to their wishes and assessed needs. Risk assessments are undertaken to ensure the suitability and safety of any activities, within the spirit of positive risk taking.

There are opportunities for holidays, and this will be discussed with service users and their families or representatives during their stay. The locations of the holidays are chosen by service users and in accordance with their needs. They will be accompanied by day and night staff from the home. Specialist equipment can be provided however the full cost of the holiday and any additional staff support will be met by the individual Service Users

## **Our Gardens**

Ffynnone Care Home has a large garden area to the rear which has been landscaped with a view to providing an attractive yet practical space for daily use.

Access to the garden is suitable for those of all abilities which includes lawned and patio areas and a path designed to provide a gentle walk around the grounds. There is space for outdoor dining. The raised beds can also be used to grow plants, fruits and vegetables of the individuals choosing.

## **Staffing and Management at Ffynnone Care Home**

### **Persons Registered**

#### **Michael Harris –Responsible Individual**

Michael is responsible for overseeing Ffynnone Care Home, making sure we are taking good care of you. Michael has managed Ffynnone Care Home since 2003. Michael has appointed a Manager in August 2021 ( Richard Morgan ) Michael works a variety of shifts and supernumerary patterns, meaning he can support staff and service users during the day, evening and night. Michael will be more than happy to discuss any questions or concerns you may have and is available on the telephone when not 'on- site'. Michael is supported by the following staff.

#### **Richard Morgan – Manager**

Richard has worked in the care industry since 2009. Gaining valuable experience working from a care staff member to achieving his QCF L5 in July 2021. Richard has been working at Ffynnone care home for 3 years and had progressed from senior staff then Deputy to Manager. Richard is responsible for the day to day running of the home.

#### **Senior Staff**

Ffynnone Care Home employs a range of Staff with differing skills and attributes to compliment the aims and objectives of the Home.

All our senior staff are required to receive regular mandatory and additional training as identified via individual supervision sessions, annual appraisals and training needs analysis.

#### **Support Workers**

All care staff work under the direction of the senior staff member of each shift. The care staff will be required to work towards QCF Level 2, with some staff having obtained QCF 3. The recruitment of staff and opportunities for training and development are on-going and an expected part of the role. As with all Staff, mandatory training and topics of interest are arranged as part of the staff training programme.

#### **Maintenance Staff**

There will be access to a contractor who has been vetted by the company ensuring appropriate DBS and references have been conducted. We ensure that contractors have appropriate insurance and supervision when working at Ffynnone Care Home. We use appropriately qualified tradesmen in specific field to ensure competence and expertise. We assist the maintenance persons and manager to ensure all areas and our gardens are well maintained.

**Ffynnone Care Home**  
**Business Partners**  
**Michael & Nicola Harris**

**Michael Harris**  
**Responsible Individual**

**Manager**  
**Richard Morgan**

**Deputy Manager**

**3 Senior Staff**

**Support Staff**  
**X 15**

## **Training, Development and Staffing levels**

All staff receives full induction and training plan when commencing employment. This includes induction training that incorporates the Social Care Wales induction framework. Staff are supported through this with guidance from the responsible person who will ensure appropriate support and assistance is given to achieve a positive outcome for the new staff member. Responsible person has a further education teaching/training qualification.

We aim to have a service user to staff ratio of 1:1 by day, meaning that for every service user, we have 1 member of the care team, carers and supporting therapists. During the night, we aim to have a staff ratio of 2:8. We provide a night worker and a sleep in on night shifts. At times, some individuals may require the support of 2:1 (2 staff to one person) dependent on need. Staffing levels are continually reviewed in line with occupancy and Service Users Level of need.

This ratio allows us to provide the highest level of care but also provide person centred care and promote independence.

