



## Welcome to Austenwood Nursing Home



For those of us too old to roam  
there's nowhere better than this home;  
Residents don't just sit here snoring,  
and you'll not find that they are boring!  
You can read or watch the news  
And listen to all sorts of views  
From people of many faiths and races –  
And those who come from distant places.  
Whether you like to chat and read  
Or simply sit and watch TV  
With friendly people always near  
You can enjoy your freedom living here!

**Available in larger print or it can be read to you  
by request**



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## An Introduction to the Welcome Pack

We do all hope you will be happy here - the Management and Staff promise to do their very best to help you in any way they can to make your stay with us as comfortable as possible. This is why Austenwood Nursing Home decided to produce this welcome pack - to help you and other new residents to settle in and to understand a little of how the Home is run and other information which we hope will be of help to you.

Some of you may be aware that the Home has been caring for people for over 25 years. Salveo Care Ltd, which is owned and operated by Peter and Kate Evans, is the registered provider and has an active involvement in the running of the home.



The Home itself cares for up to 35 residents in 33 bedrooms. The rooms are on three floors and there is also a top floor for the Austenwood administrative team. The other three corridors are for residents with varying degrees of physical needs.

From the main entrance we are laid out as follows: -

**Ground floor** – Bedrooms 1 to 22, lounge and dining room

**Lower Ground Floor** – Suites 31 to 37, quiet lounge and salon

**First Floor** – Bedrooms 23 to 27

**Second Floor** – Offices



## Your Room



When you move in, you are encouraged to furnish it with anything that will make you feel at home, obviously appropriate to the size of your room, of course. Please do remember that our care staff will have to work in your room, so please allow sufficient space for them to work safely and comfortably. If you would prefer the Home's furniture, that will not be a problem.

Each room has a minimum of a wash basin, but the majority are en-suite and many have purpose built shower wet rooms. You will also find a call bell for assistance, a television point, and electric sockets.

You may wish to have your own private telephone installed, please see the Matron or Deputy Matron who will assist you in this.



Some of our bedroom suites have their own patio looking out onto the sensory garden to the rear for you to furnish as you wish. We have others that open out onto the central courtyard.

We pride ourselves on the high level of cleanliness throughout the Home. To continue to achieve this standard, we ask you to be patient whilst the housekeeping team thoroughly clean your room.

None of our bedrooms are locked so that our care staff can gain access quickly, however we have a policy of knocking and waiting before entering. To help with security every bedroom contains a lockable cabinet. If you plan to keep money in your room, it will be your responsibility to ensure it is kept safe. We advise that you do not hold any large amount of money as cash or we can arrange to hold your personal money securely for you.

If you do plan to bring in things of value, do please take out some form of insurance on the room's contents as the Home cannot be responsible for loss or damage of personal effects.

In addition to our en-suite bedrooms we have plenty of bathrooms, showers and toilets throughout the building. Do please familiarise yourself with those that are near to your room. If you require a commode in your room for night time use, please see the nurse in charge.



## Meal Times

The Home has fulltime chefs working every day providing nourishing home cooked food. There is a four week rotating menu. Details of each week's menus are displayed on the notice boards and your daily menu choices will be taken on the day before. Special diets, favourite dishes, religious and cultural diets are catered for. If you have any special dietary needs, do please let the nurse on duty know and they will inform the kitchen. Also if there is something you do not like or cannot eat, the kitchen will be happy to produce an alternative for you. The kitchen will also make a birthday cake when it is your birthday!



If you prefer, meals can be taken in your room otherwise meals are in our dining room, which is situated on the ground floor. Meal times are as follows:

- Breakfast is between 8.00am and 10.00am
- Mid-morning drink is between 10.30am and 11.30am
- Lunch is between 12.45pm and 2.00pm
- Afternoon tea is at 3.00pm
- Evening meal is between 5.30pm and 7.00pm
- Hot & cold drinks and snacks are also available throughout the day and night - just ring and ask.



