



FORGET ME NOT

Residential Home



INFORMATION

Service users guide

Forget me not House

Leaholme Gardens

Burnham

Slough

Berks SL1 6LD

Tel: **01628 668902**

www.4get-menot.co.uk

E-mail: forget-me-not@talktalk.net



INDEX

Title	Page no
Welcome	3
Proprietor	4
Registered Manager	5
Meals	6
Philosophy of Care	7
General Conditions of Care	8 - 9
General information	11 - 21
Fire	22
Complaint	23 - 24
Useful contact info	25



WELCOME

Welcome to the Forget me not family. Since opening in January 1995, we have created a unique "home from home" and friendly environment to enable comfortable living and high standards of care.

To make your stay happy, comfortable and trouble free as possible, we have provided this welcome pack to give you as much information about the home and the service it provides. Should you have any questions, comments or suggestions, the manager and staff are always willing to listen.

We hold great importance in ensuring that families, friends and visitors are involved in the care of their loved ones – it is these values that makes our home one of the best in the area and a place where people want to stay. Therefore, we hope you will embrace this philosophy of partnership and recognise that the staff needs the input and support of family and friends visiting, and attending functions and meetings to allow us to continue to enhance the care we offer and promote the home as an excellent place to live and work.

Should you have any queries or concerns, however minor; we hope you will bring them to our attention immediately. Please remember that the staff are always nearby to assist in anyway they can, or to answer any queries you may have.

Many thanks for choosing our home; we hope this will be the beginning of a long and happy relationship.

Tania & Roger Pell



Mrs Tania Pell



Philosophy of care

It is my vocation to provide a home that has a "home from home" atmosphere and to provide a happy, relaxed atmosphere with trustworthy staff that are qualified and are sincerely caring.

Due to my strong beliefs in raising the standards in care services for older people I joined the BERKSHIRE CARE ASSOCIATION committee and have been elected Executive Chair to cover the whole county of Berkshire. I attend forums and meetings throughout the year, where I voice the concerns and need for change which affects service providers and their residents and family.

Other job roles

Executive Chair
Berkshire Care Association

Council of Governors
Wexham Park and Heatherwood Hospital Trust

Qualifications:

Health and Social Care NVQ Level 4

Leadership & Management – July 07

Portable Appliance Testing - June 2006

Training for Trainers - March 2006

British Sign Language for the Deaf Level 1 - July 2005

City and Guilds National Vocation Qualification Assessor - October 2003

City and Guilds Foundation for Management for Care - July 1995



Mrs Shirley Fairley



Manager's comments:

"I enjoy working at Forget me not and feel like it's an extension of my own family. My philosophy is to care for residents the way I would like my parents cared for."

Proprietors' comments:

Shirley is a genuinely caring lady with a great deal of time and patience for the residents. She is an enthusiastic lady who enjoys her work. She is an asset to our home and her work within the home is gratefully appreciated.

Employment

Shirley commenced her employment as Manager in June 1999.

Qualifications:

Health and Social Care NVQ Level 4

Leadership & Management Jul 2007; SEN 1980,

National Vocational Qualification Level III Sep 2004



Meals

We endeavour to find out what your preferences or any special dietary needs you may have. Please feel free to make any suggestions for meals..

The menu for the day is displayed on the notice board and in the dining room.

You have the choice of eating your meals in your room or in the dining room, however we do encourage residents to attend at least one meal a day in the dining room, but the choice is entirely yours. From time to time, sherry and red/white wine are provided with meals.

Meals	Approx times
Breakfast	06.00 – 08.30
Drink and biscuits	10.30 – 11.00
Lunch	12.30 – 13.30
Drink and biscuits	15.00 – 15.30
Tea	17.00 – 18.00
Evening drink	19.00 – 20.00

Please feel free in requesting a drink or something light to eat at any time.



PHILOSOPHY OF CARE

Our objective is to create a secure, relaxed, happy and homely atmosphere for our residents and for our staff.

At the same time, Forget me not will provide a professional and high standard of care whilst treating the residents as individuals.

The staff understand the importance of this being the residents' home and that each person should be able to please themselves.

Residents are always treated with dignity and respect and their family and friends are made welcome and encouraged to visit, have a cup of tea/coffee, and generally spend time together.

Independence and activities to help around the home are encouraged to maintain or develop the residents to their full potential.

Staff are sympathetic, and are able to recognise, understand and cater for the resident's individual needs which are reassured every day.