In addition to having management with training qualifications we use external training providers, they are local authority, colleges, private training providers and universities. This includes induction training for all new staff, and annual refresher training for all other staff. Training is on-going and includes all mandatory training, such as:

- Fire Training
- Health and Safety –including food hygiene/medicines management/COSHH
- Customer care training and effective management of complaints
- Dementia care training
- Fundamentals of care with dignity
- Communication and assertion skills
- Hand washing and food hygiene
- Infection control
- Basic first aid including CPR
- SoVA
- Company Policies and Procedures including equality and diversity
- DoLS and MCA awareness
- O/T, and importance of daily activities for stimulation by O/T staff

There is additional training on manual handling which is fundamental to our staff as a great deal of person manual handling task take care with personal care of individuals living at Ffynnone Care Home.

We also actively train and supervise staff 'on-the-job' which we feel enhances the initial and refresher training and is an invaluable way to train all our staff. To ensure we are supporting, coaching and guiding our staff, we undertake 4 weekly formal Supervisions, annual Appraisals and regular staff meetings. Outside of these guidelines, we continue to support our staff regularly and informally to ensure they are confident in their abilities to work in our services.

We encourage life-long learning, and all care staff are required to attain at least QCF Care Level 2. All staff are also encouraged to attain further qualifications and attend courses as part of their CPD progression and development. We additionally encourage further progression and development of all our ancillary support staff, either through QCF awards in their areas of work, or outside courses, thus creating a diverse knowledge base and talent within our organisation.

## **Current Fees**

The current base fees for June 2021-June 2022 for Ffynnone Care Home are subject to individual needs pricing, and this is subject to individual assessment. Some individuals who require higher levels of support will be charged an additional rate, depending on the hours required. The company reserve the right to increase fees where necessary and at our discretion.

An example where additional fees may be applicable would be:

- 1 to 1 or 2 to 1 care / carer support
- Home visits (staff to take service users to see family members on a regular basis for a prolonged period).

### **Fire Precautions, Health and Safety**

Fire instructions are placed by each alarm, and we work with the staff, Service Users, and visitors to ensure they are familiar with them. A Fire Logbook is in the Managers Office with details of evacuation procedures. Fire alarms are tested weekly and regular fire drills and training are undertaken. We have contracts for the checking, maintenance, and servicing of all fire equipment in the Group.

We ask all visitors to complete the Visitors Book on arrival and departure, which is in the main entrance.

The Home has a maintenance book which is available for staff to notify the Manager of any health and safety issues or necessary repairs. If visitors or those who live with us need to report a concern to us, they should notify the Home Manager who will action the query where necessary and in the most appropriate manner. **Ffynnone Care Home** has a comprehensive set of risk assessments in place and all accidents and incidents are recorded, followed up, analysed and action taken.

## **Specialist Equipment**

The home has overhead hoists for those who require extra support for personal care. The shower areas are on suit and have level access which will allow ease of access for those who need to use a shower chair or the shower bed.

For those who require some assistance to move themselves, there is a comprehensive range of specialist equipment which will be used to assist. The home has wide doorways which will allow for ease of movement in a wheelchair, or for those with mobility concerns. All our Manual Handling equipment is under a service and maintenance contract so that it is regularly checked and serviced in accordance with regulation. We have a lift to assist people to the first floor.

## **Sensory Room**

We have access to a room for sensory and therapeutic sessions.

## **Effective Management of Behaviours that challenges.**

The approach we adopt to manage behaviour that challenges in Ffynnone Care Home is under specific criteria related to the person's needs. This method is more effective for the people who live with us, and it brings us into line with best practice guidelines for managing behaviours that challenges. We do not use restraint in any form within our home.

The policy is designed to define restrictive practice and to allow the care staff to ensure that the care or treatment that they are offering is lawful, necessary, proportionate, and the least restrictive option reasonably available. Any actions taken should be applied in conjunction with principles of dignity, equality, respect, fairness and autonomy as set out in our statement of purpose and the principles of Positive Behavioural Support and Positive Behavioural Management.

## **Safeguarding Those in our Care**

As a home, we take the Safeguarding of those in our care extremely seriously. We actively train and coach our staff above and beyond what is required to highlight the importance we place on ensuring our Service Users wellbeing.

