



Service Users Guide

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Service Provider

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Contact Details

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This booklet has been designed to provide relevant & up to date information on the services and facilities available to you during your stay

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We would encourage you to provide feedback on the content of this booklet or make suggestions as to how we may improve this service or provide further information to meet service user's needs.

Arundel Park Lodge Nursing Home strives to provide high quality services and your comments are always welcomed.

NB Please keep this book in the designated room at all times.



Arundel Park Lodge is registered with the Care Quality Commission (CQC) as a care home accepting both nursing and residential care clients and is owned by Whytecliffe Ltd whose sole directors have been in the care industry since 1988. Arundel Park Lodge was joined by Glentworth House in 2004 providing a further 33 nursing places thus providing a broad range of care for the service user.

The purpose of Arundel Park Lodge is to provide a high quality of nursing care, whilst taking full account of the needs of the individual, their wishes and aspirations in all aspects of the physical, psychological and social perspective.

To provide this care in a homely environment that meets the needs of the residents in respect of independence, individuality and the need for privacy, to allow for self determination, dignity and risk taking whilst providing an environment that is as safe as possible.

Registration is; Old Age, (16) nursing places and (14) residential places. Maximum number 30 residents

Location

Arundel Park Lodge is situated in a quiet residential area close to local amenities. The seafront is a short distance away. Parking is available for visitors to the premises both on and off street at no cost.

Services

We continually aim to provide a safe, secure and comfortable environment for all our residents. Help is given to maintain independence and mobility. Residents are cared for as individuals and are encouraged to live their lives to the full. Central to our philosophy is the belief in respect for the individual and our recognition that Arundel Park Lodge becomes their home.

We aim to create a bright cheerful environment, with full 24-hour supervision by trained and experienced staff. A registered nurse is on duty at all times. All areas enjoy easy access and a wide range of mobility aids are provided including specialist baths and aids, hoists, grab rails and wheelchairs.



Meals

The care home's qualified catering staff produces a varied and nutritious daily menu of a very high standard and are able to cater for special dietary needs, all meals being freshly produced. The menus are varied according to the residents wishes. Guests are welcome for meals by prior arrangement.

Meals are served at the following times:

Early morning tea:	7.00 to 7.30 a.m.
Breakfast:	7.30 a.m.
Morning coffee:	11.00 a.m.
Lunch:	1.00 p.m.
Afternoon Tea:	3.00 p.m.
Supper:	5.45 p.m.
Evening Drinks:	8.15 p.m.

Residents requiring extra drinks or snacks at other times of the day are catered for, and may have meals in their rooms if they wish.

Fees

The scale of fees is based on the type of room occupied and level of care needed.

Visiting

There is no restriction on visiting residents at Arundel Park Lodge, which is left entirely at the discretion of the resident concerned.

Management welcome you to Arundel Park Lodge and ask that you observe the following guidelines to ensure that everyone remains safe at all times and to assist us to meet our Duty of Care.

1. Please remember to sign In and Out of the Visitors Book.
2. Please do not enter the kitchen at any time under Health & Safety Law.
3. Do not attempt to assist resident's yourselves, please call a member of staff.
4. Please do not enter a resident's room without personal invitation.
5. Please do not attempt to move furniture or equipment while in the home.
6. Please refer to Service User's Information Pack for Fire Instructions.
7. Please ensure that any accident/incident is reported immediately to the Nurse in Charge.



Staff

Great care is taken when selecting our staff, the requirements being their ability and knowledge but also commitment; we complement this by our ongoing training programs including National Vocational Qualifications, Study Days and Seminars. We undertake to provide placement for nurse training.

Equal Opportunities

At Arundel Park Lodge it is our policy that the management team and their peers will personally interview and appoint all members of staff, and be directly involved with the admission of all new residents or patients and their integration into the home.

Arundel Park Lodge complies with all the relevant acts of parliament and codes of practice as far as possible and therefore does not show favor or treat one group of people less favorably due to their gender, marital status, age, disability, race, religion and culture.

Medical Services

Residents may choose to retain the services of their own doctor, or alternatively medical services can be provided through a local GP.

Dental and Optical Services

Arrangements will be made for the provision of whatever dental or eye care a resident may need. If the resident is unable to travel to the surgeries then domiciliary visits are arranged.

In addition the home receives regular visits from a Chiropodist, Physiotherapist and a Hairdresser. Other visiting services can be arranged to meet with the individual's requirements.

Provision Of Laundry Services

All laundering is carried out on the premises with the aid of modern laundry equipment.

The cost of laundering residents clothing is included in the room fees with the exception of those items requiring dry cleaning.

