



SABLE COTTAGE

Home Providing Nursing, Residential and Dementia Care



Service User Guide and Statement of Purpose

Chester Road, Kelsall, Cheshire, CW6 0RZ

Tel: 01829 752080

Fax: 01829 752098

Email: care@sablecottage.com

www.sablecottage.com

Proprietor:

Mr Sunil Patel

Registered Manager:

Mrs Johanna Houghton

The contents of this document include those items required by law to be provided to all prospective service users or their key relatives.

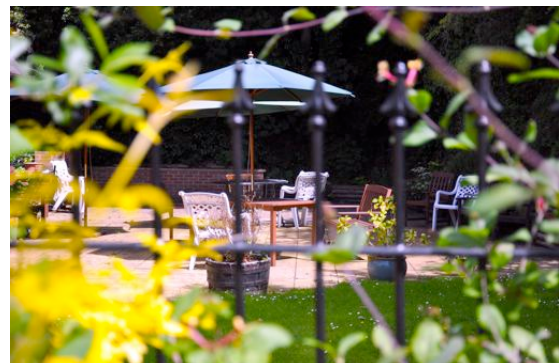
If there are any additional matters that you would like to discuss, please do not hesitate to contact us.

This document is updated regularly and at least annually. The most recent copy can always be found in our 'Information Area'.

OVERVIEW

Sable Cottage is for individuals seeking exceptional care and attention on a long-term, short-term or respite basis:

- ✿ Fully registered with the Care Quality Commission (CQC) for 37 beds
- ✿ Recognised quality End of Life Home.
- ✿ Onsite qualified and experienced nurses and care staff
- ✿ Separate specialist EMI unit.
- ✿ Specialising solely in care of the elderly for over 20 years
- ✿ Quality care delivered through the commitment and sincere caring attitude of all our longstanding staff
- ✿ Award winning dining experience with a choice at meal time
- ✿ Highly regarded reputation
- ✿ Varied activities programme and outings
- ✿ Involvement in the local community
- ✿ Highly complementary reports from the CQC
- ✿ Full assistance and specialist equipment for residents with certain physical disabilities
- ✿ No visiting restrictions
- ✿ On-site parking for up to 12 vehicles
- ✿ Medical cover by local GP
- ✿ Personal furniture may be accommodated
- ✿ State of the art monitored nurse call system for assistance and emergencies



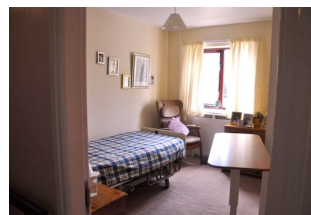
ACCOMMODATION

Sable Cottage was built in 1990. It is set in the heart of the village of Kelsall, overlooking the Cheshire Plain. Sable Cottage overlooks a well designed, sheltered garden.

All rooms at Sable Cottage are tastefully decorated and fully furnished, however service users are free to bring their own furniture if they prefer, as long as it complies with health and safety standards. We have a total of 37 rooms.

All bedrooms have lockable doors, which may be over-ridden with the master key should health or safety issues arise. All bedrooms also have television and can have telephone points upon request. All rooms are fitted with a nurse call system. Most rooms have en-suite facilities containing a WC and hand basin. Assisted baths are available on all floors, as are shower facilities.

- ✿ Fully furnished and tastefully decorated bedrooms



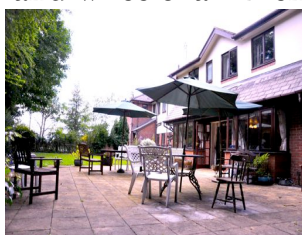
- ✿ En-suite facility for bedrooms and easy access bathrooms



- ✿ 3 day lounges and grand dining room



- ✿ Secure and wheelchair friendly garden patio



- ✿ Lift access to all floors with complete wheelchair access

ABOUT US

*Rural village
location...*

Sable Cottage is set in the heart of Cheshire's finest countryside, neighbouring the beautiful Delamere Forest and just 8 miles from Chester's Historic City.

*...providing
personal
care and
attention...*

Within a warm and friendly atmosphere, we take a holistic approach to caring for our residents, encouraging them to be as self caring and independent as possible, giving them the freedom of choice to enable them to enjoy the best quality of life within the realms of their ability.

*...in a
luxurious
environment*

We offer spacious lounges with a separate dining room which opens out onto a very pleasant, fully enclosed garden.

*...with award
winning
catering.*

We offer a varied and nutritious diet with a four-week rotational menu and residents' preferences are accommodated. We also cater for special dietary needs. Snacks and drinks are freely available as part of the residents' daily living skills.

*Support from us
every step
of the way...*

We appreciate that it is a huge decision to move your relative into a care home. From our experience, families worry far more than the residents do. Residents often take on a new lease of life with the relief of making the right decision to leave their homes and making new friends with dedicated staff who take care of their every need.