Due to the specialist nature of the care that we provide, there may be occasions where we actively involve Safeguarding to ensure that if any untoward incidents occur within the home, we seek the validation and guidance of the professional services, CIW, the Commissioners and Safeguarding, to remain open, transparent, and work together in a collaborative manner.

We continue to train, develop, and hone our skills in relation to safeguarding and learn from incidents that happen external to our home as well as internally, to ensure we are focusing on Safeguarding every element of our service so that those within our care are safe and well cared for.

## **Admission To The Home**

Potential residents at Ffynnone Care Home are approved following a comprehensive assessment of their needs and their compatibility with other existing residents. This comprehensive assessment ensures that the needs of any proposed individuals are consistent with Ffynnone Care Home registration category.

Potential residents are encouraged and invited to visit the home prior to placement. All emergency referrals shall be made to the Responsible Individual or the Residential Home Manager. In the event of an emergency admission a copy of the homes Statement of Purpose and Service User Guide will be available on arrival. Initially a 24-hour support plan will be completed by the Residential Home Manager in conjunction with the placing Authority care team. A full and comprehensive support plan and risk assessment will be drawn up within 82 hours of the Service User becoming a resident.

Upon placement, Ffynnone Care Home will develop detailed plans of care that may include specific interventions including communication, psychological and behavioural. Such interventions are typically advised upon and guided by Health Professionals from the local Health and Social Care teams and our aim is to collaborate closely with those professionals in the delivery of any such interventions. We welcome and recognise the need for Multi-Disciplinary and Multi-Agency involvement for our residents. In addition to the individual concerned and their family or advocates, we will seek to include and ensure MDT's in the development of care plans and risk assessments which we will be reviewed both pro-actively and reactively on a regular basis and a minimum of monthly reviews adhered too. This also includes their risk assessments.

Prior to admission, the Home Manager will arrange with the staff for the new bedroom to be cleaned and prepared in readiness for admission.

Upon arrival at the Home the person and accompanying family / advocates will be greeted by the person in charge and offered a cup of tea or other refreshment.

All will be shown around and orientated to the layout of the Home and introduced to other people who live in the home and the staff. At this point the individual will be shown their room.

For emergency admissions it is the policy of the Home to work with all the concerned agencies to minimise the anxiety of the arrival. Individuals who are admitted under these circumstances will be informed about key aspects, routines etc.,

Any medication brought into the home will be recorded in the Drugs Received System. Continuance of this medication will depend upon subsequent medical reviews, and this will be explained to the individual and their relatives upon admission.

If the individual wishes to keep medication in his / her room, then this will be subject to an appropriate Risk Assessment Procedure as specified. Lockable facilities are provided in each person's room for the safe storage of medication and items of value.

Arrangements are made for the individual to be assessed by his / her GP as soon as possible after admission, to obtain appropriate clinical advice to incorporate into the individuals Plan of Care. Full staff assistance will be provided in escorting the individual to the GP.

Those living in our home and/ or their representatives will have been previously informed at the introduction stage that admission will be for a trial period of 6 weeks, after which time a review will take place to see whether the individual wishes to stay, and, whether the home is

able to continue to meet needs. Contractual details will be finalised, and the contract signed by the person who lives in our home, or their named representative, and the home managers /Nominated deputy, on the basis that the trial period proves to be mutually satisfactory.

Where a relative or advocate has legal control of the individual's financial affairs, then the Home Manager / nominated deputy will deal directly with this person to ensure the allocation of pocket monies etc.

During times of Coronavirus (Covid 19/Pandemic). We follow the guidance of Public Health Wales and the Welsh Government. The situation is constantly changing. Therefore, we must continue to risk assess throughout the pandemic and therefore would ask that people contact the home to ensure correct procedure and safeguard people in our care.



## **Quality Assurance**

The Management, proprietors, Responsible Individual, staff members meets 8 weekly to look at best practice and analyse any areas of concerns and identifying risk and to continually improve practice and minimise mistakes. The panel works to challenge thinking and ensure best practice is always at the forefront of the agenda for Ffynnone Care Home.