Other Services

The spiritual needs of our residents are also considered and visits from local clergymen and religious groups are encouraged.

Newspapers are delivered daily.

Local telephone calls are free; a charge is made for long distance calls or heavy usage. The resident may, if he or she wishes, have installed at their own cost a telephone in their own room.



Please note that charges arising from hairdressing, dry-cleaning, newspapers, chiropody, dental, optical and private physiotherapy services are not included in the room fees and will be charged for.

Insurance

Resident's personal effects are insured up to a value of £1,000.00 (excluding money and credit cards). Single items of value should be insured separately at the residents own expense



Instructions in the event of a Fire.

Duty of Service User's

To familiarise yourself with this notice, to know what to do in the event of a fire and how to Keep yourself and others safe.

To prevent any possible causes of fire by observing Health & Safety guidance given by the Home.

Detection of Fire & Raising the Alarm

If you detect or suspect Fire, raise the alarm by alerting a member of staff immediately via the call bell system or raising your voice/calling out.

***Never go and Investigate yourself!**

Stay in your room until instructed to do otherwise by a member of staff.

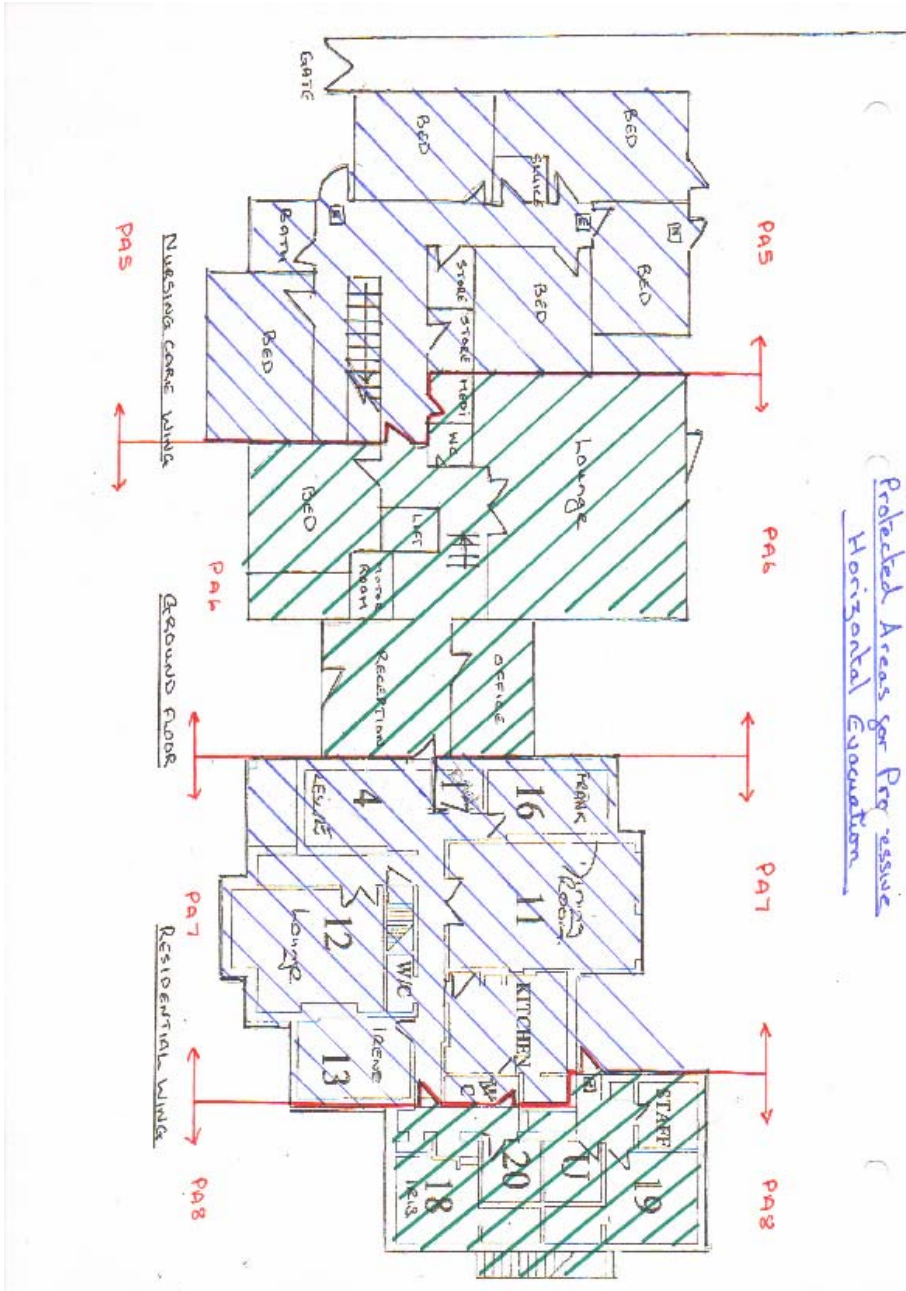
If possible, close your doors and windows.

