



RESIDENT'S HANDBOOK and USER GUIDE

incorporating
Statement of Purpose with Aims and Objectives
as required by the Care Quality Commission

Nynehead Court and Mews

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Stepping Forward - with Care

October 2011

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Foreword

A Personal Note from Ms Angela Watkins - Manager

I feel very privileged to be the Registered Manager of Nynehead Court, which has been a part of the Stepping Stone Group since 2004. I have been involved with long term care since 1986 and joined Nynehead Court as the Deputy Manager in July 2008 and became the manager in July 2011.

My aim is to use existing and new areas of the Court to meet the varied needs of our residents. The directors have exciting plans for the Courts' development and I aim to optimise these for the benefit of all residents and to build on our already high reputation. With the integration of more mews properties and the expansion of the Mulberry Wing, I value the opportunity to make best use of the facilities available in order to expand the provision of gracious retirement living to a wider community.

We have a strong activities team who play an important part in our integration with the local community and are extremely lucky to have the very active support of the 'Friends of Nynehead Court' who support our many functions held within the grounds of the Court. I will continue to promote this, because our residents value being part of such a friendly and supportive local community.

The company prides itself on a stable, local workforce, without whose dedicated care and years of experience the Court would not function. I am committed to the training and focused development of the staff to enable the Court to flourish, ensuring that all residents continue to get the best quality care within our special environment.

Angela Watkins
Manager
October 2011

1. Introduction

This booklet is designed to provide residents, owners, visitors and their relatives with all the information necessary to determine the suitability of Nynehead Court and Nynehead Mews to meet their requirements. It is intended that the booklet should be a composite document with all the necessary information required by both existing and prospective residents and owners, whilst also complying with the requisite needs of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

2. The Care Home

Nynehead Court is an exclusive residential care home which provides long term care for the discerning resident seeking gracious retirement living.

Nestling at the centre of the 'Best Village in Somerset', the magnificent Grade II* listed 17th century manor house was rebuilt on an historic site which can be traced back to the Saxon times and was owned by the de Fleury, de Wyke and Sanford families before becoming a residential home in 1949, making it probably the longest running care home in the country. The Court was gifted to the Friends of the Elderly and officially opened by Princess Margaret in 1991 and is now owned by Nynehead Care Ltd who have owned the Court since January 2004.

Residents enjoy a hotel style of gracious living, which combines comfort and a high degree of independence with the reassuring security of appropriate levels of care for those who need or want it. We aim to provide a family atmosphere in a caring environment in which staff and residents endeavour to provide mutual support fostered on friendship and compassion in a professional and discreet manner.

Nynehead Court is centrally heated throughout. It has a spacious, elegantly furnished drawing room, with a classical marble fireplace for blazing log fires in the winter and home grown floral displays in the summer. Amenities within the Court include a hairdressing salon, a library and activity/art/craft room and a small shop stocked with everyday items.

The accommodation consists principally of large bed sitting rooms (all of which exceed the national minimum standards), each with its own ensuite washbasin and loo, and most with baths or showers. Each room has the individual character that might be expected of a large country house. There are further bathrooms, some of which have special equipment to facilitate bathing for those who need assistance. Bed sitting rooms are fitted with TV points and telephone sockets, and two lifts serve all floors.

3. Close Care Housing

Nynehead Mews consists of a number of close care properties sensitively converted from the old stables, garages and outhouses and supplemented with newly built 2 bedroomed bungalows. The concept of close care housing allows a greater degree of independence to that offered within the Court and provides an attractive alternative to residential care and sheltered housing by providing the care and security of one with the independence and flexibility of the other.

Housing with care is provided with the care and support available from Nynehead Court, thereby meeting the demands and aspirations to keep housing and care together in order

to extend the ability to retain a greater degree of independence in retirement. It also provides the flexibility to meet changing needs and the opportunity to extend home ownership in order to retain a legacy through the continued investment in property.

The mews properties are purposely built and designed for retirement with carefully designed features to extend the ability to live independently, albeit with help nearby. Each property is equipped with a nurse call system linked to the on call staff from Nynehead Court. The grounds and facilities of the Court are available to the residents of the mews properties, whilst the additional amenity space designed for the mews residents is also shared with residents within the Court.

4. Location

Nynehead is two miles from Wellington, three miles from Junction 26 on the M5, and only 7 miles from the county town of Taunton.

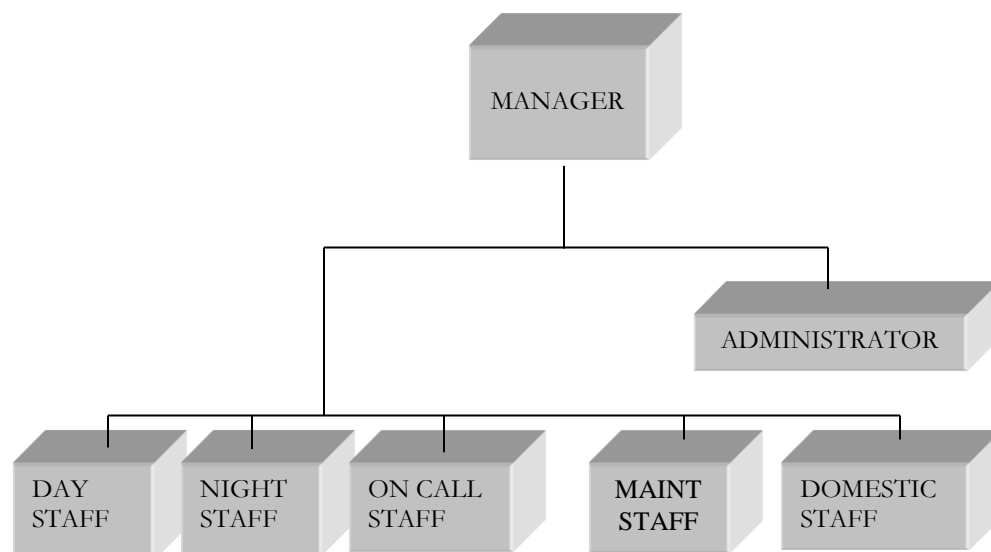
The Court and mews properties are set in 13 acres of idyllic parkland containing a walled arboretum, a formal Italianate garden, one of the largest ice houses in the country and mature 'pleasure grounds' in a parkland setting, with delightful panoramic views across the Devon and Somerset countryside. The grounds are open to the public and the Court shares an entrance drive with the beautiful 13th Century Grade 1 Listed Parish church.

5. Management

The Nynehead Estate is owned and managed by Nynehead Care Limited, a private limited company (Company Number 4023447) and a wholly owned subsidiary of The Stepping Stone Group Limited (Company Number 3546461), which was formed in 1996

Nynehead Care became a part of The Stepping Stone Group in January 2004 and benefits from a broad knowledge of care and depth of experience.

The Estate is managed by the registered manager, under the direction of the company directors who have over 45 years combined experience in the provision of long term care.



Angela Watkins has 25+ years experience in the provision of care and joined the Stepping Stone Group as the Deputy Manger of Nynehead Court in July 2008. She is a registered manager and has attained NVQ Level 4 and a diploma in management. She was appointed manager in July 2011. She is assisted by a head of each department, senior care co-ordinators, an administrator and 45 further staff to make up the full compliment of staff necessary to provide the care, administration, domestic support and maintenance required for the Centre.

The compliment of staff on duty at any one time exceeds the registration requirements and all care staff assist in the provision of extra mural activities and recreation, which form an important part of the day to day routine within the centre. A senior qualified member of the care staff and a trained care assistant are on call to the residents of the mews properties 24 hours a day. All staff are encouraged to participate in NVQ training and the Company is committed to providing regular training and study sessions for all members of staff, so that the highest levels of care are provided.

Great emphasis is placed on training and the betterment of staff in the furtherment of their careers. The number of trained staff exceeds the number required by the Care Quality Commission

6. Registration and Inspection

Nynehead Court is registered with the Care Quality Commission (CQC) as a Care Home PC (Personal Care) for OP (old age not falling within any other category). The home is registered to accommodate 35 residents. It is not registered for the provision of nursing care although the community nurse visits regularly to deal with all nursing matters.

The Registered Provider is:

Nynehead Care Limited
Nynehead Court
Nynehead
Somerset TA21 0BW Tel: 01823 662481

The Registered Manager is:

Ms Angela Watkins
Nynehead Court
Nynehead
Somerset TA21 0BW Tel: 01823 662481

The Registration and Inspection Office is:

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA Tel: 03000 616161

7. Statement of Purpose

Aims

The Centre specialises in the provision of care and services to older people and aims to provide a welcoming, secure and caring environment in which to live. Nynehead Court is at the centre of an active village community, who provide an important link with the general public through regular contact and involvement. The residents of the Court and mews properties are the most important people in the centre and their quality of life and continued contact with others is of prime importance.

