

Susan Day Residential Home

... because we care



Service User Guide.



Original home of the Day family which was given to the old people of Ilfracombe by Mr Fairchild Day,

In memory of his late mother, Mrs Susan Day.

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Welcome to Susan Day Residential Home

Welcome to Susan Day Residential Home. I hope that your stay with us will meet your expectations. Please feel free to speak with our staff at any time should you need anything, if you are unsure of anything or if you have any concerns. The staff at Susan Day are here 24 hours a day, 7 days a week and will always be happy to help in any way that you need.

We will endeavour to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply we will deliver the services you require, in the way you want, to support you to continue to live as independently as possible.

This Service User Guide is intended to provide you with information about the services Susan Day Residential Home offers and how our services are delivered.

If you wish to discuss any aspect of our service in more detail, please contact a member of our team who would be extremely happy to help.

The Manager is here from Monday to Friday during normal office hours and will make a point of coming to visit you to ensure your comfort and satisfaction throughout your stay.

Please feel free to look through your information booklet, all the information within it is aimed to keep you informed and fully updated on all aspects of Susan Day.

I hope you enjoy your stay with us!

Kindest Regards

Donna Miller

Registered Manager

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About the Home

Susan Day Residential Home is a “not for profit” registered charity located in the heart of Ilfracombe, North Devon.

The home was inaugurated by the Ilfracombe Old Peoples Welfare Committee which was founded in 1945 for promoting the welfare of, and to assist in the general good of the older individuals within Ilfracombe and surrounding district.

With the advent of the welfare state, many of the objectives originating from the original constitution became irrelevant, and for many years the Committee's sole function was to administer the home. In 1974 the application was made to the Charity Commission for the change of title to the Susan Day Old Peoples Home. In 1998 this was again amended to the title of Susan Day Residential Home.

South Lodge was originally the family home of the Day family, who lived within it for 50 years. In 1947 Mr T Fairchild Day gave the house to the Ilfracombe's Old Peoples Welfare Committee as a permanent memorial to his late mother, Susan Day, her portrait still graces the main hall within the home. Susan Day's closest interest was for the care and comfort of the elderly living within Ilfracombe and she is still respected and talked about within the home today.

The catchment area for admission to Susan Day is Ilfracombe central West & East, Combe Martin, Georgeham, Mortehoe, Marwood, Braunton West & East, Lyton, Barnstaple and surrounding areas.

The home is located adjacent to the sea front and is set in beautiful gardens which is nurtured and cared for by our home's gardener and residents. The garden has a beautiful summer house which also has in addition to it a covered outside seating area and there are also many seating areas located around the garden itself.

Susan Day has 32 single occupancy bedrooms, all of which are en-suite. All bedrooms have a personal telephone, WIFI, television and nurse call bell. The bedrooms can be furnished or non-furnished at the request of the new resident, and we encourage all new and existing residents to make their bedrooms their own by bringing in pictures and items of personal value.

The home has two lounges one is located downstairs and has a communal TV and a quiet lounge located on the first floor which people use for reading and quieter times.

The home has a very modern Hair Salon, which any hairdresser of your choice is free to use, this is just like stepping into the hair salon on the high street.

Susan Day has one main kitchen which is well equipped and highly commended for its cleanliness, and the foods provided on our menus are homemade and purchased within the local community. Mealtimes are set and can be provided to our residents within our dining

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room or if people wish within their bedrooms. We can cater for visitors at a small cost and can prepare separate eating areas for you to enjoy a private meal with your loved ones when they visit. This request however must be made in advance with the Manager or Deputy Manager.

The home is situated over three floors, which can be easily accessed by the main stairs or the passenger lifts. Due to the nature and age of the home there are some corridors that are not suited to less mobile residents, and where this is identified our dedicated care team will support you.

The home has three communal bathrooms with two bathrooms being fully equipped for those individuals who require help getting in and out of the bath, four communal toilets, large and smaller wet room .

Susan Day Residential Home embraces our technical world and has free WIFI for all our residents and their families as well as a communal computer for our residents to use. Staff are always available to help you Skype or email family and friends and will also teach you how to surf the wide web!

Susan Day has a well-equipped hairdressing salon, where residents can come and have their hair done by our own visiting hairdresser or a hairdresser of their choice.

