

# Resident Guide

**Evergreen Partnership Maple House Woodmansterne Lane South Wallington Greater London Surrey**

**SM60SU**

**Tel: 0208 254 9403**

## Welcome to Evergreen Partnership

On behalf of Evergreen Partnership and all of our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and fulfilled with us at Evergreen Partnership and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into Evergreen Partnership there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

### Useful Contact Information

* The Registered Manager is Daniel Roberts
* The Registered Manager can be contacted on Daniel Roberts - 07865345896
* The person responsible for complaints or comments and suggestions is Daniel Roberts
* The person responsible for Data Protection is: Daniel Roberts
* Email; danielroberts@evergreenpartnership.com

## About Evergreen Partnership

Maple House is a privately owned service for adults who have learning disabilities. Our goal is for Maple House to become via its performance and results among the most highly regarded care homes of its type, we will aspire to develop an impeccable reputation in the Care Home market place for delivering premier quality care with cost effectiveness. We will offer a range of opportunities to support and empower people with a learning disability and associated difficulties to enjoy a fully enhanced quality of life whilst supporting them to make informed decisions and choices about the way they would like to live. We will work in partnership with parents and/or carers, the local community and local services in order to enhance support networks, thus promoting independence and ensuring full integration of the clients within local community. Our focus is on fun, choice, good health, enjoyment and comfort, providing people with learning disabilities the opportunity to expand their sphere of experiences and to develop their lives in creative and imaginative ways supported by a highly skilled and experienced staff team.

### Property Location

Maple House is situated in the south side of Wallington within walking distance of the town centre and only a few metres from a bus stop serving the nearby towns of Carshalton, Purley and Croydon. Wallington itself has a varied range of shops and amenities including the Wallington Further Education College for people with learning disabilities (due to open in September 04) and a railway station with connections to Sutton, Croydon and Central London yet also within easy reach of more rural areas i.e.; Oaks Park. The surrounding area generally is very well served with amenities such as leisure centres, cinemas, theatres, pubs/clubs, restaurants and shopping centres.

### What this Service User Guide is for

This guide is intended to give Residents the information they need about Evergreen Partnership. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know.

### Evergreen Partnership Philosophy of Care

The Home aims to: \*Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. \*Treat all people who live and work at the Home and all people who visit with respect at all times.

\*Uphold the human and citizenship rights of all who live, work and visit here. \*Support individual choice and personal decision-making as the right of all Service Users. \*Respect and encourage the right of independence of all Service Users. \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the manager know.

### Safe

Evergreen Partnership will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

* **Ensuring that our staff are well trained and skilled to provide the right care and support,** are able to recognise signs of abuse and report them swiftly
* **Giving you the information you need** to make informed choices and take informed risks. Staff at Evergreen Partnership understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
* **Keeping a clean environment** free from hazards and keeping infection under control
* **Supporting you with any medication needs** carefully to minimise the risk of errors

### Freedom from Discrimination

Evergreen Partnership has a zero-tolerance approach to all forms of discrimination and will take action when it is

found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

### Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement.

Each Resident is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

* **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through Care
* **We will ask for your views and ideas** on daily living arrangements and enable you to contribute to any proposed changes
* **We will make information accessible** and in a way that you can understand, both about your Care (including medication) and the services being offered
* **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will ensure that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
* **We will ask for your informed consent** to Care and any changes to it in all decisions about your Care
* **The principles of the Mental Capacity Act will be followed,** and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
* You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions
* We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to our Privacy Officer if you are concerned about your personal information

### Caring

Evergreen Partnership provides a caring environment which supports a person-centred approach because:

* **Staff will take an interest in what makes you, you;** the things you want to share from memories, the things you like and don’t like, current interests, wishes and new pursuits
* **Staff will treat you with dignity** in the way they speak with you and the way they behave
* **We will assist you in continuing to use your skills** and in pursuing your interests, as well as facilitating a varied range of new skills and interests to try if you would like
* **Staff will create a stimulating environment** which enables you to be as active as you would like to be
* **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention
* **All information about Residents is treated as confidential** and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or your representatives
* Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary
* **We will make sure that you understand information and what is said**, providing you with the support you need, and giving you the help that you require to make your voice heard
* **You will be supported to carry on relationships and have access to family**, friends, facilities and the community

### Responsive

Evergreen Partnership will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

* **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed
* **Evergreen Partnership welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer
* Staff will work with other professionals to ensure that your Care is joined up

### Well Led

Evergreen Partnership is a well-led organisation, knowing its responsibilities and carrying them out

* The management staff of Evergreen Partnership are both visible and approachable for Residents and staff alike
* Evergreen Partnership has the skills to monitor the service and make changes when they are needed
* When things go wrong, Evergreen Partnership and its management staff are honest with you and give solutions on how to put things right

### Statement of Purpose

We have a Statement of Purpose which you can ask to see. Daniel Roberts will be able to help you with this.

### Our Staff

Within **Evergreen Partnership**, we recognise that, in order to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos. The team consists of:

* Registered Manager - Daniel Roberts
* Deputy Manager – Monique Beverton
* Senior Support Worker – Juliette Olakanye
* Support Workers
* Maintenance

### Our Services

The services we offer are listed below. If there is a service you require that is not listed, please do not hesitate to speak to the manager to see if it can be arranged.

* Personal care
* All meals
* Laundry
* Room cleaning
* Social activities

### The Services Offered by Others

Residents can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of Evergreen Partnership. Evergreen Partnership will arrange for the Resident to have access to these services, which include:

* Hairdressing
* Chiropody
* Physiotherapy
* Opticians
* Dental services

They will state their costs and terms of business directly to the Resident. Residents should normally receive and deal directly with payments to independent contractors but if this is not possible, Residents are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

### Your Visitors

* Visitors are very welcome at Evergreen Partnership at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your wellbeing
* We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way
* Visitors are asked to sign in and out in the Visitor’s Book to comply with health and safety requirements
* We also request that all visitors comply with health and safety notices and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge

### Keeping Links with Friends, Family and the Community

* We will support you in keeping links with the community. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest

### Activities

* Evergreen Partnership actively promotes Residents’ normal social networks and social activities and support for access will be available at all times. Adaptations made for people with vision impairment.
* Each Resident’s Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that we can ensure that these are a part of everyday life

## Communications – How we will listen and share information

### Resident/Principal Carers' Committee

* The committee provides a recognised forum for Residents and principal family carers to talk and share their views. Participation in decision-making is encouraged and valued. A member of staff acts as Secretary to the committee
* Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Resident representative, and are available only for use in ways approved and controlled by the committee

### News

* Special news, details of staff changes, changes in the organisation of Evergreen Partnership, minutes of the Residents' meetings and advance notices of events will be posted on a noticeboard in a public area
* We will support Residents and representatives with any information required in accessible formats and also try to give messages verbally as well as in writing

### Telephones

* A telephone for Residents’ use is available
* Any member of staff will help you to access the telephone if you need help
* It may be possible, subject to the telephone supplier’s requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills
* Residents are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff

### Mail

* Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly

### Internet

* + Evergreen Partnership has in place a broadband service and Wi-Fi is available. Please speak to Daniel Roberts for Wi-Fi codes and any assistance you need with email addresses etc.

