

Dear new resident and family,

A warm welcome to your new home at Orme View, a family-run dementia care home nestled in the heart of Llandudno on the serene West Shore. We are delighted to have you join us, where care, comfort, and companionship are at the heart of everything we do.

Situated with breathtaking views of the majestic Great Orme, our home offers a peaceful and picturesque setting, perfect for enjoying the beauty of the North Wales coast. At Orme View, we pride ourselves on creating a warm, family-like atmosphere where you can feel safe, valued, and truly at home.

Our dedicated team is here to support you with personalised care, ensuring your needs and preferences are met with kindness and respect. From delicious home-cooked meals to engaging activities and outings, we strive to make every day enjoyable and fulfilling. Whether you're relaxing in our cosy lounge, sitting in our gardens, or taking in the stunning views of the Orme, we hope you'll find joy in the little moments that make Orme View special.

We encourage you to get to know your fellow residents and our friendly staff, who are always ready with a smile and a helping hand. If there's anything you need to feel more settled, please don't hesitate to let us know - we're here for you.

Just so you are aware we have a home iPad where we can facilitate video call with family and friends, as well support you with assistance technology applications. We also have an 'Active Welsh Offer' please contact us to discuss further.

Once again, welcome to Orme View. We look forward to sharing many happy times with you in this beautiful corner of Llandudno.

With warmest wishes,

The Orme View Family

Philosophy of Orme View Care Home

At Orme View Care Home in Llandudno, we believe that every individual deserves to live with dignity, purpose, and joy, regardless of age or health challenges. Nestled on the serene West Shore with breath taking views of the Great Orme, our family-run home embodies a philosophy rooted in compassion, respect, and holistic well-being. We specialize in residential and dementia care, creating a nurturing environment where residents are not just cared for, but truly cherished as part of an extended family.

- Our Core Values

Person-Centered Care: We prioritize the unique needs, preferences, and life stories of each resident, tailoring our support to foster independence and personal fulfilment. Whether through personalized activities, therapeutic interactions, or daily routines, we ensure that every decision honours the individual's voice and autonomy.

Dignity and Respect: Every resident is treated with unwavering respect, preserving their privacy, choices, and self-worth. Our approach recognizes the inherent value of each person, promoting an atmosphere free from judgment and filled with empathy.

Community and Connection: As a small, 14-bed home with en-suite facilities and a conservatory overlooking the majestic Great Orme, we cultivate a warm, homely setting that encourages meaningful relationships. We value family involvement, social engagement, and connections to the local Llandudno community, including outings to enjoy the seaside town's natural beauty and cultural heritage.

Excellence in Dementia Support: Specializing in dementia care, we are committed to innovative, evidence-based practices that enhance quality of life. Our trained staff provide gentle, understanding support, focusing on cognitive stimulation, emotional security, and sensory experiences that draw on the calming influences of our coastal location.

Holistic Well-Being: We embrace a whole-person approach, addressing physical, emotional, mental, and spiritual needs. From nutritious meals prepared with care to therapeutic activities like gardening, music, and reminiscence sessions, we aim to enrich lives and promote vitality in a safe, supportive space.

- Our Commitment

Guided by these principles, Orme View Care Home strives to be more than a place of residence—it's a sanctuary where residents thrive amidst the stunning landscapes of North Wales. Our dedicated team, inspired by family values, works tirelessly to create moments of happiness and security. We are devoted to continuous improvement, collaborating with healthcare professionals and embracing feedback to uphold the highest standards of care.

In essence, our philosophy is simple: to make every day meaningful, surrounded by the timeless beauty of the Orme and the warmth of compassionate hearts. At Orme View, we don't just provide care—we celebrate life.

Hello,

My name is Harrie Roberts, I am the administrator for Orme View Care Home and Orme View Dementia Care Home.

Could you please provide some information for our records, so that we are able to contact you if necessary.

Residents name

Name of person completing form

Next of kin 1	Name: Relationship to resident: Address: Mobile: Landline: Email address:
Next of kin 2	Name: Relationship to resident: Address: Mobile: Landline: Email address:

In an emergency, do you wish to be contacted during the night? YES / NO

Orme View are unable to provide transport to hospital appointments, please advise who we should contact to make transport arrangements. We will email appointment letters as soon as they are received by us. If nobody is available, we can book Hospital Transport if there is enough time before the appointment, otherwise, we would need to re-arrange.

Name:

Email address:

LASTING POWER OF ATTORNEY / ENDURING POWER OF ATTORNEY

If you, or another family member have LPOA/EPOA for the resident, can you please write details underneath and bring in the certificate so that we can have a copy on file.

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I have attached a '**This is me**' form, we appreciate if you could complete and return to help us get to know and understand our new resident.

Please write any additional information or useful contacts below.

My email address is admin@ormeview.co.uk, please don't hesitate to contact me should you require any further information.

Thank you.

Guidance notes to help you to complete This is me

This is me is intended to provide professionals with information about the person with dementia as an individual. This will enhance the care and support given while the person is in an unfamiliar environment. It is not a medical document.

This is me is about the person at the time the document is completed and will need to be updated as necessary. This form can be completed by the person with dementia or their carer with help from the person with dementia where possible.

My name: full name and the name I prefer to be known by.

Where I currently live: The area (not the address) where I live. Include details about how long I have lived there, and where I lived before.

Carer/the person who knows me best: It may be a spouse, relative, friend or carer.

I would like you to know: Include anything I feel is important and will help staff to get to know and care for me, eg I have dementia, I have never been in hospital before, I prefer female carers, I don't like the dark, I am left handed, I am allergic to ... etc.

My home and family, things that are important to me: Include marital status, children, grandchildren, friends, pets, any possessions, things of comfort. Any religious or cultural considerations.

My life so far: Place of birth, education, work history, travel, etc.

My hobbies and interests: Past or present – eg reading, music, television or radio, crafts, cars.

Things which may worry or upset me: Anything that may upset me or cause anxiety such as personal worries, eg money, family concerns, or being apart from a loved one, or physical needs, eg being in pain, constipated, thirsty or hungry.

I like to relax by: Things which may help if I become unhappy or distressed. What usually reassures me, eg comforting words, music or TV? Do I like company and someone sitting and talking with me or prefer quiet time alone? Who could be contacted to help and if so when?

My hearing and eyesight: Can I hear well or do I need a hearing aid? How is it best to approach me? Is the use of touch appropriate? Do I need eye contact to establish communication? Do I wear glasses or need any other vision aids?

My communication: How do I usually communicate, eg verbally, using gestures, pointing or a mixture of both? Can I read and write and does writing things down help? How do I indicate pain, discomfort, thirst or hunger? Include anything that may help staff identify my needs.

My mobility: Am I fully mobile or do I need help? Do I need a walking aid? Is my mobility affected by surfaces? Can I use stairs? Can I stand unaided from sitting position? Do I need handrails? Do I need a special chair or cushion, or do my feet need raising to make me comfortable?

My sleep: Usual sleep patterns and bedtime routines. Do I like a light left on and do I find it difficult to find the toilet at night? Position in bed, any special mattress, pillow, do I need a regular change of position?

My personal care: Normal routines, preferences and usual level of assistance required in the bath or shower or other. Do I prefer a male or female carer? What are my preferences for continence aids used, soaps, cosmetics, shaving, teeth cleaning and dentures?

My eating and drinking: Do I need assistance to eat or drink? Can I use cutlery or do I prefer finger foods? Do I need adapted aids such as cutlery or crockery to eat and drink? Does food need to be cut into pieces? Do I wear dentures to eat or do I have swallowing difficulties? What texture of food is required to help, soft or liquidised? Do I require thickened fluids? List likes, dislikes and any special dietary requirements including vegetarianism, religious or cultural needs. Include information about my appetite and whether I need help to choose food off a menu.

My medication: Do I need help to take medication? Do I prefer to take liquid medication?

Dedicated to the memory of Ken Ridley, a much valued member of the Northumberland Acute Care and Dementia Group.

The Royal College of Nursing is pleased to support **This is me.**

To order extra copies call Xcalibre on 01753 535751. For general dementia queries call our Helpline on 0845 300 0336.

alzheimers.org.uk

This is me

This leaflet will help you support me in an unfamiliar place

Please place a photograph of yourself in the space provided.

My name

photo

This is me is about the person at the time the document is completed and will need to be updated as necessary.

This is me should be completed by the person or persons who know the patient best and wherever possible with the person themselves.

My name: full name and the name I prefer to be known by

I currently live

Carer/the person who knows me best

I would like you to know

My home and family, things that are important to me

My life so far

My hobbies and interests

Things which may worry or upset me

I like to relax by

My hearing and eyesight

My communication

My mobility

My sleep

My personal care

My eating and drinking

My medication

Date completed:

By whom:

Relationship to patient:

Service User Guide

This service user's guide should be read in conjunction with our

STATEMENT OF PURPOSE which sets out:

- Our aims and objectives
- The nature of the services we provide
- The name, addresses, qualifications & experience of the people who manage Orme View Care Home
- The range of qualifications of staff
- Our arrangements for handling complaints and suggestions

Our aims and objectives

Orme View aims to provide care to all its service users to a standard of excellence which embraces fundamental principles of good care practice conduct and control of quality in the home. Central to these is our belief that the health, well-being and rights of Service users are paramount.

Where possible and practicable we encourage service users to be independent whilst recognising their need for respect and dignity. Our wish is that service users feel relaxed and comfortable in a homely environment and that their social and emotional needs are met.

Who owns and runs the home

Orme View Dementia Care is owned by Orme View Care Home Limited and its managing director is Steffan Robbins. Steffan is also registered with Care Inspectorate Wales as the homes Responsible Individual, and is the Registered Manager.

Orme View Dementia Care is located in the picturesque seaside town of Llandudno, Conwy, North Wales. We are set approximately 200 yards from the West Shore promenade and we enjoy spectacular views of the surrounding area, including the Great Orme as well as Anglesey and Conwy Mountain.

There is an excellent transport system, with the local railway station within a 5-minute drive along with excellent bus routes.

In the town itself are a good selection of shops, hotels and bed and breakfasts.

General Description and Range of Services Provided

We provide personal care for ladies and gentlemen in an adapted care setting focusing on dementia care.

We are registered with the Care Inspectorate Wales and offer accommodation to Service users who require general personal care over the age of 65.

With 24-hour staff on duty, we provide care to the highest standards. We also offer care to couples who may have differing care needs. We have 16 individual rooms, all 16 rooms are en-suite wet rooms, all are provided with nurse call and fire detection systems.

Visiting is throughout the day until 22:00 hours (10pm) or later in discussion with the member of staff in charge.

We invite Service users to personalise their rooms with photograph ornaments etc. Home cooking with good food is our speciality and special diets are catered for. You may dine in our dining room or own room as you wish.

Family celebrations can be catered for a limited number of guests, and can be discussed with the Home Manager.

Visits to parks and seaside are enjoyed by some of our Service users as well as in home entertainment such as choir visits, vocal entertainers, musicians and many varied diversions for those who enjoy them. We also have a full-time in-house activities co-ordinator who works Monday to Friday.

Our approach is individualised and whilst encouraging Service users to take part in activities offered we respect the individuals request not to take part.

Our facilities and services include a passenger lift, dining room, two sperate lounges, hair salon, patio area, all personal laundry.

Not included in the fees are:

- Hairdressing
- Newspapers
- Toiletries
- Private transport
- Service user escort to planned Hospital/Clinic appointments or personal social events.

Also, further support from visiting health care professional e.g. physiotherapist, chiropodist, occupational therapist and opticians, can be arranged and if not provided via the NHS, will not be included in the fees and will be invoiced separately.

Health & Safety Policy

As a company Orme View Care Home Ltd recognises that it has a responsibility to ensure that working conditions are safe, healthy and compliant with statutory codes of practice. The Health and safety officer for Orme View Care Home is the Registered Home Manager.

Policies and Procedures

Running a care home poses a variety of issues to be resolved, for Service users, staff and managers. To ensure that we behave consistently, to capture good practice and to keep everybody informed of how we work we have written down where we stand on certain key matters and how we handle frequently occurring situations.

Orme View Care Home recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe healthy and compliant with all statutory codes of practice.

Orme View Care Home has an extensive range of policies and procedures, which are located in the Home Managers office. Service users are welcome to examine any of these documents and have a copy of these documents if they wish.

Door Entry System

On arrival at Orme View Care Home, you will enter via the porch into the reception area. The doors are secured by a lock at all times, please ring the bell for entry.

Signing In

In the porch outside of the home there is a digital reception, please use this to log your visit, time of your arrival and the time of your departure.

We are required to undertake this practice by law as part of universal fire service guidance so that we could inform the emergency services of number of people within the building should the need arise.

Visiting Our Service users

We have an 'open door' policy so there are no restrictions on visiting times, however, we ask that you respect/consider visiting during meal times as some people are inclined not to eat when they have visitors and similarly when visiting late at night after 22:00 (10pm).

Clothing Labels

As you can imagine with such a large volume of clothes being laundered within our premises, we would request that all clothing is labelled prior to moving into our home and when any additions are purchased. A list will then be maintained of your clothing within your care records.

We regret that we are unable to replace or offer refunds against any items that may become lost. If however you are unable to label the items yourself, our domestic staff can purchase labels and attach these for you, but this is chargeable.

Hospital Appointments

Should a Service User have a hospital appointment in the first instance we will usually ask a member of their family or friend to escort them.

Therapeutic Techniques

Therapeutic techniques can be arranged via external providers on request; the Home Manager will arrange and liaise with all parties concerned and record such arrangements on the individual Service users plan. These services are charged per practitioner.

Valuables

It is advisable not to leave valuable property as we cannot be responsible for it.

Money

If you wish to hold any personal monies it is advisable to keep this at a minimum under £20. A maximum of £50 per Service user at any given time may be held in safe keeping. Orme View Care Home will not hold larger sums of money for any individual Service user nor undertake the role of appointeeship.

Any Service User who is unable to manage their personal finances or does not have a family member/friend to support them in this will be assisted in contacting the local authority and/or their care manager for advice on this matter.

Chiropody

The chiropodist visits the home every 6-8 weeks and this is chargeable at a reasonable rate, although an NHS service is also available if required.

Hairdresser

The Hairdresser visits the home every other week. A list of charges will be discussed prior to commencement.

Meal Times

We firmly believe that Service users should eat foods that they enjoy, and we achieve this by combining what Service users like with a healthy eating menu.

We encourage Service Users to suggest ideas for the menu and we always aim to make the choices as varied as possible, in addition diets are catered for soft foods, diabetics etc. There are set meal times, to assist in organisation at the home, however we are flexible within these times and can make adjustments to suit personal needs and preferences.

08:00 –Breakfast 10.00	Choice of cereals, toast, can be served in service users own room.
11:00 Mid Morning refreshments	Tea, coffee & biscuits
12:30 –Lunch 1:15	A choice of a minimum of 2 Hot meals, desserts and fresh fruit. Can be served in service users own room and individual choices can be provided.
15:00 Mid afternoon refreshments	Tea, coffee & biscuits
17:00 –Dinner 18:00	Selection of soup, hot meals, assorted sandwiches and choice of desserts. Can be served in Service Users own room.

21:00 Late evening refreshments Tea, coffee, milky bedtime drinks. Sandwiches and other snacks are also available if required

We have found that providing three cooked meals a day for our Service users was a little too much for them, but will be happy to provide these if required.

Fire Safety Policy (summary)

At any time except when you have been informed that a test is happening all alarms are to be treated as fire alerts.

The nearest staff to the fire alarm panel will check whether it is a fire alarm condition or fault. If it is an alarm condition the nearest member of staff will call 999. Any information requested e.g. occupancy within the home including those who are bedfast is updated on a daily basis and recorded on the fire information board adjacent to the telephone.

The member of staff in charge will attend the fire alarm panel and take charge of the situation. Organising, advising and directing staff. Take extra care in the area of the alarm. The area of alarm is to be inspected carefully for signs of smoke, heat and smell. Caution is to be used at all times because the fire maybe on the other side of the door waiting for fresh air to speed its ignition.

Staff will prepare the residents who reside in the area of the alarm for evacuation to a safe area within the home temporarily, that is to the other side of at least 2 (two) fire break doors (each door is designed to hold back heat, smoke and fire for at least 1 hour, 2 doors theoretically give 2 hour respite).

The fire service should have arrived by this time. The member of staff in charge will meet the fire officers and inform them of such things as the fact that external fire doors are security alarmed (at night only) information about the home and its current occupancy including any special needs.

The member of staff in charge will collect the Service user list and visitors signing in book. This will enable a roll call to be made. Staff who have attended the alarm panel from unaffected parts of the home will return to their respective floors taking door closing action and reassuring staff and residents at the same time.

Smoking and Passive Smoking

Staff are only aloud to smoke outside the home. Service Users may request to be taken outside the building into the grounds where supervision will be provided at a distance for smoking.

No staff member will be able to offer direct assistance such as the holding of cigarettes etc whilst lit for Service users.

Nurse Call System

There are nurse call points in every bedroom, toilets, bathrooms, lounges, dining room, & hairdressing salon.

You will be advised how to use these when you visit or move into the home, and will become familiar with the sound that they make, so that you can be reassured that you have been able to contact a member of staff.

CCTV & Other Monitoring systems

We utilise a CCTV at Orme View to support the safety and wellbeing of residents and visitors, the CCTV is recorded and stored for up to 28 days, and can only be accessed by management from the office. Orme View also operates an audio and motion sensor monitoring system in bedrooms called Ally, this does not record any images and is to support resident wellbeing overnight. If you would like any other information please discuss with the management team.

Pets

Visiting pets

Orme View Dementia Care welcomes all well behaved pets visiting our Service users

Pets as residents

Orme View Care Home will consider pets as residents, however, in order for this to be a harmonious arrangement it is only by prior arrangement and with the express permission of the manager. The following points will have to be considered for the pet to stay:

- The size and nature of the pet and its maintenance needs
- The Service users ability to care for the pet and the benefit to them
- The effect of the proposed pet on other Service users and pets already resident at Orme View Care Home.

Advocacy in Care Homes

What is Advocacy?

The advocacy service is a service put in place to help vulnerable people; it is independent of Social Services/NHS or your friends and family. It is there to support and fight for your wishes to be upheld and to ensure the correct procedures are followed, being independent means they have no personal opinion and they are there to support you and what your needs and wishes are.

Some Services what could support you or your family are;

- Age Cymru, based in Cardiff. They can be contacted on 0300 303 44 98 or advice@agecymru.org.uk
- Llais Wales, based in Cardiff. They can be contacted on 02920 235 558 or enquires@llaiscymru.org

What don't they do?

On-going befriending they are not part of CIW (Care Inspectorate Wales).

Age concern and Llais offer an advocacy service to Service Users in care homes

Individual Terms and Conditions (Summary)

Orme View Care Home agrees to provide individual services for the Service Users in accordance with Orme View Care Home normal day-to-day provision of services to the Service Users and in accordance with the individual fees charged for these services as from time to time stated or revised. Orme View Care Home services offered for the weekly fee are to include:

- Personal care for all Service Users 24 hours daily: - including assistance to support daily living activities, i.e. getting up and going to bed, dressing, washing and bathing, helping with mobility and other aspects of personal care within the care home.
- Full bed and board for all Service Users including three meals daily plus incidental tea coffee soft drinks etc as requested available throughout the 24 hours.
- Fees are payable in advance; our preferred method being paid directly into our bank account. Please ask for a standing order payment detail either via the Manager. Notice period to terminate this contract 4 (four) weeks' notice is required by either part. In the event of death 14 days fees will be charged.
- All personal laundry for all Service Users (excluding dry cleaning). All personal clothing to be name tagged to identify it by the Service user or family. All clothing and Service user's belongings to be listed on Orme View Care Home records at the time supplied.

Contracts

Contracts are supplied as a separate document and in the case where commissioning of care has been instructed by the Local Authority or Local Health Board a contract is issued by them in response to their statement of aims and a summary of the terms and conditions are included within our offer of accommodation letter (to the Service user) when a full

assessment has been carried out and this is then given to the Service user and their representatives.

We always provide the Service User with a contract of residence for the home in addition to any contract that may be provided by other commissioner, although it may not include a fee charge, but outlines the terms and condition of residency.

Concerns and complaints

To ensure that all items and services used in the delivery of the care to the clients conform to standards of quality set by Orme View Care Home and the manager who implements corrective/preventative action when deficiencies occur to minimise recurrence.

- Regardless of the circumstances, complaints at Orme View Care home are treated with the utmost seriousness and where possible will be acknowledged immediately in person.
- Orme View Care home aim to resolve all complaints within 14 days, however this can be extended to 28 days with the agreement of the complainant.
- Once resolved, the complainant must agree that the resolve is suitable and that it has been implemented.
- Complaints are entered to the complaints log and any action taken is also recorded.
- If the problem raised is not immediately rectifiable forward the complaint to the manager who will look further into the matter.
- Should any member of staff feel that a colleague is causing distress or harm to a client they should refer to the Whistle Blowing Policy.
- Where complaints cannot be dealt with internally due to the nature of the complaint the manager must seek outside advice from the appropriate regulatory bodies.
- Where a complainant feels it necessary and that they cannot approach the manager, they can contact the responsible individual, Steffan Robbins, directly at Steffan@ormeview.co.uk.

CIW are available for advice and guidance at:

Welsh Assembly Government, Sarn Mynach, Llandudno Junction, Conwy. LL31 9RZ

Tel: 03000 7900126

Email: ciw@gov.wales

Whilst CIW welcomes concerns, comments and compliments about a service, they are legally unable to investigate individual complaints, but may consider issues raised as part of their inspection process.

Orme View Dementia Care

Statement of Purpose

- 1. About us**
- 2. Description**
- 3. Services provided**
- 4. How we provide the services**
- 5. Staffing**
- 6. Accommodation**
- 7. Meals**
- 8. Security and fire safety**
- 9. Access to information**
- 10. Quality assurance**
- 11. Concerns and complaints**
- 12. Appendix 1 – fire emergency plan**
- 13. Appendix 2 – privacy notice/GDPR**

About us

Service Provider:	Orme View Care Home Limited 6 Great Ormes Road Llandudno Conwy LL302AR
Legal Entity:	Limited Company – Orme View Care Home Limited
Responsible Individual:	Steffan Robbins
Manager of Service:	Steffan Robbins
Name of Service:	Orme View Dementia Care
Address of Service:	81 Abbey Road, Llandudno, LL30 2EH
Telephone:	01492 875993

Description

Orme View Specialist Dementia Unit is located in the picturesque seaside town of Llandudno, Conwy, North Wales. We are set approximately 200 yards from the West Shore promenade, and we enjoy spectacular views of the surrounding area, including the Great Orme as well as Anglesey and Conwy Mountain.

Within a short distance is Llandudno Hospital and along with Llandudno town centre. There is an excellent transport system, with the local railway station within a 5 minute drive along with excellent bus routes.

In the town itself are a good selection of shops, hotels and bed and breakfasts.

Service Provided

The Home aims to provide specialist dementia residential care for adults of either sex within the following categories:

Adult Persons (Personal Care)
Adult Persons (Day care services)

Admission to the Home can be on a permanent or respite basis, provided an assessment determines that we are able to meet their needs.

The Home is registered for 16 service users and provides care to the following categories of individuals:

Dementia Residential

To provide assistance with residents who are experiencing dementia with daily activities including, assistance with getting up, toileting, washing, bathing, dressing, eating, drinking, taking medication, getting around the Home and other areas, where gentle, unobtrusive assistance can be given. We will try to restore confidence in carrying out daily routines, as this can often be lacking and probably contributed to the admission into Residential care in the first place. Orme View focuses on providing a high staff to resident ratio to ensure all needs are met, and that staff are able to provide residents with value added time, additionally there is a dedicated activities co-ordinator to support residents to enjoy activities throughout the day.

Orme View's aims and objectives are based on the Philosophy of Care:

- Orme View aims to provide a high standard of care in a friendly and homely environment.
- We have a holistic approach to care and fully encourage our residents to maintain their independence and individuality with freedom of choice wherever practicable.
- We promote the individual's rights to confidentiality, privacy and decision making, always being mindful and taking into consideration any potential risks. Involved in all of these principles.
- To adhere to the attached Residents Charter.