Susan Day is a non-smoking home and we are unable to accommodate pets on a permanent basis. We do however encourage resident's pets to come and visit at any time.

The home maintains regular community links with the local religious groups, schools and businesses and every month there is a varied activity calendar providing topics and entertainments of interest for the residents who reside with us.

All visitors are welcome to Susan Day, and as a home we have no restrictions around visiting times.

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The Susan Day Statement of purpose.

Our statement of purpose is written to comply with Regulation 12 of the Care Quality Commission (registration) Regulations 2009. This requires a care service provider to produce and keep under review a statement that describes:

- Its values aims and objectives
- The service it provides to meet the needs of the people who use or might use the service
- Information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, email addresses
- The legal or registration status of the service provider, e.g. a care home with or without nursing designed to provide care and accommodation for older people, people with dementia etc

The Susan Day Residential Home aims to provide all its Residents with a relaxed, homely and secure environment in which their care, comfort and well-being are of prime importance. Staff will preserve and maintain the dignity, individuality and privacy of all Residents. Susan Day has and maintains a warm, caring and relaxed atmosphere and is sensitive to all Residents changing needs.

The Susan Day Core Values are:

Privacy, Choice, Rights, Dignity, Independence, Fulfilment, Security, Equality and Respect

Susan Day believes that the following statements best describe the values within which we seek to operate daily.

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We believe that each resident in our care has the fundamental right to:

- Be regarded as an individual and given our special attention.
- Be cared for by people who are competent, well trained and capable of understanding a person's individual needs.
- Be treated equally, and no less favourably than others with dignity and respect.
- Receive respect and understanding regarding their cultural, religious and spiritual beliefs.
- Be safe, feel loved and always know that "someone cares".
- Be informed about all important decisions that affect them, and to have a say.
- Be afforded privacy for themselves and their belongings.
- Have the opportunity to think independently and make their own choices.

Aims and objectives of Susan Day

In order to achieve our Philosophy, we have set the following objectives:

- To provide a service that fully satisfies the needs and expectations of our residents.
- To respect the individuality of our Residents.
- To respond positively to feedback from our Residents, their families and representatives, other health and social care professionals and our own staff.
- To continuously seek ways in which our service can be improved.

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- To protect our Residents and Staff from hazards and abuse.
- To build and retain a stable, committed and highly trained workforce by sharing ownership of the care service with them all.
- Working with each resident, relative or representative (as appropriate), Social Worker, carer and all others associated with the resident's care towards identifying, implementing and reviewing their personal care plan which adequately reflects his/her needs at any one time.
- Promoting independent living, working within the residents' range of abilities and competencies.
- Delivering care, within the Susan Day home in a manner which is non-discriminatory, sensitive to the cultural needs of the resident and respectful of their environment and traditions.
- Providing a high-quality flexible, responsive and non – intrusive service that is tailored to the needs of the individual.
- Ensuring that confidential information is protected always and only shared with others strictly in accordance with our policy on confidentiality and information sharing.

About Our Care Services

Susan Day Residential Home is registered and regulated by the Care Quality Commission under the provisions of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014. To provide personal care to the over 65's who do not require nursing care. If individuals do require nursing care this must be cared for by our local NHS Healthcare teams.

Where possible, Susan Day aims to provide care services to our residents right through to the end of their lives. This however at times cannot always be possible, and if this does happen, we will be open with you and will work with you in seeking better and more appropriate care for your changing needs.

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Care Categories

The categories of care that Susan Day can support safely and within the home's capabilities are as follows.

- Partially sighted and impaired hearing
- Frail, over 65 years and those confused by age
- Individuals who suffer with incontinence
- Diabetes
- Dementia
- Cancer sufferers
- Individuals who have heart or lung disease
- Individuals who have arthritis or rheumatism
- Parkinson's Disease
- Individuals identified on the end of life pathway
- Individuals who have had a stroke
- Social Care funded residents

If our existing residents should develop any health needs that we are unable to support, we will support you in seeking alternative placement for more skilled and suitable care. If we can support you as your needs increase, there may be a strong possibility that your weekly fees will need to be increased to enable us to support you at Susan Day safely.