General conditions of care

Forget me not Home was opened in 1995 and has been looking after older people ever since.

The general policy of the Home and the primary purpose of all staff is that residents are at all times cared for to the highest standard of care individually.

It is our aim that those who live in our home should do so with dignity, have the respect of those who support them and be entitled to live a full and active life, given the fundamental right to self-determination and individuality.

These basic rights are accorded to all who find themselves in our care; there is no attempt to distinguish between one group of resident and another.

The purpose of our home is to enable residents to achieve their full potential and this is best achieved by sensitive recognition and nurturing of that potential in each individual and understanding that it may change over a period of time.

Our main aim is to preserve the self respect of those who depend on the support of others. Privacy of space is important, as is the resident's right to hold and express opinions. Courtesy and respect in all relationships will be observed. The staff must



General conditions of care

respect what is personal and private. Residents should not, for example, be regimented or subject to rigid routine.

The needs of the individual resident are paramount. Discrimination does not take place, on any grounds.

Emotional Support is also considered to be of vital importance to the general well-being of each resident.

We aim to encourage religious customs of our residents through an understanding and sensitive approach of our staff, and by organising regular attendance of various ministers.

Provision for leisure activities in and outside the home is essential and staff are sensitive to individual tastes and capabilities, and the need to be flexible to meet these needs. Resources in the neighbourhood are engaged to meet the clients' needs. E.g. public library, dentists, hairdressers, etc.

A positive regard for the residents' family and friends reinforces the esteem in which we are held. The presence of personal possessions is considered vitally important, as are the opportunities to go shopping, attend places of worship, visit the theatre or go to the pub.



General Information

Access to personal information

All residents have the right to access to all information which is held within the home which relates to them personally. Special permission is required from their GP to see medical records, but records made by staff are accessible via the Manager, so that all information/notes can be explained.

Activities

Forget me not provides a weekly activity programme which we hope will be of interest to you. Every Monday a weekly activity calendar will be given out to each resident and will be displayed on the notice board. It is your choice whether you want to join in or not, but we would encourage you to attend at least two activities per week. These vary from giant crosswords, manicures, and attending clubs to bingo, dominoes and carpet bowls. We welcome any new ideas you may have, so please suggest anything you would particularly like to do.

Advocacy

Age Concern run an advocacy scheme aimed at helping those clients who are having difficulty managing their own affairs and where there is no appropriate relative or friend able to act for them. For further information please contact Age Concern Slough on 01753 571054.



General Information

Alcohol

Residents have a right to choose whether they consume alcohol in the privacy of their room. However, excessive use of alcohol where it affects the rights and/or health and safety for other residents, visitors or staff will warrant the home to ask the resident to leave the home. For further information, please request a copy of our policy on alcohol consumption.

Animals

Visitors are welcome to bring animals to the home. If they "toilet" we request that it is cleared up immediately. Please be aware that we have a resident cat called "Tigger".

Bills

All fees are to be paid by direct debit and be credited to the homes account no later than the 1st of every month. The manager will forward you a mandate form and summary of calculations. Any queries involving payments should be directed to the manager.



General Information

Children

Children are very welcome, however, we do request that they are supervised at all times and respect privacy and tranquility of other residents. Swings and toys are provided in the back garden, however Forget me not will not accept responsibility for any injury however caused

Chiropodist

Melanie, the chiropodist, visits every 6- 8 weeks; the next date is printed in the monthly newsletter. Her services are offered at a reduced rate. Although the prices arranged are very competitive, we do not want you to feel obliged to use her. Residents are very welcome to invite their own chiropodist to the home.

Cleaning

Forget me not has a high standard for cleanliness to prevent infection. All toilets and hand basins are cleaned every day by staff. Beds are changed weekly and the rooms are hovered and dusted on the same day. We will discuss with you a convenient day for your room to be cleaned to prevent any disturbance to your daily routine. For safety reasons and to ensure the room gets a thorough clean it is helpful if residents can vacate their room during this period. However, staff will respect residents who choose to decline this offer.



General Information

Comments

We are always open to your comments and suggestions and have, therefore, provided a book, located near the front door, for residents and/or visitors to write any comments regarding the home.

Complaint

Although we strive for high standards, we do realise that there maybe an occasion when you have cause for complaint. We would rather you advise us if you are dissatisfied with any aspect of our service. Please approach a staff member immediately about your complaint. For further details see **page 23 and 24**.

Fire Safety

All visitors are requested to please sign the visitors book at any time they enter or leave the building – it will make us aware of who is in the house at all times and can maintain safety levels in the event of a fire. See **page 22** for what to do in the event of a fire.

For safety reasons, bedroom doors must be kept shut at all times - they should not be blocked open with wedges of wood. Corridors and floor space in bedrooms must be kept obstruction free.

Furniture

We welcome residents to bring in their own furniture, however, it would be helpful to provide an inventory of items.



General Information

General Assistance

There is a call bell in your room and in communal toilets for you to ring should you need to request assistance from a member of staff at any time, day or night. If you have a particular routine that you would like to follow, please make them aware of this and all will do their best to keep to this, (e.g. what time you get up, bath times etc.).

Please remember that there will be a few minutes waiting period between you ringing your bell and a member of staff reaching your room.

You are free to get up and go to bed at what ever time you wish, and you have the freedom and choice to live as you would like (whilst respecting other residents and safety regulations).

Going out

If you are going out or taking a resident out of the home it would be helpful for the staff to be notified an approximate time of return, so that appropriate arrangements can be made for medication and meals to be provided.



General Information

Hairdresser

We have organised a mobile hairdresser to visit the home fortnightly on Tuesdays, or more often at your request. Although the prices arranged are very competitive, we do not want you to feel obliged to use her. Residents are very welcome to have their own hairdresser visit.

Health and Safety

Forget me not recognises that it has a legal requirement to bring to the notice of all its employees, residents and visitors its health and safety policy.

Overall responsibility for health and safety is with the proprietors - Mr. & Mrs. R Pell

Responsibility for the implementation and monitoring of this policy is with the – Manager

All employees, residents and visitors have the responsibility to co-operate with the Manager to achieve a healthy and safe home and to take reasonable steps to care for themselves and others.

If you notice a health and safety problem then please inform one of the persons mentioned above as soon as possible.



General Information

Health Surgery

The home registers residents with the Burnham Health Centre, who have provided us with excellent service since opening. However, you do not have to register with them; you have the right and choice to remain with your present Doctor. You will need to obtain an agreement from your health surgery and provide us with your Doctor's name, address and telephone number.

Inspection Report

A copy of our most recent Commission for Social Care Inspection report is available from the office. Alternatively you can contact the CSCI for your own copy either through their web site at www.cqc.org.uk under "Inspection Reports", or by telephone on 03000 616161. You can also access our inspection report through our website at www.4getmenot.co.uk

Laundry

Laundry is washed as necessary, and is collected daily. It usually takes 24 - 48 hours for your laundry to be returned to you. Alternatively you may like your family or a friend to do your washing.

It is a requirement that **all** laundry (including underwear) is clearly named with a **sewn on printed label** prior to admission. We have found the iron on labels tend to come off and even laundry pens do fade. We will not take responsibility for any item lost or damaged in the laundry.

We are unable to provide a dry cleaning or hand wash service and re-



General Information

these items to be cleaned.

Bed linen and towels are supplied, unless you would prefer to use your own. Again please ensure these are clearly labelled.

Local shops

Post office, newsagent, launderette and other shops are in close proximity to the home.

Maintenance

Should you require any maintenance work in your room, please advise the Manager, who will endeavour to make any repairs within 3-5 working days. You do have a right to make arrangements privately; however, we must advise that the home will not be held responsible for payment.

Medication

If a resident is provided with any homely remedies, such as cough mixture, Paracetamol, it is very important that staff are notified immediately to enable records to be kept up to date. However, we can, if preferred, store the medication in our locked drugs cabinet for safety or we can provide a lockable drawer.

Mobile shop

Fortnightly Friday 2.00pm – Lounge

Forget me not offers a small selection of confectionery, toiletries and stationery for resident's to buy personally. The home welcomes any suggestions for items to be included in the shop.



General Information

Newsletter

The home provides a monthly newsletter which is downloadable from the website (www.4get-menot.co.uk). It provides details of the events in the home over the past month, dates for the next chiropody visit and church meeting. It also provides details of residents or staff birthdays and future activities. It is displayed on the notice board near the office and in the dining room in large format. Please feel free take a copy of our newsletter which is located near the visitor's book.

Personal Belongings

When you move into your room, it becomes just that – yours. So, please feel free to hang your pictures on the walls and bring your photos and ornaments. It is advisable to insure your personal items as they are not covered under the insurance of the home.

Racial Abuse and Bullying

All racist and bullying incidents will be dealt with by the manager and/or proprietor. Continual racial behaviour may result in a resident being given notice to leave the home. In all cases, it will be discussed with the resident and next of kin.



General Information

Religious needs

For the past few years, we have been lucky to have monthly church services provided by Michael Westerly. He is a local retired minister who offers a Christian based mass. The mass is conducted every month in the lounge on the date displayed in the current newsletter; all residents are welcome to attend.

For those wishing to attend church, Our Lady of Peace RC Church and St Peter's C of E Church are within walking distance, however, it may be possible to arrange transport.

Although at present we do not have any residents of other religious beliefs, we do welcome people from all religions. To ensure that you can continue with your faith, we will endeavour to contact the local religious priest to make arrangements at your request.

Residents' Meetings

The home wants to ensure that the service provided is according to each resident's satisfaction. Meetings are held regularly to inquire each resident's suggestions on meals, activities, staff and any other issues. Please make sure you advise us what you would like. Meetings are an-



General Information

Staff Training

To ensure all our staff are competent in their duties to residents Forget me not has regular internal staff training days performed at the home. The training content includes health and safety, fire safety and many more but also any training that is relevant to the current residents' needs.

Television and License

The communal lounge has a large television for all to use, however, if you prefer to have your own television in your room an aerial point has been installed.

If you do decide to have a television in your room, you do not need to apply for a television license, as the home has a "Concessionary License". The home will automatically update your details with the necessary authority.

We suggest you contact the Television Licensing Authority in case you are due a refund on previous license.

Newspapers and Magazines

Newspaper and Magazines of your choice can be delivered daily and needs to be organised through the local



General Information

newsagent. If you need advise on which local be newsagent to use, please speak with the manager, who will happy to assist. Payments of these items are paid directly to the supplier not the home.

Visitors

Visitors are welcome to visit any time. However, if you are expecting visitors after 8.30pm, we would appreciate you advising the staff, as the doors are locked for safety reasons.

All visitors are required to sign the visitor's book. Tea and coffee can be provided for visitors or they can help themselves in the kitchen. Visiting pets are welcome but we request that they are controlled and all fouling is bagged and taken away.

Smoking

Forget me not has a no smoking policy, however you are welcome to smoke outside away from the building. There are some areas with cover. Just ask a member of staff for an appropriate area to smoke. All smoke debris is to be extinguished and disposed of using the ashtrays provided.



Fire

Fire

In case of an emergency fire evacuation, it is important that you make note of the nearest fire exit to your room.

The staff will be aware of each individual's abilities and will assist those nearest the fire to evacuate.

On hearing the fire bell, if able, make your way to the nearest fire exit and keep a safe distance from the house. Await further instructions from staff.

OR - remain in your room and ensure your door is closed shut. Await for assistance.

Never use the lift

Never enter the building until advised by staff

Never panic

Never try to put out the fire yourself

Fire drill — Forget me not discuss and remind residents what to do in the event of a fire and resident meetings.



Complaint

COMPLAINT

Although we strive for high standards, we do realise that there maybe an occasion when you have cause for complaint. We would rather you advise us if you are dissatisfied with any aspect of our service.

In the event that you have a complaint, may we suggest you follow these guidelines.

What to do if you are unhappy with our service?

Approach the Manager and advise what you are dissatisfied about alternatively put your complaint in writing or request complaints form.

How will my complaint be handled?

Your complaint will be dealt with confidentially and handled in a professional and friendly manner. We want to ensure that all our residents are happy with our performance and would prefer to know if there is a problem.

Who can make a complaint?

Anybody can make a complaint - resident, relative, visitor.



Complaint cont....

What if I am not satisfied with the Manager's response?

Approach Mrs. Pell, the Proprietor, with details. She visits the home often or you can post any correspondence to her in the post box situated in the office or e-mail her on pell@talktalk.net.

What if I am still not happy with the outcome?

Make a formal complaint to the inspection authority. **See page 25** for contact details.



Useful Contact Info.

Name	Contact details
Forget me not Home	01628 668902
E-mail:	Forget-me-not@talktalk.net
Care Quality Commission	03000 616161
Website:	www.cqc.org.uk
Age Concern Slough	01753 571054
Website:	www.ageconcernsloughandberkshir



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