How we provide the service

Arrangements for Admission

Orme View is a dementia residential home and is not registered to provide nursing care. We can offer care to both male and female service users with a wide range of changing needs and medical conditions that can be effectively managed within an dementia residential setting, including palliative care towards the end of their life.

Orme View admits service users only after a full pre-admission assessment has been carried out. We actively encourage visits from prospective service users and their representatives. We also offer prospective service users the option of a trial admission to enable to experience firsthand the services and care that we offer.

Steffan Robbins will carry out an assessment of your personal needs; a mutual discussion will take place to decide whether Orme View would be a suitable option to cater for your individual needs. The visit will take place in your own home/ hospital or other place of residence to make this assessment. The assessment made will be with your permission and knowledge, when possible, if this is not possible permission will be requested from a relative, main carer, advocate or friend. You will be shown copies of any records and information that has been collated and you will have access to this information at all times

Each resident will be provided with a Service Use Guide prior to admission to the home.

Should you become a service user at Orme View this information/assessment will become the basis for your personal care plan. We will then further develop the personal care plan during the first week that the service is accessed. This will be carried out by the service provider, the individual and their representative.

The plan will include:

The individual's personal care needs on a day-to-day basis, risks identified to help maintain independence where possible.

Other Healthcare Professionals e.g., Social Workers, District Nurse team, GP, Chiropodist, when needed will be informed of the service users' admission and their input will be included as part of the care plan.

Care plans and risk assessments are reviewed at Orme View on a monthly basis by the Manager and any changes to the package of care provided are made and all staff are made aware of these changes.

The new service user is given a copy of the agreement and within this there is information about the cost, terms and conditions of service including the termination of a contract and notice periods required, this enables them to make informed choices about the care that they are receiving. The service user or their representative will know exactly how much they will pay at Orme View Care Home including any extra costs e.g. Chiropody, newspapers, hairdressing etc. Steffan Robbins will go through the contract with their service user and their representative to explain the arrangements to be put in place for how and when to make payments.

Emergency Admission

Orme View tries to avoid when possible to admit service users on an unplanned basis, however if this situation is unavoidable an attempt would be made to gather as much relevant information regarding the person to be admitted liaising with Social Services, General Practitioners, relatives and friends.

Care and support

Orme View has policies and procedures in place to help achieve personal outcomes and support staff to give care with underpinning knowledge on any current legislation and national guidance. Staff are encouraged at each handover to reflect on their practices and experiences and learn from what has helped and sometimes what has not. Changes to care plans are also discussed and this helps to achieve a more tailor made plan of care which is adapted to their specific needs to be formed.

Within the service user care plan we use other health professionals and their visits/updates which are recorded to make it easier for staff/management to see when a next visit is due e.g. Chiropodist, Dentist, Nurse, Optician, Phlebotomist, Social Worker, GP etc.

Staff at Orme View are encouraged to enable residents to be as independent as possible. This is achieved by gaining trust in the staff and management and this enables the continued personal development of the residents.

Relationships between the service users and staff are encouraged to be respectful ensuring that the service users choice, dignity are adhered to in all areas from; when to get up, meal times, where and how to spend their day, all of this is evident at Orme View when you see how the staff integrate on a daily basis always mindful of the residents choice.

Staff are responsive and proactive in seeking medical advice and professional help for service users and this is recorded in their care plan.

Choices are given at mealtimes at Orme View, and these are recorded on the daily menu which is taken round to the service users by the cook or care staff on duty on a daily basis.

Service user's preferences and needs are taken into account as far as it is reasonably practical. Mealtimes are encouraged to be a positive and enjoyable experience. We have a bright and airy dining room set up for the residents to have their meals in an inviting and pleasant environment, if residents do not wish to have their meals in the dining room, they can have their meals brought to them in the conservatory/lounge or in their room if they wish to have some private time. The focus at Orme View is for the resident to have a nutritional dietary intake to include any specialist diets or prescribed

treatments. Any additional advice needed can be obtained from healthcare professionals such as a dietician or GP etc.

Where individuals are identified as being at risk of weight loss or dehydration there are triggers in place to alert staff. Service users are weighed monthly and this is recorded; any weight loss will be highlighted. Staff are also trained during supervision to be aware of any weight loss and to look for any signs when giving personal care such as skin integrity and have been trained to monitor and report at all times.

Staff and management work closely with the district nurse team who visit the home on a regular basis. Staff at Orme View are aware of the importance of the relationship with other healthcare professionals to enhance the service given to the service user, this is developed at supervision sessions with the manager. Staff are made aware of how to get incontinence products, any aids such as mobility, hearing aids, mattresses etc. this enables staff to access all available resources so that service users can have all support that is available.

Privacy

Those in our care expect to enjoy the same standards of privacy we all generally expect to enjoy.

Being alone, free from intrusion or disturbance etc. are basic human rights and need to be reflected in our care practices and attitudes as pivotal to our standards of care. By nature, being cared for can make it harder to enjoy privacy than, for example, living in one's own home total independently. We need to stay alert to this and sensitive to its significance.

Consultations with those in our care by professionals and similar others such as health, social care, law and finance will always be strictly in private unless specifically requested

Dignity

We recognise the importance of maintaining the uniqueness and character of each and every person in our care. Thus we aim to uphold a standard of care that reflects this in practice.

Therefore, we are careful to avoid situations for those in our care that may lead to impairment of their self-esteem and sense of worth. Where such situations might occur we seek to diffuse them gently and sensitively.

The purpose is to uphold the dignity of anyone in our care. The spirit of this extends to staff, colleagues, visitors etc. as well.

We will not tolerate any practices that may impair a person's dignity whilst practices that contribute positively to a person's dignity are encouraged.

Rights

The emphasis placed upon rights is an integral part of the quality of care we provide. For this reason, induction training addresses rights and values, training which is refreshed as circumstances and situations dictate.

Those in our care are people, which offer them significant rights morally, ethically, socially, politically and legally. We have a responsibility to ensure those rights are never infringed and that those in our care utilise their rights fully. We will ensure that there is no discrimination on the grounds of age, gender, race, language or religion, or sexual orientation.

Religion

Service users are supported and encouraged to observe their religious beliefs. A Vicar can visit as required to conduct a communion service. Arrangements would be made from other religious denominations to visit the care home if required or requested.

Social activities

Orme View has developed many links within the community to enhance the service user's daily life. These include visits from local churches: Trinity, Our Lady Star of the Sea, and The Vincent De Paul. Staff, management and service users regularly fundraise for the St David's Hospice, and this helps to develop a bond between them.

Service user's family and friends are encouraged to attend the many activities we have at Orme View such as entertainment and arts and crafts class which are held on a regular basis or just joining the residents for a lunch. This all helps people feel we are working together, and they can experience the ethos at Orme View Care Home and what we hope to achieve to enhance the service users day to day life.

All therapeutic treatment given within Orme View is recorded by the person delivering in the residents notes with the exception of hairdressing. Treatments are listed below:

- Physiotherapy (as and when required)
- Hairdressing Weekly
- Chiropody Every 8 weeks
- Optician By appointment
- Dental Service By appointment

Service users are encouraged and supported to maintain regular contact with their family, friends and representatives. Orme View has an open visiting policy and actively encourages residents to spend time with relatives and friends outside the home if they themselves wish to do so and the appropriate safety provisions are put in place.

The service and dignity of each service user is of paramount importance in order that each resident is treated with respect and dignity. Consideration is given to the sex of the resident, religious persuasion, and disabilities, racial origin and any cultural or linguistic background of the service user.

Welsh language offer

Orme View Care Home is aware of their responsibility to provide the “Active Offer” to their service users and this means that they will provide a service in Welsh if required without it being requested by the service user whenever possible.

All staff are informed during their induction that this is a service that we provide whenever possible if required. Any members of staff who have any knowledge of Welsh are actively encouraged to speak and converse with service users in Welsh if it is known to be their first language of choice.

Orme View Care Home is aware that it is their responsibility to provide Welsh signage to help Welsh-speaking service users. Welsh reading materials e.g. language books and newspaper can be made available if the need arises.

Orme View Care Home and the care staff are aware and understand how important it can be for service users to be able to use their first language especially those with bad health e.g. a stroke or dementia. It is important to understand that taking a service user's language and cultural needs into consideration helps to maintain their dignity.

Orme View aims are to:

- Ensure that they keep accurate and up to date records regarding the service user's language skills and family's language of choice.
- Ensure every service user has access to their personal television and radio to enable them to access Welsh language programmes if they so choose and that Welsh reading material is available.
- Ensure that Welsh speaking staff wear “working Welsh” identification.
- To provide social activities for Welsh language speakers if and when required and appropriate.
- To recruit and maintain a level of staff with bilingual skills.
- To encourage Welsh speaking staff to use Welsh in the workplace.

Staffing

Orme View Care Home has a highly qualified and experienced team of Care Assistants and ancillary staff who are there to support Steffan Robbins to ensure that the aims and objectives of Orme View's Philosophy of Care are met. They have in place an active training programme that is continually updated and reviewed.

All staff at Orme View Care Home have at least two years' experience working with older people. All of the care staff have completed their QCF Level 2 with 5 staff members with level 3 with Llandrillo College and 1 staff member working towards Level 5.

Steffan Robbins, is the registered manager with Social Care Wales with a Degree in Nursing.

The kitchen staff have completed the Basic Food Hygiene and Intermediate food Handling Course and will continue to update their skills to incorporate the HACCP as required by the Environmental Health Department.

Care Teams – 16 Residents

8.00am – 2.00pm	- 1 Senior Care Assistant & 3 Care assistants
2.00pm - 8.00pm	- 1 Senior Care Assistant & 2 Care Assistants
8.00pm- 8.00am	- 2 night Care Assistant. (1 person on call)
8.00am – 2.00pm	- 1 Domestic
8.30am – 6.00pm	- 1 cook daily
10.00am – 5.00pm.	– Activities Co-Ordinator (Monday to Friday)

This is the level of staffing required at this present time, however we regularly review the needs of our service users and staffing levels will be updated to reflect any changes to ensure that they are both suitable and sufficient for their needs.

The staff on duty are deployed according to the needs and locality of the service users on that particular day, as Orme View is a dementia residential home and service users have a choice of where to spend their time, either in their room or in communal rooms or on outings with friends and family. Service users have a call bell system to request assistance from staff as and when required.

In Orme View we have a daily routine of tasks that are performed. It is the responsibility for the Manager/Senior Carer on duty to delegate these tasks to the staff members working on each individual shift. Tasks are delegated taking into consideration the service user's personal needs/preferences. The staff have work instructions and guidelines to work to ensuring that the high-quality care levels are maintained and that tasks are completed to the required standards ensuring the health and safety of the service users at all times.

Orme View relies on a developmental approach to staff supervision. We believe that on-going coaching and mentoring is a vital form of communication that is essential to both personal and professional growth.

One of the main aims of staff supervision is to maintain a happy workforce and thus prevent a high turnover of staff. Coaching and mentoring aims to develop and train staff to become successful and long-term members of a team. Orme View is committed to provide regular and informative staff supervision sessions in an effort to fully support each individual employee.

We actively encourage all members of staff to participate in a varied training programme to enhance their continued professional development. We hold in-house training to make it easier for staff to attend as a whole group which we find beneficial. We also have access to online eLearning.

Less experienced members of staff are placed with more experienced carers, this enables them to learn invaluable skills and learn about best practice.

Orme View compensates members of staff who attend training and mentoring sessions outside of their regular working hours.

We consider continual training and mentoring as a crucial part of the job role and the development of our employees. Staff supervision gives employees the opportunity to discuss their role and how they see their future within the care home, to talk about anything that is worrying them or concerns that they may have. It also gives us as an employer the opportunity to discuss possible changes that may affect the employee in a calm and non-confrontational way, allowing the employee time to ask questions.

Staff Training - Qualifications Include:

- QCF Qualification Trained levels 2/3
- Basic First Aid
- Safe Moving and Handling
- Fire Safety
- Food Hygiene Level 2
- Person Centred Care Training
- Medication
- Safeguarding
- Dementia Training
- Staff Supervision
- DOLS
- MCA Awareness

The above are the basic requirements of training for staff at Orme View, other more specialised subjects such as Jewels of Dementia, end of life and any other training that the manager feels that it will enhance the staff's knowledge are programmed in as and when required.

