Cheviot Nursing Home
A Resident’s Guide
This Residents' Guide contains information which is intended to help you make a fully informed choice about whether or not Cheviot is a suitable home for you. Staff are always available and happy to discuss the questions or concerns you may have. We suggest that you and your family visit us, sample a meal and talk to staff and residents before making a decision about your future. A short respite stay can be a helpful way for you to experience life at Cheviot.

Cheviot Nursing Home is part of the Balkerne Gardens Trust, which is an Exempt Charity and an Industrial and Provident Society. The main office of the Trust is at Parsley House, Balkerne Gardens, Colchester, CO1 1PR. A list of members of the Board of Trustees is on display in our entrance hall. Members of the Board may be contacted in writing, care of the above address.

The admission policy for Cheviot Nursing Home is that applicants must live or have lived at an address within the CO postcode district or be able to demonstrate that their nearest relative does and that they are isolated from them in their current environment. Prospective residents must demonstrate that they can fund their own stay for a minimum of two years if over 85 years and a minimum of four years if under 85 years. The exception to this is prospective residents who require palliative care, when a more individual approach can be taken.
Prior to admission, a qualified nurse will carry out a pre-admission assessment with you, ideally in your own home, in order to be sure that your care needs can be met at Cheviot. If accepted on to our waiting list, upon admission to the home you will be given a written contract and a sample of this can be found in the Statement of Purpose folders kept in the reception area. You are welcome to look at all or any of our policies and procedures that are kept in a file in the main office and staff room.

Cheviot Nursing Home is registered with the Care Quality Commission to provide care and accommodation for up to 33 residents. Cheviot is able to admit frail, older people over the age of 65 years who are physically unwell or who require palliative care. In addition to providing a “home for life” for older people, Cheviot offers respite care. The Home is managed by an experienced Registered General Nurse and qualified nurses are always on duty. A range of nursing care and skills are available including specialist palliative care services.

The Registered Provider is Balkerne Gardens Trust Limited who exists to:

- provide a variety of excellent care, support and accommodation
- meet the differing needs of older people in Colchester and the surrounding area
- provide individualised care and support
- ensure the welfare and safety of the vulnerable people to whom a service is provided
- promote high standards by investing in a motivated, dedicated and well trained workforce
- provide affordable services

The objectives of the Trust are that it will provide:

- excellent services to the local community
- the highest standard of care
- services which work with individuals to promote their dignity, independence and self-determination
- motivated and dedicated staff
- continuity and consistency of experienced staff
- a commitment for life, wherever possible, to individuals
- a service to a mix of people from different backgrounds
- a service which identifies and builds on the strengths of individuals and supports the people who are involved in their lives
- a service which treats everyone with dignity and respect and values difference
for the long term future of the organisation, including its financial viability.

The aims of care at Cheviot Nursing Home are to:

- Encourage residents to remain as independent as possible and assist them to make informed decisions and choices about their lives and activities of daily living for as long as they are able;

- Provide a sufficient number of friendly, competent and motivated staff who are sensitive to the needs of older people and able to deliver an excellent standard of individualised nursing care in a safe environment;

- Provide a relaxed, welcoming and homely environment where residents’ need for privacy is fully respected but where they feel confident to entertain family and friends and join in social activities if they wish;

- Enable residents to live meaningful lives, valuing and respecting their individuality and providing them with a sense of purpose and identity both inside the Home and within the local community if desired;

- Provide a high standard of end of life care where comfort measures and respect for the expressed wishes of residents and support for their loved ones is a priority.

‘I’m very, very happy here’. ‘The staff are very attentive’. ‘I’m pain free for the first time in years’.

Quotes from residents

We strive to ensure that the care at Cheviot is of the highest standard and hope to make the transition from ‘home’ to ‘nursing home’ a pleasant experience. You can welcome your visitors at any time and there are facilities for them to make hot drinks in the small kitchen situated off the large lounge.

On admission, new residents will be allocated a keyworker who is a qualified nurse. The keyworker will spend time with you to discuss your needs and an individualised plan of care will be drawn up in

Residents should feel reassured that their wishes are fully respected at all times and that they are supported when making important life decisions. We are happy to advise you of external advocacy services should you feel that you need them. We can also access an Independent Mental Capacity Advocate for residents who have no family or friends who find themselves in a situation where they may need help.

Should you decide to live at Cheviot, we hope that your experience is a happy one. It is important that you feel able to voice any concerns no matter how small. We strive to provide a high standard of care and we welcome your views. Please do not hesitate to speak to the nurse on duty or the Manager if you have any matters to discuss. The Trust has a leaflet explaining the complaints procedure, a copy of which will be given to you. These leaflets contain the address and telephone number of the Care Quality Commission, the inspecting body of our Home. The full complaints procedure is available on request. Of course, we hope to be able to respond to and resolve any complaints you may have ourselves.

Donations & Gifts

To protect staff and residents from any later misunderstandings, staff are instructed not to accept any gifts or money from residents and/or their families/friends. Donations may be given to the Trust (payable to Balkerne Gardens Trust), who will use them to enhance the staff's working environment or for the benefit of tenants and residents where this is specified by the donor. All donations will be acknowledged in writing and any over £100 will be detailed in our Annual Accounts, unless the donor wishes to be anonymous.
the nurses and carers who will then respond to your call.

**If you discover a fire:**

Press the blue emergency button on your call box.

If you hear the fire siren please stay in your room or wherever you are sitting until you receive instructions from a member of staff or the Fire Brigade. Do not attempt to put the fire out, putting yourself at risk. Do not open doors.