## Visitors & Visiting Times

We actively encourage family and friends to visit without restrictions, although we do ask for consideration during meal times and later in the evening. You are welcome to invite friends and family to lunch or evening meals but if you are inviting guests, the Chef would appreciate some notice to allow for appropriate extra food to be prepared. We do ask guests not to provide food to other residents without speaking to staff first, as they may have specific dietary requirements.

For reasons of fire safety, we do ask all visitors to sign in when they arrive and sign out when they leave please. The signing-in book is located in the main reception by the main entrance to the Home. There are now code pads fitted to the main entrances and exits for security and safety reasons. If you or your regular visitors would like the access code, please see the Management. Visitors are welcome to bring pets but please speak with the home manager first.

## Facilities

The ground floor lounge is equipped with a large flat screen television, DVD, video player, radio and stereo equipment. There is also a selection of books, CDs, records and DVDs for you to use should you wish to do so. You are welcome to use this room at any time

The lower ground floor lounge is equipped with a flat screen TV along with stereo equipment. This is generally used for quieter reflections and if a resident wants a small room for a family gathering or special occasion.



The Home has a bright and cheerful dining room, which has large folding doors opening into the lounge. It also opens out onto the beautiful courtyard where there is seating with feature art and planting. This room is the focal point of the Home, and it is used for social gatherings and entertainment as well as meals. The Dining Room is a lovely, light and airy room with access to the kitchen and a tea and coffee room for visitors.

There are toilets and specialist assisted bath and shower room facilities throughout the building. If you require a commode in your room for night time use, please see the nurse in charge.



On the lower ground floor we have the hair salon and treatment room. The resident hairdresser attends every Tuesday morning so if you would like to visit, please let a carer know. Residents are welcome to invite their own hairdresser who is welcome to use our facilities by arrangement.

We are fortunate to benefit from lovely wide corridors with plenty of room to get past each other and lovely places to stop and sit down. Why not have a look at the pictures featuring films, comedians, famous city landmarks, waterfalls and many more?





## Gardens

The Home stands in beautiful grounds and you are free to explore the grounds and enjoy the peaceful surroundings of the Capability Smith designed sensory garden. It includes different areas for seating and observing from different angles.



We have a beautiful level courtyard with seating and plenty of pots and shrubs. It is a real sun trap and a lovely place for quiet contemplation or to socialise with friends and visitors. The focal point of the courtyard is the Carrie Anne Funnel designed water feature. This beautiful piece of art was kindly provided by the families of Malcolm Rose and Gwenda Batchelor.



## Mutual Trial Period

All residents come into Austenwood Nursing Home for a six weeks mutual trial and this gives you time to get to know the staff and adjust to new people and surroundings, and allows us to assess whether we are able to provide the level of care that you require. Thereafter we ask for a month's notice if someone wants to leave.

## Care Plans

When you first arrive one of the nurses will sit down with you (and your family or next of kin) and create a care plan, which is a comprehensive, detailed plan of your needs, covering your background, physical needs, social needs, psychological and emotional needs, spiritual needs and any therapies.

Your care plan will be reviewed at regular intervals (usually monthly) and updated to reflect any changing needs. This includes risk assessments of all areas of your care. Family and relatives are encouraged to participate in the formal reviews of the care plan and are always welcome to discuss your progress, level of support and care being provided. Changes in the care plan are only implemented with the full consent of yourself or your representative.

## Nurses, Management & Administration Offices

The nurses' office is located on the ground floor near the lounge and opposite room 16. If you would like to speak to a nurse, please use the call bells provided or you are welcome to visit the office but we do ask that you knock and wait in case another residents is being seen:

The Home Manager also known as the Matron of the home has an office on the ground floor off the reception area. If you would like to see Matron, please use your call bell or ask one of the receptionists who will be pleased to assist you.

The remaining administration offices are located on the second floor. These are not accessible to residents but in the event that you have a need to speak with someone, please use your call bell and a carer will make contact and ask someone to come and see you.

## How to recognise staff

When you enter a home for the first time, it can be confusing as to who everyone is but all our staff will be wearing their name badge and a uniform. We ask our staff to wear uniforms as it helps our residents and visitors to distinguish between roles and also as part of our infection control measures.