The Range of Services Susan Day can Provide

Susan Day Residential Home can provide the following services,

Personal care:

- Assistance with dressing/undressing - getting up in the morning and preparing for bed at night
- Assistance with bathing, showering and washing
- Assistance with skin care, washing hair and cleaning teeth
- Manicuring and foot care but not cutting toenails
- Assistance with bed bathing

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- Assistance with toileting and use of incontinence aids
- Assistance with medication and health related duties (in accordance with the written Care Plan)
- Night-time support and reassurance
- Assisting with the eating and drinking
- Respite Services

Social care including:

- Companionship, social skills, social interaction
- Reminiscing and mental awareness stimulation
- Letter writing, reading and managing correspondence
- Escorting to medical and social appointments when families or representatives are unable.
- Participation in hobbies

All residents prior to admission will meet the Registered Manager for a full need's assessment prior to any placement and room being offered. This will ensure that your care needs can be accessed and that your new residency is suited to your needs.

Our Care and Support Services

Each resident who resides within Susan Day will have their own bespoke care plan, which outlines the care delivery that they require. Each person's care plan will include a description of their daily routines, their medical history and health needs, their life history, mobility requirements, medication and external health service support, night time support, nutrition and hydration needs and end of life care wishes and plans. The care plan also identifies risk and risk management and Susan Day staff respects that all individuals have the right to take risk when they wish, providing they have the mental capacity to understand how that risk may impact them or the people around them. Residents will also be asked to sign their consents to care delivery, and all residents care plans are written and reviewed with the individual and their significant others.

All residents that reside at Susan Day are encouraged to keep their own GP where possible. If a resident moves into Susan Day from an area outside of our local Ilfracombe GP practice it will be up to the resident to ask their GP if they are happy for them to remain on their case

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load, the resident will also need to clarify if the GP would be prepared to come and visit them at the home if requested. Susan Day management staff will happily support new residents to re-register with our local GP if that is their wish, and we will also happily support re-registration of other services such as dentists & chiropodists.

All residents have a welcome folder located within their rooms. This not only contains the residents bespoke care plan, but also contains information on the Susan Day home and its history, useful information such as telephone numbers and WIFI codes, meal time information, Resident meeting dates and minutes, compliments and complaints and the activity planner. We feel this information is important for our residents, as Susan Day Residential Home wishes for all its residents to be participative in how our service develops and flourishes.

Susan Day prides itself in valuing people's wellbeing and right to life and supports all who reside within Susan Day the freedom to express how they wish to be addressed, and clarifies what respect and privacy means to them on a daily basis.

Susan Day has an in-house Activity Coordinator, who works with our residents in organising not only one to one activities but also organises communal entertainment such as singers, high tea events, open days, outings and shopping trips, chair exercises, flower arranging etc, etc. Our activity programme is arranged as a response to our resident's individual and combined requests and is always enjoyable and varied.

The Details of the Registered Provider, Nominated Individual and Registered Manager

The Registered Provider

The Registered Provider is

The Trustees of Susan Day Residential Home
SOUTH LODGE, Runnacleave Road, Ilfracombe, Devon, EX34 8AQ

Tel: 01271 862528

Susan Day Residential Home is a Registered Charity. Registered Charity Number: 205695

The Nominated Individual

The person registered with the Care Quality Commission as the Nominated Individual in respect of Susan Day Residential Home is:

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Mrs Donna Miller

Tel: 01271 862528

Email: manager@susanday.org.uk

Registered Manager

The person registered with the Care Quality Commission as the registered manager for Susan Day Residential Home is:

Mrs Donna Miller

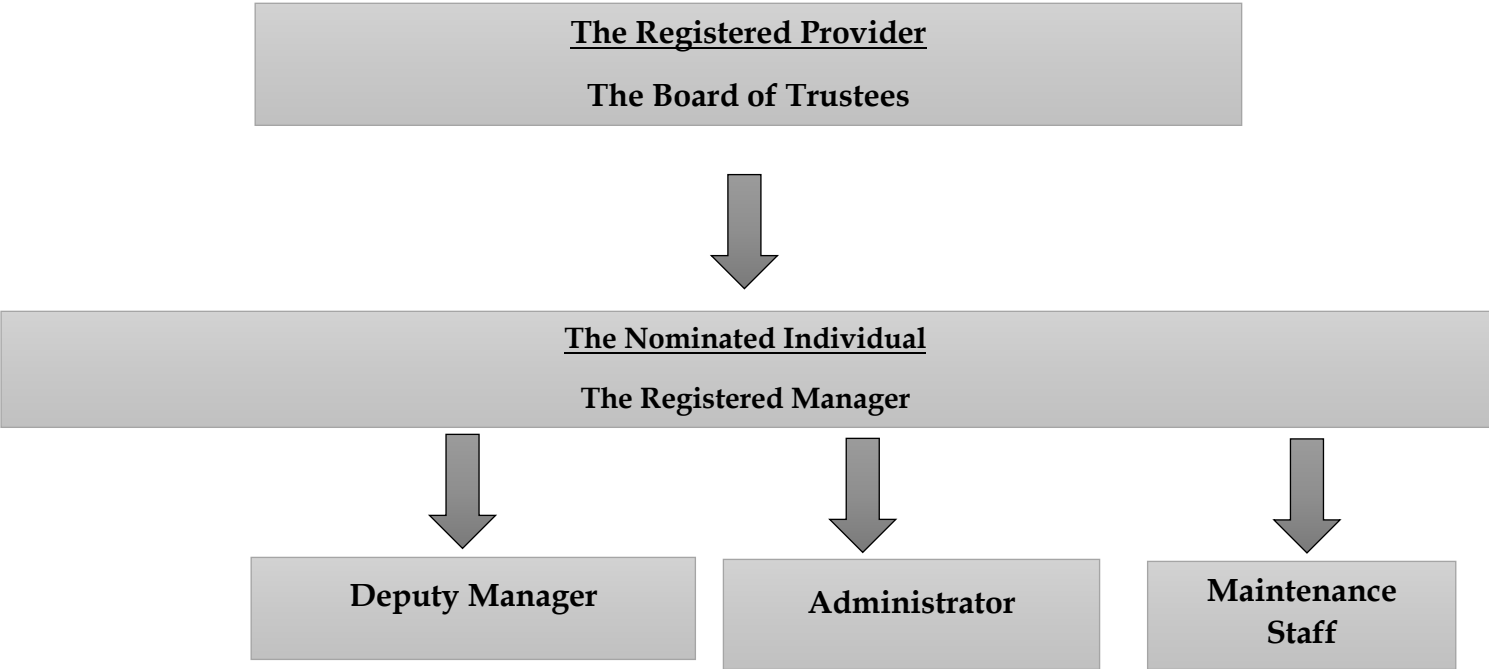
Tel: 01271 862528

Email: manager@susanday.org.uk

Location of Service

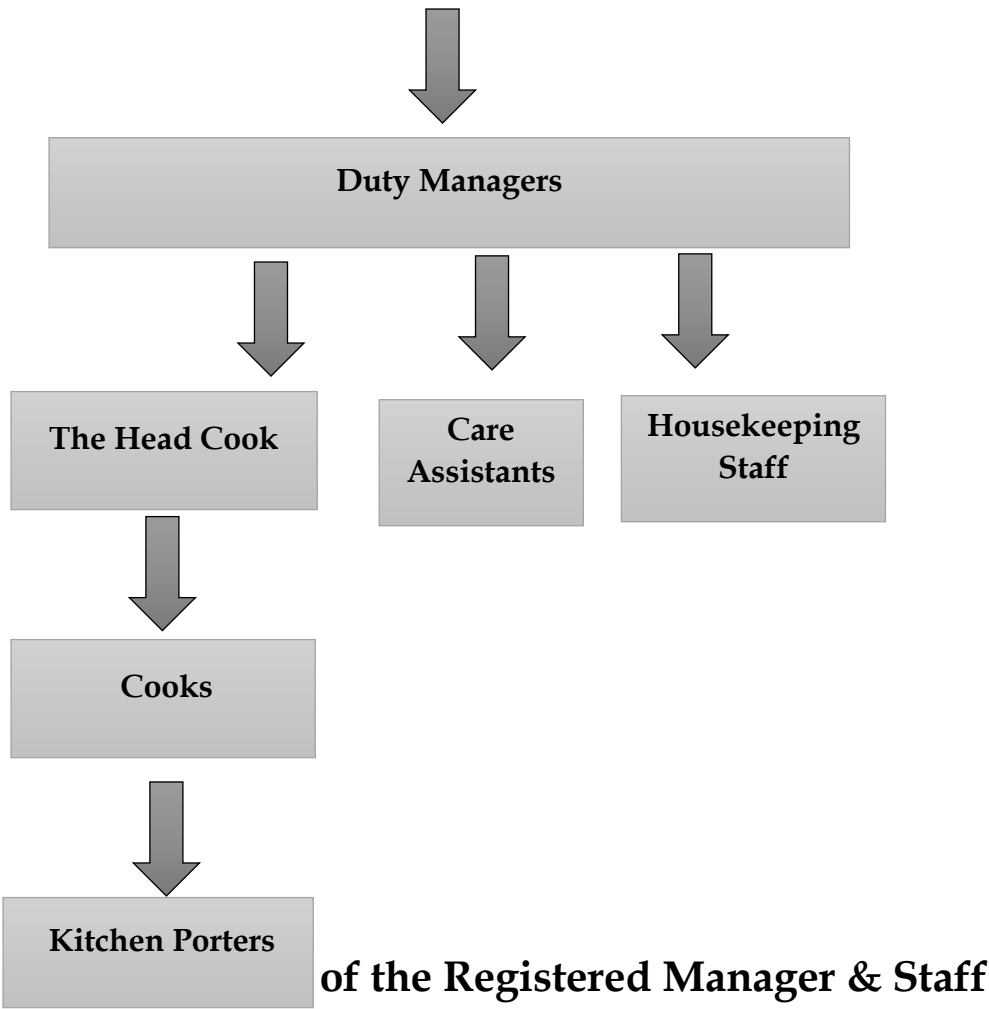
SOUTH LODGE, Runnacleave Road, Ilfracombe, Devon, EX34 8AQ