Please remember that the staff are here to assist you, we would ask you to remain calm and follow instructions provided. The staff will evacuate where necessary by using the following steps:

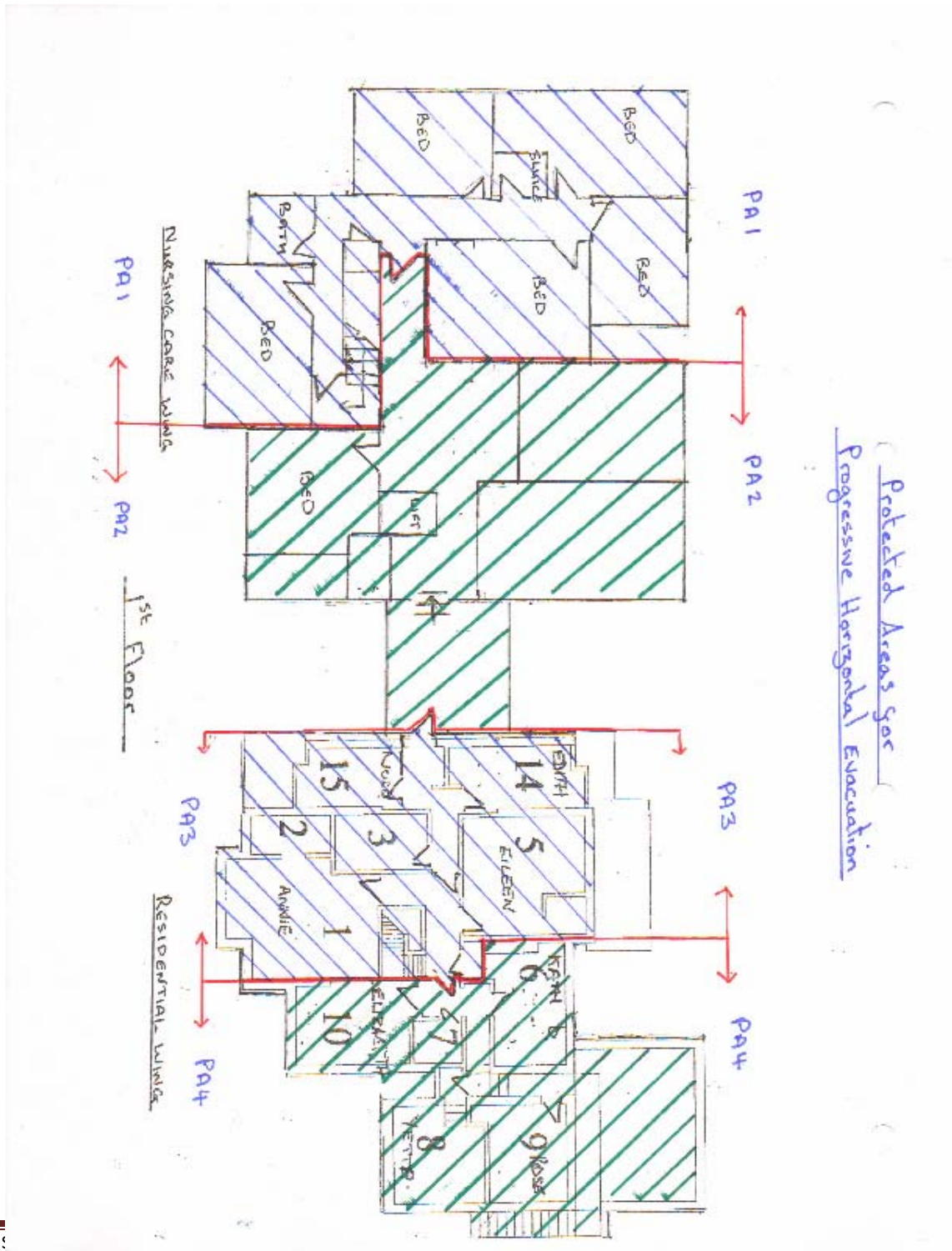
The Senior Nurse/Fire Marshall will call the Fire Brigade.

Where necessary, the staff will remove residents from immediate danger to a place of Safety.