There is a staff handbook available for reference in the office, this handbook has been tailor made for Orme View Care Home with help and guidance from The Welsh Business Development Agency. This handbook helps to underpin all the knowledge staff need to work at Orme View and incorporates policies and procedures and guidelines.

Training is normally given online for staff with training provided by either Llandrillo College, Key Training or on occasions we have accessed training provided from Conwy County Council and staff have attended their venues.

Accommodation

Orme View is only a small care home having 16 beds in 16 bedrooms, arranged with five ensuite rooms on the ground floor and nine ensuite rooms on the first floor, and two ensuite rooms on the third floor. Rooms can be accessed by a staircase and a lift.

Every effort is made to care for residents and their families through a holistic approach. The home environment lends itself to providing a dignified life and a peaceful and dignified death. The home is fitted with a call bell system with call points in bedrooms, day rooms, bathroom and toilets. Orme View has focused on developing a specific environment to support those experiencing dementia, this included block colouring to support a reduction in visual disturbance. Along with developing a safe environment that encourages residents to be mobile, while mitigating the risk of personal injury.

Prospective residents are encouraged to bring in personal possessions, small items of furniture and memorabilia so that bedrooms are personalised. Electrical items must carry a current Portable

Appliance Test (PAT) certificate prior to installation in the home. Every resident, whilst on the premises is insured under the homes' 'Employers Liability Insurance' for personal injury and loss of personal effects to the value as shown on the insurance certificate posted in the entrance hallway.

Communal Day Areas

Located on the ground floor is a well-furnished large dining room and television lounge for residents who prefer some quiet time. The spacious reception foyer offers additional seating area for residents and visitors. There is additionally a quiet lounge located on the third floor to offer more choice to residents. Orme View Specialist Dementia setting also offers an activity space for use during the warmer summer months, based in the summer house located in the grounds.

Dining Room

Located on the ground floor there is a spacious and relaxing dining room for 16, where residents can choose to dine, or alternatively if it is their wish, they can dine in the comfort of their own bedroom or in other communal areas.

Bedrooms

There are 16 bedrooms in total all of which have full en suite shower facilities. Bedrooms are perceived as the resident's own private space and staff are instructed to knock before entering as a matter of respect. Each bedroom is individually decorated and adequately furnished to include a washbasin, lockable bedside unit and a bed, suitable to meet individuals' care needs.

Rooms are redecorated on a regular basis and residents' choices are considered. The home is centrally heated with thermostatically controlled radiators. Hot water is tested weekly and maintained within the safe recommended limits. Rooms are cleaned daily and bed linen changed at least weekly and as necessary.

A television and/or radio can be brought in and installed in bedrooms upon request. Residents requesting Sky Digital services will be responsible for paying their own subscriptions. There is also access to WFI in each room.

Bathroom and toilet facilities

There are 4 toilets, suitably sited around the home and close to daytime areas. There is a first floor wet room with shower, the ground floor bathroom with a hi lo bath and a mechanical seat lift into the bath. There is a further toilet situated on the ground floor near to the lounge, along with a 4th toilet on the third floor, again near to the lounge.

Specialist Equipment

- 16 profile beds with cot sides and protectors.
- 16 propad mattresses for residents' comfort and to prevent any tissue damage to vulnerable service users.
- 16 propad pressure relieving cushions used for tissue damage prevention.
- 1 Sara Steady
- 10 Pressure sensitive mats for use at service user's bedside.
- 1 Hoist.

Other

- The service also has adequate facilities and space to enable the manager or RI to undertake staff supervisions, whether it be in groups or individuals.
- The Management Office also has a dedicated space to store records in a secure manner.

Meals

These are specified in our terms and conditions as follows, however, these are flexible:

Breakfast	6:00 am – 10:00 am
Tea Trolley	10:30
Lunch	12:30 pm – 13:30 pm
Tea Trolley	15:00
Dinner	17:00 pm – 18:00 pm

These mealtimes are designed so that no one has to hurry which means those in our care have time to eat comfortably and be able to enjoy their food and gain the necessary nutritional benefit from their meals.

Every service user in our care is offered at least three proper full meals per day, of intervals of no greater than 5 hours maximum (no more than 14 hours between breakfast and evening meal). At least one of these meals must be cooked. All meals offered should have a variety of choice and breakfasts must offer a choice of cooked options.

If anyone wants to eat in the privacy in his or her own room, we will accommodate this.

We ensure that those in our care are protected from unpleasant eating habits that may spoil the enjoyment of their food. This may require tact, discretion and sensitivity.

Menu Planning

This responsibility is shared between the Manager and cook to make sure nutritional needs are balanced with medical, health and care issues. Anyone involved in menu planning has had formal training in nutrition and diet.

Menus are planned some time in advance to allow time to purchase sufficient nutritious ingredients and to consult with those in our care regarding the proposed menu.

Planning menus takes into account several factors which include:

- Nutritional needs
- Care needs
- Personal preferences
- Seasonal availability
- Variety
- Appearance
- Presentation
- Flavour

We try to offer a choice of foods that has involved those in our care in the final planning stages, service users will be consulted as part of this process.

The same meal is not served within 7 days of it last being served unless specifically requested by persons in our care.

Following our recent annual Environmental Health inspection, we received a Food Hygiene Rating of (awaiting inspection) for our kitchen standards.

Security Arrangements in Place

The main front door is fitted with toughened glass and also has a double locking system and there is also another internal door. All of the windows are fitted with security locks and restrictors. All visitors must sign in and out so that we are aware of who is in the building at any given time. Orme View has a locked door policy due to the nature of the service, however there is a clear system in place of both CCTV and door bell for visitors to enter the property. All residents will be made aware that Orme View operates a locked door policy prior to moving in, where residents aren't able to consent to this in conjunction with their representatives and social worker a DOLS would be applied.

Access to outside space and facilities

Orme View is a dementia residential in a three-storey building, with a lift to the all floors. It is situated of the West Shore area of Llandudno and is 200 yards to the beach front. It has beautiful views of the Great Orme from the front of the building and many rooms at the rear of the building have a sea view.

The external space of Orme View is secured to ensure residents are able to enjoy the freedom of movement, where safe to do so, while still ensuring they remain on the property.

The local amenities include a General Convenience store which also has a Post Office, a hairdresser and a fish and chip shop. Along the front you will find several places offering refreshments.

Whenever practical any less mobile service users who wish to enjoy the local environment can be escorted by a family /friend or a staff member.

Service users are encouraged to continue with leisure pursuits and hobbies previously enjoyed as far as they are able.

Access to Information

At Orme View we provide access to information regarding the home by special arrangement with the manager. Access to information about the home may also be accessed from CIW. CIW will share information with the public such as, Location/service address, contact details, what services are provided, inspection reports, responsible individual.

Whilst having total respect for confidentiality of our residents we operate an 'Access to Information' policy in line with the General Date Protection Regulation to enable residents to access records and personal information held about them. However for the purpose of clarity patients care and documentation will only be discussed with the appropriately appointed person.

Quality assurance

Steffan Robbins believes that Service user feedback on the levels of care and the services offered by Orme View is extremely important and has developed Customer Satisfaction Surveys so that he is able to evaluate the services and care offered. If any shortcomings are highlighted, these will be investigated and possible solutions will be analysed for suitability to be put in place.

Orme View complies with fire regulations including:

- Quarterly Inspections
- Service Test of the fire alarm system and a half yearly inspection
- Test of the emergency lighting system.

Quality Monitoring Arrangements

Steffan Robbins being RI has overall responsibility for the quality and care of support provided by the service. In order to do this the systems and processes are continually improved to make sure that they enable us to identify where quality and or safety of services are being or maybe compromised and to enable appropriate action to be taken.

- Steffan Robbins who is the RI is present at Orme View Care Home 5 days a week and is on-call for the other 2 days. All service user care plans/risk assessments, manual handling assessments, falls care pathways are reviewed on a monthly basis by Steffan Robbins or Deputy, and any changes made are recorded on the care plan.
- On the occasions when Steffan Robbins is not available a deputy manager and Senior Care Assistants are on-call and have responsibility for the care home. All staff are aware of these arrangements.
- The quality of care and support in Orme View is paramount to how we run our business and we are constantly monitoring and reviewing the levels of service that we give to our service users. In order to do this, we use customer satisfaction sheets, concerns/complaints received, staff queries concerning a service user all of these will be carefully monitored and reviewed by Steffan Robbins and any improvements/changes made are recorded.
- The responsible individual has arrangements in place to ensure that he engages with service user's or their family/representative's, to obtain their views on the quality of care and support being provided and how this can be improved. This will be done at least 3 monthly.
- Also, during these visits, the responsible individual will meet with staff to ascertain their views on the service and how it can be improved as well as to undertake necessary supervisions and to ensure that their well-being is considered.
- On completion of these meetings, the responsible individual will document the findings in a report, to be given to the service provider, commissioners or stake holders where necessary.
- Every 6 months, the responsible individual will conduct a quality care review, to ensure the quality of care provided by the service, is monitored, reviewed and improved where necessary.

Concerns and complaints

To ensure that all items and services used in the delivery of the care to the clients conform to standards of quality set by Orme View Care Home and the manager who implements corrective/preventative action when deficiencies occur to minimise recurrence.

- Regardless of the circumstances, complaints at Orme View Care home are treated with the utmost seriousness and where possible will be acknowledged immediately in person.
- Orme View Care home aim to resolve all complaints within 14 days, however this can be extended to 28 days with the agreement of the complainant.
- Once resolved, the complainant must agree that the resolve is suitable and that it has been implemented.
- Complaints are entered to the complaints log and any action taken is also recorded.
- If the problem raised is not immediately rectifiable forward the complaint to the manager who will look further into the matter.
- Should any member of staff feel that a colleague is causing distress or harm to a client they should refer to PP03 (Whistle Blowing Policy)
- Where complaints cannot be dealt with internally due to the nature of the complaint the manager must seek outside advice from the appropriate regulatory bodies.
- Where a complainant feels it necessary and that they cannot approach the manager, they can contact the responsible individual, Steffan Robbins, directly at Steffan@ormeview.co.uk or 07557 870398.

CIW are available for advice and guidance at:

Welsh Assembly Government, Sarn Mynach, Llandudno Junction, Conwy. LL31 9RZ

Tel: 03000 7900126

Email: ciw@gov.wales

Whilst CIW welcomes concerns, comments and compliments about a service, they are legally unable to investigate individual complaints, but may consider issues raised as part of their inspection process.

Residents Charter

Residents should expect:

- To be encouraged and assisted to maintain a fulfilling quality of life
- To be treated with courtesy at all times and to have their privacy and dignity respected
- To be empowered to fulfil their human, emotional and social needs and to follow the religion of their choice
- To be addressed as they wish
- To be safeguarded from negative discrimination on any grounds
- To be able to maintain the doctor of their choice whenever possible and to handle their own medication when it is appropriate to do so
- To receive personal care in privacy
- To bath, wash and use toilet facilities in private with assistance where required
- To be encouraged and assisted to use facilities available to others in the community
- To have their care evaluated and their care discussed with the management of the home and to be given genuine and informed choices of all the available options for their future care
- To be cared for by appropriately trained and suitably qualified staff
- To be able to receive visitors at any reasonable time
- To be provided with homely, safe and clean accommodation of a high standard and to be encouraged to bring personal belongings into the home
- To have access to a telephone that is placed in a position of privacy
- To have high quality appetising and nourishing food appropriate to their dietary needs
- To be encouraged to participate in recreational activities if the individual so desires and to be given the opportunity to develop new hobbies and pastimes
- To be able to comment freely or complain on any aspect of the service through formal or informal channels, in the knowledge that individual views will be heard and wherever possible accommodated
- To have a service user guide, contact of residence and a statement of terms and conditions of residency
- To be encouraged to handle their own financial affairs when it is appropriate to do so
- To have a trial period of residency

Policies and Procedures 18: Action in the Event of a Fire

If a fire is discovered the person who discovered it must immediately sound the fire alarm. If the fire is small and it is safe to do so a member of staff should try to extinguish the fire using the nearest appropriate fire extinguisher, direct the jet into the base of the fire. Should one member of staff be attempting to extinguish the fire, the other should call the fire service, following which contact the manager. Where appropriate, close the door to confine the fire and await assistance. Most importantly, do not take any personal risks.