Regular audits are also undertaken, to monitor the care standards and facilities.

These meetings generate data which is collated and used to inform the annual Quality Reports, which are submitted to our Commissioners and the CIW – our regulator with whom we are registered to provide care.

We include in these reports an overview of the service for the previous 12 months and include an audit of:

- An annual staffing review, including turnover
- Positive Developments in the service
- Incidents and the overview of their management
- Complaints and Compliments
- Company Updates

Along with the above, our reports offer an overview of the independent inspections and audits that are carried out by the Fire Service, Environmental Health, Local Authority, and commissioning.

Service users/Relative Satisfaction Surveys are routinely carried out on an annual basis. The questionnaires are analysed by the Home Manager and Deputy Managers who will display the results in the office notice board and include any proposed action to be taken.

We also have servicing and maintenance contracts in place for all our Manual Handling Equipment, for fire safety checks, for pest control, for clinical waste management and sharps collections and general refuse.

The Home is registered and inspected by Care Inspectorate Wales who carry out regulatory inspections annually and more frequently if indicated.

We may also be inspected by the following professional bodies:

The Pharmacist  
Fire Service  
Health and Safety Executive  
Environmental Health  
Placement Officers/Care Managers  
Commissioners  
Company Personnel  
Training Personnel  
This list is not exhaustive

We do hope this information is of assistance to you and we look forward to welcoming you to Ffynnone Care Home. If you would like to see a copy of our most recent inspection report, Please feel free to ask the manager, who will be happy to assist you.

### **Complaints Procedure**

We recognise that feedback from Service Users, relatives and visitors to our home is an important source of information to help us improve our service. We value compliments, complaints, and observations in any form.

We recognise that complaints may originate from service users, their family / relatives, either directly or through the C.I.W, Local Health Board or alternative Funding Authorities and care managers, either orally and/or in writing. CIW is not a complaints agency and will not investigate individual complaints but will look at complaints in line with CIW policy.

Each instance of complaint must be reported to the Person in Charge and then routed to the Home Manager/nominated Deputy. Upon receipt of the complaint the Home Manager/nominated deputy will complete the appropriate sections of a Complaints Record Form for appropriate action.

Every effort will be made to resolve the complaint and to provide a full response to the complainant within seven working days.

Once the complaint has been resolved the Home Manager/nominated Deputy will complete the relevant sections of the Complaints Record Form, which will then be signed-off by the Responsible individual.

The Home Manager and RI are responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.

Completed Complaints Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System.

## **Template Terms and Conditions of Residency:**

### **Ffynnone Care Home**

#### **TERMS AND CONDITIONS FOR RESIDENCY FOR ALL SERVICE USERS**

**SERVICE USERS NAME :**

**DATE OF ADMISSION :**

Ffynnone Care Home is a Care Home registered with Care Inspectorate Wales. As such it is necessary for us to briefly set out our terms and conditions for residency as follows:

- 1 In order to establish mutual suitability we require that the first month of occupancy be regarded as a trial period, during which time no notice period is required on either side. Thereafter, the Service User or Proprietor are required to give four weeks' notice in writing. In the event of the Proprietor giving notice, the person who has undertaken with the Proprietor to be responsible for the affairs of the Service User, must make all the necessary arrangements for the Service User to leave.
2. Your weekly fee on admission will be £ as the weekly fee will be funded in total by: ..... All fees are subject to annual review at the discretion of the Company, and you will be notified in advance of any intended increases.
3. In return for your payment of fees, we will provide a single room, the use of communal room together with meals, lighting, heating, laundry, general cleaning and decorating along with the high standard of professional care as described in our brochure.
4. Should payment of fees be delayed for seven days beyond the due date, whether a bill has been delivered, we reserve the right to charge interest thereon at 3% above current base lending rate.
5. In the event of the demise of a Service User, the Management Staff will inform the next-of- kin and do all that can reasonably be done to ensure that the known wishes of a resident are considered.  
Please note, it is not the responsibility of the Care Home to make Funeral arrangements or register the demise of a Service User. This is the responsibility of the nominated NOK, nominated guardian or advocate.
6. Accommodation will not be treated as vacated until emptied of personal effects. Due to a high demand for beds, rooms will need to be vacated within 2 days.
7. For the safety of all Service Users, smoking is not allowed in any area of the Home, but there are designated smoking shelters outside.
8. In agreement with the Manager, The Service User may bring some small items of furniture and personal effects, but as these have limited insurance cover it is in the interest of The Service User or their relatives to ensure that the contents of the room

are adequately insured. It is essential that all furniture is compliant with current statutory regulations and in good state of repair.