The Organisational Structure of the Home



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In addition to the Registered Manager, the home employs four Duty Managers, 25 Care Assistants, an Administrator, a Premises Manager and Handyman, 3 Cooks, 2 Kitchen Porters and 4 Housekeepers and an Activity Coordinator, we also have a number staff on the Bank, including General Assistants and Care Staff.

The Registered Manager has been in the Health and Social Care sector for over 20 years, where she started working at Susan Day as a Care Assistant. Over the years she has developed much experience and expertise and has now become the Registered Manager of the service.

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She has the Registered Managers Award as well as numerous additional qualifications that support her within the role. The Registered Manager prides herself on the longstanding service that she has given to Susan Day Residential Home and is knowledgeable of the service and well respected by residents, their families and all staff groups.

The Deputy Manager has been in the Health and Social Care Sector for over 25 years, at the age of 17 she started her working career within care here at the Susan Day, where from here she went on to gain her experience and knowledge in the care sector, working for Devon County Council for several years.

She holds her Level 5 National Vocational Qualification in Health & Social Care as well as numerous additional qualifications. The Deputy Manager is extremely skilled and knowledgeable within her role, she is an Ilfracombe lady and knows the home extremely well.

The Duty Managers at Susan Day all hold the Level 4 National Vocational Qualification in Health & Social Care or above. They are extremely skilled within their role and lead the care team through their shifts seven days a week. The Duty Managers are extremely knowledgeable in their field of specialism and are regularly trained and updated. They are passionate about Susan Day and advocate resident's rights, independence, dignity, wellbeing and diversity of all. They actively work alongside the Registered Manager in the forever developing and resident focused service that is provide.

The Care Assistants at Susan Day all hold a National Vocational Qualification in Health & Social Care from levels 2 right through to level 3. They are a highly skilled workforce who are regularly trained and updated ensuring they meet the changing needs of the health and social care sector. Many of our Care Assistants have been employed by Susan Day for over 10 years and hold a great loyalty and passion for the service which they provide. They are our most treasured asset and provide outstanding care to our residents at Susan Day.

The Administrator at Susan Day supports all financial aspects of the home. She is the person to contact for issues relating to invoices, fees and residents paper money. She will support our Residents with 'safe keeping' money and will at your request pay the chiropodist, hairdresser or newsagents.

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The Cooks at Susan Day believe in good, nutritional home cooked food. They have both worked at Susan Day for many years and are very well skilled and trained in cooking and food safety and hygiene. The cooks are passionate about the menus produced and attend the monthly residents meeting ensuring that residents needs are noted and implemented.

The Kitchen Porters and Housekeepers have all been employed at Susan Day for many years. They are all highly skilled and dedicated and have all received the mandatory training required for them to do a safe and efficient job

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Our Quality Assurance

Susan Day Residential Home places a strong emphasis on providing the highest quality service possible for all of its Residents and believes that no matter how good its present services, there is always room for improvement.

Our Quality Assurance includes:

- Regular review of all services
- Quarterly surveys of Residents satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions
- Residents newsletters to involve Residents in discussions about how the service is delivered
- Compliments & Complaints Policy which encourages feedback about our services.
- Thorough checks on all staff during the recruitment and selection process
- Close supervision of staff and services via regular direct observations by our experienced Care Managers and Deputy Manager and face to face meetings with our management staff.
- Regular supervision meetings between each care worker and their line manager
- Procedures for managing poor performance or conduct of staff
- Regular staff meetings.
- Regular review of all policies and procedures

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Susan Day is committed to maintaining and improving our service constantly. We pride ourselves in including our residents, their families or representatives, with these developments and discuss changes at our monthly residents meetings, seeking feedback and innovative ideas. We also have a suggestions box located in the main hallway for all to use. This provides us with additional feedback and ideas on our developments going forwards.

The Managers of the home also undertakes monthly audits of varying aspects of the home. This is then shared with our residents, their families or representative.

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Policies and Procedures

We have robust policies and procedures to ensure that all our Residents receive the best possible service from staff who understand what is expected of them. Policies are reviewed regularly and meet all the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality & Safety produced by the Care Quality Commission.

Policies are available on request in a variety of formats including easy read, large print etc. Susan Day adheres to the General Social Care Council Code of Practice for the organisation and our staff

Confidentiality

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognise that our Residents have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.

All information held by Susan Day about you will be handled, shared and stored in line with the GDPR, Susan Day's Confidentiality Policy and General Data Protection Regulations.

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Safeguarding

We take our responsibility to safeguard your safety and wellbeing very seriously. Susan Day's Safeguarding Policy is based on 'No Secrets' a government publication that provides guidance to local agencies. Our Policy and Procedures also sit alongside the Devon county wide multi agency Policy and Procedures for the Protection of Vulnerable Adults from Abuse.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed on an annual basis.

If you or another person is being abused or you suspect abuse you should contact Susan Day's Registered Manager or Devon County Council Care Direct (0345 1551007) or Devon and Cornwall Constabulary (101).

Our position on Equality and Diversity

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Susan Day is committed to anti-discriminatory practices, working in a way which respects the views, rights and behaviour of people from minority groups and which celebrates their diversity. We are sensitive and responsive to the race, culture, religion, age, disability, gender and sexuality of the people receiving care, and to their relatives and representatives. We will do everything possible to ensure that the way in which our service is delivered does nothing to compromise these rights.

No one will be disadvantaged because of any disability and opportunities will be equally available for all.

At Susan Day we reserve the right to withdraw the service immediately to individuals, who refuse to co-operate with the equal opportunities policy, are verbally or physically abusive towards our staff or fail to comply with the requirements of the agreed service contract.

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Our Fees

Susan Day's fee structure is based on the care needs of each individual. It is based on a four-tier banding structure which accommodates individuals who require little or no care through to higher dependency care, our fees range from £854.25-£1,025.00. Each resident is placed within a banding group following their pre-admission with the homes Manager and before they are admitted into the home.

Our Fees are reviewed each April and residents are given 4 weeks' notice of any increased fee. There may be a requirement for some individual's fees to be reviewed before our annual review, this is normally when peoples care needs have increased and more help and support is required.

We are required by the Local Authority to advise you that if you are paying for your own care on a private arrangement, but if you become eligible for public funding support in the future, then the Local Authority will not guarantee to pay your fees over and above their contracted levels. This may mean that you will have to arrange a "top up" contribution from your family in addition to paying the contribution which has been assessed on your own income.

Compliment/Concern/Complaint

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If you wish to make a compliment, concern or a complaint, please fill in the information below addressed to The Manager.

Please note that completing the name and address sections of this form are optional however doing so will assist us in addressing any concerns you may have promptly.

Name: _____

Address: _____

Telephone: _____

Resident's Name: _____

Relationship to Resident: _____

Please circle as appropriate: _____

Compliment	Concern	Complaint
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Details: (please feel free to continue on a separate sheet) _____

Useful contacts & Our Main Terms & Conditions of Service

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Care Quality Commission

Citygate,
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel 03000 616161
www.cqc.org.uk

The General Social Care Council

Goldings House
2 Hay's Lane
London
SE1 2HB

Tel: 020 7397 5100
www.gsc.org.uk

Devon County Council

County Hall
Topsham Road
Exeter
EX2 4QD

Tel 01392 383000

Care Direct Devon

Tel 0345 1551 007

Welcome to Susan Day.....