Staff on duty:

Where necessary, remove residents from the immediate vicinity of the fire. In no circumstances should any attempt be made to move beds or furniture. One designated member of staff should report to the assembly point to relay instructions from the senior person in charge otherwise stand by at the fire panel for instructions.

- Close all fire doors and windows.
- Prepare for the evacuation of the patients but await instruction from senior person in charge

All available staff not having specific duties in the event of fire:

Proceed to the fire assembly point and act as instructed by the senior person present who will ensure that the manager is immediately informed of the location of the fire

The person by the front door will:

- Direct the fire brigade personnel to the scene of the fire.
- Prevent the entry of all other unauthorised persons.

Assistance in Extinguishing a Fire

- If a person's clothing is on fire use a fire blanket, rug or other similar article and wrap it around the person who should be laid on the ground to prevent the flames from reaching the head
- If electrical fittings are involved in a fire be sure that the current is switched off before they are touched or the fire dealt with

Shut the doors and if possible without involving personal risk the windows of a room in which the fire is discovered. This will prevent draughts and reduce the risk of the fire spreading

Duty of Staff:

- Study fire notices to know what to do in the event of a fire and know how to use the fire extinguishers.
- To make certain that you are familiar with all the means of escape in the case of fire and that staircases, landings and other exists are kept clear of obstructions at all times.
- To prevent any possible causes of fire.

Appendix 2

PRIVACY NOTICE

Orme View Care Home

Orme View Care Home understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our **customers** and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information about Us

Orme View Care Home

Address: 6 Great Ormes Road, West Shore, Llandudno, LL302AR

Data Controller & Data Protection Officer:

Steffan Robbins
Steffan@ormeview.co.uk
07557870398.

We are regulated by Care Inspectorate Wales (CIW)

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 12.
- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 12.

In some instances, if you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Basic personal information, including name and address, date of birth and contact details;
- Financial information, including account and transactional information and history;
- Information about you and your family (such as dependents, marital status, next of kin and contact details);
- Information about your preferences and interests;
- Visual images (such as copies of passports);
- Details of any services you have received from us;
- Information we receive from other sources, such as government departments and healthcare providers;
- Our correspondence and communications with you;

Service Users - as a care provider, we must collect some personal information on our service users, including personal health information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies.

Employees and volunteers - the service operates a recruitment policy to comply with the regulations in which all personal information obtained, including CVs and references, is, as with service users information, securely kept, retained and disposed of in line with the GDPR. All employees are aware of their right to access any information about them.

Third parties - all personal information obtained about others associated with the delivery of the primary care service, including contractors and suppliers will be protected in the same way as information on service users and employees.

Sometimes your personal data is obtained from the following third parties (depending on your relationship with us):

- HMRC, DWP and other government departments;
- NHS, CQC and healthcare providers;
- Local authorities;
- Emergency services;
- Suppliers;

We may also process certain sensitive categories of information for specific and limited purposes, such as making our services accessible to service users. We will only process special categories of information where we've obtained your explicit consent or are otherwise lawfully permitted to do. This may include:

- Information about racial or ethnic origin, religious, political or philosophical beliefs;
- Physical or psychological health details or medical conditions;

6 How we collect information

The bulk of service user, employees and third parties personal information is collected directly from them or through form filling, mainly manually, but also electronically for some purposes, e.g. when contacting the service through its website.

With service users, we might continue to build on the information provided through consultations and in the process of agreeing care.

With employees, personal information is obtained directly and with consent through such means as references, testimonials and criminal records (DBS) checks. When recruiting staff, we seek applicants' explicit consent to obtain all the information needed for us to decide to employ them.

All personal information obtained to meet our regulatory requirements will always be treated in line with our explicit consent, data protection and confidentiality policies.

7 How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for any of the following purposes:

- providing and managing your account;
- supplying our services to you. Your personal details are required in order for us to enter into a contract with you;
- personalising and tailoring our services for you;
- communicating with you. This may include responding to emails or calls from you;
- supplying you with information by email AND/OR post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting us);

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email/telephone/text message and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

8 How Long Will You Keep My Personal Data?

Personal information that becomes inactive for any reason is kept securely only for as long as it is needed, before being safely disposed of.

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- Basic information – 10 years. We may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you;
- Financial information – 6 years;
- Medical information – 3 years from discharge;
- Sensitive information – 3 years from discharge;

9 How and Where Do You Store or Transfer My Personal Data?

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Necessary technical measures to ensure personal data is protected;
- All data transferred is encrypted during transit and at its destination;
- Data is not processed for any purpose other than as agreed upon in our terms and conditions;
- protect your data from loss;

Our website and databases are regularly checked by experts to ensure they meet all privacy standards, are protected through strong passwords and encryption and comply with our general data protection security and protection policies.

Please contact us using the details below in Part 12 for further information about the particular data protection mechanism used by us when transferring your personal data to a third country.

10 Do You Share My Personal Data?

We only share the personal information of service users, employees and others with their consent on a “need to know” basis, observing strict protocols in doing so. Most information sharing of service users information is with other professionals and agencies involved with their care and treatment. Likewise, we would not disclose information about our employees without their clear agreement, e.g. when providing a reference.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the EEA, We will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained above in Part 9.

11 How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 12. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

12 How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Steffan Robbins):

Email address: Steffan@ormeview.co.uk

Telephone number: 01492 875993

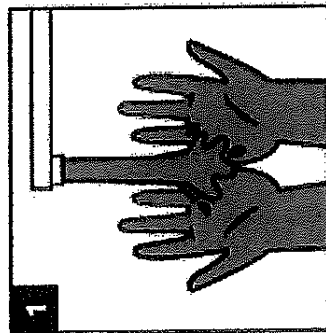
Postal Address: Orme View, 6 Great Ormes Road, Llandudno, LL30 2AR

13 Changes to this Privacy Notice

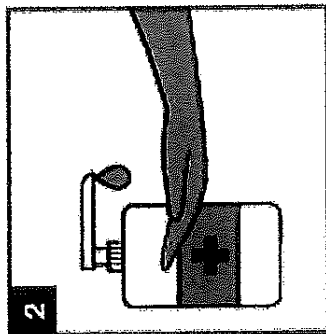
We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

DIOGELU RHAG CORONAFEIRWS - CORONAVIRUS PROTECTION

Sut i olchi'ch dwylo - How to wash your hands



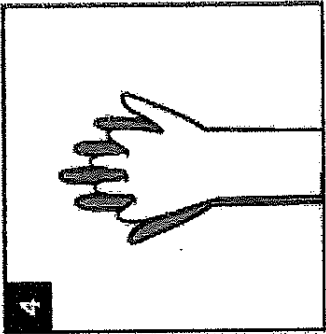
GWLYCHWCH EICH DWYLO
WET HANDS



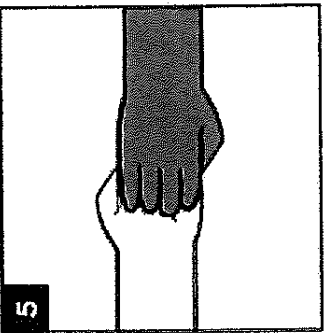
RHOECH SEBON ARNYN MHW
APPLY SOAP



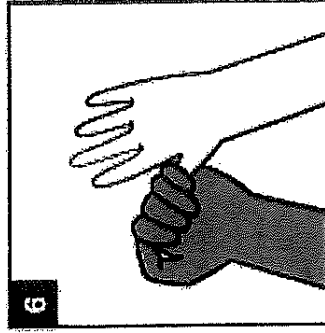
RHWBWHCH GLEBAU'R DWYLO
RUB PALMS



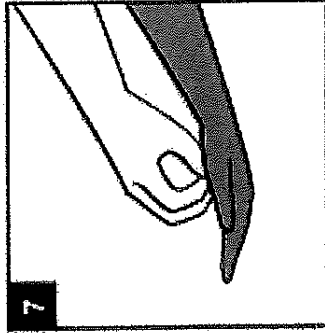
SGWRIWCH RHING Y BYSEDD
SCRUB BETWEEN FINGERS



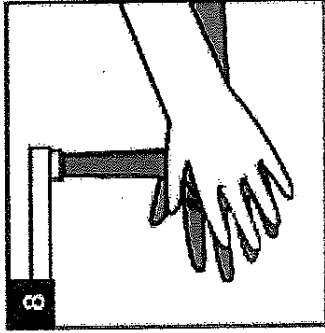
RHWBWHCH EICH BYSEDD
AR GLEDRAUCH DWYLO
RUB YOUR FINGERS
ON YOUR PALMS



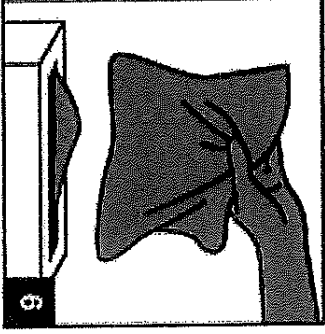
RHWBWHCH EICH BYSEDD BAWD
RUB THUMBS



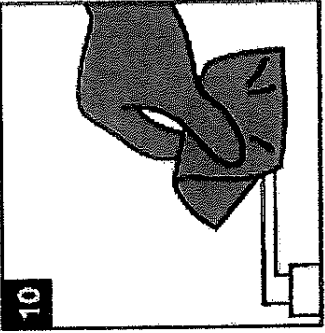
GOLCHWCH EICH EWINEDD
A BLAEN EICH BYSEDD
WASH FINGERNAILS
AND FINGERTIPS



RINSWCH EICH DWYLO
RINSE HANDS



SYCHWCH GYDAG UN TYWEL
DRY WITH SINGLE TOWEL



DEFNYDDWCH Y TYWEL I DROI'R
TAP I FFWRDDO A RHONWCH Y TYWEL
YN Y BIN A DDARPARWYD
USE THE TOWEL TO TURN OFF
THE TAP AND PUT IN THE
BIN PROVIDED

