



Service Users Guide

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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.

Glentworth House 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.



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

The intention of Glentworth House 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 service user 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 for 33 persons of the age 65 and upwards. The home also has a Contract with Brighton & Hove City Council for seven Transitional Care Beds. Copies of the latest open inspection reports are available in the main library or within the home or on line.

Location

Glentworth House is situated in a quiet residential area close to the centre of Hove local amenities and recreational areas are close by. The main shopping centre of Church Road is 500 meters away including library and restaurants, the seafront is a short level walk providing seating, refreshments amenity areas and outstanding views. The main line station is close by and bus services provide frequent links to all parts of the city. Parking is available for visitors to the premises by either pay machines or by visitors parking permits available from the office during normal office hours or by arrangement with the staff nurse out of normal hours.

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 Glentworth House 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 produce 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. 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 Glentworth House, which is left entirely at the discretion of the resident concerned.

Management welcome you to Glentworth House and ask that you observe the 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 patient's yourselves, please call a member of staff.
4. Please do not enter a patient'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; induction program for new staff, a recognized basic training program in six areas, national vocational qualifications levels 2,3 Study Days and Seminars.



Equal Opportunities

At Glentworth House it is our policy that managers 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.

Glentworth House 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 and dedicated staff.

The cost of laundering residents clothing is included in the room fees with the exception of those items requiring dry or specialist 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, and 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 resident's own expense.



Complaints Procedure

Glentworth House 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 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 unsatisfied you may take your complaint to the independent regulator which may be found at the:

Care Quality Commission South East
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000616161
Fax: 03000616171

Email Contact: southeast@cqc.org.uk



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 service user from immediate danger to a place of Safety.