

Trustmark Care Limited

Information Guide for Residents / Relatives

Welcome to Eden House!

Here is some information that may help you to settle in.

Staff

We have an amazing, dedicated team of trained staff here at Eden House 24 hours a day. Our usual staffing levels are:

Management Team – Rebecca Johnson Registered Manager and Shannon Peace Deputy Manager – Monday to Friday 8:00am-4:00pm.

Care Professional Team – We have 4 carers on shift in the daytime between 8:00am and 8:00pm, one of whom will be a medication trained senior member of staff and deliver medication to our residents as well as deal with any medical complications that might arise. Our Head of Care works on the floor alongside the care team. Staff will regularly check on yourselves, but if you require immediate support then please use your call bell to summon staff.

Activities – We have a dedicated activities coordinator to provide group activity and 1-1 time within the home setting – here alternating days 10:00am-4:00pm, 4 days a week.

Housekeeping Team – We have two housekeepers to ensure our home remains clean and tidy – here Monday to Friday 8:00am-2:00pm, with alternating weekend days also.

Maintenance Technician – Our handy maintenance man is here to support with general maintenance and upkeep of the environment – here Monday to Friday 8:00am-4:00pm.

Kitchen Team – Consisting of our Head Chef and Chef cooking wonderful home cooked meals – one is present every day 7:00am – 4:30pm. Our Host is here every day 08:00am – 14:00pm.

Night Team – We have two carers at night to ensure the safety and comfort of our residents at silent times – here 8:00pm-8:00am, as well as on call support a phone call away if required.

We ensure all of our staff have name badges so that you know who people are!

At times of staff shortages there might be times where agency staff are required to ensure the service runs safely, but wherever possible we try to ensure regular staff so that you feel comfortable.

Meal Times

Breakfast is usually served between 7:30am-10:00am, but can slightly later up to 11:00 am if you would like. Where you would like to eat is your choice, people are welcome to eat in their rooms, in the lounge or in the dining room.

Staff will ask what you would like for breakfast and the choice is yours! This can include cereals (such as Weetabix, cornflakes, bran flakes, Rice Krispies, granola), porridge, eggs and bacon and toast if you wish. If there are any alternatives you would like, such as fruit and yoghurt or toast with preserves, this is also available, or special requests can be made and ordered in.

Lunch can be taken on a tray in your room from 12:30pm. The sitting for lunch in the dining room is at 12:30pm. The care staff will have taken your menu order the previous day. We usually have a selection of two main meals, with a choice of two potatoes, two vegetables and two puddings, usually with one being a lighter option.



Evening Meal is a tray service from 4.15pm or taken in the dining room. Your Evening meal order will have been taken earlier in the day. If you wish to have this at a later time, please tell staff who will be happy to arrange this although there will be a reduced selection to cold items such as sandwiches.

Supper a tray service of sandwiches, biscuits, snacks and hot drinks are served at 8:15pm.

We usually alternate between a summer menu and a winter menu, with residents' meetings held close to the time of creating these so our residents are able to say what they would like to see on our menus.

The lunch and the supper for the day are written on a whiteboard in the dining room, and for visitors and relatives this is pinned near the front entrance for viewing but also feel free to ask the care staff on the day.

We are happy to cater for any specific dietary requirements or allergies, but please ensure you inform the kitchen/care staff so everyone is aware.

Your relative/friends are welcome to come and eat or spend mealtimes with yourselves, however for the privacy and dignity of the other residents during these protected times, we ask that this is limited to bedrooms only. For interim drinks for visitors, there may be a short wait for this as our care staff will be supporting residents at this time.

Furthermore, if your relative/friends wishes to book in for a special occasion lunch, this is subject to availability at the time and would incur an extra cost if provided by the home.

Drinks

Refreshments are taken round by staff at 11 am, at 2:30pm and at 8pm with supper and with all meals.

If you prefer to stay in your bedroom, the care staff are happy to bring a jug of fresh water / cool drink to ensure that you are hydrated, and these are provided in the main lounges also. If you or your visitors would like any refreshments at any other times, please ask a member of staff or ring your bell.