You can recognise the **nurses** as they wear **Dark Blue** uniform:



You can recognise our **care staff** as they wear a **light grey** uniform:

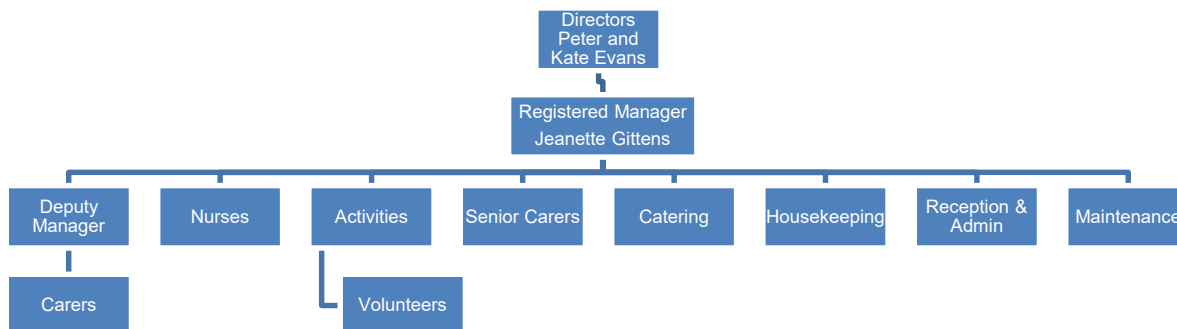
Our **cleaners and laundry staff** wear a **turquoise blue** polo shirt.



Our **kitchen** staff wear **white** polo shirts.

## Our staff

This is our organisational structure for Austenwood



Please see our Who's Who on the notice board by the Reception.

## The Surgery and General Practitioners

We encourage residents to choose their own doctor. Obviously, if your previous doctor is local to the Home and is happy for you to remain with him or her, we would encourage this to continue. If, however, you need to change, the Home's Surgery is The Misbourne Surgery and our GP is Dr John Nash and he holds a surgery weekly at the home and will also attend as requested. There are other GP surgeries close to the Home so please speak to the nurse in charge.

## Medication

Medication is administered by the Registered Nurses but If you prefer to look after your own medicines, the Home will discuss with you how best to meet your requests however, the Home does have the responsibility of ensuring the resident is taking their medication correctly and safely, so we would have to ensure that we are completely happy with this arrangement and we will undertake regular risk assessments. The Home has to be aware of all medications currently prescribed and that we have a record on file.

## Hospital Appointments

Austenwood Home does not have its own minibus, so if you have a hospital appointment we need to utilise hospital transport. Alternatively you may prefer to be taken by a relative or we can arrange a private care or wheelchair taxi. We prefer all hospital visits to be accompanied by a member of staff or a representative of a resident. Where we supply staff or transport, this may incur an additional cost but it will be explained to you beforehand.

## Physiotherapy

The Home does not employ a physiotherapist but we are happy to work with the Community physiotherapist or can arrange for a private physiotherapist to visit if required. There is a fee for this service, which will be explained before any treatment.

## Chiropodist

David Little, a qualified chiropodist comes to the Home approximately every 6 weeks and visits residents in their own rooms or the treatment room. There is a charge for this treatment, presently £16.00 per visit. Please let the nurse on duty know if you would like to be seen when he next visits.

## Hairdresser

Helena who operates from Helena Hair and Beauty salon in Chalfont St Peter, visits the Home every week and charges at a reduced rate. Should you wish to see her, please let a carer or the Main Office know and we will arrange this for you

## Newspapers

If you wish to have a daily newspaper, please ask a carer or the receptionists and they will order it for you.

## Laundry

The Home has its own laundry on the lower ground floor. We ask that every item of clothing is marked clearly with your own name or room number. The laundry has a tremendous amount of clothes and linen passing through on a daily basis, and because of this we do advise you not to bring in clothing that may shrink or may need delicate handling. Although the laundry staff will do their best to care for your belongings, we cannot be responsible for damage to clothing that is unsuitable for the service they provide.





