

welcome to your new home

Many of the people who move into residential care have just made a very big decision. Here at Methodist Homes, we recognise that this move can be a challenging time, and know that it can be a move towards a fulfilling and happy later life.

In this pack you'll find details about your new home and the staff who'll be here to support you. It also gives you information on local medical and community facilities and contains answers to common questions. We are always on hand to answer any other questions you might have.

Our care is centred on you. We consider your right to independence, privacy and dignity. We listen to your particular wishes and preferences, and we aim to meet your particular needs – be they physical, emotional, social or spiritual.

Our priority is to provide you with a safe and comfortable home, with individual care given with courtesy, respect, and loving support.



Welcome to your new home.

Signed

Home Manager

about Cromwell House

Cromwell House is a purpose built care home for older people, managed by Methodist Homes for the Aged.

Methodist Homes is a nationwide charity and a part of MHA Care Group, one of the UK's leading providers of housing, care and support services for older people. Our organisation seeks to provide the highest possible standards of care and housing, based on Christian values.

If you would like to know more about MHA Care Group, please contact our Head Office on 01332 296200.

Prospective Residents

Before joining us at Cromwell House, all of our prospective residents are visited by a member of the senior team to assess their needs and ensure that we are able to provide appropriate levels of care. The resident and their family can then help us set up a personal and individual care plan for when they move into the home.

Cromwell House has two floors; on the ground floor we have 19 residential rooms and on the first floor we also have 19 rooms.

Staff

Cromwell House is managed by a Home Manager who is supported by three Assistant Managers.

Other staff include a number of care assistants, who provide personal care at any time, day or night, as well as our own cleaning and maintenance staff. The catering department is run by our own cook who provides us with a variety of fresh food every mealtime.

We aim to provide a 'family' atmosphere through natural and easy friendships between residents and staff. We want to create a happy and satisfied home for all.

Our Aims & Objectives

- To provide full board and lodging with 24 hour personal care to people over the age of 65.
- To offer our residents an individually tailored care package, based upon assessed need and an ongoing written care plan. Wherever possible care will be provided until the end of life.
- To provide a safe secure and homely environment which meets all the required standards for a care home.
- To make our services open to all older people who are assessed as needing them, regardless of their cultural background, faith, gender, disability or financial circumstances.
- To enhance the quality of life for residents by meeting their social, physical, emotional and spiritual needs.
- To maintain contact with, and welcome to the home, relatives and friends and members of the local community.
- To provide clear information about our services and fees and charges we make, and to provide value for money.

Support Group

Our support group is made up from a group of volunteers from local Methodist churches to help us at Cromwell House. Those volunteers are there for the residents and to help in various ways, whether it's assisting in our in-house shop, fund-raising, organising an activity or simply to have a chat.

our organisational values

Admissions

Methodist Homes is committed to ensuring that prospective residents are treated fairly and that appropriate admissions procedures are followed. Here at Cromwell House the Home Manager will ensure that staff apply the procedures in the Quality Assurance Manual including:

- Having arrangements in place for prospective residents to move in on a trial basis;
- To meet staff in their own homes and at the residential home;
- To provide accurate information to residents, especially when an emergency admission is made.

Privacy & Dignity

We are committed to taking action to ensure that residents' Privacy and Dignity is respected at all times.

At Methodist Homes we continually emphasise to staff the importance of protecting Privacy and Dignity when caring for residents, by helping staff to follow correct procedures. To achieve this staff receive regular training in personal care-giving, including nursing, bathing and washing, toileting, entering private space and in correct procedures following death.

All home staff will ensure that residents are treated appropriately when:

- In consultation with, and when being examined by, health and social care professionals;
- In consultation with legal and financial advisors;
- Maintaining social contacts with relatives and friends.

MHA will take steps to ensure that in each home:

- There is an area where residents have easy access to a telephone for use in private;
- There is a procedure in place to ensure that residents receive their mail unopened;
- Staff ensure that residents wear their own choice of clothes;
- All staff use the term of address preferred by the resident;
- All staff are instructed during induction on how to treat residents with respect;
- Medical examination and treatment are provided in the resident's own room.



Mission Statement

MHA Care Group is working to improve the quality of life for older people, inspired by Christian concern.

Values Statement

The following values underpin the way in which we seek to fulfil this mission:

- We will strive for **excellence** in everything we do
- We will meet everyone's **spiritual needs** along with their other needs
- We will **respect** every person as a unique individual
- We will treat others with the **dignity** we wish for ourselves
- We will encourage **personal growth and development**
- We will **care for one another** especially the most frail and vulnerable
- We will be **open and fair** in all our dealings.

Responsible Persons

Methodist Homes for the Aged is a part of MHA Care Group. The Chief Executive for the group is Roger Davies, who can be contacted at Head Office in Derby.

Cromwell House is situated within MHA's Southern Region. The Southern Regional Director is Steve Reynolds, he is the named person responsible for your home and can be contacted at the Southern Regional Office.

Cromwell House will be visited by your Services Manager at least once a month to ensure that all the standards outlined within this pack are adhered to. Your Services Manager can also be contacted at the Southern Regional Office.

The person responsible for the day-to-day management of Cromwell House is your Home Manager.

caring for your home

Cleaning

If you have any questions about cleaning, you should contact the senior member of staff on duty who is responsible for domestic staff.

Your toilet and sink will be cleaned and bins emptied daily.

A weekly 'room day' is allocated for cleaning your individual room. This is arranged with your domestic, who is responsible for hoovering your room and cleaning and dusting the surfaces.

We will also do extra cleaning for you following any spills or accidents.

Laundry

The laundry is on the ground floor. The laundry assistant is available Monday to Friday and the care assistants help when she is off duty.

Our laundry provides a full service for you. Washing is collected on a daily basis by the care assistants and is returned to your room as soon as it has been washed and ironed. We also have a small laundry on the ground floor where residents can do their own washing if they wish.

It is important that you mark all your belongings clearly with a nametape. If you don't have nametapes, we can help you to order some. It is also a good idea to make an inventory of the laundry you send, just in case any of your belongings are misplaced.

We do not have any dry cleaning facilities on the premises, but will arrange on your behalf to get any items of clothing which require dry cleaning done.

Bed Making and Changing

Your bed will be made every day, normally before 12 noon and linen changed if necessary. Otherwise linen is changed on a weekly basis.

Making Your Room Your Own

Your new room is decorated, light and airy, with fitted curtains and carpet. You are of course, welcome to bring in your own furniture and personal possessions such as pictures and ornaments and we encourage you to do so. Please ask us if you would like help hanging pictures and getting your room as you want it.



There is a payphone on the ground floor near the entrance door. If you prefer, you can organise for British Telecom to put a phone into your room. You will be responsible for the payment of installation and ongoing service.

Most residents have their own electrical equipment. For safety reasons, our maintenance worker must test and pass them before installation. Let us know if you are bringing any electrical equipment into the home so we can arrange for it to be tested.

Because of fire regulations and health and safety guidelines, kettles, microwaves and toasters cannot be used in your room. If you have any queries, any member of the staff team will be happy to help.

Healthcare

When you become a resident at Cromwell House, you are entitled to access local health and medical services such as your own GP, hospitals and community nursing services. Cromwell House uses the local GP practice at Mile End Road. When arriving at Cromwell House, you will be allocated to this surgery unless you already have a doctor in the area.

Doctors visit the home regularly and make emergency visits if necessary. Residents are encouraged to visit the doctor's surgery if they are able to. We have regular visits by the district nurse team for wound dressings, flu jabs, etc.

All medical services are available through the doctors' practices, including physiotherapy, occupational therapy, speech therapy and an introduction to medical support services.

We have one large local hospital nearby called Norfolk and Norwich University Hospital, which is located on Colney Lane, in Norwich.

A State Registered Chiropodist visits Cromwell House once every six weeks.

An optician visits residents for regular eye tests and the provision of glasses. The optician can also refer you to your doctor if a problem is detected with your eyes.

Medication

You may continue to control prescribed medication yourself. Alternatively, Senior Staff can administer it for you.

All medications are issued through your local doctor and dispensed by a local chemist in blister packs.

Library

A mobile library visits Cromwell House once a month. The library offers standard print books plus large print books for the visually impaired.

Hairdressing

Cromwell House has its own hairdresser who visits us once a week. You can make an appointment with her when she visits, or book it through the office.

meals & refreshments

Our catering is supplied by our Chef. All food is freshly made and prepared here at Cromwell House. Our staff are well trained to provide for residents' dietary requirements and special needs.

3 meals per day are served in the dining room at the following times.

Breakfast	8.30 a.m. to 9.30 a.m.
Lunch	12.30 p.m. (Sunday 12.45 p.m.)
Tea	5.00 p.m. (Sunday 4.45 p.m.)

Tea, coffee, juice and biscuits are served daily at 10.30 a.m. and 3 p.m.

A wide variety of cereals and fruit are available at breakfast, which is served buffet style. Tea or coffee and a choice of brown or white toast are served at your table. A cooked breakfast is offered on Saturdays and porridge is available daily.

If for any reason you are unable to come to the dining room for breakfast, we can bring a tray to your room. We can also help you in the dining room if you are not able to serve yourself.

Residents can speak to the Chef at any appropriate time or raise items at the residents' meetings.

We can cater for you if you have special dietary needs. Please let the care staff know if you are unable to have certain types of foods and what alternatives you would prefer.

We will always try to meet individual requests for food outside the normal meal times, especially if you are unwell, or have been out for the day.





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Drinks

Drinks are available at any time of day or night. A trolley is taken around the home with tea, coffee, juice and biscuits at 10.30 a.m. and also at 3 p.m. A drink is also offered to you before you go to bed at night.

There is a fully stocked and equipped tea bar on each floor with tea, coffee, sugar and milk.

meetings and worship

Our care is available to all who need it, regardless of their personal beliefs. However, many residents do have a faith and we recognise that they should be entitled to express it.

Christian Services

All residents are welcome to attend our daily (Monday to Saturday) short Christian Services in the home. Cromwell House has its own Chaplain, Rev. Michael Corney of Chapel Field Road Methodist Church, Norwich.

The Methodist Church and the Church of England also hold monthly Communion Services.

We also have a monthly Methodist Sunday afternoon service for anyone wishing to attend.

However, we can possibly make arrangements for you to worship at the local place of your own choice if you prefer.

Residents' Meetings

Our Home Manager runs monthly coffee mornings for residents in order to inform, air views or just to chat.

Residents' Committee

Cromwell House has its own members' committee for the residents to join as representatives for their fellow residents. This committee provides a forum for the residents to air any views or queries they might have.

The committee meets with the Home Manager on a regular basis to put forward the residents' points, and Minutes are circulated to all residents.



new residents guide

Frequently Asked Questions

Can I give gifts to staff?

Unfortunately, staff cannot accept cheques, cash, gift vouchers or expensive gifts for personal use under any circumstances. Please don't offer money to staff, they are not permitted to accept it and it can lead to embarrassment.

What about special occasions?

At Christmas or on very special occasions, residents sometimes give a gift to the whole staff team, perhaps chocolate biscuits, sweets or flowers.

When can my friends and family visit me?

Whenever they want to - there are no set visiting times. This is your home and friends and family can visit you in it whenever they wish. All visitors need to sign the visitors' book on entry and when they leave, as part of our fire regulation policy.

However, it is sensible to try to avoid visits during meal times unless your visitor wishes to join you for a meal, in which case they will be most welcome.

How do I arrange to have a guest stay for a meal?

Guests will be able to join you at your own table if there is space, or we may provide a separate table for you. We make a small charge to guests for meals.

Breakfast £2.90 Lunch £5.80 Tea £2.90

This can be paid at the main office near the entrance door. Please let us know if a guest will be joining you.

Can I bring a pet with me?

MHA Care Group does not allow pets such as dogs or cats to live within our residential or nursing homes. We do, though, welcome them as visitors. Please keep dogs on a lead and cats in a carrier or harness at all times in the communal areas.



a guide for relatives

Moving In and the First Few Days

From day one you are most welcome to help your relative/friend to settle in and feel at home here. This can involve assisting with sorting out belongings or just supporting with your company.

We encourage you to feel at home here too – you are a major part of the new resident's life here at Cromwell House.

Helping Residents on Medical Visits

We encourage family and friends to attend hospital and doctor's appointments because it is not always possible for staff to accompany residents (depending on the time of the appointment).

We would be grateful if you could notify the senior staff member on duty if you are unable to escort your relative/friend so that it can be organised in good time. We find that this helps to prevent any extra worry for the resident.

Joining our Support Group

We are working to attract a group of volunteers including neighbours, relatives, friends, church members and staff to help us at Cromwell House. This group will support us in a number of ways like befriending residents, accompanying residents on trips, hospital visits, etc. If you think you might like to help, please ask the Home Manager.

Concerns/Worries

If you have any concerns or worries, please speak to the Home Manager. We undertake to deal with complaints as sensitively and quickly as possible. A copy of our complaints procedure is readily available within the home and may be found in the reception area.





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Participating in Care

If the resident requests, close relatives will be invited to discuss and plan their care - and review this regularly. We are also happy if family members want to assist with personal care, especially when a resident is new or poorly. Please discuss this with a senior member of staff first.

setting standards

Your Care Plan

Your individual care plan contains details of how you wish to spend your daily life and how we can ensure that we care for all your needs and improve your quality of life at Cromwell House. It also details all your nursing, medication and personal care requirements.

You will be allocated a keyworker who will work with you to develop your own personal care plan. This document will be made available and discussed with you on a regular basis. Your keyworker will use the care plan to inform other staff of your particular needs and wishes.

Complaints

We welcome your complaints, comments and compliments. Methodist Homes acknowledges that in an imperfect world there is always scope to offer a better service and your views are very important in helping us to continually improve services.

You have the right to complain about anything that adversely affects life in the home. You also have the right to know how to complain. To make it easy for you to talk to us we have launched Feedback - a channel enabling you to complain, to make comments and to compliment the organisation. The Home Manager will be happy to explain the Feedback procedure to you. In addition there are Feedback leaflets and a poster explaining the Feedback procedure located in the reception.

If an issue concerns you, please inform the Home Manager, who will take action to address the issue. If, for whatever reason, you feel that you cannot refer the issue to the Home Manager or if the Home Manager's response has not helped, then you can complain directly to the Company Secretary. Just fill in a Feedback leaflet and post it in one of the freepost envelopes which you will find located with the Feedback leaflets.

The Quality Manager will ensure that the correct procedure is followed to address your issue. We undertake to deal with complaints as sensitively and quickly as possible.



fire, accident & emergencies

Fire Procedure at Cromwell House

Take time to look for call points when you first arrive. If you should find a fire, do not attempt to put it out. Press the nearest fire call point to you, then go into a room away from the fire and wait. All doors are connected to the fire alarm system and will close automatically if the fire alarm is sounded.

In the event of a fire alarm sounding, you as a resident must stay where you are. If you are in your own room, and if you are able to, close your windows, put on your shoes and coat and wait for staff to come to you. Never venture from your room.

It is in your best interest to follow these precautions. Keeping doors and windows closed slows down the spread of fire and staff will be able to find you more quickly if you remain where you are.

Our fire alarm is tested every Monday lunchtime at 1.00 p.m. This is usually for staff purposes. However, please remember that should this be a real fire you will need to follow the procedures listed above.

Periodically throughout the year, we have a practice evacuation. You will be informed that a test will take place, but you won't be told when. Follow the instructions above, whether it is a test or a suspected real fire. Contingency plans are in place for a full-scale emergency.

Emergency Call System

You will find an emergency call bell point in each room and all communal rooms, and you will have been given your own pendant call system. These act as a general call but are also for emergencies. If you need staff assistance, you can call staff by pushing the button at the end of the cord, or by pushing the button on your pendant. Also you can pull the long red cord found in bathrooms and toilets. The care staff are connected to the system with care call boxes along the corridors and will come directly to you.

If you have had an accident or the care staff need to, they will ring the emergency bell for the senior staff to attend.

We aim to respond to all general calls within 10 minutes. Emergency calls will have an immediate response.



care charges

Cromwell House

Residential Fees

Single en-suite

£401 per week (low dependency).
£459 per week (high dependency).

Single en-suite - Large

£420 per week (low dependency).
£478 per week (high dependency).

Some residents will also receive funding from the Local Authority if they are unable to afford the fees. This is agreed after an assessment by the Social Services Department before the resident moves in. In these cases, the resident is assessed to make a contribution towards the fee (which we collect) and the rest is paid by Social Services.

Charges effective April 2005 – March 2006.