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Our outside area.....



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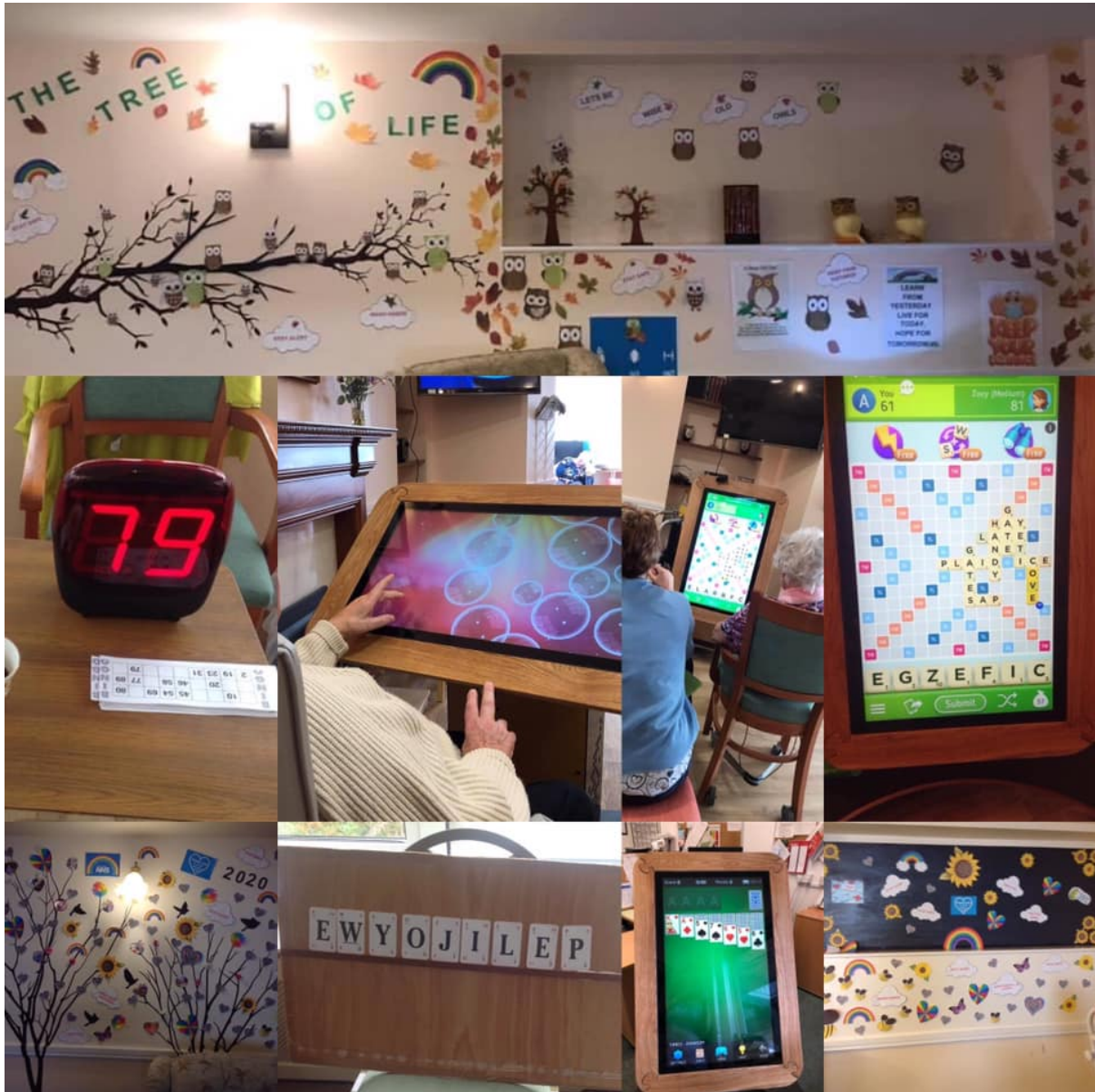
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We do love to keep busy

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We are always celebrating something

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