### Privacy and Dignity

We will respect Residents' privacy and dignity at all times. We will do this by making sure that:

* + **Door Locks -** Residents’ personal rooms will have a lock fitted appropriate to needs, and you will be provided with a key unless your risk assessment shows that this is not possible and agreed by you
	+ **A locked cabinet or a locked cash box** can be made available to you in your room
	+ Giving you **privacy in bathrooms and toilets** as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment
	+ Discussion of your affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
	+ We will make sure that you have somewhere private to have any important discussions
	+ Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed
	+ Records will be made available to your principal Care Worker and family only with your consent

### Residents’ Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

* + You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff
	+ You are entitled to ask that your main carers use one name, and others use another name. The level of familiarity is within your control
	+ In the absence of information, staff will address you formally, using your title and surname
	+ Staff are trained to support you with dignity at all times and will ensure that support is given in a dignified way, whether you are alone or in company
	+ Staff are trained to knock and wait for your invitation before entering the room

### Raising an Issue, Making a Complaint and Giving Compliments

* + We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide
	+ No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue
	+ We will support Residents in making a complaint. If you require specific support, we will make this available to you
	+ We encourage Residents to make a complaint through the Complaints Procedure whenever they feel that this is necessary
	+ We encourage Residents to raise issues, however small they may seem, and whatever the impact. This can be done informally, or formally through the complaints process
	+ Complaints can be made by anyone. They are not restricted to Residents. You can make a complaint to any of our staff but the person in charge of complaints is Daniel Roberts

### Our Commitment:

* + All complaints and issues will be taken seriously
	+ All complaints will be acted upon with fairness and impartiality
	+ You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days
	+ If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint and you will be informed of what that action is
	+ Residents are entitled to involve an impartial third party in the complaints procedure if they so wish
	+ We will learn from complaints and issues and take action to rectify problems

### Please find a Complaints Form for your use at any time at the back of the Guide. This can be handed to the manager, reception staff or a member of staff whom you feel comfortable with.

Residents and their representatives may take their complaints to persons in authority outside the home.

* + For Residents funded all or in part by Social Services or the Clinical Commissioning Group, complaints, in the first instance, can be directed to them
	+ For privately funded Residents, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC

### Addresses:

|  |  |
| --- | --- |
| **Director of Social Services:****Adult Social Services Civic Offices St Nicholas Way Sutton SM1 1EA Tel 020 8770 4946** | **Care Quality Commission: Care Quality Commission, National Correspondence, Citygate, Gallowgate,****Newcastle upon Tyne NE1 4PA, Tel: 03000 616161,****Fax: 03000 616171** |
|  | **The Local Government and Social Care** |
|  | **Ombudsman** |
|  | **PO Box 4771** |
| **Local Clinical Commissioning Group:** | **Coventry CV4 0EH** |
| **NHS Sutton and Merton PCT 120 The Broadway** | **Tel: 0300 061 0614** |
| **Wimbledon London SW19 1RH Tel: 020 8251 1111** | **Email:** **advice@lgo.org.uk** |
|  | **Website:** [**https://www.lgo.org.uk/**](http://www.lgo.org.uk/) |
|  | **Complaint form:** [**https://www.lgo.org.uk/complaint-**](http://www.lgo.org.uk/complaint-) |
|  | **form** |

**Advocates**

* + All Residents have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Daniel Roberts will be happy to provide information on local advocacy groups and other support networks.
	+ Some of those currently known to us are:

### Advocacy Partners Speaking Up McMillan House 54 Cheam Common Road Worcester Park Surrey KT4 8RH Tel: 020 8330 6644

**Community Partners Dunedin House 2 The Mews Wharf Street Godalming Surrey GU7 1NM Tel: 01483 527 759**

**020 8330 6644**

**Arrangements for your Voting Rights can be Made Through the:**

**Electoral Registration Officer Civic Offices, St. Nicholas Way Sutton Surrey SM1 1EA Tel: 020 8770 5097 Other Documents**

* + You are invited to review the latest CQC inspection report on the establishment, and the latest summary of

Residents’ and Residents families’ views on the Services offered. These are not included in this pack because they rapidly become out of date

* + A copy of the full report can be found on the CQC Website: [https://www.cqc.org.uk/](http://www.cqc.org.uk/) and the overall

ratings published on the noticeboard in the home. Copies can be made available to you from the manager at any time

## Living at Evergreen Partnership (Maple House)

### Trial Period

The first month of your stay will be on a trial basis, to ensure that you are happy that you have made the right decision.