9. Any electrical equipment brought into the Home e.g., radio, T.V., shavers etc., must not be used until tested by our electrical engineer unless they are new and then the electrician can check them on his next visit to the home. (Under the Electricity at Work Regulations Act 1989). There will be a small charge for each item tested, as per our contracted electrician's charge, and this responsibility for payment will rest with the Service User or nominated NOK.
10. Whilst we try to ensure that the Service User is kept as safe as possible, no responsibility can be accepted for any accident or injury which may befall either resident, or their personal effects, whether the resident is present or absent from the Home.
11. We have limited insurance cover for your personal effects; however, Ffynnone Care Home accepts no responsibility for cash, credit cards, certificates, bonds, cheques, deeds, documents, jewellery, furniture, clothing, personal effects or other items which you may bring into the Home. Next of kin need to consider whether it is appropriate or not to allow any items noted below to be brought into the home: Please consider the following:
  - Are there any items that are of a High Value?
  - Are there any items of sentimental value to the family which are better left with a relative rather than being left in the possession of the Service User?
  - Are there any items that are left with the Service User for sentimental reasons which may have a high value?
  - Are the items left at the home considered appropriate for a home of this type due to the risk of potential damage from the Service User or other Service Users?

If any of the answers the above questions are 'Yes', then Next of kin need to consider whether the item is to be brought into the Home as there will be no insurance cover for the said item and Ffynnone Care Home will not be liable for its loss or damage.

Whilst every care is taken with the Service Users belongings due to the type of environment the Service Users live in, the safety and protection of belongings cannot be guaranteed. As a result, the company cannot accept any liability for lost, stolen or damaged items howsoever caused. There is an obligation on Next of Kin or Guardian to consider what is left at the home for the benefit of the Service User and if there is anything of high or sentimental value which needs specific consideration as to its safekeeping then it needs to be brought to the attention of the Home Manager on the admission of the Service User or upon the relevant article or item being left at the home. If you have any queries or concerns in this regard, please do not hesitate to contact the Home Manager.

12. No tenancy of any kind is created because of occupancy of accommodation at Ffynnone Care Home. The control of such accommodation will always remain with the Proprietors of Ffynnone Care Home and the benefit of this agreement shall be personal to you only and is not assignable – Your Room Number on admission is .... however, this could be subject to change during stay depending on the needs of the home and its Service User – every effort will be made to minimise

disruptions and every effort will be made to consult with you prior to any move that may be necessary.

13. Any variation of this agreement, arrangement or regulation can only be accepted if made by the RI of Ffynnone Care Home in writing. No member of the staff has the right to commit the RI in any way.

Notwithstanding all the afore mentioned, it is the aim of the Manager and The Care Teams to create for its Service Users a homely atmosphere of care and consideration and all efforts will be directed towards bringing this about, whilst at the same time respecting the individual needs for privacy.

A copy of these terms and conditions have been shown to you or your representative and this is acknowledged by your signing of the additional copy to confirm your acceptance of all the terms set out.

We hope you will have a long and happy stay with us.

I acknowledge that I have received the Terms and Conditions for Residency, of which this is a true copy.

Date Issued: .....

Signed: HOME MANAGER/DEPUTY: .....

Service User/Representative (*please delete as appropriate*)

*Print Name:* .....

Signed: .....Date:.....

Kindly return one copy to the Home Manager and retain one copy for your records.

OFFICE ONLY:

Date of Copy Received for file: .....