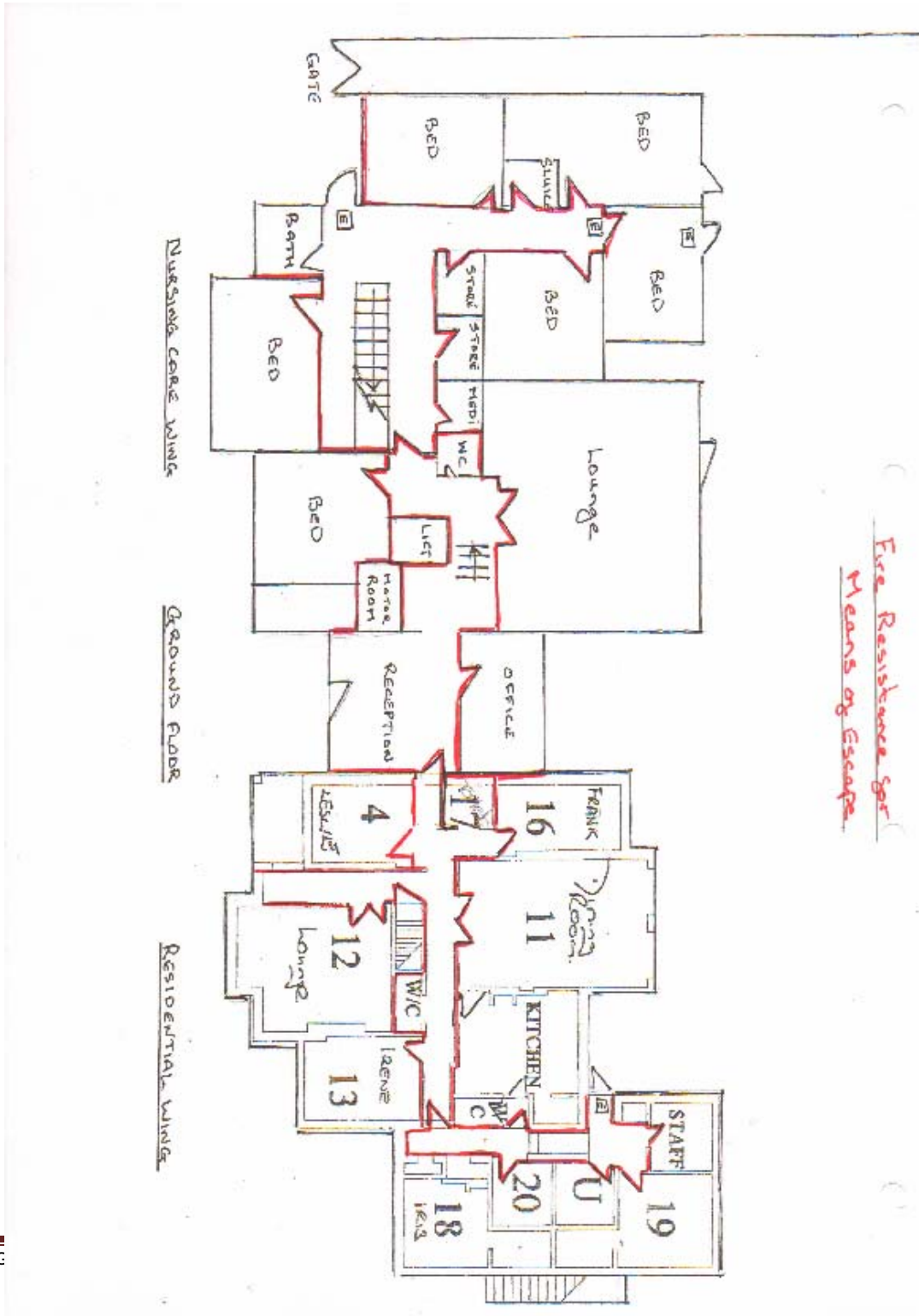
Protected Areas for Progressive Horizontal Evacuation. (Ground floor).