At the end of the month, we will talk with you and, if appropriate your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you in that decision, and help you to find other accommodation.

### Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission to Evergreen Partnership. Should your preferred room become vacant later, it may be possible to relocate. Should you require any treatment while you are in your bedroom, your privacy and dignity will be respected at all times.

Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to you as soon as possible. We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like ‘home’. In addition, you will be able to lock your room if you so wish. Evergreen Partnership has:

* + Total en suite rooms: 2 (Shower only – no WC)
	+ Total shared rooms: 0
	+ Total single rooms: 4 (1 vacant ground floor room with en suit shower)

### Admission

Our manager or senior member of staff will assess all Residents prior to admission where possible. Once this assessment has taken place and all parties agree that Evergreen Partnership can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial Care Plan will also be agreed prior to admission and this will be reviewed and amended during the first week as needs and preferences become known. We recommend that all potential Residents and representatives visit the home. Residents are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they, or their representative, make a decision to stay. A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission.

### Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. We will support you to manage your own medication where possible with your General Practitioner’s and Daniel Roberts’s agreement. If you are able to retain responsibility for your own medication management, we will provide you with a lockable cabinet in your room.

Where necessary, following an assessment, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

### Personal Care

Your personal care and health care are planned in consultation with you, with our staff members who will look after you, and with your relatives if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan, along with details of your personal choices regarding the normal activities of daily living. All Residents are actively encouraged to become involved in the care planning process and will be consulted at each stage of the Care Plan. A copy of the Care Plan will be made available to you and/or your family/friend (with your consent), to seek your agreement for signature when a change or a review takes place.

### Personal Preferences

At any time, you can discuss with your Key Worker any personal preferences that you may have relating to your care, the gender of the person providing that care, your diet or social activities.

### Personal Property

* + Residents are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made

available

* + In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of Evergreen Partnership that the Resident is responsible for keeping a record of their property if they so wish, and ensuring its safekeeping
	+ Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility
	+ Evergreen Partnership insures Residents’ property to a total of see Registered Manager each. Any single items of value, or property which totals more than see Registered Manager should be insured by the Resident personally

### Key Workers

* + In order for you to receive the best care, we have a Key Worker system. You will be allocated a Care Worker who will be your Key Worker for your needs
	+ They will undertake to identify your needs with you and ensure that they can be met through a Care Plan to ensure that your health gains are maximised
	+ The aim of the Key Worker system is to provide each Resident with an advocate within the staff team, and develop a relationship between the Resident and staff based on trust and mutual respect
	+ They will arrange for meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your Care programme
	+ If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you

### Hobbies, Interests and Activities

* + Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests, please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally, you are free to choose whether to join in or not. There are quiet corners in Evergreen Partnership where you can relax if you wish to be peaceful. It is the intention of management and staff at Maple house to ensure that all service users, regardless of their disability have a full involvement in leisure and therapeutic activities. It will be paramount to the well being of clients living at Maple House or short term respite to have access to outside therapeutic services, as indeed the input of a therapeutic environment at Maple House. It is part of the philosophy of the Evergreen Partnership that clients are supported in a proactive manner to lead an active and valued lifestyle within the community. In general we would expect a program of activities to reflect the client's aspirations and current needs incorporating opportunities to increase their potential in all areas of everyday life. The home manager or Deputy manager will ensure that the staff rota will accommodate these needs so that supervision is available at all times by staff or relevant professional where required. Clients will be encouraged to indicate their individual leisure and therapeutic interests and to have their own goals, providing it's in the client's best interest, and the therapy is relevant and beneficial. A personal assessment will be made between client and team/key worker. Therapy will consist of vast and varied tasks based on each individual, to ultimately achieve and promote individuality, empowering freedom of choice, learning new skills to enable more independent living. Staff will actively act as an advocate, respecting freedom of choice, but at the same time, guiding clients appropriately to achieve their full potential within a social setting. Clients will be encouraged to learn self-help skills to assist them when their interests take them to outside venues and clients will have access to the home's vehicle for when activities take them away from the home i.e.; out of town excursions and day trips. LEISURE AND THERAPEUTIC ACTIVITIES WILL INCLUDE; SWIMMING/BALL GAMES,CINEMA/THEATRE/SHOWS, OUTINGS/EDUCATIONAL VISITS, PUBLIC HOUSE/CLUBS/RESTAURANTS, PARKS/FARMS/PICNICS/WALKING/EXCURSIONS, GARDENING/HORTICULTURE, VARIOUS IN-HOUSE ACTIVITIES, EXERCISE and KEEP FIT, IN-HOUSE ARTS and CRAFTS, COOKERY AND GAMES, DAILY LIVING SKILLS. Clients will also be provided with a 7- day annual holiday a year (long term residents). The manager and staff will liase with the clients to ascertain where clients would like to go. Some in-house therapeutic activities may be preferred to be utilised in the privacy of clients' bedrooms or the sun lounge, these would be under full supervision of a staff member or relevant professional where required and may include activities such as; REFLEXOLOGY AROMATHERAPY RELAXATION/ SENSORY