The fire alarm is tested each week. Staff all receive fire training. Cheviot has a No-Smoking Policy. We would ask that your visitors familiarise themselves with our fire procedure and that they take time to sign themselves into and out of the building when they come to visit. (A copy of the fire procedure is located in the entrance hall in our statement of purpose folder).

A safe living environment is essential. The Trust endeavours to respond to reports of faults promptly. Please report these to a member of staff as quickly as possible so that repairs can be arranged.

The Trust provides insurance cover of up to £1,000 for each resident’s possessions on the premises. If you feel that your possessions are of greater value than this you will need to arrange your own additional cover. You are welcome to have a key to lock your room when you go out. We advise that you do not keep large amounts of money in your room. The Manager can keep this for you in a locked safe where individual records and receipts will be kept. Residents are encouraged to manage their own finances for as long as they are able and to arrange for a member of their family, a friend or solicitor to do so on their behalf if they are unable to.

Payment of fees is by Standing Order, four weeks in advance. Further information and assistance can be sought from the main office at Balkerne Gardens. The number of the Administration office is 01206 543517. Residents are advised to read their contract prior to admission. Fees are generally increased each year in July.

consultation with you. Opportunities will be given for you to explore/express any specific wishes that you may have regarding end of life care and these can be recorded in a “preferred place of care” document. Your relatives or friends can be involved in this process if you wish. Your care plan will be reviewed monthly and you will be asked for your consent to share any relevant information with other professionals involved in your care. Residents are welcome to have a copy of their care plan and they may also have access to their personal records. A request to see your personal records should be made to the Manager of the Home.

All staff wear a badge giving their name and work role. All care and home services staff wear uniforms to make them easily recognisable. They have been carefully selected and have been checked by the Disclosure & Barring Service for their suitability to work in a care environment. Staff offering personal care are over the age of 18 years. Staff have regular appraisals, supervision and training to ensure that they are able to deliver a high standard of care.

Social and recreational events are organised periodically and we welcome suggestions from residents. Each resident has a key-carer who it is hoped will be able to work with the resident to find suitable activities for them to enjoy. A mobile library visits the home every two months, leaving a selection of books. Newspapers, hairdresser, dental, chiropody and optician services can be arranged by Cheviot but you will need to meet the cost of these services where applicable. Residents are welcome to continue their own arrangements for these services if they wish. A volunteer brings a trolley around weekly from which you can purchase small items, eg toiletries, sweets.

A non-denominational communion service is held twice a month on Wednesdays in the small lounge. Pastoral care is offered on alternate weeks on Tuesdays and sometimes services or prayer meetings are
held at the request of the residents.

Ideally, residents at Cheviot can remain registered with their own GP. Staff are happy to contact the GP on a resident’s behalf if this is their wish. Cheviot has no physiotherapist but if there is a medical need for this service your GP can make a referral. You are welcome to arrange for a private physiotherapist to visit but you will need to meet the cost of the service.

Some residents self-medicate and keep their own medication in a locked drawer in their room. If you wish to self-medicate, your ability to do so will be assessed by a qualified nurse and this will be recorded in your care plan. All other medicines are kept in a locked cupboard and are administered by staff.

Cheviot stands in pleasant enclosed gardens and all rooms have en-suite washbasins and toilets; some also have showers or baths. We have two rooms available suitable for married couples. Shared rooms are only used for residents who are related or who have expressed a wish to share.

There are two assisted bathrooms and three communal toilets along the main downstairs corridor. Raised toilet seats are provided. There is a lift for access to upstairs. There is also wheelchair access to all areas of the home. Handrails are positioned along the corridors and grab rails are available for those who require them. Hoisting equipment is used for safer moving and handling of residents who are immobile. There are two communal lounges and a conservatory in addition to a large dining room, which has French windows leading to the garden.

Residents are encouraged to furnish their room with favourite items of furniture, ornaments or pictures and should agree these with the Manager. Divan beds are not permitted since our hoisting equipment is not compatible with this type of furniture. All soft furnishing must be fire retardant. It is important not to have rooms so cluttered that they are unsafe or make care difficult due to lack of space. All electrical items must be checked to ensure they are safe to use. A small charge is made for this. Each room has a telephone point and TV aerial to receive digital television. Residents are encouraged to have their own telephone but the cost of installation and use are the resident’s own responsibility.

Our friendly home services team work hard to keep all areas of the home safe, clean and comfortable. They will take care to respect your privacy and dignity when entering your room to clean it. Residents’ clothing is washed and cared for by laundry staff on-site. Machine washable clothing is preferred but dry cleaning can be arranged at your own expense. All clothing must be named with name tapes. Help can be given with this.

A resident can expect to be offered hot, well-presented, nutritious meals each day, chosen from our menu. Meals are freshly prepared, taking into account residents’ culture, preferences, nutritional assessment and dietary needs. The emphasis is on fresh produce that is bought locally whenever possible. Special events and birthdays are always recognised and families and guests made welcome at all times. Meals are generally served at the following times, either in the dining room or resident’s room if they prefer:

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<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>8.00 - 10.30am</td>
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<tr>
<td>Lunch</td>
<td>12.30pm</td>
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<tr>
<td>Supper</td>
<td>5.30pm</td>
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Of course we will allow some flexibility with mealtimes to suit individuals. Staff are always available to assist those who need help with feeding.

Morning coffee is served at 11am and afternoon tea at 3pm. A bedtime drink, with sandwiches and biscuits is offered in the evening. Hot drinks can be requested throughout the day. Guests are welcome for meals by arrangement with the Manager or the kitchen staff, for which a small charge is made.

A call system is provided to ensure that you are able to request assistance at anytime. Residents can activate this by pressing the Orange button on the box provided. This activates the bleeps carried by