Regularly on our drinks menu is:

Hot – Plain Tea or Selection of Earl Grey/Fruit Teas, Coffee, Hot chocolate, Horlicks, Ovaltine

Cold – Orange or Blackcurrant squash, Orange juice, Apple juice, Lemonade/Cola, Milk, Flavored Milkshakes

Alcohol – apart from special occasions such as Christmas / theme occasions, alcohol is usually by request only and we will include this in your care plan.



Extras – what's included and what's not

All personal care and cleaning services are included in your room fee. Any other items or services which are chargeable will be added to a resident's personal monies account, which will be added to an electronic invoice account. When required, yourself or your designated family member will be requested for a top up. You are welcome to see your account balance at any time at your request, and when top ups are requested, a copy will be provided to yourself. It is difficult to list all items which are charged for; however, we have outlined some below. If you are unsure of whether you will be charged for something or not, please ask.

Items and services charged to personal money account

- Newspapers and magazines, ordered from our local shop and delivered daily (Sundays excluded)
- Hairdressing, Chiropody and any locum pamper services
- Postage for personal letters and parcels
- Items purchased at the shops by staff at your request (generally this will be the responsibility of yourself/family member, but we understand everyone's situation is different)
- Accompanied appointments, where a trained member of staff is required

You may store your monies/valuable with us in our safe; however, we must inform you that we do not hold large amounts of cash on the premises and may have to place your monies

within our 'non interest accruing' account. This means that you may not have access immediately to large amounts of your money and will not gain any interest on money that is stored. Please speak to the manager if you are unclear on any aspects of this section.

Generally, we do not accept cheques if a form of alternative payment is available. If this is the only option suitable for yourself, please note there will be a handling and processing fee attached to this. Please speak to the manager if you wish to know the cost of this. If you wish to pay into your personal monies account via online banking, please contact the manager for this information.

Appointments

We understand that you might have appointments to attend to deal with any medical/social issues. Due to the importance of staff remaining in the home for residents, accompanied appointments are usually requested to be attended by a family member or friend. If staff are required to attend an appointment, due to having to replace the care team member while they are supporting with this, this will incur an extra fee. Please request up to date information from the management team for costings.

Fire Alarm

The fire alarm and doors are routinely tested on a Friday afternoon after lunch. If the fire alarm sounds when you are in your room/communal area, **PLEASE STAY WHERE YOU ARE**. The doors are fire protected for up to an hour and will close automatically. In the event of evacuation, our trained staff would commence horizontal evacuation, ensuring protection behind at least 2 fire doors. If required, complete evacuation out of the house would commence.

Visitors: As above, please stay where you are. If in a non-bedroom/communal area, such as using the restroom facilities, please attend the fire panel by the front door if safe to do so.

Doctors, Dentists and Professionals



If you are moving into the area, you will be registered with our local G.P, Foot Health Practitioner, Dentists and Opticians visit the home at regular intervals or upon request.

We are registered with Brookside Health Centre in Freshwater, and our main contact is our Nurse Consultant, with access to a care home hotline daily for any medical needs, and a weekly ward round upon request.



We have a local Foot Health Practitioner who visits 6 weekly to maintain our residents foot health. This will be charged to your Personal Monies account.

In the past we have used a domiciliary dentist service however due to a national shortage of dentists this is currently unable to be sourced. In the event of an emergency however we would endeavor to gain advice or support as much as possible by liaising with Cowes Special Care Dental Practice. There are local dentists in the area which we would be happy to register yourself with upon moving into the home, subject to availability of service.

We use Specsavers for our Optician's Service who usually visit annually to check up routinely on our residents, and they are also available at request to attend the home for any new or interim residents who require their service.

Church Service

We have theme celebrations with Churches Together West Wight who conduct Christmas/Easter/Harvest services. If there are residents with specific religious needs, we are happy to look into providing this for yourselves.