Nynehead Care aims to provide care to a standard of excellence which embraces the fundamental principles of good care practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care. It is a fundamental ethos that those residents who live in the home should be enabled to live as normal a life as possible, with regular contact and integration with others, and to be able to do so in accordance with the stated aims and objectives.

The Company aims to provide all owners and residents with a clean and safe environment in which to live and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

Objectives

To meet each resident's needs, the provision of care is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain the resident's overall quality of life. In this respect the provision of care is designed to meet the requirements of the Health and Social Care Act 2008, but in a people orientated fashion.
- To provide an environment in which integration with others is encouraged to stimulate contact and interest in a wider community than that offered within the home alone.
- To ensure that the care service is delivered flexibly, attentively, and in a non discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfilment and the rights to make informed choices and to take risks.
- To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To ensure that the provision of care is delivered in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable resident care needs to be met.
- To maintain a structured system of support for staff that recognises the physical and emotional demands made by their work and to retain skilled staff who can provide group and individual activities
- To provide an environment suitable for developing other attributes to compensate for the loss of physical and mental faculties.
- To manage the provision of care efficiently and effectively, in order to make the best use of resources and to maximise value for money for the resident.

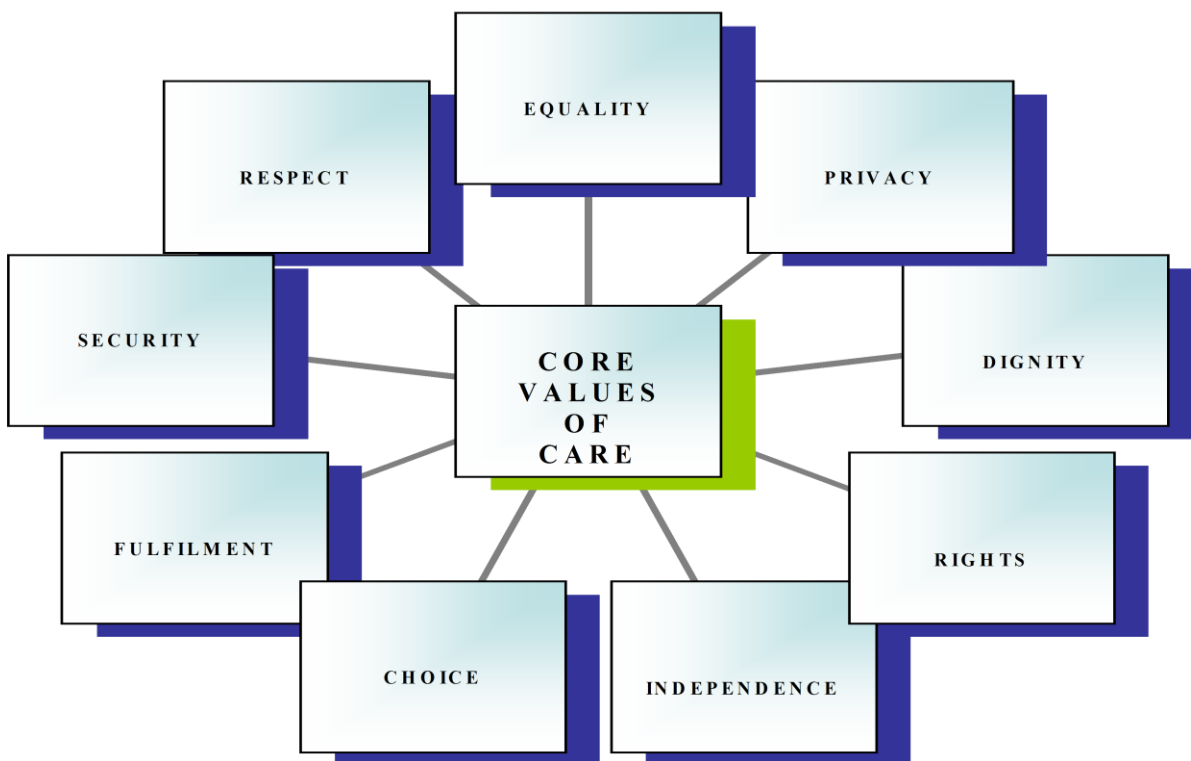
Philosophy of Care

Nynehead Care aims to provide residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance.