### Religious observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

### Meals

Maple house can provide specialist dietary needs should a Service User require.

Meals are prepared on the premises, from fresh produce wherever possible. We are happy to provide meals for visitors if reasonable notice is given.

At present, mealtimes are:

|  |  |
| --- | --- |
| Early morning drinks | **No set time, arrangements can be made to have specific times if an individual requires so.** |
| Breakfast | **No set time, arrangements can be made to have****specific times if an individual requires so.** |
| Tea & coffee | **No set time, arrangements can be made to have****specific times if an individual requires so.** |
| Lunch | **No set time, arrangements can be made to have****specific times if an individual requires so.** |
| Evening meal | **No set time, arrangements can be made to have****specific times if an individual requires so.** |
| Tea & coffee, & supper | **No set time, arrangements can be made to have****specific times if an individual requires so.** |

**Car Parking** Driveway **Smoking**

In accordance with legislation, the home allows smoking in designated areas only.

### Fire Precautions

* + Evergreen Partnership carries out a full fire risk assessment on its premises and procedures, and takes steps to ensure that the risk of fire is minimised
	+ There are sound practices in place to ensures that staff are well trained and to avoid fire risks, and steps are taken to ensure everyone’s safety in the event of a fire
	+ Evergreen Partnership is subject to inspection by the Fire Brigade as well as conducting our own fire safety surveys and assessments, and is covered by an effective fire alarm
	+ If you become aware of any potential fire risk, please immediately inform a member of staff

### Services Available Shopping

* + Should you wish to go shopping, your Key Worker or our activities organiser will take you. n/a

### Transport

* + Our policy is that all Residents will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by Evergreen Partnership
	+ Taxis will be arranged (charged to the Resident at the full cost), if necessary, for relevant appointments where other arrangements cannot be made, and properly adapted coaches for disabled Residents will be hired for outings where possible
	+ All Residents will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Resident in retaining their independence

### Keeping Pets

* + Wherever possible, the keeping of pets will be encouraged on the basis of their beneficial and positive influence on Residents’ lives. We also have regular visits from the (well behaved) pets of Residents and relatives

### Medical Services

* + You are encouraged to keep your own GP, who may attend to you when requested. However, if your GP cannot attend to you in the home, or you wish to change GP, we can provide you with a list of local GPs for you to choose from and we can ask the Practice to register you. You can, of course, choose the gender of your GP

### A Visiting Physiotherapist can be Arranged

* + The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Residents

### A Visiting Chiropodist can be Arranged

* + The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Residents

### Dentist or Optician

* + You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their Practices. Again, they will charge the Resident as appropriate

### Community Nurse

* + If you are assessed as “residential”, you can have visits from the Community Nurse

### Counselling Services

* + There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled

### Personal Development

* + Evergreen Partnership will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests

### Fees

* You will be given a Service User Contract on admission. In brief, the arrangements on fees are:
	+ If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example, by setting up a standing order. Fees are proportionately refundable on discharge
	+ Privately funded Residents whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital
	+ If you are supported by a Social Services Department or another public body, then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their

portion directly to the home. Your benefits will be paid into your bank account or that of your representative, and the portion due to Evergreen Partnership must be paid to Evergreen Partnership regularly, with a minimum frequency of every two weeks. Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to the home by Social Services etc, the allowance will be given to the Resident weekly by Evergreen Partnership. If the benefits are received by the family of the Resident, then they are responsible for delivering the allowance to the Resident and paying the balance to the home for fees

### Other Charges

* + - Where the home supplies items such as toiletries for purchase by Residents, payment should, if possible, be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Resident and an invoice raised. Cash, otherwise an account will be kept and invoiced weekly in arrears at the cost to the Provider. (If left blank, defaults to payment in cash as goods are supplied)

### Elections

* + - You are fully entitled to vote in all local and national elections while you are a Resident in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote

### Electrical Safety

* + - All electrical equipment brought into the home on or after admission must be presented to the Maintenance Department before use, in order for its safety to be checked

### Risk and Hazard

* + - We encourage Residents to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Residents ask for food to be appropriately stored, such as in a refrigerator
		- Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

### Resident’s Checklist

The following checklist is meant as a guide to help with your requirements in the home:

### Clothes (as a minimum):

* + - * 3 sets of day clothes
			* 7 sets of underwear
			* 3 sets of pyjamas or nightdresses
			* Dressing gown and slippers
			* Shoes and appropriate hosiery
			* Where possible, we would ask that you please see that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use
			* We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.

### Toiletries:

* + - * Toothbrush, toothpaste/denture cleaner
			* Soap, face flannel
			* Shaving material

It is important that you bring with you any items such as

* + - Spectacles, magnifying glass
		- Hearing aid
		- Walking stick
		- Writing materials, stamps
		- Radio/TV.
		- Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

### Inappropriate Behaviour

* + - Inappropriate behaviour is the systematic maltreatment or physical, sexual, emotional or financial abuse of one person by another
		- Evergreen Partnership is committed to preventing inappropriate behaviour and if a Resident, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure
		- Residents, principal carers and relatives will be kept informed of the progress of the investigation into any complaint

### Fire Safety

We ask for your cooperation in paying attention to fire safety and fire prevention. The following points should be observed:

* + - Please abide by the smoking rules; smoking is only allowed in the designated smoking areas
		- Please do not store possessions next to a source of heat
		- Please turn off your electrical equipment when you have finished with it
		- Make sure that you have all of your personal electrical equipment checked by our maintenance engineer before you use it in the home
		- When you are leaving the home please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises
		- Please ask your visitors to sign our Visitor’s Book, so that staff are aware of who is on the premises

### Quality Assurance

Our home is registered and inspected by the CQC. This involves unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us

* + - London borough of Sutton
		- Pharmacist
		- Fire Service
		- Health and Safety Executive
		- Environmental Health
		- Placement Officers/Care Managers
		- Senior managers of the company
		- Training managers

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about Evergreen Partnership or the care you are receiving.

|  |
| --- |
| **Date:** |
| **Details of complaint:** |
| **The outcome that you expect:** |
| **Your name:** |
| **Signed:** |
| **Date received:** |
| **Received by (sign):** |

|  |
| --- |
| I, [insert Resident name] confirm receipt of the Resident Guide for Evergreen Partnership and understand that should I need any further information, to contact Daniel Roberts. |
| **Resident’s Signature:** |  |
| **Date received:** |  |
| Where the Resident lacks capacity, a representative should sign for receipt of the Resident Guide on their behalf. |
| **Representative on Behalf of [insert Resident name]:** |  |
| **Signature:** |  |
| **Date Received:** |  |