## Social Activities

We organise a wide range of activities and entertainment each month, so that you can enjoy existing hobbies and even take up new ones! These include everything from reminiscing, to visiting pets and from Seated Zumba to an Italian themed evening in the Dining Room.

If there is anything that you would like to do, please speak with the Activities Co-ordinator who will be happy to discuss it with you and if possible arrange a session.

Every month we produce an activities flyer which details the activities taking place during the month. We give each resident a copy and a copy can also be found on notice boards around the home.

We are always very willing to try out new activities in response to suggestions from residents, and this can often open up entirely new interests for others. Please let us know if you have any suggestions!

## Library



A selection of books are available from the book case in the lounge and dining room. Please ask one of the carers or the Activities Coordinator to assist you with any that take your fancy.

The Home also has a small stock of DVD's and films in the lounge so please help yourself if you would like to borrow one. If you would like to know more about the library, please see the Activities Coordinator.



## Volunteers

We often have volunteers who visit the Home to spend time with residents, either on a one-to-one basis (helping with correspondence, reading, chatting etc.) or to help with our activities. If you would like a volunteer to visit you, please see the Activities Co-ordinator.

## Local Community Facilities

The Home is situated in Gerrards Cross, within easy reach of a variety of shops and community facilities.

The Home is happy to provide details of these on request.



## Smoking & Alcohol

Smoking is not allowed within the Home due to legislation and the comfort of residents and staff.

With regard to alcohol, providing it is clinically safe for you to consume alcohol, we are happy for you to make your own arrangements. We can store it safely for you to consume at your convenience, such as with a meal.

## Accommodation for Visitors

We do not provide accommodation for visitors but our reception staff will be happy to provide details of local hotels and guest houses for you to make our own arrangements. If a resident is ill and they wish for a visitor to stay with them, then if we have a room available we will be happy to accommodate them or alternatively they may need to stay in the room. We will provide blankets and pillows to make it as comfortable as our facilities will allow.

## Absence from the Home

If you are going to be away from the Home overnight or longer, please leave with the senior nurse on duty a contact address or telephone number so that you can be contacted in case of emergencies.

## Fees

We are committed to providing quality care at Austenwood Home. The fees charged are dependent on the level of care, and the facilities and location of the room occupied.

Fees are charged per week, payable monthly in advance. Some or all of these fees may be met by the local authority and/or health service. We will provide a detailed breakdown of all fees charged.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, tapes, books and magazines, and for additional services provided at Austenwood such as hairdressing and chiropody. Residents are free to make their own arrangements for buying in such services.

Fees are reviewed annually in time for April 1st.

What is included in the fees:

- Provision of accommodation (furnished if required)
- Lighting and heating
- Nursing and Care staff in 24 hour attendance
- Quality Menu/ food & beverages
- Provision for special diets

- Laundry service
- Cleaning of rooms
- GP and other health care professionals visits as required
- Most Activities

What is not included in the fees:

- Dry cleaning
- Hairdresser
- Chiropodist
- Private Telephone installation and calls
- Private care of a residents choice
- Newspapers
- Clothing
- Personal Toiletries
- Stationery
- Other items such as spectacles, hearing aids and batteries
- Other personal or luxury items
- Meals for visitors or guests
- Some trips out and about

If you have any questions about the fees – please see the Home Manager.

## Personal Money

You do not need to keep any personal money unless you wish to. We are happy to pay for all services provided at the home and will add them to your monthly bill. This covers payments to the hairdresser, chiropodist, newspapers, personal toiletries and other sundries. We can also arrange safekeeping for any money that you wish to keep in the Home, so please speak with the Receptionist. All our rooms have a locked drawer or cupboard but we advise against keeping anything of value.



## Financial Advice

We bring to your attention that due to certain laws that govern us, regrettably there are limitations that we have to work within regarding financial advice. The Home is more than happy to help you concerning Social Services entitlement, application for Attendance Allowances and general financial concerns with regard to your care. However with regard to personal financial advice, neither the Home nor members of staff can become directly involved.

If you are unable to manage your own financial affairs, or if you prefer not to do so, you are advised to arrange for your solicitor, bank manager, accountant or next of kin to manage them on your behalf.