All senior care staff will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid in appropriate legislation and registration authority guidelines.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in doing so will be sensitive to the resident's ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the developments of their individual care plans in which the involvement of family and friends may be appropriate and is greatly valued.

These aims will be achieved through programmes of activities designed to encourage mental alertness, self esteem and social interaction with others, whilst recognising the core values shown below, which are fundamental to our philosophy of care.



Residents Rights

The rights of all residents are paramount within our philosophy of care. We will promote those rights through the care and services we provide and encourage all residents to exercise their rights to the full.

Privacy and Dignity

We recognise the changes that residents' face when moving into a home or community. To minimise the impact of those changes we will promote the philosophy of a 'family circle' by providing pre visits, overnight stays, lunch, etc. Within the home we will endeavour to retain as much privacy and dignity as possible by:

- Helping residents to personalise and equip their rooms as they wish and by providing keys to their rooms and a secure place for their valuables.
- Giving residents the opportunity to have privacy whenever required and by always knocking before entering a private room.
- Securing all residents' records and information and respecting the confidentiality of those records.
- Treating each resident as an individual and a respected member of the family circle and addressing each resident as they wish.
- Assisting residents to maintain their dignity through their personal appearance and behaviour.
- Promoting activities that encourage residents to express themselves as individuals.
- Helping residents to overcome any shortcomings they may experience through age, loss of memory or disability.
- Providing an environment that enables residents to chose whether or not to integrate with others

Empathy and Advocacy

We recognise the individuality and personal feelings of each resident and aim to maintain dignity with caring practices in order to empathise with residents and to act as their advocate whilst considering their individual needs above all else.

Independence

We recognise the importance of independence and the problems encountered in group living. We will encourage residents to act and think as an individual by:

- Maximising the opportunities for residents' self care
- Encouraging residents to retain financial independence
- Helping residents to take reasonable and fully assessed risks within a safe environment attuned to their limitations
- Encouraging residents to maintain links with contacts outside the home
- Giving all residents the opportunity to contribute to the records of their own care and to express their views on that care.

Freedom of Choice

We recognise that every resident should have the opportunity to choose a home or close care property that will meet their needs and can offer the care they require whilst being given the opportunity to exercise their right of choice in all aspects of daily living. To facilitate that choice we will:

- Carry out a needs assessment on each resident prior to admission
- Demonstrate to each resident that we can meet his or her assessed needs

- Offer the opportunity for prospective residents to assess the home by way of a trial visit and /or stay wherever feasible
- Provide a range of meals residents can choose from and allow them to decide where and when to consume the food of their choice
- Continually offer a wide and varied range of social and leisure activities both within and outside the home
- Avoid strict routines and maintain flexibility in the daily life in the home
- Provide suitable facilities to enable residents to determine where and with whom they may integrate with others.
- Allocate a designated private room to each care home resident for the duration of their stay and not to alter the designated room without the prior authority of the resident

Confidentiality

Nynehead Care operates a confidentiality policy which recognises that staff will be privy to confidential information concerning residents' private affairs and defines the philosophy controlling issues of resident confidentiality within the home.

8. Admission Procedures

Preliminary Enquiries

Prospective residents and/or their families and friends are free to visit at any time in the day, although it is normally advisable to ring beforehand in order to ensure the availability of the manager and an appropriate close care property or room. The availability of a property, private room, terms and conditions for admission, the provision of care and/or a reservation can be discussed at the initial meeting.

Following an initial enquiry, it will be normal for the manager to make a home or hospital visit in order to determine the needs and requirements of a potential resident and to discuss the provision of care and the fee. Accepting the need for care in the latter stages of retirement is stressful to both the potential resident and the family and trial visits and participation in determining care programmes are encouraged so that responsibilities are known and, where applicable, shared.

In the event of a prospective resident already being in contact with a medical/social authority, the manager will liaise with that body to determine the level of care provided and, where applicable, the level of financial support. If financial assistance is required, the administrator can help to make contact with the appropriate department.

