

ABBNEYFIELD UK RESIDENTS' HANDBOOK



Abbeyfield

Residents' handbook section headings

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A - Your handbook explained

Your handbook is a guide to the rights, responsibilities and services you have as a resident in an Abbeyfield UK House. The handbook gives you information about your house and the community it is part of.

Our goal is to provide a consistent service that meets the needs of our residents throughout England while recognising the individuality of each house. This involves sharing and promoting good practice to benefit you and other residents. To support this, much of this handbook outlines those areas that are consistent throughout our houses.

No two houses are the same though. Your house gets its individual character from you and your fellow residents, the staff who support you and your community and the individual nature of the house itself. So, as well as the general information in the handbook, you can gain a lot of information about life in your house from talking to your fellow residents and staff.

We have designed your handbook to be a help to you in three ways.

- It provides a general guide to living in your house.
- It provides information about your rights and responsibilities as a resident.
- It refers you to other sources of information and support to answer any specific questions you might have.

We have designed your handbook to work like a guidebook.

- Some of the information you will want to have immediately.
- Some may be helpful when you want to ask questions and get advice.

- Some you may never need to refer to. However, if you do, it is there for you to use.

The handbook itself

We publish the handbook in loose-leaf format for two reasons.

- So we can add changes when we need to. It is very frustrating to refer to a piece of information (for example, on benefits), to make plans using that information and then when you try to act on it you discover it is out of date. The loose-leaf format allows you to put in updated pages and sections so we don't need to reprint the whole handbook.
- So you can build up your own handbook – you can put the information you have about your house, your rooms and documents personal to you (for example, your tenancy agreement and support plan) into your handbook binder. You can then have all of your reference information in one place.

B – Abbeyfield UK and the Abbeyfield Society

The Abbeyfield Society began in Bermondsey in 1956 with a group of volunteers forming a committee which met in Abbeyfield Road. (The Society was named after that meeting place.) That committee became the first Abbeyfield landlord providing housing and support for older people.

The Abbeyfield Society has developed greatly in over 50 years but the principles that were true in founding that first house are true for us as your landlord today.

1. When we were created

We were formed in October 2003 by the merger of Abbeyfield Society member societies throughout England. Abbeyfield Society members tended to manage houses in a particular area – town, city or part of the country. These societies employed staff who were governed by a committee of volunteers. With increasing legal and regulatory conditions placing a huge burden on them, the volunteers decided that national management by professional staff would be the best way to run these houses.

Those societies that decided to merge continue to share the same principles that have proved to be so valuable and successful. They have also had to take account of the changes needed to meet the needs and expectations both of current and potential residents and of the wider community.

The main difference between us and the societies that merged is that the societies were local to a specific area and were managed by volunteers while we were set up across England and managed by staff.

2. About us

- a) We aim to provide good-quality housing and support for older people.
- b) We are an association governed by volunteers which means that volunteers set the policy and the overall direction of the organisation.
- c) We are a non-profit-making charity. All the income we create through our work goes into providing services for current residents and developing services to meet the needs of future residents.
- d) We believe that residents are an important part of their community.
- e) We are a member both of the United Kingdom Abbeyfield Society and of the worldwide Abbeyfield International.

3. Your Abbeyfield house – a guide to services

There are two very important sources of information about your house. The first is other residents and house staff. Other residents and house staff have a lot of information about what happens in our properties and why. If they cannot answer your questions, the staff will be able to suggest where you might find the information.

The second source is your tenancy agreement. This is the basis of your residency, and is a legal document. There is a lot of valuable information about your rights and responsibilities in it.

As well as those sources of information this handbook provides a summary of general information that backs up our commitment to provide high-quality services to you and other residents.

4. Abbeyfield UK staff

The support and services in your home are co-ordinated by the house manager. If you have questions, comments or concerns about any area of support or services, they are the person you can go to for

advice and help. If they cannot help you, they will help you to identify and contact someone who can help.

Your house manager knows about the roles and responsibilities of the other staff who regularly work in or visit the house. So if you have any question about the support and services they provide, please ask your house manager.

5. Volunteers

The Abbeyfield Society was founded by volunteers and we continue to have volunteers involved in many houses as well as on the volunteer Board of Directors.

It is harder for organisations in the UK, including both independent Abbeyfield Societies and us, to attract and keep volunteers than it was 20 or 30 years ago. There is a range of reasons for this including changing patterns of work, social expectations and the increasing legal and regulatory responsibilities placed on voluntary organisations.

We and our residents and staff continue to deeply appreciate the contribution volunteers make.

C - Your Abbeyfield UK house

Your Abbeyfield UK house is a place where you, and the other residents who share the house, can continue to enjoy independent living with a range of opportunities for companionship.

1. Your room

Your room is your private place. It's yours to furnish with your personal possessions, and to live in as you choose.

Your room has been decorated and we will not normally redecorate it during your tenancy. If you want to pay to have your room redecorated to your own taste, please ask for our permission (which we will normally give).

There is a phone socket so you can install a phone and a computer with internet access.

You can install your own television and radio, cassette or CD player in your room if you want to.

Other people should only enter your room with your permission. Staff will always ask for your permission wherever possible before entering your room. In most houses, staff will hold a 'pass key' so they can get into your room in an emergency (for example, if you are unwell or have an accident).

To help maintain the safety and security of you and others living in the house, please close and lock your door at night.

When your door is locked, please do not leave the key inside the door as this prevents staff from getting in in an emergency.

As your room is your private accommodation, you are responsible for keeping it clean. However, you can ask a friend or member of your family to help you, or choose to employ a private cleaner if you want to. In some houses a cleaning service is available. (An extra charge is made for this.)

2. Washing facilities

Your washing facilities are either attached to your room and for your own use during your tenancy or they may be in a shared bathroom. In either case they are for your private use during the time you are in them. They have a lock on the door so you can have your privacy.

3. Laundry

There are laundry facilities in your house. Your house manager can give you information about using them.

4. Heating and lighting

We are responsible for the heating and overall lighting in your house (though you may of course install lamps in your own room). If the lighting or heating does not meet your needs, please speak to the house manager to discuss this.

5. Medication

You are responsible for any medication you take while living in the house. You may find it helpful to use the monitored dosage system that a number of pharmacists provide, and house staff will be happy to help you to arrange this.

Staff are not allowed to give you medication or help you take it. If you need this kind of help, staff will be happy to refer you to care providers who can provide this support.

6. Political involvement

We are a non-political organisation, and as a resident you will have your own political views, can vote in elections, and can belong to a political party of your choice.

7. Religious belief and practice

We do not have any links to any particular religion and, as a resident,

you have the right to believe in and follow your own faith. You may choose to take part in religious services in your community or be visited by a spiritual leader of your faith in your room. If other residents share your beliefs, you may be able to agree to hold prayer meetings or worship in a shared area in the house.

8. Shopping

As well as using local shops for your needs, if you shop using mail order, phone or the internet, you can arrange for your purchases to be delivered to your Abbeyfield UK house. In these situations, you will need to arrange to be in to take delivery of your purchases.

9. Hairdresser

Some houses have a hairdresser who visits. If your house has this service, staff will be able to give you the dates and times of visits. If you want to visit a hairdresser in the local community, there should be information about this (and other local services) in the house.

10. If you are ill

Your Abbeyfield UK house is your home. Your doctor can visit you and you can rest and recover from temporary and relatively minor illness in the house. If you need to go into hospital, you can continue to pay the charges for your room (minus the food costs set out in your tenancy agreement) and we will keep it for you for when you return. Our staff are not legally allowed to provide you with health or personal care when you are ill but they can call in to your room, ask you how you are and contact the doctor if you need them to. For short periods of time we can also arrange for meals to be brought to your room.

11. Smoking

To keep to the law, you must not smoke in the shared areas of the house.

12. Pets

If you are thinking about moving into an Abbeyfield UK house and have a pet you would like to bring with you, please discuss this with the house manager.

If you decide, while you are living in your house, that you would like to get a pet, please talk to your house manager. You will be able to discuss who would look after your pet if you couldn't for a period of time. (We would not be able to take responsibility for this.) You can also discuss how to look after your pet so it does not disturb or interfere with the quality of life of other residents

13. Going out

You can come and go from your Abbeyfield UK house as you want to and at any time you want to.

All that we ask is that:

- a) You give staff as much notice as possible (24 hours in normal circumstances) if you are going to be out for a meal (so we can prepare and to save wasting food);
- b) To help to maintain security you update the 'in and out' board as you come and go (this is particularly important for fire safety);
- c) You come and go quietly so you do not disturb other residents; and
- d) You make sure that you leave the front door secure at all times.

14. Visitors

Your visitors can come and see you at any time. This is your house and you are free to invite people, to entertain them in your room or in the shared areas.

The only thing we ask is that they, like you, respect the fact that this is a shared house and treat the other residents politely and with respect, particularly when using the shared rooms.

If your visitors are children, they will need to be supervised by an adult at all times.

To help us to maintain the security of the building and residents, please ask your visitors to help us by filling in the visitors' book when they arrive and again when they leave.

Your visitors are welcome to join you and the other residents for a meal. Please arrange this well beforehand with the house manager and let your guest know the cost of the meal so they can pay us.

If your house has a room available for a visitor to stay overnight, please check the availability and cost, then book this beforehand with the house manager and arrange for your visitor to pay us.

15. Shared areas

The shared areas within your house will include the dining area and may include a lounge and a garden. These areas are for you to use and for your fellow residents.

You may use them simply to sit in, to meet with a friend or to share an activity with other residents.

We are responsible for cleaning and maintaining the shared areas. We aim to keep them in a good condition for you and the other residents.

16. Meals and menus

In most houses, we provide two meals a day for residents to eat together in the dining room. These are usually a main meal at lunchtime and a lighter meal in the late afternoon or early evening. In some houses we provide other meals.

You can discuss the menus with other residents and staff and we provide details of the week's meals in advance.

If we do not provide breakfast for you, we will provide facilities to prepare breakfast so that you can decide what and when to eat it. You will also have the opportunity to prepare and eat snacks as and

when you want. If there are no alternative facilities available, you should be able to use the main kitchen. We may need to carry out a risk assessment to agree arrangements for you to use the kitchen.

17. Social activities

The social activities you are involved in are your personal choice. You do not have to take part in shared social activities either in the house or in going out with your fellow residents if you do not want to. If you do want to, you will always be welcome. If you have ideas for social activities either in the house or the wider community that you think other residents may be interested in, do suggest these ideas by discussing it with individuals (maybe over lunch) or at a residents' meeting.

Lunch, the late-afternoon meal and residents' meetings offer any resident who is involved in a social activity either in or outside the house an opportunity to talk about it with other residents who may also be interested in being involved.

The notice board in the house provides a good place for leaflets and flyers about social activities in the community so that you and other residents can see the opportunities that are available.

18. Helping in the house and garden

If you would like to help in the house or garden, for example by laying the table for meals or watering plants (you do not have to do so), please speak to the house manager. He or she will discuss with you what the opportunities to be involved are.

19. The security of your house

You can come and go to your house and have a front-door key. If you want to give your key or a copy of your key to a regular and trusted visitor, please agree this with the house manager first. We will then be able to keep a record of who has keys.

D - Repairs and maintenance

1. Repairs

We are responsible for the repairs and maintenance of your house. This includes:

- regularly servicing electrical equipment and gas appliances;
- carrying out a check each year of electrical equipment in shared areas and our equipment in your room; and
- monitoring the house and making sure that any repairs and maintenance needed are done.

You are responsible for:

- the electrical appliances in your own room (you can arrange safety checks for an extra cost); and
- making staff aware of any repair or maintenance work that is needed that you may notice so that they can arrange to take action.

Our targets for repair work are shown below.

Emergency repairs – within 24 hours (with the aim of responding within four hours)

Urgent repairs – within seven calendar days

Non-urgent repairs – within one calendar month.

Your House Manager will be happy to explain to you how we categorise repairs and will confirm the timescale for completing any repair you report.

2. Insurance

In your charges, we provide insurance cover for the shared facilities and normally up to £2000 of cover for your personal possessions.

You can make private arrangements for any insurance you want beyond this amount.

3. Major work

We regularly review your house to identify any maintenance needed and any improvements that may be needed to meet changing legal requirements and improve your quality of life. We will discuss any proposed changes to the house with you and other residents.

4. Health and safety and fire safety

Health and safety is an important area for which everyone is responsible. You will find information on health and safety and fire safety in your tenancy agreement.

If you have any questions about health and safety, please speak to your house manager who will welcome your comments and questions. We will also discuss health and safety at residents' meetings.

We carry out regular health and safety risk assessments in your house. These look at any potential risks or harm and the action needed to tackle these. If you would like to contribute to these assessments, please speak to the house manager.

E - Rights and responsibilities

Throughout this handbook there is an emphasis both on your rights as a resident in one of our houses and your responsibilities. This section draws together your rights and responsibilities.

1. Respect

You have a right to be treated fairly and without discrimination.

Your responsibility is to treat other residents and staff fairly and without discrimination.

2. Tenancy agreement

You have a right to receive a tenancy agreement signed by us and to have us fulfill our responsibilities as set out in the tenancy agreement.

Your responsibility is to sign an Abbeyfield UK tenancy agreement and to meet your responsibilities as set out in that agreement.

3. Rent and charges

You have a right to receive notice of the rent and service charges including any changes.

Your responsibility is to pay the rent and service charges every month or week (as agreed) for the month or week to come.

4. Going out

You have a right to come and go from the house as you want.

Your responsibility is not to disturb other residents as you come and go.

5. To watch television or listen to the radio or stereo in your room

You have a right to watch or listen to the programmes and music of your choice in your room.

Your responsibility is to watch or listen at a volume that does not disturb other residents.

6. Visitors

You have a right to have visitors at any time.

Your responsibility is to make sure that your visitors do not disturb other residents.

7. Needs and risk assessments

You have a right to have your needs fully assessed by us and recorded for your agreement.

Your responsibility is to make an informed choice about being involved in the needs and risk assessment.

8. Health and safety

You have a right to have the health and safety risks in your house identified and addressed.

Your responsibility is to let us know about any health and safety concerns you have.

9. Heating and lighting

You have a right to live in a house that is appropriately lit and well heated.

Your responsibility is to take part in making your home energy-efficient, helping to meet our shared responsibilities to the environment.

10. Repairs and maintenance

You have a right to have repairs and maintenance carried out by Abbeyfield UK.

Your responsibility is to keep your room in good condition.

11. Consultation

You have a right to be consulted by us on the services we provide.

Your responsibility is to choose whether to take part in the consultations and, if you choose to take part, to do so in the way and to the extent of your choice.

12. Complaints

You have a right to complain through our complaints procedure.

Your responsibility is to raise any complaints through the complaints procedure.

13. Religious belief and practice

You have a right to follow your personal spiritual and religious beliefs.

Your responsibility is to show respect for the spiritual and religious beliefs of others.

F - Our service standards

These service standards set out our commitments in terms of access and information, consultation and governance that we make to our residents. We discussed these commitments with all residents at house meetings in July and August 2007. We will review these every year.

1. Access and information

We will make sure that all residents and those who may become residents have easy access to the service and information.

- a) We will aim to identify what format and language residents prefer information in so that all residents have equal access to our service.
- b) We will give all residents a residents' handbook.
- c) We will provide a list of our policies and procedures (concerning services) and a personal copy of an individual document within five working days of you asking for it. We will let you know, within 30 days of when we start to use new or updated policies.
- d) We will produce a residents' newsletter and send this to all residents every four months.
- e) We will send a report each year to residents setting out how we have performed and summarising other important information which may interest you.

2. Consultation, learning and improving the service

We will ask for, listen to and respond to your views and develop our service to meet the needs of current and future residents.

- a) Each year we will check whether we have met the service standards and publish this information.

- b) We will monitor and update (if needed) our service standards every year, taking account of the views of residents, advocates, families, staff, volunteers and regulators.
- c) We will involve residents in assessing their experience as residents within two months of their tenancies starting.
- d) We will arrange and hold a residents' meeting in each house at least once every four months.
- e) Each year, we will invite all residents to be involved in national consultation and confirm, to all residents, the action arising from national consultation in the previous year.
- f) We will give all residents an opportunity to take part in a survey each year.
- g) We will keep a place on the Abbeyfield UK Board of Trustees for one resident.

3. Our culture and how we are governed

- a) Our Board of Trustees will receive reports each year on our performance against the service standards and will commit to an action plan to be put in place across the next 12 months to improve performance.
- b) We will develop a training and support programme each year for our staff to make sure they are best placed to provide quality services and maintain a safe and comfortable living environment.

G - Assessing and meeting your support needs

1. Needs and risks assessment

If you are applying to move into one of our houses, your and our goal is the same – to see if this house is the right place for you to live and somewhere you could have the quality of life you want.

If you have recently moved into one of our houses, you will have worked with staff to assess your needs and risks, to see if this outcome can be achieved. We designed this approach so that once you and we have agreed that your needs can be met and the practical arrangements are made, you can move into the house knowing that everything possible has been done for your safety and wellbeing.

This commitment to meeting your needs carries on through your tenancy as we plan support for you and assess any possible risk.

2. Planning support and assessing any risks

Planning support and assessing any risks gives us a full picture of your needs and how we will work with you to meet them.

We complete the support plans in individual meetings between you and a member of our staff. The only other person who would be present is a 'representative' (if you have one and would like them to be involved to support you in the meetings).

You and we sign the support plans and we give you a copy and put a copy in your confidential file. We will not share this information with anyone else without your permission, except in an emergency when we may need to share details with emergency staff such as ambulance crews so they can help you.

Your needs and any risks associated with them change over time and this means that we need to review the support that we offer you to make sure that it continues to meet your needs.

We carry out this review (like the initial assessment of needs) as a partnership between you and our staff. We will record the review in a support plan and every six months (or more often if you or we think it is needed), we will update the assessment and resulting plan with you.

There is a section within the residents' handbook binder for you to store your support plans and needs and risk assessments.

3. A representative

Your representative is simply someone that you trust who is available to support you and to represent your views. Sometimes the word 'sponsor' is used. However, as the role does not have any financial commitment, the word representative is more accurate. The representative may be a family member, a friend, an independent voluntary 'advocate' or a professional such as a solicitor.

Your representative can come to meetings with you and, if you want them to take part in your needs and risk assessments and support planning, please ask them. The idea is that they are there to make sure your voice is heard.

We recognise the value to you of having a representative but we do not need you to have one and we will only share with them information that you agree to us giving them.

4. Feedback

Unfortunately we sometimes make mistakes. If you are concerned about anything to do with your life as a resident in an Abbeyfield UK house, we want to hear about that from you.

You can speak to the house manager about any concern or complaint you have. If this does not deal with the matter, you can continue to follow our complaints procedure. We will give you a copy of that procedure.

We actively welcome suggestions that may improve your quality of life. We also need to hear what we are doing particularly well. If you want to make a suggestion, or would like to tell us about something that you feel is particularly good, please feel free to either talk to a

member of staff or write to us. (The address is in the contents section of the handbook.)

It is only through feedback that we can make sure that we continually improve services.

5. Care

Sometimes, as a result of changing needs, you may feel that you can no longer manage without more help.

As part of your needs and risk assessments and support planning, we may decide that you need support that we cannot provide.

It may be that if your health needs change and you need extra support, you may want to look at an independent 'care package' that delivers the care you need within your house. If this is the case, although we do not provide this care direct, we will aim to put you in touch with social services or primary health care staff who can advise you. This is an arrangement you make independently which you may have to pay a separate charge to the provider for.

6. Out-of-hours support

To make sure there is help for you out of hours, many of our houses have installed an emergency-call system. If this is in place, the house manager will explain how this works and answer any questions you have.

7. Doctors and other health professionals

You have the same right to use the health services you need while living in an Abbeyfield UK house as you do living in any other property. Depending on the availability of health services in your community, you can register with and use the services you want.

8. Meeting changing needs

If your health needs change to the point where your accommodation

no longer meets your needs, we will work with you and your representative to identify other options and to support you during any move to other accommodation.

H - Your money

1. Paying your rent and other charges

To keep things simple, we usually charge you once a month. This charge includes your rent and other charges.

You will receive a breakdown of how this charge is made up so that you can clearly identify the cost of the various parts of your services.

You can choose how to make your monthly payments. Many of our residents choose to pay by standing order direct from their bank account. The payments are due every month for the month to come.

We change the amount due every year and we will write to you (28 days beforehand) about any changes.

We are a not-for-profit organisation and so we use any income from your payments to pay for the current costs of services and to develop services to meet the future needs of current and potential residents.

2. Benefits

We will be happy to help you to make the most of your entitlements to state benefits and other sources of income by either advising you direct or by directing you to organisations that have specialist knowledge. Benefits you may be entitled to include:

- Pension Credit (guarantee and savings parts);
- Attendance Allowance;
- Housing Benefit and Council Tax Benefit;
- the Supporting People Grant;
- a Community Care Grant; and
- direct payments (to help you pay for any care that you need).

While some benefits and grants depend on your income and savings, not all help is linked to your current income. As your needs change, your entitlements may also change.

If you are entitled to extra money, this will be exactly this – an **entitlement**. If you would prefer not to discuss your financial affairs with our staff, they will be happy to refer you to someone else who can help, perhaps a local Age Concern or citizens advice bureau. Most local authorities also provide advice on benefits.

I - Policies and guidance

We publish a range of policies and documents for residents. This section is a guide to that information, providing a short introduction to a range of policies and other publications.

If you would like a full copy of any of the policies outlined in this section, please ask your house manager for them.

1. Equality and Diversity strategy and action plan

Equal opportunities is about fairness to all individuals and groups across our areas of work. It aims to create a positive service for all groups and individuals who we work with.

We also recognise that each person is unique and has something to offer.

We aim to remove discrimination towards anyone who wants access to housing and services.

This approach should make sure that we positively support all sections of the community and keep to any relevant laws.

Some of the practical actions we are taking include:

- becoming members of a translation and interpretation service for current residents and those thinking of becoming residents;
- making important national publications available on audio tape or CD or in large print if asked;
- gathering information on black and ethnic minority groups in the local communities that we serve; and
- where possible, making sure our houses are accessible to those who use wheelchairs.

2. Access and customer-care strategy and action plan

We define customer care as a quality service that understands residents' needs and works to meet them.

We have included our customer-care standards in section 6 of this handbook. The strategy and action plan includes an emphasis on:

- understanding the needs of all our customers;
- making sure we are caring, friendly and welcoming to all of the communities we aim to serve;
- listening to and learning from our customers and other people's comments and complaints as part of our commitment to be a learning organisation.

3. Aids and adaptations policy

Aids and adaptations are changes to the house designed to allow a resident with a disability to live more independently than they would otherwise be able to.

Our aids and adaptations policy outlines:

- the circumstances when we will normally install aids and adaptations;
- that we will only carry out this work in line with the written recommendation of an occupational therapist or physiotherapist;
- the responsibility we will accept for ongoing safety checks and maintaining equipment that has been installed; and
- the action we will take to remove (or not) the aids and adaptations at the end of tenancies.

4. Anti-social behaviour policy

Anti-social behaviour is behaviour that could cause a nuisance or annoy any person (including residents, volunteers, staff, visitors and neighbours). Abbeyfield UK as a landlord is concerned to deal

appropriately with any behaviour that upsets residents, affects its ability to manage the house and may break the law.

The aims of this policy are to make sure that we follow a consistent, fair and clear approach in the way we deal with anti-social behaviour. This behaviour includes:

- intimidation and harassment;
- physical abuse; and
- noise nuisance.

We are committed to:

- protecting victims, witnesses and the community;
- helping the person responsible recognise the consequences of their actions and to change; and
- putting in place measures to prevent it happening again.

We take anti-social behaviour very seriously and will act promptly to deal with any allegations of anti-social behaviour.

We support the aims of the 'Respect Agenda' – a government strategy to target anti-social behaviour in the community.

If you see or suspect any incident of anti-social behaviour or abuse, please speak to a member of staff about it.

5. Safeguarding adults (preventing abuse)

We believe that every resident has the right to live their life in a safe and protected environment and to be free from abuse.

We will:

- watch out for any signs of abuse or harm;
- help those who have been abused or harmed; and
- deal effectively with those who cause or inflict abuse or harm.

If you are a victim of abuse in any circumstances or believe another resident has been abused, please report it. We will treat each case with total confidentiality.

6. Confidentiality and privacy

We respect the confidentiality of information provided by or for residents. We will explain:

- why we need this information;
- how and when we will use the information to meet your needs;
- how we will store the information;
- who has access to information and when it is necessary to share information with professional colleagues;
- how you can have access to the information and can add your views to it; and
- that we will not release the information to anyone else without your permission unless there are exceptional circumstances where not releasing information presents a serious risk to you or to others.

7. Resident Involvement

We are committed to offering residents meaningful opportunities for getting involved.

This approach has included:

- setting up the residents' forum;
- appointing a resident to the AUK board;
- introducing a residents' survey each year; and
- regular house meetings.

We are always looking for opportunities to improve the ways we involve residents. Please let us know your views on how we might

improve. We update our resident involvement plan every year.

8. Move-on policy and procedure

We want to be able to support residents to live in their Abbeyfield UK house for as long as it meets their needs and those of their fellow residents.

As outlined elsewhere in this handbook, you can bring in extra care to support you to do this.

If your needs change and it is no longer possible to provide the level of care and support that you need to stay safely in the house, you may need to move on to more appropriate accommodation.

We are committed to making sure that we are consistent with any process and procedure relating to residents moving on.

We will consider whether you need to move on if we believe:

- we cannot meet your care and support needs in the house;
- an assessment shows that your current needs make you a risk to yourself or others.

We will aim to involve you fully in any preparation towards a move. Any representatives or supporters will also be able to be involved if you want. We will also involve any other agencies working to support you if this is necessary.

Preparing for a move will normally be a careful process over a period of time.

9. Complaints procedure

You will have received a copy of our complaints procedure. This sets out how you can complain if you are unhappy about any part of the service we provide to you. The complaints procedure shows the stages you can follow when making a complaint to us and to an independent appeal if we cannot sort the problem out.

If there are any other policies you would like to suggest, please let the Policy and Quality Co-ordinator know. (You can find their details in

the contacts section of this handbook.)

J - Other publications and resources

1. The annual review

This report provides a picture of our activity over the last 12 months including a financial report. We send a copy of this to all residents every year and the first publication was distributed in July 2007.

2. Compass newsletters

We publish this residents' newsletter three times a year with news from and about our residents in our houses and our care homes. If you have ideas or features you would like to suggest for Compass, you can find the contact details for the editor in the contacts section of this handbook.

3. abbeyfielduk.com

abbeyfielduk.com is our website. It gives you information about our houses and care homes. There are news features and publications that you can read online or print off (including the annual report and the complaints policy). The aim is to develop the website, drawing on the comments of residents on subjects and features that interest them. If you have any ideas for the website and would be interested in sharing these, please contact the Marketing and Communications Co-ordinator. (You can find details in the contacts section of this handbook.)

K - Your views matter

1. Residents' meetings

Your house has regular meetings when you and other residents join with staff to discuss issues that are important to you. These meetings may cover (for example) social events, meals and mealtimes and issues arising from the Abbeyfield UK annual residents' survey. They give you and other residents an opportunity to talk about the day-to-day and wider issues that are important to you.

2. Residents' forum

The residents' forum is an opportunity for residents in our houses throughout England to be consulted on new policies, procedures and other documents.

We send members of the forum drafts of documents and we ask for their comments before we finalise and publish them.

Members provide comments from their house and do not need to travel anywhere to take part.

Members of the forum commented on the draft action plan produced in response to the residents' survey and their comments led to significant changes to the final plan that we sent to all residents.

We also consulted members on this handbook before we published it.

Some members of the forum have become involved in Compass as editorial advisers.

If you would be interested in joining the residents' forum, please contact the Policy and Quality Co-ordinator. (You can find details in the contacts section.)

L - Contacts

Useful contacts

Name and address of your Abbeyfield UK house:

Phone:

House manager's name:

Working hours:

Days off:

Visiting services

Carer:

Hairdresser:

Gardener:

Cleaning staff:

Other:

Regional Head of Housing and Resident Services

Name: _____

Address: _____

Phone: _____

Regional Housing and Resident Services Officer

Name: _____

Address: _____

Phone: _____

Abbeyfield UK Head Office:

Abbeyfield House
53 Victoria Street
St Albans
Herts
AL1 3UW

Phone: 01727 857536

Website: www.abbeyfielduk.com

Based at the above address:

Marketing and Communications Co-ordinator (Compass Editor)

Phone: 01727 734091

Policy and Quality Co-ordinator

Phone: 01727 734090

Local Social Services: _____

Library: _____

Doctor: _____

Council: _____

Local Help the Aged: _____

Local Age Concern: _____

Your representative: _____

Your solicitor: _____

Citizens Advice Bureau: _____

M - Comments

We welcome your feedback and opinions. If you would like to provide comments, please return the following pages in the prepaid envelope provided.

1 Did you find the information in the handbook useful?

Yes

No

If 'No', what could we have done to make it useful?

Please continue on a separate sheet if necessary.

2 Was the handbook easy to understand?

Yes

No

If 'No', what could we have done to make it clear?

Please continue on a separate sheet if necessary.

Do you have any other comments?

Please continue on a separate sheet if necessary.

Thank you for your help.

Your name: _____

Your address: _____

Phone: _____

Email: _____

Can we contact you about your comments?

Yes

No

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