## Enduring Power of Attorney/ Power of Attorney

We strongly recommend that you give serious thought to this, maybe sooner rather than leaving it too late. If you have a close, caring relative or friend or solicitor whom you trust to act in your interest when you are not able to, or no longer wish to, and they are willing to oversee your financial affairs, you can sign a document to relieve you of this pressure. You should discuss this with a solicitor. This could be the time to take action - leaving you to enjoy your stay at Austenwood Nursing Home.

## Advocacy

No member of staff is allowed to act in a legal capacity for you. They are instructed that they are not permitted to act as an agent or appointee. If you would like to know more, please see the Home Manager. There are a number of advocacy services available such as:

- Care Aware Help Line 0161 707 1107
- Age UK 0800 169 6565 [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Alzheimer's Society 020 7306 0606 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Contact the Elderly 0800 716543 [contact-the-elderly.org.uk](http://contact-the-elderly.org.uk)

## Living Wills/ Advanced Directives

If you have specific thoughts and wishes concerning your medical treatment, especially any action you would not wish to occur and which you may at the time be too unwell to speak out against, we would advise you to discuss the situation with your doctor(s) and when you have considered your position, we would recommend that you seek professional advice from a solicitor who will be able to help you draw up the necessary document. If you decide to sign an Advance Directive the Home will be willing to file a copy with your notes and so will be more able to respect your wishes at a future date.

## Repairs and Maintenance



If you have any concerns about your room or if you need anything replaced or repaired, please ask a carer to report it to Maintenance. They will come and assess the problem and try to help you. The Home Manager is responsible for the Health & Safety of the Home.

## Weekly Fire Alarm Test

The fire alarms are tested every Monday morning at 11.00 am. If you hear the fire alarm at this time on a Monday, please continue with your normal activities. If the fire alarm rings at any other time, please stay calm and follow instructions given by staff. A copy of the Fire Procedure can be found on the back of your bedroom door.



## Gifts and Gratuities

It is not uncommon for residents who have developed sometimes long and close relationships with individual staff to offer gifts or gratuities or to seek to include a member of staff in their will. However, such activities can lead to accusations of coercion, exploitation and fraud. It is vitally important to the home that its staff at all times uphold the highest standards of the home and always act in an honest manner with the best interests of residents in mind. Therefore, in this home we will not permit the receiving by staff of any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment.

We do permit, though not encourage, the staff to receive small value, or seasonal items for sharing such as sweets and biscuits, if it is made clear that it is accepted on behalf of **all** the staff. Staff are not permitted to accept personal gifts if estimated to be more than £15 in value, and nor may they accept any monetary gifts. Sometimes residents and families wish to make a more substantial donation and this can only be permitted if it is for the benefit of all the staff or for other residents.

There are two funds available for donations, which will be acknowledged by the home as follows:

**Residents Fund** – Cheques can be made payable to Austenwood Residents Fund.

This is used to buy items and services that would not normally be funded by the Company. This may include a particular outing or event or a piece of leisure equipment, not normally associated with normal nursing equipment or activity. This fund is effectively operated by the Activities Department working with residents.

**Staff Fund** – Cheques can be made payable to Austenwood Staff Fund.

This would be used either towards parties, events or something that would not normally be supplied by an employer. It can also be used where larger monetary donations are made and can be distributed evenly and fairly to all the staff. This fund is effectively operated by the staff themselves and they decide how it should be used.



## Complaints



At Austenwood Home we aim to maintain the highest standards of care and we strive to get things right the first time but we appreciate that from time to time there may be areas of concern, which need to be discussed. We welcome your views to help us make a better home for our service users however we also recognise that sometimes a resident may become dissatisfied. We provide and operate a simple, clear and accessible complaints procedure. We will take all necessary action to protect a resident's legal rights.

We will make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

At Austenwood Nursing Home, we seek to provide a high standard of care in our services for older people. The views of our customers are important to us and help us to ensure our services are consistently meeting people's needs. If you are dissatisfied with any of our services we want to know.

We can assure you that service users and their families will not be victimised or have their services withdrawn/reduced for making a complaint in good faith. If a complaint alerts us to possible abuse or neglect of service users we will forward details to the local Safeguarding Team who then co-ordinate the investigation and monitor outcomes. Austenwood Nursing Home will co-operate with the Safeguarding Team in respect of complaints, investigation and resolution. Additionally, Salveo Care Ltd may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault.

Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time. In the first instance you should speak to the Home Manager or you may use the comments and suggestions box. If the suggestion is something that Salveo Care as a company needs to consider you can send it in writing to:-

Peter Evans, Managing Director  
Salveo Care Ltd,  
29 North Park,  
Gerrards Cross  
Buckinghamshire  
SL9 8JA

Email: [peterevans@salveocare.co.uk](mailto:peterevans@salveocare.co.uk)  
Tel: 01753 890134

We accept complaints from anyone receiving a service from Salveo Care. We will also accept complaints from a representative acting on a service user's behalf and if a service user needs the assistance of an advocate, Age UK provide a free and independent advocacy service. They can be contacted on their information line 0800 169 6565 (free from a landline).

We have a two stage process for complaints:

**Stage 1** - You should first bring your concerns to the attention to the Manager. Complaints may be made by telephone, email, personal visit or letter.

If the complaint concerns the Home Manager, you should contact Peter Evans whose details are shown above.

We will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint, which would normally be the Home Manager. A report on the outcome will be given both verbally and in writing. Complaints to the Home will usually be dealt with in 10 working days.

If you are not satisfied with the outcome of your complaint you can move on to stage two.

**Stage 2** – A Director of the Company will contact you if your communication is not in writing, to clarify a complaint. An investigation will then be carried out and a Director will write acknowledging your complaint. In most cases we will provide a written response within 20 working days. This will include an account of the investigation, clear findings and recommendations where necessary.

Salveo Care Ltd expects the highest standards of conduct from all its employees and will treat seriously any concern that a customer may have.

You can also contact the Care Quality Commission, who state that it will always welcome hearing about any concerns, though it will not investigate any complaint directly. Their details are contained later in this document.

## Comments, Suggestions and Compliments

We are committed to providing high-quality services and to continually improve. Your comments, compliments and suggestions are always welcome. You can make comments, suggestions or compliments at any time in the following ways:

- Verbally to a member of staff
- In writing to the Home Manager
- By leaving a note in Reception
- By completing a Questionnaire (distributed every six months)
- At quarterly Residents Meetings

We actively involve you and your relatives in how the Home is run and we have implemented changes as a result of listening to your suggestions and we continue to change and adapt so that we offer the best possible service for you. We regularly ask for comments on the Home, the staff and services we provide. We send questionnaires every six months to you, your relatives, GP's and other visiting professionals to find out what you think about the home and how we can improve.

The Home Manager has an open door policy and will be happy to see you at any time.

## Spiritual Care

Austenwood Nursing Home welcomes people of any faith or none. No pressure is put on any resident to participate in any religious activities.

Our Chaplain, the Reverend Wendy Graham from St Peter's Church, visits the Home on a regular basis and is available for confidential consultation with residents on a one-to-one basis. If you would like to see her in the privacy of your own room, do leave her a note or ask a carer or at Reception.



You have the right to meet clergy of your chosen denomination at any time. If required, a private room will be made available for such meetings.

If you are of a different denomination or religion, please do let the Home Manager know and if your wish is to attend a place of worship of your choice, or have someone from there visit you, we will do our utmost to help direct you or assist you in making contact.

## End of Life Care & Bereavement

Many residents are concerned about what will happen on their death. In the unfortunate event of bereavement, your family can expect every possible support from staff. Our staff take great pains to ensure previously expressed wishes of residents are fully respected after they have died. We will comply with any planned funeral arrangements specifically in respect to your chosen faith and religious beliefs.



## The Care Quality Commission

We are regularly inspected by the Care Quality Commission, the independent regulator of health and social care in England. A copy of the most recent inspection report can be found in our Main Hall.

The contact details for the Care Quality Commission are:

CQC National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161  
Fax: 03000 616171  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk](http://www.cqc.org.uk)



## Notes

Please use this space to make your own notes.