



## Residential care

What you can expect

## Residential care – what you can expect

If the County Council or Primary Care Trust is arranging care for you in a residential home then you will want to know:

- what standards of care you can expect;
- what to do if you feel those standards are not being met.

This leaflet tells you about the minimum standards which residential homes must achieve - whether they are independent homes or run by the Council.

### CONTACT

Before you enter the Home, or as soon as possible afterwards, a contract (also called an agreement) will be made to put your placement there on a proper legal footing. The contract will be signed by yourself, the Council or Primary Care Trust, and the Home's owner/manager (if it is an independent home). If somebody else, like a relative or a charity is helping to pay for your care, then they too will sign. No contract other than this official document should be signed by you.

You will be given a copy of the contract. It is a long, detailed, legal document, and as such not very easy to read or understand. Its main purposes however are to make clear

- who pays what;
- what services will be provided;
- the standards to which those services will be delivered.

The contract charges for social care services is summarised in more detail in the *Information for People going into a Care Home* leaflet. There is also a leaflet which explain the costs of care. Please ask your care manager if you would like copies.

### CARE PLAN

You will have a Care Plan which sets out the services you will receive, including any particular requirements which have been agreed for you. At least once a year there will be a review of your Care Plan which will be attended by yourself, any family members who wish to come along, the Home Manager and your Care Manager. As a result of the review it may be decided to change the services you receive.

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### KEY WORKER

The Home should assign a key worker to you. The key worker will take a particular interest in your well-being and make sure you are getting the care you want, in the way you want.

### PREMISES

These must be kept in good order and be decorated and furnished in an attractive and homely manner. Residents must be able to move freely around the Home. Doors will only be locked in response to an identified risk. It is **illegal** to restrict residents' liberty or lock doors on grounds of staffing shortages or management convenience.

### BEDROOMS

You will have your own room and must not then be moved without giving your consent. You must have access to your room at all times.

Your room must contain an emergency call system easily accessible to you. Calls will register at a point which attracts the attention of staff on duty both day and night.

You should be able to lock your room using equipment approved by the Fire Service. As a minimum your room must have lockable storage space.

Your room is private to you. Nobody else will have automatic right of access except by prior agreement or in an emergency.

### COMMUNAL AREAS

Where the size of the Home allows, you should have a choice of lounge areas, but (in general), lounges should not accommodate more than 12 people. One lounge should be designated as a quiet space with no television or radio.

Preferably there will be a choice of dining areas; if only one large room is available, efforts should be made to divide the space up. There must be designated no smoking areas.

Kitchenettes should normally be available to allow you and your relatives to make tea or coffee.

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### FURNITURE

You are entitled to furnish your bedroom with your own furniture so long as it complies with fire, health and safety regulations.

Furniture and fittings provided by the Home must also comply with regulations, be domestic in nature and be suitable for the needs of all residents.

### BATHROOMS AND TOILETS

The Home must offer a variety of bathing facilities – ordinary baths, showers, specialised baths for people with disabilities. An appropriate lifting aid must be available for people who need it. All hot water systems must be fitted with temperature control devices to prevent scalding. All toilet and bathroom doors will be lockable by residents but staff access in emergencies will be allowed for.

### HEATING AND LIGHTING

Lighting controls must be positioned to allow easy use by residents. If need be, controls must be adapted or aids provided to achieve this.

Radiators will be fitted with individual controls to allow you to adjust temperatures in your room. You must also be able to open a window to control heating.

### GARDEN

You must have access to a garden, which contains places of interest e.g. a shrubbery, raised flower beds. Areas of shade and seating must be provided. Level paths with a suitable surface will give access to all points of the garden. Any pond or ornamental water display will be safely guarded.

### MEDICINES

A lockable, safe storage place will be provided within each bedroom. Where you are capable of administering your own medication you will be enabled to do so.

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### STAFFING

Homes are required to employ sufficient staff to care for residents and to ensure the staff have the necessary expertise and competence to carry out the tasks they are asked to perform. Staff must receive the training laid down by the Council or Primary Care Trust.

### COMPLAINTS

The Home must have a complaints procedure which is easily understood by residents and families/carers/advocates acting on their behalf.

### CHARGES FOR SERVICES

**The only additional items for which the Home can charge you directly are:**

- professional hairdressing;
- professional private chiropody services;
- personal interest newspapers/magazines;
- dry cleaning;
- alcoholic beverages;
- entertainment provided off site;
- confectionery;
- stationery;
- brand names soaps and toiletries specifically chosen by the resident;
- clothing;
- cosmetics;
- tobacco;
- private phone calls.

**The following are all included within the services the Home must provide (this list is not exclusive):**

- clean bed linen, weekly at minimum;
- clean towels, as required;

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- all personal laundry;
- a choice of wholesome food;
- drinks, including fruit juice, tea and coffee, squashes and milk drinks;
- toiletries, necessary for the maintenance of personal hygiene e.g shaving cream, denture cleansers, soap, shampoo, talcum powder and any preparations necessary for appropriate nail and foot care;
- assistance in arranging transport and access to community facilities;
- access to library services and access to a selection of daily newspapers;
- fresh fruit;
- shave and denture cleaning daily;
- assistance with reading and writing letters;
- taking and accompanying residents to hospital where a relative cannot do so.

### RESIDENTS' OBLIGATIONS

Residents will at all times, to the best of their ability, comply with any reasonable rules or directions of the Home. They will treat the staff and other residents with courtesy and consideration.

### VISITORS

The Home should encourage your family and friends to visit regularly and should make them feel welcome.

### VALUABLES

You will be responsible for the safe-keeping of your own money, documents like pension books, and other valuables possessions. Homes must have safes or other secure facilities. You should be encouraged to use these and be given receipts where money or articles are put in them. Details of deposited items must be kept in the register.

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### HEALTH CARE

Going into a Home in no way diminishes your right of access to health and remedial services availability in the community. This includes the right to choose your own GP and see them in private. Please note however that it will then be the GP's decision as to whether or not he or she is willing to provide the service to you; in many cases it is only the local GP practice which will agree to have people from a residential home on their list. You also have the right to access community nursing services.

### FURTHER INFORMATION

If you would like any further information about residential care services and the standards you can expect, please contact the Communications and Customer Relations Manager, SS1003, Castle Court, Shire Hall, CB3 0AP. Phone: **01223 718141**.

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## What you can expect

For copies of this leaflet or if you would like a copy of this leaflet on audio cassette, CD, DVD or in Braille, large print or other languages, please contact the Cambridgeshire Direct Contact Centre: **0845 045 5202**.

**THIS LEAFLET IS PRODUCED BY:**

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