Hairdresser

Please ask to make an appointment with the hairdresser who attends the home every two-four weeks. We usually request that resident's hair is cut at least every two months to ensure good personal hygiene, if you would like to opt out of these or source your own hairdressing facilities, please let us know.



Laundry

We have a full laundry service available for your day-to-day needs. This service is inclusive except for any specialised cleaning, dry cleaning, etc. Our laundry staff will try to have your laundry back to you within 48 hours.

Unfortunately, we cannot accept any hand wash only goods, including dry clean only, delicate woolens or high-risk clothing. Please ensure that your laundry is **marked clearly with your name** label, which ideally, we request to be sewn into your clothes.

Newspapers & Magazines



Please let a member of staff know if you would like us to order these for you. Please be aware they will not be delivered on Sundays. These will be charged to your personal monies account regularly.

Mail

Staff will deliver your mail to your room each afternoon. If you have any items for posting please drop them into the front office, or ask staff to hand these in for you. All mail is posted each weekday evening.



Telephone Calls

Residents may wish to have their own telephone installed in their room, you will be responsible for the installation charge and phone bill however we are happy to contact our IT team who would provide the service. Staff are happy to take messages for you and pass them on, or make calls on your behalf. We do have mobile phones linked to the main home line and will always bring one of these to you if you receive a call.



Activities



The home offers a range of entertainment and activities within the home. While we would love to provide external outings, due to staffing and ensuring everyone remains safe, we are not usually able to facilitate this outside of 1-1 walks subject to safety consideration. Please let us know if there is something you would particularly like us to provide within the home, or help you to do. We have a large garden that you are welcome to use. All of our activities for the month are listed on the residents' activities board located opposite the lounge and given to residents. For family/friends, please let us know if you would like to receive our activity schedule for the month via email.



Advertising

We have a dedicated website with up-to-date pictures of our current vacancies and rooms. We have a carehome.co.uk website which you or your family member / friend are welcome to review us on, either by post by taking a card from the front door, or by scanning the barcode on entry to the home. When we have in house activities or a home achievement,

we may take photographs of the home to put on our Facebook page including residents, you will be provided with consent forms to ensure you are happy with your photograph being used in this way on admission.

Safety Measures

For your safety, there are several measures in place to ensure everyone within our service is kept safe from harm. This includes the use of CCTV, both internal and external. CCTV is used to monitor the front grounds and garden, and the communal areas within the home. There is no monitoring in private bathrooms or bedrooms. The CCTV footage is stored securely on a password protected device in the staff office with access only by managers, the footage is then wiped automatically after 7 days, and is only used for accident/incident analysis purposes. The staff also complete regular checks, dependent on your care needs, which can range from hourly to four hourly as required. Please inform a staff member if you are not happy with this.

Information Sharing

In order to provide safe and effective care, at times we may need to share your information with necessary people, such as the GP or Adult Social Care for Safeguarding purposes. We will always ask your consent prior to doing this, and process your data in line with UK GDPR principles and the Data Protection Act 2018. Please note, that if you are not able to consent to your information being shared with your family members / Next of Kin, we will be unable to share information with them on your behalf.

Power of Attorney

Ideally, all residents who come to live in our care home should have a Lasting Power of Attorney in place for both Health and Welfare and Finance. Power of Attorney over Health and Welfare means that you have a designated person who is able to make legal decisions about your care, read confidential information on your behalf including care records and medical records. Power of Attorney over Finance means that you have a designated person to control and manage your finances on your behalf, ensuring that your fees are paid and you are able to access your own money. If these are not in place and you are unable to consent to this being done, we are restricted by the law as to the information we are able to share with your family / Next of Kin and they are not entitled to make medical decisions or financial decisions on your behalf.

Consent to Care

If you are living with a form of cognitive impairment affecting your ability to make decisions, then in line with the Mental Capacity Act 2005 we will complete capacity assessments to evaluate if you are able to make decisions for yourself. Any decisions made on your behalf will be done so in your best interests and in discussion with your Lasting Power of Attorney.

We hope that you will enjoy your stay with us!



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