



# **Oakwood House**

## **Service User Guide**

# 1. Introduction

The aim of this booklet is to tell service users living at Oakwood House about their rights and responsibilities. We want it to contain the sort of information that you as a service user will find useful. You will also be given a service user participation and plan. Please inform staff as to how you wish to be addressed and this will be placed in your file. We attach great importance on the rights of the individuals to make choices and decisions affecting their own lives. Consequently, we want all service users to play a part in the day-to-day decisions of the home, individually and communally. We encourage everyone to treat the home as their own. In addition to the advantages this offers you, there are also certain responsibilities involved. Most important of these is the need to respect the fact that it is also the home of fellow service users. We hope that all service users will play an active part in the life of the local community and we welcome visits from relatives and friends. Staff will be happy to give you information about local amenities.

Oakwood House is situated in Goodmayes. This is a newly developed care home providing 7 placements for service users between the age group of 18-65 with a Mental Health condition (past and present) for both male and female. Oakwood House is

## 2. Aim

At Oakwood House a wide range of interventions and approaches are used in the care and support of people with Learning disability. The purpose of Oakwood House is to provide varying degrees of care and support to service users with Mental Health and to optimize their level of functioning. We offer a service to aid and support service users who have diverse Mental Health issues whether it is combined or just one.

We offer service users a congenial, happy and comfortable environment. The house promotes independent living encouraging every service user to live life to the full, within his or her capability. All service users are encouraged to make choices and be involved in the day to day running of the house, using resources both within and outside the home, identifying and utilising supports available in the community. We place maximum emphasis on residents to manage their own lives to the greatest attainable extent to maintain their dignity, choice and independence.

On the forefront, Oakwood House moves with the changes in the modern day age of social care. We promote all aspects and follow closely the practices for social inclusion, personalization, and valuing the individual.

### **3. Equal Opportunities Policy**

Oakwood House has an equal opportunities policy for all service users and staff. This states that: Oakwood House believes that it has a duty to work to avoid discrimination in employing staff and in providing services to its service users and has committed itself to take appropriate steps to avoid discrimination occurring anywhere in the home.

Oakwood House services will be based on the need of each service user and no one will be discriminated against by reason of race, religion, sex or marital status. Service users are expected to abide by these requirements. All Oakwood House employees are required to comply with the homes equal opportunities policy and co-operate with measures introduced by the management to implement it. Any service user or employee having a complaint of discrimination or victimisation is encouraged to raise the matter through relevant complaints or grievance procedure. The complaint will be fully examined and all possible action taken to eradicate the problem.

## 4. How to Become a Service User

Application forms for a place can be obtained from the home. On receipt of your completed application form, a member of staff will come out to assess your suitability for the home, we will then ask you, and anyone you wish to be involved, to visit the home. This enables you to talk to staff, meet the service users, and have a look around the place. After your visit(s) we will allow a short time for you and the people at the home (staff and service users) to consider whether living at Oakwood House will be suitable, if all parties agree to this, we will normally then invite you to move in for an assessment period. Initially this will be a series of day visits progressing to overnight stays, on to weekends and then blocks of days as agreed with your care manager. This is to enable you and the other service users at the home to get to know each other better and usually lasts for six to eight weeks but can be adjusted to meet individual circumstances.

## 5. Admission Criteria

- Emergency admissions will not be accepted.
- Respite can be provided.
- Admissions with current drug/alcohol dependency problems would not be accepted.
- Care given will be subject to regular review and evaluation, with the service user and their representatives present where appropriate, to ensure needs are being met.
- The service will enable where possible service users to move on to independent living, encouraging financial management and daily living skills.
- Each client may have access to their records on request and with the assistance of their key worker in accordance with the Access to Information Act 1987. The client is always kept informed of ways of obtaining assistance if required. During our designated trial period we monitor the client's adjustments to his/her surroundings by observing the clients relationship with staff and other service users living in the home. We endeavor to meet the client's personal needs and through assessment make adjustments accordingly.

## 6. Referrals and Admissions

Referral should be made in writing by a named key worker, care manager or care plan co-ordinator who should forward written information on behalf of the service user to the home manager. The referral information should include:

- A comprehensive needs assessment (including diagnosis, daily living skills, disabilities, in-patient and day hospital history).
- A current care plan or care programme approach summary.
- A short social report to include history, criminal history, medical history and psychological history.

The head of the home will consider referrals with reference to the eligibility criteria described below.

The function of this home is to provide treatment and continuing care for people who have experience of Mental Health. The home is intended to provide a home for life for its service users if they wish for this, and will help those who wish for more independent living through support and assistance designed to maximise their skills to live in their chosen setting.

The home accepts referrals on behalf of service users who are between 18 and 65 years old. They should have experienced a diagnosis of Mental Health issues or a condition.

Although the home aims to help as many service users with Mental Health as possible we also take exceptions on the those that exhibit :

- Serious Self Harm or Suicide Attempts
- Inappropriate or Anti-Social Behaviours
- Behaviour which consists a Danger to Self or Others
- Violent Behaviour
- Serious Sexual Disorders
- Arson or Deliberate Attempts to Harm Others
- Criminal Behaviour
- Experiences of Drug or Alcohol Abuse
- Severe mental health and those that relapse

If the referral fits with the homes eligibility criteria then a staff member from the home will contact the referrer. A senior member of management will then visit the applicant to conduct a preliminary assessment. If satisfactory a secondary assessment will take place usually within 4-6 weeks. Depending on suitability of the applicant and upon obtaining suitable risk assessments an introductory visit to the home will be arranged. All visits to the home are by prior arrangement. During the introductory visit the potential service use should be offered a chance to discuss with

senior staff at the home, and with their key workers, carers or relatives, exactly how the home may be able to meet their needs and requirements.

All service users who complete a satisfactory introduction visit and needs assessment and who still wish to pursue their application should have their case presented at a weekly referrals meeting chaired by the head of the home where a decision on service provision and offer of residency will be made. This should promptly be communicated to the referrer.

Offers of residency should be based upon:

- Successful Introductory Visits
- A Full Needs Assessment having been completed
- The home being Confident that it can meet all of the Objectives Identified.

Initial offers of residency should be made on a three month settling in trial basis during which existing service users would be consulted about the compatibility of the new service user. This trial period should be followed by a full case review.

It is the policy of the home that every potential service user or applicant should be viewed as an individual, taking into account cultural and gender issues in all aspects of care provided. In deciding upon a possible offer of residency, discrimination of any kind will not be tolerated.

During the trial period each service user will be allocated Key Worker for ensuring appropriate levels of care are provided. A service User care plan will be prepared in consultation with other health, Social Care Professionals, Relatives, Carers and the Individual Service user.



## 7. Service User License Agreement

Towards the end of your assessment period, staff will discuss your future plans with you and anyone you wish to be involved. If all are agreed that the placement is helpful to you, you will be asked to sign the service users licence agreement, to indicate that you understand and accept specific expectations of the home and the general specifications outlined in this handbook. You will keep one copy of the agreement and our staff will keep the other copy.

Please make sure that you read and understand the licence agreement before you signing it. It contains details of your rights and responsibilities. In particular it specifies our approach to equal opportunities, violent behaviour and the circumstances under which the licence may be terminated. If you have any doubts about it, please discuss it with the Manager before signing it, as once it is signed, the agreement becomes legally binding.

## 8. A Planned Approach

Each person living at Oakwood House is offered help in planning the time spent with us. The details of such a plan will depend on your own aims for yourself, both in the long and short term. Staff will discuss this with you and then a written plan will be produced in agreement with you. You will receive a copy of this. The plan will be reviewed on a regular basis to see if it still meets your aims - if these have changed, the plan will be amended accordingly.

## 9. Access to Personal Records

Oakwood House keeps a number of personal records, either for statutory or administrative purposes, on each of the service users that is residing at the home. These records are the property of Oakwood House, and the information contained within those records is confidential to the service user and the staff who have need of it in order for them to carry out their duties. CQC, local authorities or police may need access to records. Due to confidentiality records will not be given out to other third parties without the prior consultation of the service user.

Some of this personal information may be stored on computer and service users have their rights of access protected under the Data Protection Act 1984. Oakwood House is committed to providing service users access to the personal records made by the home, when requested to do so, with a minimum of formality and delay, while safeguarding the legitimate interests of third parties.

Under the Registered Homes Act 1984, Oakwood House is required to keep any personal records on service users of registered care homes for a period of 3 years after their residence at the home ends. These records will be kept in a secure place at Oakwood House and will be destroyed at the end of the statutory 3 year period. Any other personal records kept by us on individual service users will be destroyed at the end of the financial year in which that service user ceases to be a service user.

### What Personal Records Are Kept

Personal Care Record

Personal Daily Record

Personal Medication record

Personal Record of Any Monies or Valuables We Hold on Your Behalf

Personal Registration Record

Application/Funding Arrangements Record

The above records refer only to you. You have right of access to them as explained below.

It is anticipated that some personal records may be kept on computer. Service users' rights of access to all such information is safeguarded by the Data Protection Act 1984. You will be informed when any such records are made.

## **Are There Any Personal Records To Which You Do Not Have Access?**

At Oakwood House, we may have received information about you from third parties (such as your doctor or social worker) who have not given us specific permission to share that information with you. We regret that we cannot allow you access to this without specific permission.

If you want access to such records, the staff will endeavour to obtain permission to share the information with you.

## **How Can You Gain Access to Your Personal Records?**

Oakwood House takes the view that any personal records on service users made by us should be made available to the person who is the subject of that record, out of respect for his/her rights of access to personal information.

In addition to the above, the Management of Oakwood House wishes to encourage the practice of making entries into the care record by the service user and Oakwood House staff together, so that care planning and recording is a truly shared experience. If a service user wishes to make his/her own entry in the care record, this is welcomed and access to the record should be a routine activity. All personal records are to be signed and dated by the person(s) making the record/entry.

If a service user requires the assistance of a relative, friend or an independent person or agency in looking at their personal records, the staff of Oakwood House will assist in every way possible.

If You Want Access To Any Of Your Personal Records That You Don't Routinely Use, Please Follow These Steps:

- 1) Make your request to the senior member of staff on duty.
- 2). The relevant records should be made available as soon as possible and, in any event, no more than 12 hours after the request has been made.
- 3). To examine your personal records, you will be afforded privacy and have the assistance of a member of staff to help you understand the purpose and content of the records.
- 4). When you have finished examining the records, you and the staff member should sign and date the care record, confirming which records were seen.

## **What If You Disagree With The Content Of A Record?**

If, after having read the record, you disagree with any aspect of its content, you will be given the opportunity to discuss it with a senior member of staff and the author of the report. The aim is to achieve a mutually agreeable entry that can be written into the record indicating which entry it replaces. If it is not possible to agree an alternative entry, you will be invited to put your own report in the record. The original entry will remain in the record but with an adjacent note to indicate any related entry later in the record.

If after having access to their the records you remain dissatisfied with the content after going through the above procedure, you may make use of the formal Complaints Procedure.

## 10. Accommodation and Facilities

The accommodation provided comprises of furnished single rooms with en-suite facilities, each room is equipped with a portable TV as well as modern technology including internet Wifi. a nurse call point and shared use of all other communal facilities, such as lounges, dining rooms, kitchens, bathrooms, WCs, disable WCs laundry rooms, garden, activity rooms, and smoking area outside. All essential furnishings are provided by us, but you wish to use your own furniture, provided it does not represent a health or safety hazard, and does not interfere with the amenities available to other service users. We expect you to treat all furniture, furnishings and equipment in a responsible manner. When your room is being redecorated or refurbished, we shall involve you in the choice of new colour schemes and items of furniture.

We want each service user to be able to lock their own bedroom door if they so wish. You will have a key to this lock, as well as to the front door of the house. For safety reasons, (e.g. in the event of fire, also subject to individual risk assessments) staff also have a master key to all bedroom doors. Occasionally, staff may need access to your room and advance notice of this will be given to you whenever possible. Such intrusions will be kept to the minimum necessary for the effective running of the home.