HOW TO WASH YOUR HANDS

Antibacterial Prevention



1

WET HANDS



2

APPLY SOAP



3

RUB PALM TO PALM



4

LATHER THE BACKS
OF YOUR HANDS



5

INTERLACE
YOUR FINGERS



6

RUB NAILS AND FINGERTIPS
AGAINST YOUR PALM



7

RINSE YOUR HANDS



8

DRY HANDS WITH TOWEL



9

CLEAN THUMBS

Helping to prevent infection

A quick guide for managers and staff in care homes



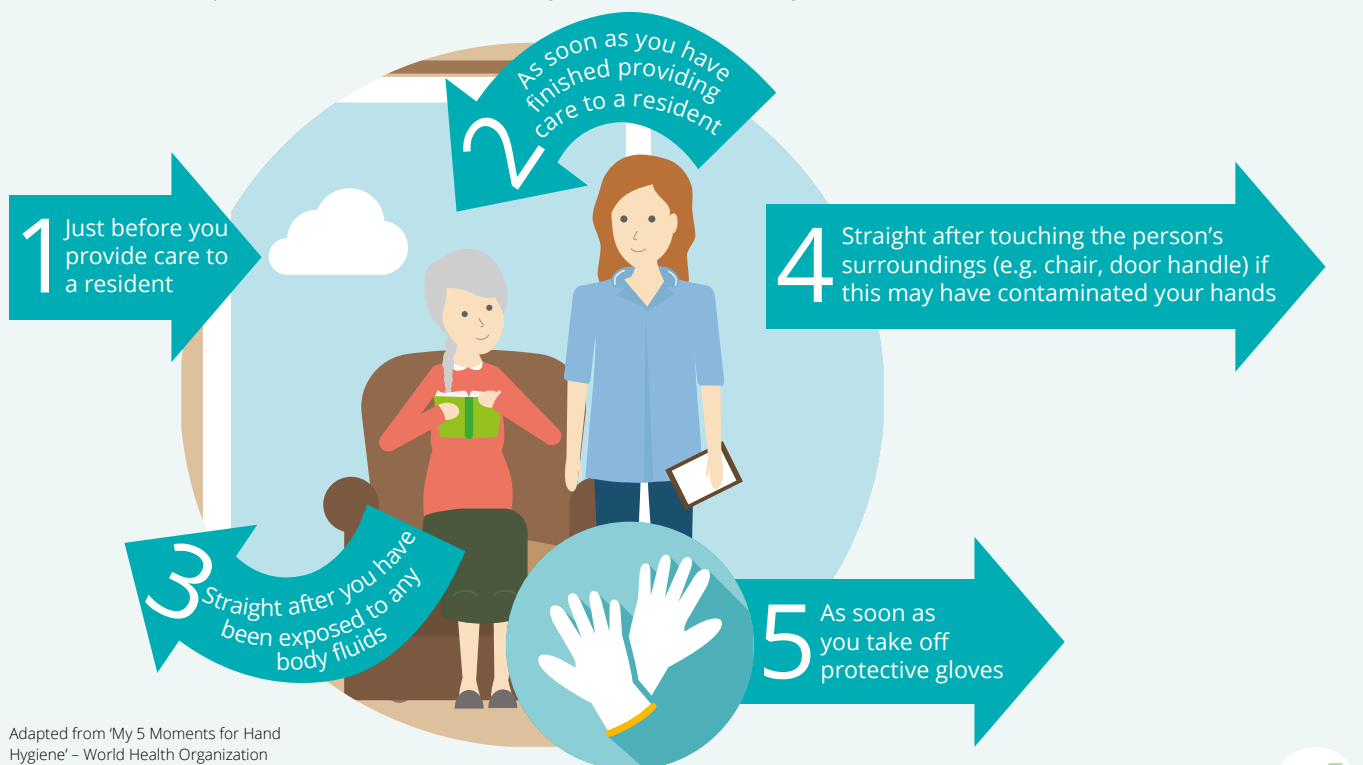
*Delivering clean, safe care is
essential to preventing infection*

For people living in care homes, infections can be serious, and in some cases, life-threatening.

They can also make existing medical conditions worse. Regular contact with staff, other residents, family and friends and the shared living space all mean infection can easily be passed around. It is therefore vital to take the steps that can help prevent infection occurring.

Hand decontamination

Having clean hands is the most effective way of preventing infection from spreading. There are 5 important moments when you should clean your hands:



Adapted from 'My 5 Moments for Hand Hygiene' – World Health Organization

To make it easier to wash your hands regularly, you should:

- Keep your arms bare below the elbow
- Before starting work remove wrist and hand jewellery
- Have short, clean fingernails without nail polish or false nails
- Cover cuts or grazes with a waterproof dressing

Decontaminate your hands with a handrub, except in the following situations when liquid soap and water should be used:

- When your hands are clearly dirty or may be contaminated with body fluids
- When you have been providing care to residents with vomiting or diarrhoea, even if you have been wearing gloves

The World Health Organization (WHO) provides an example diagram showing how to effectively [wash your hands or use handrub](#)

Personal protective equipment

This includes the use of gloves and aprons to protect you and reduce the risk of infection while providing care. Selecting which protective equipment to use will require an assessment of the task and the risk to both yourself and the resident.

- ✓ Wear each item only once
- ✓ If gloves are needed, put them on just before providing care and take them off straight afterwards
- ✓ Change gloves between different care tasks for one person, for example, personal care and care that involves non-intact skin
- ✓ Change gloves between care tasks for different people
- ✓ Dispose of all used items correctly (see below)



Sharps

This refers mainly to the use of needles for which staff will need to have the right training and skills. To help prevent infection:

- ✓ Handle sharps as little as possible and don't pass them from hand to hand
- ✓ Do not bend, break or recap a used needle
- ✓ Put used sharps in the right container straight away
- ✓ Don't use sharps containers for anything else
- ✓ Dispose of sharps containers when the fill line is reached.



Waste disposal

Healthcare waste, such as dressings and disposable clothing, can spread infection. To reduce the risk of this:

- ✓ Put waste immediately into the right colour storage, bag or container
- ✓ Make sure you know how healthcare waste must be labelled and stored
- ✓ Make sure residents and their friends and family understand how waste must be handled, stored and disposed of



Education and information

Residents and their friends and family can play a part in helping to prevent infection. Make sure they know about:

- The importance of clean hands
- How, when and where to clean their hands
- When to use handrub or soap and water
- What they can do to make sure care staff maintain clean hands



Further information

[Healthcare-associated infections: prevention and control in primary and community care](#) – NICE guideline

[Infection prevention and control](#) – NICE quality standard

The guideline and quality standard have been developed to complement the Department of Health's Code of practice on the prevention and control of infections. The code of practice and accompanying information resource cover a range of additional valuable information for managers and staff in care homes, including:

- Hygiene measures for staff, visitors and residents with respiratory infections
- When and how long to exclude staff from work when they have an infection or they have come into contact with an infection in their own home
- Assessing the need for isolation of residents because of infectious disease

[Code of practice on the prevention and control of infections](#) – Department of Health

[Care homes: infection prevention and control – an information resource](#) – Department of Health/Public Health England

[Infection control: break the chain \(You Tube\)](#) – University Hospitals, Birmingham NHS Foundation Trust,

[Residential adult social care: information for providers](#) – Care Quality Commission

[Essential practice for infection prevention and control](#) – Royal College of Nursing

This content has been co-produced by NICE and SCIE and is based on NICE's guideline on healthcare associated infections: prevention and control in primary and community care and quality standard on infection prevention and control.

National Institute for Health and Care Excellence
www.nice.org.uk

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Social Care Institute for Excellence
www.scie.org.uk

Age Cymru Advice: How can we help?



We are Age Cymru.

Age Cymru is the leading charity for all older people in Wales. We campaign, we research and we fundraise to make sure we build a better life for all older people. We ensure older people's voices are heard, we challenge and change attitudes, we fight discrimination wherever we find it and we tackle elder abuse in all its forms.

Age Cymru

Mariners House
Trident Court
East Moors Road
Cardiff CF24 5TD

www.agecymru.org.uk

Age Cymru is part of the Age UK network, which also includes Age NI and Age Scotland. There are also local Age Cymru partners across Wales.

This information leaflet has been prepared by Age Cymru and Age UK and contains general information on the range of information guides and factsheets only, which we hope will be of use to you. Nothing in this leaflet should be construed as the giving of specific advice and it should not be relied on as a basis for any decision or action. Neither Age Cymru, Age UK, nor any of their subsidiary companies or charities accept any liability arising from its use. We aim to ensure that the information is as up to date and accurate as possible, but please be warned that certain areas are subject to change from time to time.

Date of publication: February 2021 © Age Cymru 2021

Introduction

Age Cymru Advice: our information and advice service for matters affecting people over 50 in Wales

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals.

Our advice line

If you want to talk to one of our expert advisers, in Welsh or English, call us on **0300 303 44 98**. Our advice line is open between 9am and 4pm, Monday – Friday.

You can also email us at **advice@agecymru.org.uk** or visit our website at **www.agecymru.org.uk/advice**

Local support

Age Cymru Advice also acts as a gateway to our local services. Face to face support via local offices and home visits may be available to people requiring additional or more specialised support.

Free publications

Age Cymru, in partnership with Age UK, produces a range of free information guides and factsheets that provide useful advice on issues affecting people over 50. Our guides provide an overview of a particular topic, whilst our factsheets provide more detailed, in-depth information. Whether you need the information for yourself, a relative or someone you care for, our range of publications will help you find the answers you're looking for.

**To contact Age Cymru
Advice, call us on
0300 303 44 98 or visit
[www.agecymru.org.uk/
advice](http://www.agecymru.org.uk/advice)**

Information guides

Our free handy-sized guides are packed with accurate and up-to-date information to help people get to grips with the challenges that later life can throw at them.

The guides cover many topic areas such as:

- Health and Wellbeing
- Bereavement
- Social Care
- Income and Benefits
- Housing
- Legal and Consumer
- and more

How to order

- Call Age Cymru Advice on **0300 303 44 98**
- Email Age Cymru Advice at **advice@agecymru.org.uk**
- Visit **www.agecymru.org.uk/advice** to read or download the full range
- Complete the order form in the centre of this leaflet

Factsheets

Our free factsheets provide more in-depth information about specific, sometimes complex issues, for those who require more detail.

As we continually review and update our library of more than 80 publications, we recommend you contact us on **0300 303 44 98** or by email **advice@agecymru.org.uk** or view the complete range on our website **www.agecymru.org.uk/advice** to see the most current, up-to-date list of written resources.

Whether you need information for yourself, a relative or someone you care for, our written publications will help you find the answers you're looking for.



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care



WHO WE ARE

Integrity ~ People Centred ~ Working Together

Llais is the **national, independent body** set up by the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We have three main roles:

01: To engage with and listen to you about your experiences of health and social care. You might see us out in the community, at events, in drop-ins – we try to meet you in the places that matter to give you a chance to have your say.

02: To represent your views to decision makers in health and social care. By law, they now must let us know what they plan to do with your feedback. If they can't act on it, they need to tell us why.

03: To provide a complaints advocacy service in every area of Wales for complaints about health and social care.

Do you use NHS or social care services in Wales?

Help us shape the future by letting us know what you think about them.

Your voice is more powerful than ever before



Have your say

We want to hear from people in all the diverse communities of Wales, especially those whose voices are not always heard.



There are lots of ways to have your say:

- **tell us your story – there's a 5-minute general feedback form on our website**
- **get support to make a complaint**
- **get advice or information on your local services and how to access them**

- attend one of our regular local events

- we can visit you wherever you're receiving your health or social care service

To find out more about Llais and how you can get involved in improving health and social care in Wales with us, please contact your local Llais team or visit

www.llaiswales.org



Be part of something important

If you would like this publication in Braille, Easy to Read or in another language, please contact your local Llais team

YOUR LOCAL LLAIS TEAM

Cardiff and Vale of Glamorgan

Covering Cardiff and the
Vale of Glamorgan.

Tel: 029 2075 0112

Email: cardiffandvaleenquiries@
llaiscymru.org

Cwm Taf Morgannwg Covering Bridgend, Rhondda Cynon Taf and Merthyr Tydfil.

Tel: 01443 405830

Email: cwmtafmorgannwg
enquiries@llaiscymru.org

Gwent

Covering Newport, Caerphilly,
Blaenau Gwent, Monmouthshire
and Torfaen.

Tel: 01633 838516

Email: gwentenquiries@
llaiscymru.org

Neath Port Talbot and Swansea

Covering Neath Port Talbot and
Swansea.

Tel: 01639 683490

Email: nptandswansea.
enquiries@llaiscymru.org

North Wales

Covering Flintshire, Denbighshire,
Wrexham, Conwy, Anglesey
and Gwynedd.

Tel: 01978 356178 / 01248 679284

Email: northwalesenquiries@
llaiscymru.org

Powys

Covering Montgomeryshire,
Brecknockshire and Radnorshire.

Tel: 01874 624206/01686 627632

Email: powysenquiries@
llaiscymru.org

West Wales

Covering Pembrokeshire,
Carmarthenshire and Ceredigion.

Tel: 01646 697610

Email: westwalesenquiries@
llaiscymru.org

This leaflet is also available in Welsh. We
welcome calls and correspondence in
Welsh. If you write to us in Welsh we will
respond to you in Welsh, and this will not
lead to a delay.



Eich llais chi mewn | Your voice in health
iechyd a gofal | and social care



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care



PWY YDYM NI

Uniondeb ~ Person ganolog ~ Cydweithio

Llais yw'r **corff cenedlaethol, annibynnol** a sefydlwyd gan Lywodraeth Cymru i roi llais cryfach i bobl Cymru yn eu gwasanaethau iechyd a gofal cymdeithasol.

Mae gennym dair prif rôl:

01: Ymgysylltu â chi a gwrando arnoch am eich profiadau o iechyd a gofal cymdeithasol. Efallai y byddwch chi'n ein gweld ni allan yn y gymuned, mewn digwyddiadau, mewn sesiynau galw heibio – rydyn ni'n ceisio cwrdd â chi yn y lleoedd sy'n bwysig i roi cyfle i chi ddweud eich dweud.

02: Cynrychioli eich barn i'r rhai sy'n gwneud penderfyniadau ym maes iechyd a gofal cymdeithasol. Yn ôl y gyfraith, mae'n rhaid iddyn nhw nawr roi gwybod i ni beth maen nhw'n bwriadu ei wneud â'ch adborth. Os na allant weithredu arno, mae angen iddynt ddweud wrthym pam.

03: Darparu gwasanaeth eiriolaeth cwynion ym mhob rhan o Gymru ar gyfer cwynion am iechyd a gofal cymdeithasol.

Ydych chi'n defnyddio gwasanaethau'r GIG neu ofal cymdeithasol yng Nghymru?

Helpwch ni i lunio'r dyfodol drwy roi gwybod i
ni beth yw eich barn amdanynt.

**Mae eich llais yn fwy pwerus nag erioed
o'r blaen**



Dweud eich dweud

Rydym am glywed gan bobl yn holl gymunedau amrywiol Cymru, yn enwedig y rhai nad yw eu lleisiau bob amser yn cael eu clywed.



Mae llawer o ffyrdd i ddweud eich dweud:

- **dywedwch eich stori wrthym – mae ffurflen adborth cyffredinol 5 munud ar ein gwefan**
- **cael cymorth i wneud cwyn**
- **mynnwch gyngor neu wybodaeth am eich gwasanaethau lleol a sut i gael gafael arnynt**

- mynychu un o'n digwyddiadau lleol rheolaidd

- gallwn ymweld â chi ble bynnag yr ydych yn derbyn eich gwasanaeth iechyd neu ofal cymdeithasol

I gael gwybod mwy am Llais a sut y gallwch chi ymwneud â gwella iechyd a gofal cymdeithasol yng Nghymru gyda ni, cysylltwch â'ch tîm Llais Lleol neu ewch i

www.llaiscymru.org



Byddwch yn rhan o rywbeth pwysig

Os hoffech gael y cyhoeddiad hwn mewn Braille, Hawdd ei Ddarllen neu mewn iaith arall, cysylltwch â'ch tîm Llais Lleol

EICH TÎM LLAIS LLEOL

Caerdydd a Bro Morgannwg

Yn cwmpasu Caerdydd a Bro Morgannwg.

Ffôn: 029 2375 0112

E-bost: ymholiadaucaerdydd arfro@llaiscymru.org

Cwm Taf Morgannwg

Yn cwmpasu Pen-y-bont ar Ogwr, Rhondda Cynon Taf a Merthyr Tudful.

Ffôn: 01443 405830

E-bost: ymholiadaucwmtaf morgannwg@llaiscymru.org

Gwent

Yn cwmpasu Casnewydd, Caerffili, Blaenau Gwent, Sir Fynwy a Thorfaen.

Ffôn: 01633 838516

E-bost: ymholiadaugwent@llaiscymru.org

Castell-nedd Port Talbot ac Abertawe

Yn cwmpasu Castell-nedd Port Talbot ac Abertawe.

Ffôn: 01639 683490

E-bost: ymholiadau.cnptacabertawe@llaiscymru.org

Gogledd Cymru

Yn cwmpasu Sir y Fflint, Sir Ddinbych, Wrecsam, Conwy, Ynys Môn a Gwynedd.

Ffôn: 01978 356178/01248 679284

E-bost: ymholiadaugogledd cymru@llaiscymru.org

Powys

Yn cwmpasu Sir Drefaldwyn, Brycheiniog a Sir Faesyfed.

Ffôn: 01874 624206 /1686 627632

E-bost: ymholiadaupowys@llaiscymru.org

Gorllewin Cymru

Yn cwmpasu Sir Benfro, Sir Gaerfyrddin a Cheredigion.

Ffôn: 01646 697610

E-bost: ymholiadaugorllewin cymru@llaiscymru.org

Mae'r daflen hon hefyd ar gael yn Saesneg. Rydym yn croesawu galwadau a gohebiaeth yn Gymraeg. Os byddwch yn ysgrifennu atom yn Gymraeg byddwn yn ymateb i chi yn Gymraeg, ac ni fydd hyn yn arwain at oedi.



Eich llais chi mewn | Your voice in health
iechyd a gofal | and social care



Know your rights

Your guide to your rights in a care home in Wales



This document was written by the **Older People's Commissioner for Wales**. It is an easy read version of 'Know your rights – living in a care home in Wales'.

March 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 26**.



Where the document says we, this means the **Older People's Commissioner for Wales** and her team. For more information contact:

Website: www.olderpeople.wales

Email: ask@olderpeople.wales

Phone: 03442 640 670



Easy Read Wales made this document into easy read using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

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Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh

Contents

	Page
About the Older People's Commissioner for Wales	4
How to contact the Commissioner	5
Introduction	6
About your rights	8
1. Care and support you need	8
2. Moving into a care home	10
3. Care and support in a care home	12
4. Sharing your views	14
5. Paying for your care	17
6. Making complaints	19
7. Leaving your care home	22
Useful contacts	24
Hard words	26

About the Older People's Commissioner for Wales



The Older People's Commissioner for Wales protects and promotes the rights of older people across Wales.

The Commissioner and her team make sure older people:



- can share their views
- have choice and control
- do not feel lonely
- get the support and services that they need
- are not **discriminated** against.



Being **discriminated** against is when you are treated badly or unfairly because of your age, sex, race, religion, disability or sexual identity.



The **Commissioner** and her team work to make Wales a good place to grow older.



The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

How to contact the Commissioner



Phone: 03442 640 670



Email: ask@olderpeople.wales



Website: www.olderpeople.wales



Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

Introduction

This booklet is for older people who are:

- moving into a care home
- living in a care home
- or moving out of a care home.



This booklet gives information about your rights in a care home.



There is a bigger guide that gives more information. If you want a copy, you can contact us. Our contact details are on page 5.



You should not lose your rights when you move into care home. We want people to know and use their rights. And feel protected.



Your rights can help you to:

- make the right decision when choosing and moving into a care home



- get the right care
- do things independently



- do things that are important to you



- see the people who are important to you
- make complaints if you are not happy with things. And make sure your complaints are dealt with in the right way



- leave the care home in the right way, if you decide to leave or if you are asked to leave.



About your rights

1. Care and support you need

You can talk to your local authority about your care and support.



The local authority is your council.



Your local authority must give you information, advice and support about care and support services.



You should have information in a way that best suits your needs.



You have the right:

- To get information in a way that best suits you. For example it could be online, on the phone, in easy read or face to face.



- To an **assessment**, if your local authority agrees that you may need care and support.

Assessment is the process you go through with your local authority to see if you need care and support. What care and support you need. And how you will get it.



- To ask your local authority to arrange a care home for you.



They may have to do an **assessment** before arranging a care home for you.



Your local authority may charge you for making the arrangements for you.

2. Moving into a care home

When you move into your care home, you should get information about:

- what services you will get
- and how your care and support needs will be met.



You have the right to get:

A signed copy of the **service agreement**. The **agreement will have details about:**

- the care and services you will get
- costs
- other rules.



A **guide** about the care home and the services it provides. **The guide will have details like:**

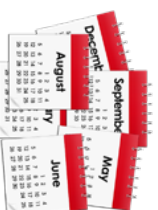
- important staff in the home
- health services
- activities you can take part in inside and outside of the home
- how to make a complaint.



- A **Personal Plan**. Your personal plan will be about:
- your needs and things you prefer
 - the type of care and support you will get
 - how care and support will be provided
 - your religious needs.



You must be involved in making a personal plan. You can ask for help from your family or someone who can make decisions on your behalf.



Your plan should be checked at least once every 3 months. Or when needed, to include any changes to your needs.

3. Care and support in a care home

You should get help to live an independent life and to do the things that are important to you.



- Get treatment, advice, and other services from any health care professional.

- Be safe and protected from **abuse** and **neglect**.

You have the right to:

- Be involved in making day to day decisions about your care and support.



Abuse is when someone hurts you or treats you badly. There are lots of different types of abuse.

Neglect is when someone does not look after you properly. **Neglect** is a type of **abuse**.

- Be treated with dignity and respect at all times.



- Not be controlled or **restrained**. This means you should not be stopped from doing what you want to do.



- Get **personal care** in the right way. You should get support to wash and use the toilet if needed.



- Use technology and other equipment to manage your own needs. And to help you to communicate.



For example you should not be held down, giving medicines to control your behaviour, or be locked in your room. But sometimes this may be needed if you are at risk of harming yourself or others.



- Not be **deprived of your liberty** when being provided with care. **Deprived of your liberty** means your freedom is taken away from you.



Staff should have training to provide care and support for people living with dementia or sensory loss.



Staff should take time to get to know you.

4. Sharing your views

You have the right to:

- Share your views to help with the running of the care home.



- Have an **advocate** to speak for you.

An **advocate** is someone who speaks up for you to help you say what you want to say and get your needs met.



- Make a complaint if you are not happy with things. See page 19 for more information.

Visitors and going out

In a care home you should be able to:

- come and go
- visit friends
- go shopping or go to events.



This is possible if you have no health problems that may stop you from going out.

Or no laws to stop you.





Your care home must have a place for you to meet visitors privately. This means a separate room from your own room.



You can say **no** to seeing visitors.

You have the right to:

- Have regular contact with family.



- You also have the right to freedom. This means you cannot be stopped from leaving your care home. Unless you are stopped by law.



Your freedom could be limited if you are at risk of harming yourself or others.



5. Paying for your care

Your care home must give you information about the costs and fees to stay in the home.

You have the right to:

- A care and support **assessment** from your local authority.



- A financial **assessment** to find out if you need to pay for your care.



- A guide which must have details of the costs of staying in the care home and any extra fees.



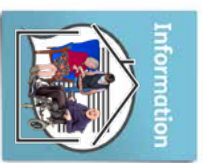
- A written contract, if you or some other person is paying for your care.



You can also choose to pay for extra services and things.



You should not be forced to buy extra services.



If you decide to pay for extra services, you should have information about those costs.



6. Making complaints
Your care home must make sure you are able to make a complaint or give feedback.



All feedback must be recorded and responded to.



You can make complaints with your care home.



You should get an open and honest response to your complaint.



You have the right to make a complaint with your local authority if:

- Your care is funded by your local authority.



- Your local authority is involved in arranging your care.



You could also write to **Care Inspectorate Wales (CIW)**.



Care Inspectorate Wales check the quality and safety of care homes in Wales. They may not be able to investigate your complaints, but your information will help them to check the care home.



If you are still not happy, you can make a complaint to the **Public Services Ombudsman for Wales**.



The **Public Services Ombudsman for Wales** has legal powers to look into complaints about public services and care providers in Wales.



Your complaint should not affect your care or support.



Your complaint should not affect the services you get.

7. Leaving your care home

Your contract should have information about when a care home can ask you to leave.



It should be for the right reasons. For example, if the care home cannot take care of your needs even after making **reasonable adjustments**.



Reasonable adjustments are changes that places and services can make to make sure everyone is able to use them. For example, putting ramps in buildings for wheelchair users. Or giving information in easy read.

Care homes should have policies which explain how your services could end.



Care homes should talk to you before asking you to leave. You should get **28 days** written notice to leave.



They cannot ask you to leave or stop visitors because you made a complaint.

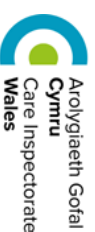


If you think you have been asked to leave because of your complaint, you can make a complaint to:

- your care home
- your local authority
- your health board



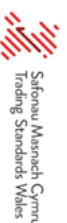
You can also make a complaint with **Care Inspectorate Wales**. They are in charge of checking the quality and safety of care homes in Wales.



If your care home is not treating you fairly, they are breaking the law.



You can contact your local **Trading Standards Service** for more information and advice.



Useful contacts



Public Services Ombudsman for Wales

1 Old Field Road
Pencoed
Bridgend
CF35 5LJ

Phone: 0300 790 0203

Website: www.ombudsman.wales/complaints



Age Cymru

Ground Floor,
Mariners House Trident Court
East Moors Road
Cardiff
CF24 5TD

Phone: 0300 303 44 98

Website: ageuk.org.uk/cymru/contact-us



Care Inspectorate Wales (CIW)

Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Phone: 0300 7900 126

Website:
careinspectorate.wales/contact-us/raise-concern

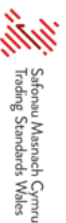


Find your local authority:

www.gov.uk/find-local-council

Find your health board:

www.wales.nhs.uk/ourservices/directory



Trading Standards

To make a report to Trading Standards, you need to contact the Citizens Advice consumer service.

Phone: 0808 223 1133

Hard words

Abuse

Abuse is when someone hurts you or treats you badly. There are lots of different types of abuse.

Advocate

An advocate is someone who speaks up for you to help you say what you want to say and get your needs met.

Assessment

Assessment is the process you go through with your local authority to see if you need care and support. What care and support you need. And how you will get it.

Neglect

Neglect is when someone does not look after you properly. Neglect is a type of abuse.

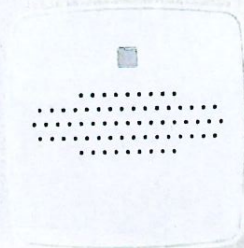
Reasonable adjustments

Reasonable adjustments are changes that places and services can make to make sure everyone is able to use them. For example putting ramps in buildings for wheelchair users. Or giving information in easy read.

Ally Transforms Night-time Care



Ally is a resident monitoring system for care homes. It's wireless, secure, and provides immediate benefits.



63%

Fewer patient falls*

56%

Fewer hospital admissions*

50%

More sleep for residents

30%

Staff time saved*

With Ally, staff in your home can stop disturbing peacefully sleeping residents, which decreases the risk of falls and frees up time to spend with higher dependency residents.

One device is required per resident room and can be plugged in and connected to WiFi by staff in minutes. The Android app keeps staff up to date on residents' wellbeing. Staff simply switch the system on at bedtime and are automatically notified when a resident is calling for help, unusually restless or up and about.

"I simply sleep better at night with Ally, knowing that my staff are able to provide care when residents need it."

Sue, Greensleeves Care Home Manager



*NHSE, ICB and Customer research data, 2023

www.allycares.com

Improve resident safety and care, as well as staff satisfaction and retention.

Reduce staffing pressures

⊗ Without Ally

2-hourly checks can disturb residents and create work for carers

⊙ With Ally

Give staff back 30% of time over a night shift by no longer checking on peacefully sleeping residents.

Safer & More Responsive

⊗ Without Ally

Night-time incidents like falls often happen in between scheduled checks

⊙ With Ally

Remote monitoring makes staff aware of when assistance is needed. On average falls are reduced by 63% and hospital admissions by 56%

More Effective & Caring

⊗ Without Ally

1 in 5 check-ins wake ups peacefully sleeping residents.

⊙ With Ally

With less interruptions, residents get 50% more sleep, require less medication and are more engaged in daytime activities, improving well-being.



Care staff simply switch on the monitor for each resident at bedtime. Our AI technology detects when residents are calling for help, are awake and active, unusually restless or in discomfort. Staff check alerts on a smartphone and can review audio samples and other sensor data to assess whether residents need their assistance.





Supporting Care Homes

With Ally Resident Acoustic Monitoring

Frequently Asked Questions:

Who provides the system?

Ally has developed and manufactures the system in conjunction with many care providers and has the backing of NHS England & University College London.

How does it work?

The system measures the normal level of sound and motion when residents are asleep alerting staff when you have made extraordinary sound/movement. This may be getting out of bed for the toilet/falling/heaving/coughing etc.

How will staff use the system?

Staff will be alerted via the Ally app on their work computers, smartphones or tablets. Staff will each have their own username and password. Each alert will have a sound file for staff to listen to to understand why the resident is no longer asleep. Staff can then decide if the resident needs assistance.

Will residents still use the call bell system and / or pressure mats?

Yes, this solution is in addition to the call bell system. We are putting Ally's resident monitoring system in so there is **additional safety** for you if you can't use the call bell.

Will staff still do regular night-time checks?

Yes. For residents requiring regular visits as part of their care plan, these will not be removed. For residents being monitored, checks will be extended to help give them a better sleep.

What happens if the system stops working

If the Ally resident monitoring system stops working whether through a fault, loss of WiFi or power, staff are notified via the Ally app. If monitoring through the Ally system stops, each resident will have more frequent checks and staff follow ups until the solution is up and running again.

Do residents need to consent to use the system?

Yes. Residents will be required to consent to use the system

What audio data is collected and stored?

The audio of the room is only collected when staff turn the system on at night and when unusual sound and motion are detected; the clips are only able to be played back immediately after an alert is generated. Staff cannot listen in live and alerts are paused when staff provide care to protect the residents and staff members privacy. For legal and compliance reasons, the audio clips are stored for 3 months, then deleted automatically. Please see Ally Labs privacy policy for more details: <https://allycares.com/privacy/product-privacy-policy>

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Unit 65 Battersea Business Centre
99-109 Lavender Hill
London
SW11 5QL

<https://allycares.com>

Contact

support@allycares.com
+44 (0)20 3026 4506

(re: RESIDENTS NAME)

DATE

Dear **N.O.K / L.P.O.A,**

As you are already aware, here at Orme View Dementia Care Home we use 2 monitoring systems;-

1 - CCTV

We have CCTV cameras in all communal and external areas, which is monitored in the managers' office throughout the day, and can be used to playback any incidents or falls that happen during the night. Recorded footage is only accessible to authorised personnel. CCTV is used to enhance safety, protect residents and staff, and investigate incidents. There are NO cameras in residents' bedrooms. There is NO audio, so we cannot listen to any conversations. The CCTV images are automatically deleted after 28 days, unless we specifically request them to be saved for a particular purpose (safeguarding or legal reasons).

2 – ALLY RESIDENT MONITORING SYSTEM

During the night (8pm-8am) we use a monitoring system called Ally Resident Monitoring System in the residents' bedrooms, which is activated by sound and motion. Ally is used to enhance night time safety, reduce risks such as falls, improve resident sleep and wellbeing, and support staff efficiency, whilst ensuring privacy, dignity and data protection. Ally will detect and notify the night staff of any unusual sounds or movement which prompts them to go and check the resident (outside of the usual night check routine).

We have specific home policies available for both the CCTV and the Ally Monitoring System, if you would like a copy, please do not hesitate to ask a member of staff.

Please sign and date below to confirm that you understand and have no objections to Orme View Dementia Care Home using the above mentioned monitoring systems.

PRINT NAME

SIGN

DATE

Media Consent Form

At Orme View Care Home Ltd we are hoping to be more active on social media and with our online presence, with your permission we may like to use your image and or likeness to demonstrate the service we provide.

We will never take your photo without consent first. We will never upload an image without this form being completed and informing you of the upload beforehand, and any image taken on mobile phones are deleted immediately after being sent to office management where they are stored on a secure computer, in a secure file.

This form will be scanned on to the computer and saved in a secure file, the hard copy will be stored in a lockable filing cabinet in the office.

I **give consent** for my image and/or likeness to be used on Orme View Care Homes Ltd social media, website and other online platforms.

or

I **give consent on behalf of** for their image and/or likeness to be used on Orme View Care Homes Ltd social media, website and other online platforms.

or

I **DO NOT give consent** for my image and/or likeness to be used on Orme View Care Homes Ltd social media, website and other social platforms.

Signed:

Date:

Office use only

Home Manager informed of non-consent if applicable YES / NO

Name:

Signed:

Date:

Herbert Protocol form

People with dementia sometimes get lost and go missing. If you care for someone with dementia you can fill in this form containing information to give to the police if the person goes missing.

This means you don't have to remember the information when you are under stress if someone goes missing. And it saves time, so the police can start the search sooner.

You can fill in this form on your computer or print it out and fill it in by hand. Keep it somewhere safe where you can easily find it if the person goes missing. You could give a copy to friends, family and neighbours. Keep this information up to date whenever something changes. You only need to give the form to the police if the person goes missing.

Details are helpful, but don't worry if you can't answer every question. There is space at the end of the form to tell us more if you run out of space for any of the questions. And you can always add another page to a printout or add something to an email.

The person's basic details

First name(s)

Surname

Other names they go by (for example nicknames or aliases)

Date of birth

Gender

Is their gender the same as at birth?

Nationality

Ethnicity

Husband, wife or partner's first name

Husband, wife or partner's surname

Their contact details

Main home address, or best contact address

ORME VIEW DEMENTIA CARE HOME
81, ABBEY ROAD, LLANDUDNO, CONWY, LL28 4EH

Any other addresses they might go to (for example a second home)

Mobile phone number(s)

(01492) 875993 - ORME VIEW
07931841476 - STEFFAN ROBBINS,
HOME MANAGER

Email address(es)

steffan@ormeview.co.uk
rachel@ormeview.co.uk
admin@ormeview.co.uk

Social media account details

Do they have a tracking system, or wear or carry medical alert or ID information? Please give details

Physical description

Height

Build (for example tall, short, athletic, stocky)

Hair colour, length and style

Complexion

Facial hair

Identifying marks

Any distinguishing physical characteristics

Anything else about their physical appearance that would be useful for us to know

Health

Their type and symptoms of dementia

Any other medical conditions like diabetes, asthma, heart problems, including symptoms

What medication do they take?

SEE ATTACHED SHEET

What happens in the short term if they don't take their medication?

What happens in the long term (over time) if they don't take their medication?

Do they have any problems walking?

Do they use a stick or other walking aid?

Can they move between furniture without help?

How far can they walk before getting tired?

Do you think they might behave in a way that causes conflict or puts them or other people at risk?
If yes, please give details

Any phobias they have (for example fear of water or of heights)

How might they react to being upset or scared?

Any other health information you think is important

Money

How much money do you think they have access to?

Bank name

Bank account number

Bank sort code

Travel and transport

Travel passes they have (and numbers, if you know them)

Nearest local bus stop to where they live

Nearest train station to where they live

Any regular journeys they take by bus or train

Can they drive?

Details of any vehicles (including bicycles) they have access to, including make, model, colour, registration number and anything distinctive about the vehicle

Anyone else who provides transport for them, like friends and neighbours, including details of the vehicles they use

Communication

Is English their first language? If no, what is their level of spoken English?

What other languages do they speak?

Any communication issues we should know about (for example are they Deaf or autistic)?

Please give us any tips for communicating with them (for example calming them down if they are upset)

Jobs and education

Do they currently have a job, or are they currently studying or volunteering? If yes, please tell us what they are currently doing, including job title or role, employer or school

NO

Address of work or school

Phone number and email address

Places of interest

Anywhere they regularly go on holiday

Any important past addresses including childhood addresses or past jobs. If you only know partial addresses or locations, don't worry, please tell us everything you know

Any close family or friends that they could go to. Please give names, addresses and contact details if you can

Church, mosque, synagogue or temple they go to, including address if you know it

Favourite cafes, restaurants or pubs

Shops they regularly visit

Chemists they regularly use

Clinics or hospitals they regularly attend

Any other significant places (for example a favourite walk, an allotment, a sports ground or a cemetery they visit)

Interests

Interests or hobbies, past and present

Favourite indoor activities, for example going to the library or cinema

Favourite outdoor activities (for example bowling, fishing, cricket)

Community groups or weekly events they attend

Routine

Please tell us about their weekly routine or things that they do routinely

	Morning	Afternoon	Evening
Monday	N/A	N/A	N/A
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Previous times they went missing

If they have gone missing before, please tell us:

What happened?

Where were they found?

Why were they there?

Other people we might need to talk to

GP contact details, including surgery name, address and phone number

Social worker contact details, including address and phone number

Details of any other professionals we should know about (for example dentist or other medical professional, counsellor or therapist)

Anyone else we should be talking to (for example family or close friends, anyone with lasting power of attorney or court-appointed deputies)

Photograph

Please attach a recent photo

If you are printing this form out, please attach a recent photograph here

If you are emailing this form, please attach a recent photograph to the email

Further information

If there are any other details we haven't asked about that you think we ought to know about, please tell us here

The person filling out this form

Your first name(s)

STEFFAN

Surname

ROBBINS

Your relationship to the person this form is about

DIRECTOR AND HOME MANAGER

Phone number

(01492) 875993

07931841476

Email address

steffan@ormeview.co.uk

Address

ORME VIEW DEMENTIA CARE HOME
81, ABBEY ROAD
LLANDUDNO

Any other ways we can contact you

Date this form was last updated