*...for long term
happiness...*

The first three months is considered to be the trial period to ensure that Sable Cottage is the right home to meet your needs.

*...without
losing your
sense of
being.*

Activities are an integral part of the day. Rest assured that residents' choice of daily routine will always be respected as well as their privacy.

MISSION STATEMENT

We aim to provide a friendly, welcoming environment with the emphasis on promoting individuality, independence and well being. Care packages are tailored to value the individual.

We try to encourage service users to take a renewed interest in their life and environment. We assist clients to maintain their current abilities and to maintain these skills if their needs change, within the limits of health and safety.

We value the people who have taken an active interest in their relative / friend's life, and embrace what they have to offer. We recognise life experiences and the achievements of the service users and encourage them to continue to achieve.

We aim to provide mental, emotional support and physical support, to individuals at all times.

We aim to enable clients to live as fully and comfortably as possible, and in due time, to enable them to die at piece with dignity and to provide support and care to their relatives and friends.



AIMS AND OBJECTIVES

- 1 For service users to be treated with respect, dignity and to have privacy as becomes their age and status as individuals regardless of colour creed or sexual orientation.
- 2 To allow service users the freedom to choose their way of life in the home so far as is practical and based on their mental capacity.
- 3 To provide a secure and caring home for service users in close partnership with their family and friends.
- 4 To provide a holistic approach to all aspects of care, ensuring the achievement of each service user's physical, mental, emotional, intellectual and spiritual needs.
- 5 To maintain or improve health and mental wellbeing.
- 6 To offer a stimulating environment by providing a programme of activities suitable for all service users, should they choose to take part.
- 7 To provide a continuing training and development programme for our staff to enable them to meet service users' needs with understanding and skill.
- 8 To enable service users to die with dignity and to provide comfort and care to relatives.
- 9 To deliver forward thinking approaches to achieve best practice in care, following the current guidelines.

NURSING CARE

At Sable Cottage qualified nursing staff provide 24 hour nursing care.

Sable Cottage is a recognised home specialising in end of life care. Our staffing levels are always dependency led to maintain the highest standards of care.

Sable Cottage provides 22 single bedrooms with 19 of them having private ensuite facilities.

We cater for residential, nursing, palliative, respite, day care and transitional care. Prior to your admission we will arrange to meet you to assess your needs. If you are out of the area, all information will be gathered before your admission, from your current care support.

DEMENTIA / EMI CARE

We are one of a small number of EMI residential homes in the area that can provide the additional care and homely environment to meet the needs of individuals suffering from dementia.

Our highly competent and experienced nurses are on-hand at all times to provide the specialist medical care.

Our aim for the Rainbow Unit at Sable Cottage is to provide our residents with a stimulating, homely environment, which will assist our clients to maintain their 'life skills' in a safe, supervised environment.

In the Rainbow Unit we feel it is important to structure our residents' day, as the residents would if they were in their own home.

Life skills play an important role in our residents' day, as they give them a sense of independence, worth and belonging. This may also be a basis for reminiscence, as certain tasks may bring back happy memories of things they have done in the past, enabling the residents to talk about their life experiences.

Each of the 15 bedrooms in this unit has en-suite facilities. The Unit itself has been designed and decorated to a high standard incorporating colour co-ordinated corridors and bedroom doors to minimise confusion for the residents. The whole Unit is secure, wander friendly with a spacious lounge and residents are able to wander freely.

MANAGEMENT TEAM

Mr Sunil Patel, Nominated Individual

Sunil is the company director and nominated individual for the Registered Provider, working alongside the Management Team to ensure that Sable Cottage is able to deliver the care and meet the objectives across all aspects of the home. Sunil has just completed the NVQ Level 4 in Leadership and Management in Social Care and brings experience from other sectors.

Mrs Johanna Houghton, Registered Manager

Johanna is the Registered Manager at Sable Cottage. Johanna came to work at Sable Cottage as an Administrator in 2002. She brought with her a wealth of knowledge and vast amount of experience in administration, recruitment, personnel and customer service and proved to be a valuable asset to the company. Johanna achieved her NVQ level 3 in Business Management and Administration in 2007. Johanna was promoted to General Manager of the home in 2009, and became registered with CQC in 2013 as the new Registered Manager after the retirement of the previous registered Manager. Johanna is passionate about providing person centred care to her residents and runs the home with an open door approach which results in a happy and positive attitude throughout the home. Johanna is currently studying for her QCF Management qualification.

ORGANISATIONAL CHART

On an average week we have 40 staff working at Sable Cottage:

- A qualified nurse is on duty 24 hours a day.
- Up to 6 care assistants will report to the nurse in charge on each shift, depending on staffing requirements.
- A dedicated Activities Coordinator, Debbie, works 5 days a week and is responsible for planning and carrying out activities and outings.
- Our first class housekeeping department is responsible for the cleanliness of the home and our laundry service.
- Our 2 highly qualified chefs manage the catering provisions, assisted by kitchen assistants, who provide service users with high quality, nutritious meals and snacks. The kitchen is open from very early in the morning until the evening every day.
- A maintenance person works three days a week keeping everything in good repair. A gardener carries out maintenance in the grounds.