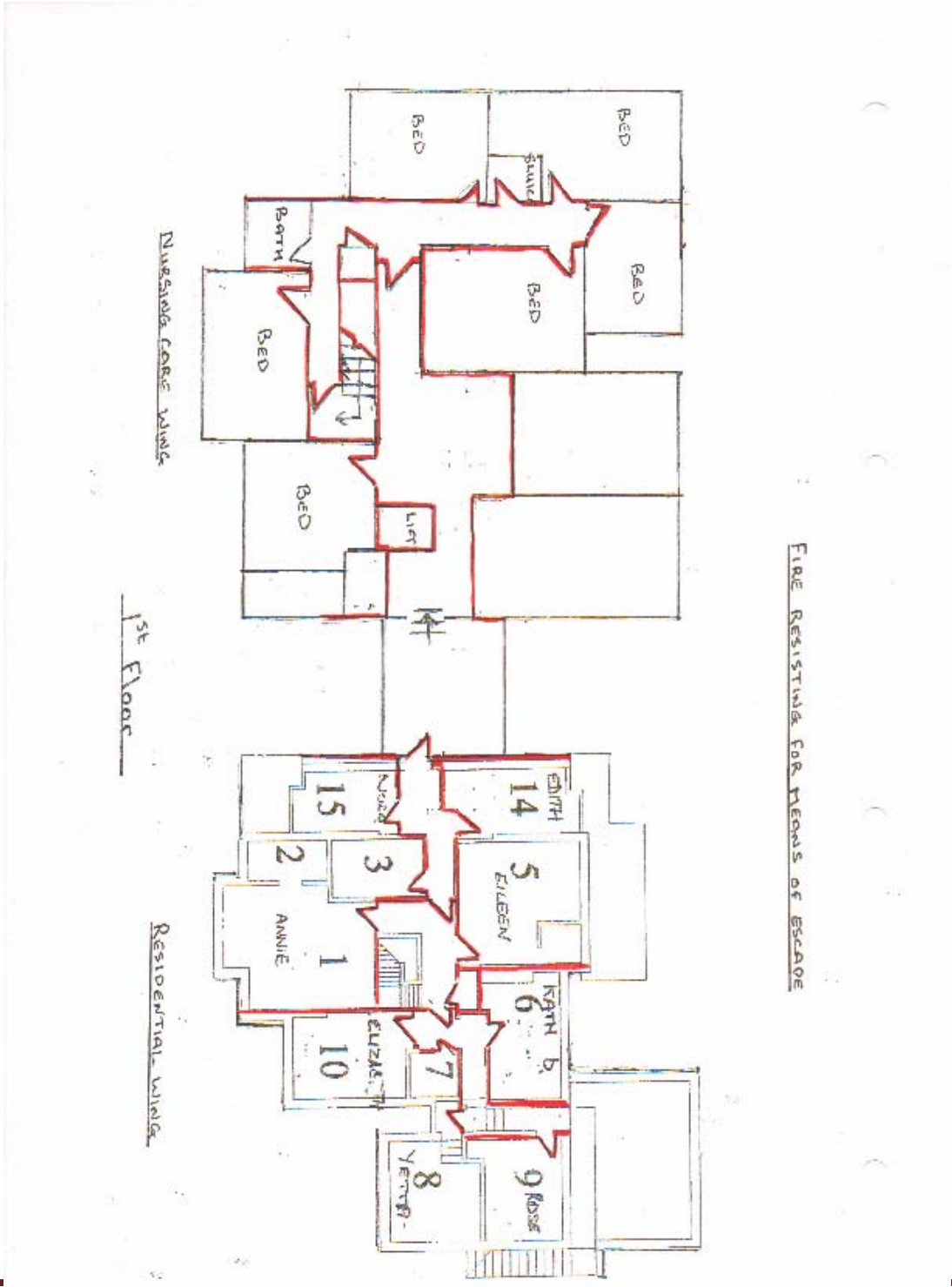
Protected Areas for Progressive Horizontal Evacuation. (1st Floor)



Ground Floor Fire Exit Routes.



First Floor Fire Exit Routes.





Complaints Procedure

Arundel Park Lodge and the staff endeavor to provide a happy, caring and safe environment for their residents and extend consideration to, and consultation with, residents, relatives and friends.

In the event of a resident having a problem or concern, we would like the situation to be investigated as soon as possible.

Should a resident, relative or friend on behalf of a resident, wish to make a complaint regarding the care provided in the home, the following procedure should be followed:

Please:

1. In most cases the registered nurse on duty will be able to answer to your satisfaction your concern or complaint.
2. If you are still unsatisfied, speak to the Manager/Senior Manager, and ask for an investigation into the matter a report will come back to you initially within 48 hour and more completely, if necessary, within seven days.
3. You may take your complaint directly to the Directors of Whytecliffe Mr. Michael Redwood or Mrs. Anita Redwood who are available to discuss the situation.
4. If you are still unsatisfied you may take your complaint to the Independent Regulator which may be found at:

Care Quality Commission South East
Citygate
Gallowgate
Newcastle upon Tyne

Tel: 03000 616 161
Fax: 03000 616 171

Email Contact: southeast@cqc.org.uk

If the problem has not been resolved by the local authority, the final step is to take your complaint to the Local Ombudsman: