

Your Handbook



cic

putting individuals first ...



About Us

CIC is a national leading service provider delivering care and support to local people for over 15 years. Our mission is to **put individuals first**. Our person-centred approach to service means that the care and support you receive whilst living here will be tailored to meet **YOUR** needs.

CIC will promote positive lifestyles for each individual by facilitating independence, choice, social inclusion and rehabilitation.

CIC colleagues have a range of qualifications based on the diverse needs of people who use our services. These may include NVQ/SVQ in Care, Registered Nurse, Registered Managers Award and experience of working within the care sector. Our Training Department has an excellent reputation for providing intensive and on-going training for colleagues.

Where To Find Us

Our central office address is:

CIC

Old Market Court

Miners Way

Widnes

Cheshire

WA8 7SP

Tel: 0151 420 3637 email: information@c-i-c.co.uk

www.c-i-c.co.uk

If you need an adapted version of this handbook e.g. Audio tape or larger print please let us know.

Welcome

Welcome to your **CIC** Residents Handbook. We are delighted you have chosen to come and live with us and hope this handbook will answer all your questions and help you settle into your new home.

If you find after reading this, that we have not answered all your questions, please speak with your Service Manager, who will be happy to help.

Thank you for taking the time to read this handbook.

Person Centred Care

CIC is committed to Person Centred Planning (PCP). This is about establishing support to help you make choices and decisions about how you want to live. Your personal care plan is part of CIC's PCP approach.

Your rights

As a person who receives support/care from CIC you have the right to expect to:

- make choices
- be treated as an individual
- be listened to
- be treated with respect
- be supported by staff who know their job
- feel safe in the environment in which you live
- be supported if you wish to make a complaint
- expect information about you to be kept confidential.

If you feel that you are not receiving any of the above you can speak to a member of staff, or their manager, in confidence and we will then discuss with you how your rights can be met.

My contract with CIC

As well as this handbook, you will receive a Residents Agreement.

This Agreement will explain in detail about the care services you will receive in any CIC home and also explains the procedures if you decide to move out. If you have any queries about your Residents Agreement please speak to your service manager who will be happy to explain in detail.

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1. Moving in

What to expect on your first day

You and any accompanying relative or friend will be welcomed by your key worker who will show you to your new room and assist you to unpack and settle in. Your relative or friend(s) can stay with you as long as you like to ensure you are comfortable.

Once you are ready, your key worker will take you on a tour around your new home, pointing out the facilities and amenities that are available to you.

Your key worker will also chat to you about the things you like and don't like to do.

Some of the things we will discuss with you will be around your personal and medical needs and your mealtime options and dietary requirements. We will also ensure your personal items and belongings are carefully recorded in your presence and any small valuable items will be placed in the home safe for you.

On your first day, you may want to be introduced to other residents, or you may want to leave it a few days until you have settled in – you tell us what you prefer.

2. Settling in

Helping you feel at home

Your preferred lifestyle and choices are important to us, so together with your key worker/primary nurse, you will create a personal care plan. (Your care plan is based upon CIC's commitment to Person Centred Planning (PCP), please see page 4 of this handbook).

Your plan will identify the things you need support with, your preferences and dislikes and your wishes and aspirations. For example, at times you may prefer to spend time in your own room rather than in company, or you may enjoy a long lie in as you prefer to stay up late.

Family, friends and community

You will be encouraged and assisted to live your life as you did before moving in. You may also wish to take the opportunity to try something new.

Your home will have planned activities throughout the week and we will be happy to support you in participating, if you choose to.

With no restriction to visiting hours, your family and friends can visit whenever you wish them to. If you want to go out with friends or family, we will be happy to help you arrange this.

Your home is part of the local community and you will be encouraged and supported to maintain the contacts you had before you moved in. You can continue to access community facilities with the assistance of relatives, friends or staff, if you choose to.

We will assist you in practising your chosen religion. We understand the varied spiritual needs of all our residents. We will liaise with appropriate community and religious groups to meet these needs for you. We would also like to help you celebrate special occasions and will be happy to help you plan your event.

Personalising your room

You are welcome to bring your own personal items so you can reflect your own tastes and individuality. You can personalise your rooms with your own treasured photographs, ornaments and furniture.

Some residents like to bring their pets into the home and this can be arranged by speaking to your service manager. If the other residents at the home agree, your service manager will organise this for you. Costs associated with the pet's upkeep and health will be your responsibility.

Meals and nutritional care

Our aim is to provide nutritious meals that you will enjoy; so that your mealtimes are a relaxing and pleasurable experience.

There is a daily menu with choices and you can choose where you eat your meals – some people prefer their own rooms, others enjoy the company in the dining room. Special dietary needs are catered for and, where necessary, we can arrange consultation with a dietician.

We will offer a good choice of foods that you like to eat. From our four weekly menu you can choose a main meal, or a lighter option, depending on what you want.

All our meals are designed to offer you a delicious selection of dishes. We cater for a wide range of dietary needs: vegetarian, diabetic, cultural, medical or religious.

If you have difficulty with eating, we provide a choice of soft textured foods. Where possible, we try to enhance the appearance of our soft foods by using shaped moulds, this helps make it look and taste as close to regular food as possible.

Snacks and beverages are available to you 24 hours a day.

You can take advantage of our personal tray service and eat in your own room rather than the dining room, whenever you wish.

Cleaning your room

We appreciate that your bedroom is your personal space. With your personal care plan we will discuss how we can help you care for your personal effects.

Your room will be cleaned daily at a time that suits you. You can be present during the cleaning service, or have it done while you are away from the room.

Hygiene is a top priority at our home. We carry out a deep clean of every room, once a month. As this is a thorough procedure, we will discuss it with you and agree one weeks prior notice, of the time and date.

What Facilities and Amenities are Available?

You will also have been given a Home Brochure which highlights the specific details about your individual home. This will tell you all about what activities, facilities and amenities, are available for you.

Your Residency Agreement details the cost of your care and explains what that cost covers. For example; your care, heating, food, drink (excluding alcohol), council tax, laundry, cleaning materials and property maintenance are all included. Additional costs may include transport, clothing, hairdressing, dry cleaning and newspapers – all depending on your individual requests.

For more details on what is included please refer to your Residency Agreement.

Laundry

The laundry of all your personal clothing is undertaken on site and all clothing is returned to your room within 24 hours. Dry cleaning can be arranged on your request at an additional cost.

3. Your Care and Support

You will be consulted and assessed to find out what your individual health and personal care needs are. You will also be supported with your individual medication and treatment needs.

Personal Care

CIC staff are highly trained to deliver personal care. Each staff member receives, on his/her induction training, the Principles of Care. This trains staff in communication skills, respecting dignity, choice and privacy and promoting independence in order to achieve all you can to make the most of your life.

CIC also give staff practical training on topics such as pressure area care, continence management, moving and handling and safe food handling. Each home has specialist equipment, baths and hoists to help your personal needs and staff are fully trained to support you in using these.

Some residents have a preference for a male or female support worker and, wherever possible, we will support this.

- Health

CIC colleagues are highly trained to assess your individual health care needs. We run a wide range of programmes for CIC colleagues which includes training in infection control, palliative care, continence management, dementia care and diabetes.

At CIC we encourage you to use your own GP, Optician and Dentist, who can visit you at the home as and when required. If you are moving from outside the area, we will facilitate you with your choice of a local dentist, optician and chiropodist as appropriate.

From time to time a GP may refer you for other professional support, for example a physiotherapist, a community psychiatric nurse, a dietician etc. We will support you in this process and will be able to answer any queries you may have.

If you do become ill, we will arrange for a GP to visit you at the home and, if you wish, will inform your relatives immediately. Should you need to go into hospital, we will support you with this admission, ensuring that the hospital receives all the necessary information. We will keep in touch with you throughout your progress and keep your room and belongings safe and private for your return.

- Medication

At **CIC** we have a set of policies and procedures which give guidance on how to give medication safely. Colleagues will sign a medical record sheet to say that they have supported you to take your medication. This sheet will have the following information on it;

- Your name and Date of Birth
- Name and Strength of medicine
- Quantity received
- Signature of Member of Staff administering the medication
- Time of administration.

All colleagues who support you will be thoroughly trained to know;

- What each medication is for
- Any side effects that they may have
- Any sensitivity you may have to medication, e.g. penicillin.

You will be supported by us to ensure your medication is regularly reviewed by your GP or Consultant and in the re-ordering of medication through your GP.

You may wish to manage your own medication and if appropriate, we will work this into your personal care plan. **CIC** has a self-medication policy in place, so together, with you, we can assess and review how you are managing this.

4. Your Finances

CIC have clear procedures about how we will help you with your money.

However, you may wish for a relative or advocate to be your appointee. This means that they can claim benefits for you on your behalf and can also look after your money with you.

If you do need further assistance we also have a Finance Team, based at our Central Office in Widnes, who will assist and advise you according to your personal circumstances.

You will also be given a Contract/Agreement about your residency rights, prior to you moving into the home, for you or your relative/advocate to sign.

Prior to moving into the home you will be given a booklet called 'About My Agreement'. This explains the following:

- Who is providing the care?
- Why you need a written care agreement?
- Payment of care fees.
- What are our responsibilities to provide a care service?
- What are your rights?
- What are your responsibilities?
- Moving on.
- Ending your agreement.
- Responsibilities of the parties.
- Guarantors.
- Comments and complaints procedure.

5. Your continued Wellbeing

To feel at home with us, you need to feel safe and secure in your surroundings and confident in the people who provide care and support. The next few pages will explain the important procedures and safeguards we have in place to protect you.

A: HEALTH AND SAFETY

It is a set of rules and guidelines put in place to try to stop accidents from happening which may result in you being hurt or taken ill.

Please make sure that everyone is aware of the danger and inform a member of staff who will look into the problem with you.

It is the law for **CIC** to regularly complete a risk assessment of your home. This will tell us if your home is safe to work and live in. If it is not we may not be able to provide the service until it is safe to do so.

Our staff will also carry out a regular Health and Safety check of your home.

- Who is responsible for health and safety?

WE ALL ARE!!! IF YOU SEE SOMETHING THAT YOU FEEL MAY CAUSE AN ACCIDENT OR A RISK TO SOMEONE'S HEALTH, TELL THE PERSON IN CHARGE. EXAMPLES OF THIS ARE:

- Loose wire on a kettle
- Object on the stairs
- Loose paving stone in the garden
- Out of date food.

As well as a risk assessment of your home, **CIC** will also undertake a personal risk assessment of you. You need to be involved in this. The risk assessment identifies any things that you may be at risk from and will identify how we will work together to minimise that risk.

CIC provide insurance cover for colleagues who support you. If you need any more information on insurance cover please ask the Service Manager.

Smoking policy

We ask that you only smoke in designated smoking areas, these will be pointed out to you on your arrival. It is also important that you let us know when you are going out of the home, we need to be aware of who is in the building at all times, in accordance with our Fire Safety Policy.

REMEMBER KEEP SAFE – HEALTH AND SAFETY IS NOT JUST IN YOUR HOME – IT AFFECTS ALL OF US, IN EVERY ASPECT OF OUR LIVES!!!

B: CODE OF CONDUCT

CIC has a code of conduct for all staff that will ensure that the support and care you receive is of the highest quality.

A code of conduct means that staff will:

- Act in a responsible way with regard to your feelings and rights
- Treat you with respect
- Support you to visit other professionals if you require assistance, such as Doctor, Social Services, Police, Solicitor
- Support you to look after your money should you require it
- Never give loans to you or receive loans from you
- Never drink alcohol while working
- Never smoke in your home
- Never take money or any of your possessions for themselves
- Never give their home address or telephone number to you
- Never knowingly behave in a manner that offends you.

All of CIC's staff are committed to confidentiality and the principles of equal opportunities.

C: CONFIDENTIALITY

This means that your personal information is not shared with other people apart from the staff where you live or within **CIC**.

If we need to pass information about you to other professionals involved in your life, like Care Managers or Community Psychiatric Nurses, we will only pass this information on if you and we, feel it is in your best interest.

Colleagues will not pass on any information about you (unless you say they can) to:

- Parents
- Friends
- Relatives
- Service users.

Even if you leave the support/care of **CIC** your personal details will remain confidential.

You have the right to see your personal file and the notes that colleagues write about you. You also have the right to disagree with these and for this to be written in your notes. If you are unable to read or write, a member of staff will do this for you.

Your personal file will remain the property of **CIC** for a maximum of 6 years. (The law states your file must not be destroyed because it might one day be used as evidence to protect you or staff).

If you would like any further information please refer to the **CIC's** data protection policy in the Human Resource Manual.

D: EQUAL OPPORTUNITIES

Equal opportunities means that you should not be treated differently by those around you.

It is **CIC's** policy to “treat all people equally irrespective of race, ethnic origin, sex, marital or parental status, sexual orientation, creed, disability, age or political belief.”

CIC Staff are highly trained and competent and will support you in the lifestyle that you wish to live.

Our Commitment To You :

YOU WILL BE :

- Offered real choices and opportunities
- Supported to access services to meet your personal needs
- Given the opportunity to develop your skills.

YOU WILL NOT BE :

- Ignored
- Taken advantage of/discriminated against.

If you need to know more about **CIC's** equal opportunities policy or our code of conduct please refer to **CIC's** Human Resource Manual.

E: DEALING WITH HARASSMENT OR ABUSE

CIC wants you to feel safe and happy living in your home and we do our utmost to prevent any incidents occurring in any of our homes. CIC has a set of policies and procedures in place which address incidents of harassment and abuse.

- What does harassment mean?

It is to feel threatened by someone.

It can include :

- Someone talking to you in an aggressive way
- Someone causing harm to your body
- Someone damaging your property
- Someone swearing at you
- Someone spitting at you
- Someone writing a threatening letter to you.

- What is Abuse?

Abuse is the harm caused to you by someone that you know and trust, or by a stranger.

This could be :

- Someone hurting you
- Someone making you feel afraid
- Someone ignoring you when you need help
- Someone using your money for themselves
- Someone treating you unfairly because of your colour, disability ~ or illness etc.

- What should you do if you feel you are being harassed or abused?
- Don't suffer in silence
- TELL SOMEONE you trust and complain.

See the Section on "Making a Complaint" and if you need the help of a staff member in doing this, they will be happy to support you with this.

How will **CIC** respond?

We will do our utmost to prevent incidents of harassment or abuse taking place within our homes but if we do receive a complaint we will respond quickly and investigate all cases.

F: HOW DO I MAKE A COMPLAINT?

If you say that you are unhappy with a person, unhappy with a service, or unhappy with **CIC**, that is a complaint.

If you say or write that you are unhappy with somebody or something, then **CIC** will deal with it, as a complaint.

Staff will help you find an advocate if you want somebody to support you.

- What will **CIC** do?
- **CIC** will treat a complaint that you tell us in the same way as a complaint that you write
- **CIC** will write down your complaint and will tell you that they know about it within 2 working days
- **CIC** will look into your complaint and tell you what they have found out within 28 days

- **CIC** will tell the people who have legal duties for your care about your complaint
- **CIC** will tell you about the actions they will take regarding your complaint, in a way that helps you to understand.
- If you want to make a complaint

You can talk to any member of staff and they will try their best to put things right.

If you want to tell somebody else you can write or talk to a Service Manager.

You can also contact **CIC** direct on 0151 420 3637.

You can make a complaint to **CIC's** Chief Executive, Charles Eggleston, by writing to:

Old Market Court
Miners Way
Widnes
Cheshire
WA8 7SP

Charles Eggleston is told about all complaints.

You can also contact the Commission for Social Care Inspection in England or The Scottish Commission for the Regulation of Care in Scotland.

Residency Safeguard

In the unlikely event of our home closing or a new owner taking over, then **CIC** would follow arrangements agreed with the Commission for Social Care Inspection, or Care Commission and our stakeholders.

7. Useful Contacts and Website Addresses

www.c-i-c.co.uk

AGE CONCERN – www.ageconcern.org.uk

ALZHEIMER'S SOCIETY – www.alzheimers.org.uk

CSCI – COMMISSION FOR SOCIAL CARE INSPECTION – www.csci.org.uk

CARE COMMISSION – www.carecommission.com

CAB – www.citizensadvice.org.uk

CRUSE – www.crusebereavementcare.org.uk

DEPARTMENT OF HEALTH – www.doh.gov.uk

DIABETIC UK – www.diabetes.org.uk

MIND – www.mind.org.uk

PARKINSONS – www.parkinsons.org.uk

STROKE ASSOCIATION – www.stroke.org.uk

SSAFA FORCES HELP – www.ssafa.org.uk



www.c-i-c.co.uk

Compiled by CIC Directorate of Partnerships in Older Persons and Specialist Services.
Cover: Jim Blackwell and Helen Irving residents at CIC Thomey Croft care home, Stranraer, Scotland.

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Charity Reg No. 519996