Most of our care staff are female, although we do employ male care staff. We have a multicultural staff mix and are proud of this.

Nominated Individual: Mr Sunil Patel

Registered Manager: Mrs Johanna Houghton

Home Administrator : Beth Cole

Registered Nurses Tatyana Mecheva, Anisha Jijo, Gaynor Dunn, Karen Disley, Valerie Dickinson, Nicola Cullen, Resma Kuriakose
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Activities Coordinator: Debbie Coles

Carers

Carol NVQ 3	Jessica NVQ 3	Sally Ann NVQ3	Michael NVQ3	Matthew NVQ 2	Michael L NVQ3	Sever Tudor NVQ3	Noot	Becky
Danielle NVQ2	Lisa NVQ2	Nicola NVQ21	Loren	Leanne	Amanda	Justin	Pauline	Katie NVQ2

House Keeping								
Joanne	Julie	Jean Head Housekeeper	Millie	Jodie	Ian Chef	Ennio Chef	Sharon	Ellysha

SERVICE PROVIDER DETAILS

Registered Provider	Sable Cottage Limited
Provider ID	1-131465344
Company No	7014039
Nominated Individual	Sunil Patel
Location Name	Sable Cottage Nursing Home
Location Address	Chester Road, Kelsall, Cheshire, CW6 ORZ
Location ID	1-139145018
Telephone	01829 752080
Fax	01829 752098
Email	care@sablecottage.com

REGULATED ACTIVITY

The below Regulated Activities take place by the Registered Provider at the above sole Location:

- Accommodation for persons who require nursing or personal care

SERVICE USERS

Regulated Activities take place by the Registered Provider at the above sole Location for the following Service User bands:

- Older People
- Dementia

APPROVED BEDS

Regulated Activities take place by the Registered Provider at the above Location for a maximum of 38 Service Users over three floors:

- Ground floor: 10 beds
- Middle floor: 13 beds
- Top floor: 15 beds

ACTIVITIES

Our main aim at Sable Cottage is to provide a safe and stimulating environment where residents can engage in activities appropriate to their interests and abilities. We encourage residents to continue to use the skills they have developed throughout their lives, thereby promoting independence whenever possible.

Our staff collect personal information on the background of each new service user. We very much welcome this being added to by relatives and friends. This information helps to direct our efforts in engaging new service users in activities or events.

We have a dedicated Activities Coordinator, Debbie, who has extensive experience in working with the elderly and those with dementia. Debbie is responsible for all fundraising efforts that feed the Residents' Fund. This fund pays for supplies and in certain circumstances, entry to attractions.

We are also committed to providing high quality in-house entertainment. In the past this has included: live musicians (string quartets, folk singers, classical guitarists, harpists and pianists), theatre, talks and slide shows. Debbie leads frequent excursions, which family members are welcome to attend. We have recently visited The Blue Planet Aquarium, The Cheshire Ice Cream Farm, The World Museum Liverpool, and taken boat trips on the river Dee.

Residents have access to a large library as well as a mobile library that visits monthly to provide audio books, novels and reminiscence boxes. The home has wireless access to the internet, which has enabled residents to research family history, email friends and family and study their interests.

We are always ready to incorporate a particular interest into our activities schedule and welcome suggestions during regular resident's meetings.

Religious Activities

We can arrange for regular visits from local incumbents representing

- The Church of England
- The Roman catholic Church
- The Methodist Church
- The United Reformed Church
- The Stone House Church

We would endeavour to make contact with other spiritual advisers if requested to do so.

SAMPLE OF ACTIVITIES ON OFFER



MEALS

Our nursing home prides itself on its excellent food. All our meals are prepared from scratch on our premises by our chefs Ian and Ennio. They are constantly updating our menus creating wonderful nutritious dishes for our residents using fresh, local produce.

We have transformed the dining experience for our residents by banning nurses and their medicine trolleys from our dining room (the standard practice in most nursing homes is to give medicines during mealtimes as it is convenient for the nurses when all residents are in one place!). Our staff specifically take time to serve our residents lunch by silver service. The food served is of restaurant quality and the ambience is achieved through lighting and background music.

In 2008, Sable Cottage was awarded the Chester City Council Platinum Eat Well Award as well as five stars from our local Environmental Health Authority Inspection. Since then we have continued to uphold our meal standards and have introduced freshly baked biscuits and cakes for our residents.

At each meal, residents are given a choice as to the preferred meal and we are happy to accommodate special requests and restricted diets.



<u>Meal</u>	<u>Time</u>	<u>Location Served</u>
Breakfast	7am onwards	Dining Room /Trolley /Room Service
Morning Tea	10.30am	Trolley Service
Lunch	12.30pm	Dining Room
Afternoon Tea	3pm	Trolley Service
Tea	5pm	Dining Room
Supper	8pm	Trolley Service

Meals on trays service can also be arranged.

VISITING

Visiting times at Sable Cottage are flexible; however we do ask if you are planning to visit after 9.30pm at night we require a telephone call for security reasons.

We do ask visitors to avoid meal times if possible as this can be distracting for other residents, although for a small fee and prior notice, visitors can join their family members for a meal.

Visitors can generally be received in bedrooms or one of the sitting rooms. We encourage residents wishing to maintain involvement with a wide circle of friends and relatives to do so. Residents do however have the right to refuse visitors should that be their choice.

PARKING

Car parking is available around the building for up to 10 vehicles. Parking is restricted at the right side of the front of the building with a designated emergency services bay..

PERSONAL FUNDS

Every service user at Sable Cottage holds a cash account, to pay for incidentals and outside services such as the hairdresser and chiropody. We hold cash, securely in a safe for each service user. All credits and debits on each account are double signed and checked regularly. Service users can request an up to date copy of their account at any time. We ask that all accounts are kept in credit and regret that we must charge a small fee if you require us to cash a cheque as deposits for spending accounts.

SMOKING

There is NO smoking inside Sable Cottage and it is restricted to a designated outdoor area on the upper patio. This policy is with regard for the comfort and safety of others and current smoking laws. The levels of supervision required when smoking is determined by a risk assessment.

PETS

If you wish to bring your pet to live at Sable Cottage, this would be a matter to be discussed on an individual basis. Relatives or friends are free to bring pets to visits service users, with prior notice.

GIFTS

Sable Cottage staff are not permitted to directly accept any gifts, and/or presents from you, your family or representative or to sign as a witness any legal document. Please arrange to see the Manager for further advice.

SATISFACTION AND MEETINGS

Sable Cottage provides a system for monitoring and reporting the views of service users. Regular Service User Meetings provide an opportunity for service users to have a say in their care, and the day-to-day activity of the home. We also try to include service users in the staff selection process. We endeavour to create an environment where service users feel that their voices are heard and their views respected. In addition to this we undertake regular customer satisfaction surveys. The results of these surveys, available on request, are used to re-evaluate and improve our services.

LIABILITY

Sable Cottage will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by you in or about the home unless such money or property shall have been:

- Identified to Management in writing with a current written valuation
- Deposited within the home's safe for safekeeping

Liability for cash held cannot be accepted unless the money is deposited within the home's safe. In no event should this sum exceed £500.

Also for any other item of property the home's liability is limited to no more than £500. For items above £500 you are asked to be solely responsible for a separate insurance policy to cover that risk if there is a need for the item to be kept it at Sable Cottage.

RISK ASSESSMENT

An assessment of risks is nothing more than a careful examination of what, in the service user's life or environment could cause harm. We therefore assess whether enough precautions have been taken or should more be done to prevent harm. The aim is to prevent harm and make everyone aware of the risk.

Risk Assessment and management incorporates the principles of areas for concern, risk reduction, risk elimination, risk evaluation and a recognised risk communication process. An up-to-date Risk Assessment is put in place in each service user's care plan to support clinicians in making day-to-day decisions about the individual's care.

All available and suitable equipment needs to be safe and no service user should be placed at risk from unsafe or unsuitable equipment or by bad practice of medical and non-medical equipment, furnishings or fittings. Training is provided to all staff and auditing of the effective use of equipment is reviewed monthly.

Risk reduction is assessed and evidenced throughout treatment providing a clear care pathway. The individual's care plan is developed from the risk assessment and presented to and discussed with the service user and his key worker. Service users or their representatives are asked to sign all risk assessments on implementation and after any alteration.

FIRE REGULATIONS & PRECAUTIONS

- ✓ Service users' doors at night must never be wedged open, unless by approved devices connected to the fire alarm.
- ✓ Service users must inform the person in charge if they are leaving the building, to comply with fire regulations.

Sable Cottage has the highest standards and levels of fire prevention systems. The home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations have been implemented. However, whilst every attempt has been taken to minimise risk of fire, there can be no guarantee of safety.

We test fire alarms weekly and all staff undergo fire training on commencement of employment and at twice yearly intervals. Visitors are asked to sign the visitor's book on entry to the building in order for us to establish how many people are in the building at any one time. During a fire alarm visitors are asked to remain in their current location unless asked by a member of staff to move to an exit through an adjacent unaffected area of the building.

PRIVACY & DIGNITY

All staff are instructed, as part of their induction, to respect you and preserve service users' dignity at all times. Arrangements for ensuring that you are treated with respect and dignity are clearly shown in all our policies, procedures and actions. See:

CARE PLANNING

We operate a comprehensive and holistic client planning and review system which is written in individual care plans.

Upon admission service users will be assessed and a plan of care formulated. This is in addition to the pre-assessment process. This plan will cover all areas of life and will not focus purely on problems and physical matters, but aims to enhance the service user's quality of life.

Care will be reviewed at least monthly. However, you are very welcome to ask for a care review at any time. Relatives will be invited to partake in your care review, should you wish it.

There is a formal review at three months following admission to establish from both you and the manager as to the suitability of the placement whether you wish this to be made indefinite.

- ✓ You will be asked to give information of medical problems, social and emotional needs and life history in a care plan
- ✓ All care plans are evaluated monthly by a key worker / nurse
- ✓ Service users or their representatives should sign their agreement to the care plan, unless they otherwise specify, on a monthly basis
- ✓ If you or your relative do not wish to make comments or sign a care plan, then regulation states you should record a 'no comment', statement
- ✓ Care plans are kept in the office, please ask if you require access
- ✓ The inspecting CQC officer may request to see your care plan. We are obliged to share the information and will ensure that our confidentiality policy is adhered to.

Key worker

Each service user will be appointed a key worker, who is either a nurse or a NVQ Level 3 carer, a list of these key workers is held in the nurses' station.

Primary nurse

Each nursing service users will be appointed a trained nurse to co-ordinate their care, a list of these is in the nurses' station.

YOUR RIGHTS

- The right to be called by the name of your choice
- The right to care for yourself and as far as it is able to be provided with the right measure of support to enable you to participate
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved (as assessed and documented in the care plan)
- The right to personal privacy at all times and a right to lock your bedroom door unless assessed as a risk
- The right to invite whoever you choose into your room unless assessed and documented as a risk
- The right to receive or refuse visitors at any reasonable time
- The right to independence and to work toward greater independence
- The right to have your dignity respected and to be treated as an individual
- The right to receive equality of opportunity which is not dependent to your race, religion, culture, language, gender, sexuality, disability and age
- The right to live your chosen lifestyle as far as can be met given this Centre is shared with others who have the same rights
- The right of access to your own personal records and information relating to decisions that affect your life, and to be assisted with this if necessary
- The right to have a regular review of your care, be involved and receive a copy of your care plan, and prior (7 days) notice if arranged by your carers on your behalf
- The right to take an active part in any decisions about daily living arrangements that affect your life
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this
- The right to look after your own medication, if you are assessed to do so (unless you are receiving specialist treatment i.e. pain relief)
- The right to have up to date information about your medication and the right to be assessed to self-medicate
- The right to control your own finances, if you are assessed to be able to do so or assumed as such
- The right to make personal life choices: e.g. food you eat, clothes you wear, etc
- The right to access a formal complaints procedure and to be represented by another client, a friend, relative or advocate if necessary
- The right to access an Advocate at any reasonable time and to talk in private
- The right to question services provided and be part of a committee to discuss and change service provisions where necessary
- The right to participate in voting

Should you have any comments about the above list your key worker will be pleased to hear from you, write or speak to the Manager.

ADMISSION POLICY – PRE-ADMISSION

Prior to the service user being admitted, the course of action is as follows: -

1. A potential service user/their family or their social worker will have contacted the home to make an enquiry about a vacancy.
2. A record of enquiry will be made using the "Enquiry Form".
3. A visit to the home will be arranged if possible. The potential service user/their family should be given the opportunity to look around the home and, if appropriate, view the room that is available.
4. The potential service user/their family should be given a relevant information about the home and given the website address. This is to facilitate them in making a decision about whether the home would be a suitable choice.
5. The potential service user/family will be given the opportunity to read the Statement of Purpose/ Service Users Guide and Inspection Reports.
6. As appropriate, the manager or designated person may make a pre-admission visit to undertake an assessment to ensure that the home can meet their care requirements.
7. The "Pre Admission Assessment Form" should be used at this point to establish the likely ongoing commitment of care required.
8. The manager responsible should verify the financial aspect of the admission before the admission process can go any further.
9. The fee amount needs to be clearly identified on the enquiry form when the admission has been agreed to avoid any misunderstandings.
10. Potential service users must have a full assessment of need prior to admission.
11. Potential service users who need Nursing Care will have the NHS assessment prior to admission or be given a disclaimer letter.
12. Emergency admission. It is not normal practice for the home to admit emergency admissions. Should a service user need to be admitted in an emergency, all available information must be obtained within 3 days from the multidisciplinary team and relatives.
13. The appropriate manager must get all information available from multidisciplinary team and relatives involved with the potential admission of a service user whose admission is from outside the normal assessment area.
14. Admissions are normally during the week. We do not normally have any admissions after 3pm on Friday afternoon. Decisions on admissions to Sable Cottage are made regardless of a person's colour creed or sexual orientation.
15. On admission to the home, service users' families are given an admission pack which contains the following:
 - i. Service Users Guide
 - ii. 2 Copies of Contract
 - iii. Standing Order Form (If required)
 - iv. Inventory form (attached to contract)

AUDITING AND MONITORING

In order to audit and monitor the quality and safety of the service, regular monthly checks are undertaken by the Registered Manager or a nominated person. The areas which are monitored include:

- Health and Safety, including clinical accident/incidents;
- Infection Control
- Clinical Issues including medication and health and welfare;
- Operational Audit;

In addition, Sable Cottage undertakes to:

- Identify, monitor and manage risk to people who use, work or visit the service;
- Take professional advice about how to run the service safely, where Sable Cottage does not have the expertise or knowledge;
- Take into account comments and complaints, investigations into poor practice and records held, advice and reports from the Care Quality Commission;
- Attend and participate in Contract Review Meetings with Lead Commissioners;
- Allow Commissioning or their agents to attend and inspect the premises or when required, for the purposes of quality monitoring visits;
- Allow Commissioning or their agents to attend and inspect the premises in direct response to incidents or to preserve Lead Commissioners confidence in service provision.
- Allow Commissioning, their servant or agents the right to initiate and commission independent service and specific incident reviews;
- Ensure that service users are involved at managerial and monitoring levels of service provision; and
- Provide reports requested by Lead Commissioners to further explore trends highlighted by Key Performance Indicators (KPI's).

Sable Cottage improves the services offered by learning from any adverse events, incidents, errors and near misses as well as the outcomes from any complaints to improve service outcomes.

Sable Cottage ensures compliance with the Essential Standards of Quality and Safety and its Outcome Measures as well as any other pertinent best practice guidance and will self-review performance against the standards on an annual basis.

QUALITY ASSURANCE

Sable Cottage delivers services in accordance with best practice and complies in all respects with the standards and recommendations:

- Issued by the National Institute of Clinical Excellence;
- Issued by Care Quality Commission or any other relevant professional body;
- From any audit and Adverse Incident Reporting;
- Healthcare Standards;
- Investors in People Standard;
- National Guidance, Policies and Procedures, which relate to service provision.

Sable Cottage ensures that all staff adherence to such standards and performance is routinely monitored so that remedial action is promptly taken where such standards are not attained. Effective monitoring of care delivered with high quality systems for record keeping and the collection of relevant information is maintained at all times.

QUALITY SERVICE THROUGH INSPECTION.

Sable Cottage is registered with the Care Quality Commission (CQC)

- Sable Cottage meets all the national minimum standards as per The Health & Social Care Act 2008.
- Inspections are carried out in a minimum of once every three years. The inspection can be announced or unannounced
- Reports once received will be available to view in the information area or on line: www.cqc.org.uk
- Service user/family may be required to complete a questionnaire
- A service user may wish to talk with the inspector during an inspection – please ask the Registered Manager to arrange this for you

DOCUMENTATION AND GOOD RECORD MAINTENANCE

All clients' personal records with documented care plans and all medical and personal care are accurate, fit for purpose, are held securely and remain confidential.

All records will be kept in line with appropriate policies and procedures and made available to the Care Quality Commission for inspection of documents in relation to the management of service user Regulated Activity.

CONFIDENTIALITY

All staff that work for Sable Cottage do not disclose to any third party information that concerns the identity or personal details of any individual without that person's consent, except where legally required doing so. Confidentiality is a crucial part of maintaining the service user's anonymity and should only be discussed with people who need to know as part of their care provided. All Staff, as part of their induction, are provided with the home's policy on confidentiality and the consequences of it being breached.

FREEDOM OF INFORMATION

Appropriate safeguards to govern access to and storage of confidential client information as recommended in the Caldecott Report and the Data Protection Act 1998. Information will be made available as per the Freedom of Information policy.

EQUALITY & DIVERSITY

Sable Cottage believes in fairness, equality, and above all values diversity in all dealing both as a care provider and as an employer of people. Sable Cottage is committed to equal access to the services provided for service users from all ethnic (BME) groups.

Sable Cottage ensures there is absolute compliance with the Race Relations Act 1976 as amended and the Guidance for Ethnicity and Diversity as provided by the Commission for Racial Equality. Progress on these matters and issues identified will be monitored via regular review meetings.

Sable Cottage is committed to eliminating discrimination on the basis of gender, age, disability, race, religion, sexuality, or social class. We aim to provide an accessible service, delivered in a way that respects the needs of each individual and does not exclude.

By demonstrating these beliefs, Sable Cottage aims to ensure that it develops a healthcare workforce that is diverse, non discriminatory and appropriate to deliver a modern service.

SERIOUS UNTOWARD INCIDENTS

Serious Incidents will be notified to the Commissioning Services and Protection of Vulnerable Adults as appropriate with a review report subsequently prepared and shared as per policies and procedures. Where a report raises a commissioning issue; the matter will be included at the next review meeting with the Commissioning Services and an appropriate response agreed.

SAFEGUARDING

This policy applies to all levels of staff in the involvement of vulnerable people aged 18 years and over. The underpinning guidance is provided by the document "No Secrets" which makes it clear that "abuse is a violation of an individual's Human and Civil Rights". Where the Council of Europe defines abuse as "any act or failure to act, which results in a significant breach of a vulnerable person's Human Rights, civil liberties, bodily integrity, dignity or general wellbeing; whether intended or inadvertently; including sexual relationships or financial transaction to which a person has not or cannot validly consent or which are deliberately exploitative". Each staff member needs to understand the role of the independent Safeguarding Team and their duty of care and responsibility to report any act or suspected act of abuse to the Registered Manager who will report such acts to the Safeguarding Team.

This statement is written with a broad approach as it is impossible to cover every eventuality and each allegation or incident will be dealt with on its own merit.

All abuse or suspected incidents of abuse need to be reported to the Safeguarding Team as soon as it is known. Who carries out the investigation will be determined by the Safeguarding Team and will investigate the allegation of abuse and what level of response is necessary. However their main role is to make sure that the victim is protected, and, if abuse had been taking place, that it has been stopped and the appropriate action has been taken.

MENTAL CAPACITY

Sable Cottage recognises that the Mental Capacity Act provides a new statutory framework to empower and protect those service users who may lack the mental capacity to make decisions for themselves.

Independent Mental Capacity Advocates (IMCA's) provide an advocacy service for service users who lack capacity and where decisions regarding treatment or care need to be made. IMCA is a type of statutory advocacy introduced by the Mental Capacity Act 2005. The act gives some people who lack capacity a right to receive support from an IMCA.

IMCA services are provided by organisations that are independent from the NHS and local authorities.

There is also a booklet outlining the role of an IMCA and local contacts in the hallway, for your information

LIST OF LOCAL IMCA'S

<u>Organisation</u>	<u>Contact Name</u>	<u>Telephone</u>
Age Concern	Mrs Alison Kettlewell	01606 81660
Cheshire Disabilities Foundation	Ms Tracy Quarmby	01606 872760
Chester & Ellesmere Port Independent Advocacy Service	Ms Anna Adderley	01244 364187
Crewe & Nantwich Citizens Advice Bureau	Mr Paul Nichols	01270 610617
East Cheshire Advocacy	Ms Maggie Harwood	01625 534889
Independent Advocacy Macclesfield & Wilmslow	Ms Lorraine Yearsley	01606 42688
Citizens Advice Bureau	Ms Jacquie Grinham	01625 426385
North Regional Association For Sensory Support	Ms Nicola Layland	01925 626630
Vale Royal Citizens Advice Bureau	Ms Beverley Spicer	01606 96383

COMPLAINTS

Sable Cottage takes complaints seriously and encourages comments and suggestions as to further improve the services and address any issues of concern or uncertainty. It is also important to respond appropriately as this provides the home with an opportunity to identify and understand areas of concern to the health and well-being of clients, by staff, their families or representatives.

The complaint policy clearly states the response following the receipt of a complaint and it is the home's intention to respond as per the policy in a timely manner and there is always be a nurse on duty to receive concerns or a direct complaint. If individuals are not satisfied with the response, a complaint form and an envelope addressed to the General Manager will be provided who will investigate the complaint in line with the home's complaints policy.

An initial response will be forwarded within five working days. Pending further investigations the manager will respond with the outcome detailing any actions required to resolve the issue within 28 working days. If any individual feels the issue has not been resolved or handled appropriately, they may also raise the issue with the Care Quality Commission:





Post: Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Telephone: 030000 616161
E-mail: enquiries@cqc.org.uk

The notice board in the reception area has a clear statement of the home's complaint concerns and suggestions procedure and there are Complaint/Comments forms and the marked post-box.

Sable Cottage maintains and operates a complaints procedure in accordance with relevant policy based on recommendations made by the Care Quality Commission (CQC) Nursing & Midwifery Council (NMC) and National Institute of Care of Excellence (NICE) and ensures that there is no discrimination against anyone for making a complaint. Annual audits in respect of complaints procedures are provided and reviewed by the management team.

As part of the ongoing clinical management a regular meeting between service users and management will take place where comments and suggestions will be discussed to resolve any issues that may, if not discussed, turn into a complaint. There is a comment and suggestion box in the reception area if a client wishes to remain anonymous. This box will be cleared of contents for each meeting.

CHARGEABLE PRODUCTS AND SERVICES

	<p><u>Professional Care</u></p> <p>Non-emergency hospital visit £20 Includes up to 2 hours of escort assistance. Please note that family members are expected to accompany residents to routine medical or other appointments.</p> <p>Additional Staff Assistance at Hospital £8.00 per hour</p> <p>Dental Care available on a domiciliary basis upon request Optician domiciliary appointments as required Aural domiciliary appointments as required Chiropodist Appointment £15 per visit Physiotherapist appointment available on request</p> <p><u>Personal Care</u></p> <p>Hairdressing Dry Trim £7.50 Wash and Set or Blow wave £9.00 Cut and Set or Blow Wave £15.00 Perm £27.00 Aromatherapy appointment £10.00</p> <p>Chemists facilities for toiletries etc available, individual items as priced</p>
	<p><u>Laundry</u></p> <p>Name tags (100 pcs.) £10.00 <i>Includes sewing to all items of clothing</i></p> <p>Dry Cleaning available on request <i>Cleaned at local dry cleaners. Sable Cottage not responsible for damage or lost items</i></p> <p><u>Other</u></p> <p>Personal newspapers and magazine deliveries can be arranged by families and paid direct to the local newsagent</p> <p><u>Taxi</u> (personal trips) As charged</p> <p>Taxi vouchers can be applied for on residents' behalf, if eligible</p>
	
	

ROOM TARIFFS 2014

Each bedroom in Sable Cottage is unique with the view of the complex and size therefore we are able to offer residents with a choice of bedroom, depending on preference and personal budget.

Our Standard room fee pays for all personal care and accommodation. Standard rooms are available to people having their fees paid by Social Services, under the contract we have with Cheshire West and Chester Council and other local council Social Services Department and also to residents admitted independently, and paying for their fees privately.

In addition, before admission a staff member will make an dependency assessment in order to ensure an appropriate level of care is provided at all times. Any adjustment to fees required will be stated on completion of assessment, should the care needs increase. If at the time of admission or at any later date, nursing care is required as well as personal care, the local NHS will delegate a NHS nurse to assess this requirement. The NHS will make the payment to Sable Cottage for providing the assessed level of nursing care.

An increase in room fee will be required if a Service User moves from a residential need into a nursing need. If a service user has an assessment that indicates a move of the level of banding for nursing, no fee increase will be required.

An application for financial assistance can be made to the local Social Services authority in which the individual resides to determine whether any help will be given by the Authority to pay residential fees.

We offer assistance in navigating through the various issues surrounding the funding of the services using Age UK. Most of this advice is free, and families who have used these services have been very happy. Johanna, our General Manager will assist you and give guidance with all funding and financial issues.

There is a band of care referred to as 'NHS Continuing Care'. This applies when the local CCG decide that the individual's needs are such a degree that the CCG should contribute all costs of care and accommodation. We are able to provide care in such cases without the addition of any top up fee.

Access to most other NHS services such as GP services, pharmacy, specialist nurses, are unaffected by admission to the home, but local practices may vary the availability of some services from time to time.

Care Packages

Prices based upon standard rooms with en-suite facilities and are per week, unless otherwise stated.

	Residential	EMI	Nursing
Basic Dependency	POA	POA	POA
Medium Dependency	POA	POA	POA
High Dependency	POA	POA	POA
Respite Care (per day)	POA	POA	POA
Day Care	POA		

Nursing Care fees are the resident fees contribution only. The NHS contribution of £109.79 per week is paid in addition directly to Sable Cottage.

Room Choice

Costs will vary.

Shared
Patio
Garden/Front view
Large room – please ask
Single Occupancy of Double

TARIFF INFORMATION

1. For services which are not included as part of our standard fee, such as dry cleaning, hairdressing, chiropody or if you require an escort to the hospital etc. the provision of these to you is at an extra cost. Plus an additional amount to reflect the administration and other cost associated with the specific service required. A schedule of our current charges is in this Service User guide. The prices listed in the schedule are liable to increase at short notice as these are controlled by third party suppliers outside of our control.
2. Any time there is a variation to the charges for these additional services, an updated schedule will be displayed on the notice board in the information area, a copy will also be provided to you, if requested. Discounts will not be available in respect of such additional charges.
3. As we provide person centred care specifically tailored to individual needs and any reasonable requirements, the fee charged for care may vary from the standard charge. The precise fee to be charged will be quoted after completion of the pre-placement assessment.
4. The charge made for care will be reviewed at least annually on 1st April and following any significant increase in care needs which may require further or additional elements of care. If we decide that an increase in the amount payable for care is needed, written notice will be provided as soon as possible. In the case of the annual review, we will give 28 days notice before the increase is applied.

Deposits

One month's deposit will be required to hold a room. We will however, give future residents two week grace following receipt of deposit, in order to give them time to move in.

Funding Assistance

We accept funded clients with a third party top up which will be the difference between the funded rate and our current tariff, payable monthly in advance.

Review

It must be remembered that the care needs may increase or decrease over a period of time and there will be a resulting change in fees.

Note that all potential clients are subject to an assessment to ensure the home meets their individual needs. Fees are reviewed annually in April.