# 11. Support and Facilities

Oakwood House endeavours to adopt appropriate and suitable strategies for communicating with service users including access to translators, large print documentation, hearing induction loop can provide policies in Braille and various languages should it be necessary. The different levels of support provided at Oakwood House are an appointed key worker, senior staff and access to management participation in community projects and access to community resources including day centres and various community run programmes.

This is enhanced by support from the registered medical officer, appointed social worker and local mental health team. We are also registered with local services e.g GP, dentists and chiropodists.

Service users will be given choice in recreational and social activities if desired and the opportunity and support in the cultivation of new and old hobbies/pastimes. Therapeutic techniques will be adopted in the home based on clients' needs and choice and reflected through their care plans under appropriate supervision. In the past these have included art, craft, drama and music. An Activities Coordinator is available on a session basis and interest in other therapeutic models is encouraged under appropriate supervision. Should a service user wish to obtain therapeutic techniques then we can make arrangements for alternative and complementary therapies should they be deemed necessary by others. , if so, funding may have to be agreed.

Encouragement and support will be given to enable service users to use the facilities available to other people in the community, this will include access to higher/further education, counselling services, sports and recreational facilities etc.

## 12. Meals

Service users will decide on suitable menus through various residents meetings. Service user menus are laid out in the home, and there is always an alternative meal available if required. Other meals are either "help yourself" or made by the service users and staff together. In addition, you will have access to the kitchen to prepare any snacks, tea, coffee etc. for yourself. Service users are encouraged to choose their own meals and are encouraged to consider their dietary needs, medical conditions and will be consulted by staff to ensure a balanced meal is provided.

## 13. Service Users Participation

All service users will be required to participate in daily living skills, this will include a weekly household chores rota which can be completed as an individual or with assistance from staff. Service users are responsible for their own laundry. It is the responsibility of the service user to ensure that their room is kept clean and tidy. Service users are encouraged to shop and prepare their own meals. Staff assistance is available if and when required.

## 14. Consultation

We are committed to consulting service users, formally and informally, over decisions affecting the day-to-day running of the home, including the setting and enforcement of the homes' rules and the implementation of policies and practices that affect their lives. All service users are encouraged to help devise and format their own care plans through the appointment of a key worker chosen by service users themselves and providing quality control questionnaires for service users to ensure service users views are incorporated in the day to day running of the home.

## 15. Personal Possessions

We will always try to accommodate any personal possessions you may wish to bring with you, the main limitation being the availability of space and adhering to any health and safety policies.



## **16. Safe Keeping of Valuables**

Service users are asked to inform staff of any valuable personal possessions they have. Unless you have asked staff to take care of these for you, you will be responsible for their safekeeping. We provide each service user with at least one piece of lockable furniture, but if you have any problems, please discuss them with the staff. If our staff are looking after any valuables for you, we are required by law to keep a record of this, which you may inspect. We also have the facility to place valuables in the home's safe should this be required.

## **17. Insurance Cover**

Our insurance for the building does not cover any personal items of value such as money, jewellery, radios or cassette/record players. Service users owning such objects should arrange their own insurance cover.

## **18. Visits from Relatives and Friends**

We welcome contact with your relatives and friends. We do not have fixed visiting times- visitors are welcome at any reasonable hour between 9am and 10pm. We do ask visitors to sign into and out of our visitors book allowing staff to know who is on the premises at any given time as a safety precaution, e.g. in the event of a fire, staff need to know how many people need to be evacuated from the building.

We also encourage service users to visit relatives and friends as often as possible.

## **19. Pets**

Pets are permitted after consultation with staff and other service users.

## **20. Fees**

Currently the fees start from a basic and fair rate per week without compromising the quality of our service. Increases are according to the service users needs and requirements.

Our fees are reviewed each year and are set at a level estimated to cover the cost of the services we provided. The fees include staffing, accommodation, food, heating, lighting and laundry facilities, as well as access to all the homes facilities. You will be advised in writing each year of any proposed increase in fees. Additional fees may be charged for private telephone line, satellite TV, alternative therapeutic techniques etc.

## 21. Payments of Fees

Payment Of fees are to be made monthly in advance. A receipt will be issued for all payments received when appropriate. The arrangement for payment of fees and who is paying them has to be agreed upon before residence at the home can take place. For the scale of charges for Oakwood House please talk to the manager. As these charges depend on the circumstances, surrounding the needs and requirements at the time of request.

## 22. Charges

For client contributions assessments are made by the social services in respect of the client's income, through various benefits they receive.

Currently the fees can range from £0.00 - £95.00 p/wk but are subject to change.

## Arrears

If a service user falls into arrears in their fees, they will be asked to pay them off at an agreed weekly rate. If a service user repeatedly fails to pay his/her monthly fees we can usually seek payment from the local authority.

## 23. Temporary Absences

For other temporary absences, a bed retention fee is charged. Sometimes, for example, a service user may have to go into hospital for a period of treatment. In such circumstances, we usually hold the service user's place for as long as we receive payment of the retention fee.

## 24. Wills

It is a sensible precaution for everyone, irrespective of age or health, to consider making a will.

If you do wish to make a will, the local Citizens Advice Bureau will be able to give you details of Solicitors who can help you with this. Our staff can assist you in locating the nearest C.A.B., but cannot act as witnesses or executors of your will. In addition, individual staff cannot be named as beneficiaries in a service user's will as this could

## 25. Complaints Procedure

Oakwood House has clear open and transparent ways for people to express concerns and anxieties and these are acted upon and addressed.

- Service users are encouraged to freely comment on, or complain about aspects of the service provided by the home, through informal, or, formal channels with views listened and responded to, using feedback to inform change and make improvements. The service user's handbook contains information on the complaints procedure and information notices are displayed.
- The manager, and if necessary then the Directors can be contacted concerning complaints, and staff assistance given if necessary to take matters further to the Commission for Social Care Inspection.
- A compliments file will be compiled and made available where appreciative notes/comments and thank you cards about the service are stored.
- Service user complaint forms are available.

### How to Raise Concern

Oakwood House seeks to provide a service that meets the needs of its service users. Therefore, staff should encourage service users to discuss any problems they may have.

Wherever possible, complaints by service users should be dealt with informally at a local level, either by the senior staff member on duty or the key worker, and the results will be noted in the care record.

If this discussion fails to resolve the complaint, the service user can talk to the Manager directly.

The complaint will be dealt with through the formal complaints procedure. To invoke the formal complaints procedure, the complaint should be submitted in writing. It is acknowledged some service users may need assistance with this, and staff will need to be sensitive to this possibility in endeavouring to resolve the complaint. If a service user is unable to write and would like staff to write on their behalf, it must be read back to the service user and they must sign to say it is a true account of what they are making the complaint about.

If the service user wishes his/her complaint to be taken up in any other way (e.g. a relative, friend, advisor or any other independent person, such as a social worker), staff will endeavour to provide them with whatever help is needed.

The formal letter of complaint should be addressed to the Manager.

On receipt of the letter, the Manager will carry out the investigation and will write to the service user within seven days of receiving the complaint explaining the process that will be followed.

The Manager will then interview those involved and make related enquiries. He/she will then submit a written report to the responsible person within a maximum of four weeks.

It is anticipated that most formal investigations will be dealt with in a much shorter period of time than this.

If he/she wishes, the service user's comments can be incorporated into the care record, but not information provided by other people interviewed unless their specific approval is obtained. When a line of action has been decided, the Manager will write to the service user detailing the original complaint(s); the steps taken to investigate and the proposed result. This letter will also contain details of how the service user can appeal if he/she remains dissatisfied with the resolution. The letter will form part of the service users care record. Details of the proposed result will also be sent to others relevant to the investigation.

If a service user wishes to appeal against a proposed resolution of a complaint, he/she must indicate this in writing within seven days of receiving the letter from the Manager.

In the event that the complaint is with regards the manager service users can submit the complaint directly to the responsible person, Mrs. S. Ghattarody, Oaks Care Limited, 179 Breamore Road, Ilford, IG3 9LU and marked private and confidential and thus invoking the complaints procedure.

In the event a service user does not get a satisfactory response then they can direct to the CQC who will help with any complaint that they have.

We understand that some people could be worried about sharing their concerns and complaints with Oakwood House and may worry about possible effects. In these cases and in the event the complaints procedures fails to address the complaint you can contact the address below to raise any concerns:

Care Quality Commission (CQC)  
City Gate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4WH

Tel: 0300616161

## 26. Leaving Oakwood House

If at any time you feel that you no longer wish to be a service user at Oakwood House, please discuss this with staff before taking any action. We can try to help you find suitable accommodation if you want us to, but this may take time.

If at any time our staff feel that a particular placement is no longer helpful to a particular service user, they will discuss this with the individual and offer to find a suitable alternative.

Service users can also be asked to leave the home if they indulge in persistent, serious anti-social or violent behaviour which is detrimental to the service users and staffs health and safety within the home if they fail to accept their responsibilities as members of the home. In most cases one months notice may be given but in exceptional circumstances immediate action may be taken.

## 27. Removal of Belongings

It is the responsibility of all service users to ensure that their personal belongings are removed when they leave the home. If after three months any personal belongings are still in our keeping, and the individual has not informed us that they have made arrangements to remove them, we shall have to consider that they are no longer required by the individual and dispose of them.

## 28. Management / Staffing

Oakwood House is supported by trained and experienced care workers, backed up where appropriate by our flexible staff team. At least two staff are on duty throughout the day, and one member of staff each night with sleep-in staff available should the need arise. Staffing levels are continual monitored and adapted to ensure that service user needs are met. The aim of all staff is to assist each service user to lead as independent a life as possible.

OAKS CARE LIMITED

ORGANISATIONAL CHART

Directors

Person Responsible

Manager

Deputy Manager

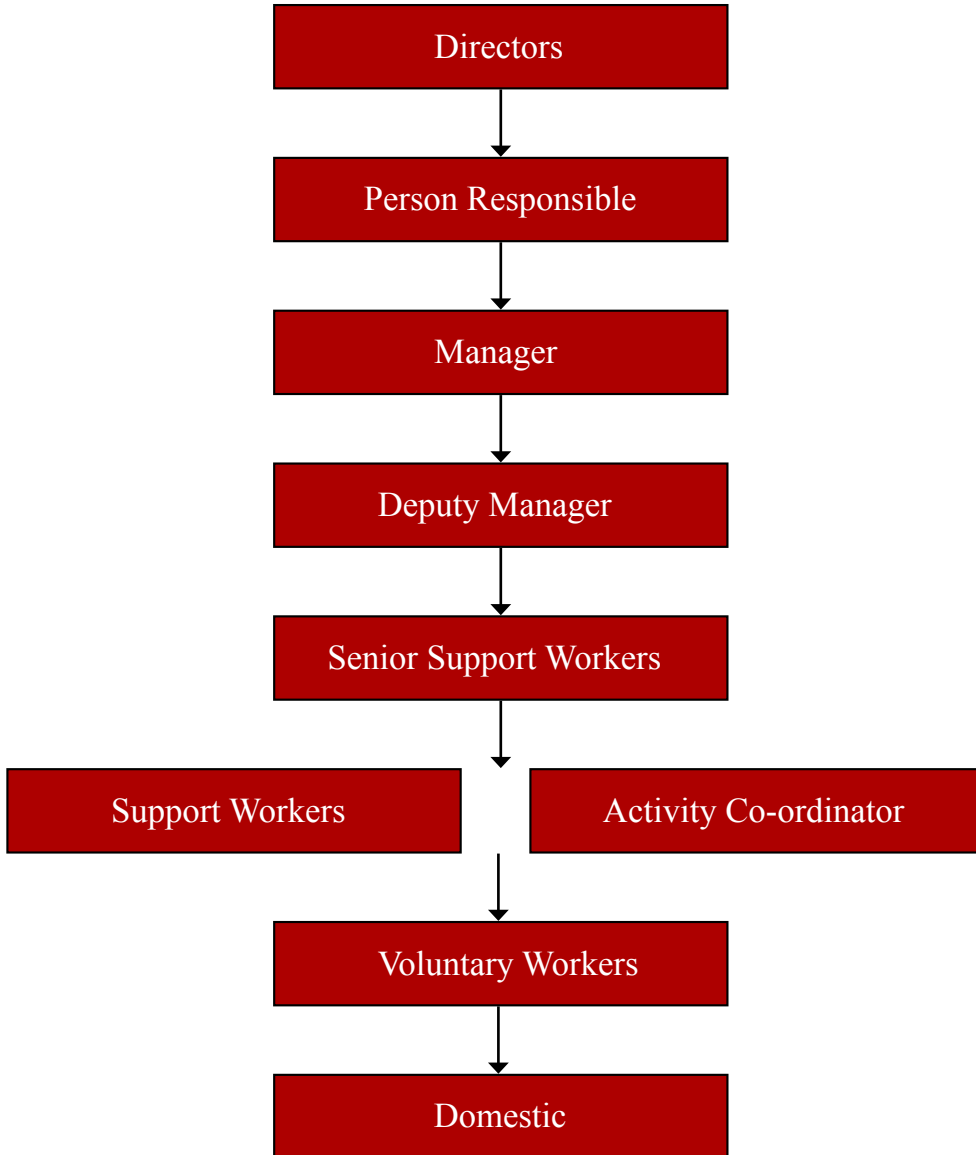
Senior Support Workers

Support Workers

Activity Co-ordinator

Voluntary Workers

Domestic



The team consists of staff already NVQ qualified or pursuing the qualification. In-house programmes and attendance at other relevant courses relating to the care field. This is well established and ongoing, recorded in individual portfolios as part of the education and training strategy.

\* Staffing levels are subject to change according to Service Users individual needs.

The registered provider has obtained a vast array of qualifications allowing her to obtain the position of person responsible. These qualifications are tailored towards caring and supporting our service users with Learning disabilities and staff within a care home service.

# Staff Qualifications

Oakwood House has a comprehensive induction programme for all staff which adheres to its policies and procedures in relation to care standards set out by the Commission for Social Care Inspection.

We have an appointed Manager will have with the RMA and over 7 years experience and proven track record.

Any appointed Deputy Manager will have obtained or be enrolled in NVQ Level .

Senior staff must have obtained or have been enrolled in NVQ level 3.

Support workers and activity co-ordinators will be required to have an NVQ level 2 as a minimum requirement. However

All staff will receive training in the following:

Protection of Vulnerable Adults

Safe handling of medicines.

Food Hygiene

Health & Safety

Basic First Aid

Abuse in the Care home

COSSH

Needs of the Service User

Fire Prevention

Adult Protection Awareness

Basic Awareness of Learning Disabilities

Mental Health Capacity Act

Deprivation Of Liberty

Mental Health Act

Supporting People, Personalisation and transformation in care

- Support Workers provide cover (24 hours). Or where necessary based on the service users needs.
- Use of medication (medipaks administered by staff, or self administered if able to do so safely).
- Managers and all staff have responsibilities under Health and Safety, notices and updates displayed on notice board with strict adherence to fire regulations (see 5.5).
- Regular staff training and supervisions takes place.
- The staff undergo performance reviews and have individual development plans and portfolios.
- Staff and service users meetings are held at regular times.  
Staff at all levels are expected to gain appropriate experience and qualifications through training and development courses made available to them, with performance linked to development.



## 29. Additional Information Available

- During the course of the year service users are provided with opportunities for social outings, they are encouraged to choose trips, including bowling, restaurant meals, holidays, shopping and other excursions of interest.
- Service user reviews will be held after the initial trial period (this is normally at twelve weeks). Reviews will then be held on a quarterly (although CPA and care plans are revised more frequently) depending on needs of service users. Family and friends will be invited to all reviews as well as all professionals involved in the care of the individual service user. Feedback will be given to service users and persons attending reviews and participation of all involved will be appreciated.
- The inspection report is available on the CQC This can be obtained on the CQC website or from the home directly.
- Information can be made available in formats suitable for people for whom the home is intended (e.g. larger print for the visual impaired).
- Service users can have the right to access personal information and also the right of access to the mental health review tribunal or any other review forum.

## 30. Comments

We are always pleased to receive suggestions about how we can improve standards of the service we offer. If you have any ideas about this, please discuss them with the staff.