We believe in providing a homely atmosphere and encouraging residents to bring their furniture and personal effects to decorate their own rooms within the Court. Provision can normally be made for most personal requirements and we relish the opportunity to make a familiar setting for a new resident.

Pre Admission

The following matters should be completed prior to moving into Nynehead Court:

- Terms and conditions for entry to Nynehead Court including agreement for the provision of care and the appropriate fee should be agreed
- All clothing should be carefully marked with name-tapes, in order to prevent loss

- An inventory of all personal items and equipment to be kept at Nynehead Court should be prepared
- A fortnight's supply of drugs, medication and treatment creams should be prepared
- The date for admission (normally on a one month trial basis) should be agreed

Prior to considering a move into a close care property, prospective owners/residents will complete an assessment to confirm their suitability to maintain an independent lifestyle and cover the costs of maintaining their own property.

The Day of Admission

New residents will be greeted by their nominated Key Worker who will oversee:

- Settling in and familiarisation with Nynehead Court
- Care planning with the Care Manager and the handling of drugs and medication
- Equipping the new room to meet personal requirements
- Introduction to other residents and staff
- Administrative requirements with the Home Administrator

Post Admission

The Care Plan is finely adjusted as and when required to meet changing needs and the participation of relatives is always encouraged in reviewing the changing needs on a regular basis. The management aims to ensure that each new resident is made to feel safe, confident, happy and at home as quickly as possible. If there is anything that can be done to make a stay more comfortable and pleasant, residents and their relatives are encouraged to let the management know at any time.

9. Visitors and Visits

Relatives and friends are encouraged to visit at any time before, during and after admission, and their participation in all events and activities is always welcome. After admission, relatives and friends are welcome at any reasonable time and can stay as long as they like. Because of fire regulations, it is important to sign the visitors' book (which is located in the main entrance) on arrival and departure of the care home. Residents are able to go out with their visitors, but must please ensure that a member of staff is made aware of the departure and the approximate time of return. Visitors are welcome to have lunch in the care home with forewarning, and tea and coffee is always available on request.

Relatives and friends are also free to discuss their concerns with the manager or a director of the company at any time, although it is advisable to arrange a mutually convenient time in order to ensure the availability of the manager or the appropriate director.

A 'Director's Coffee Morning' is held every three months for owners, residents and families, in order to discuss the provision of care and well being of individual residents and to air common views and opinions, so that a regular forum may be held to hear suggestions and follow up recommendations.

The integral role played by the village has already been mentioned and both the Friends of Nynehead Court and the congregation of the village church are instrumental in providing regular visits, contact, social events and church services in the Court.

A regular newsletter is published each month with the forthcoming dates of meetings and events and is available to relatives and friends. The programme of daily activities, to which relatives and friends are again encouraged to take part in, is also published in each monthly newsletter. There is also a suggestion book, readily available in the reception area, where relatives and friends are invited to make comments.

10. Facilities and Service Arrangements

Services and Fees

Within the care home, the provision of care services will be charged at a rate that will be determined by the type of room to be occupied and the level of care required. The precise fee to be charged will be notified after completion of the pre-placement assessment, once confirmation of the availability of a room and the ability to properly meet the individual's needs can be given, when a written offer will be made with details of the room number and the weekly fee payable.

For Nynehead Mews, the annual rent, service charge and a tariff of fees will be produced before the start of each new calendar year and recovered monthly in arrears by direct debit

The fee will be reviewed annually in October/November, and following any significant change in an individual's care needs which may necessitate a change in the level of care provided. In the case of the annual review, any change will be notified not less than 28 days before the increased charge is applied, whilst written notification for any increase that may be necessary to cover any change in the provision of care will be provided as soon as possible after the fee is agreed with the resident or their family/advocate.

Personal Care

Nynehead Care endeavours to ensure that the level of personal care provided is of the highest standard and geared towards individual needs and requirements. Each resident is appointed a Named Key Worker, who will work with each resident to plan the provision of personal care by building on individual strengths, providing assistance where necessary and helping the resident to remain as independent as possible.

The nominated Key Worker will always be a qualified Care Assistant who has undertaken training within the home and will have an NVQ award or be working towards one. He/she will be responsible for overseeing individual care needs and duties such as tidying drawers and wardrobes, getting any small shopping items and posting letters. He/she will be responsible for the planning of individual care with the approval of the Home Manager and for the planning, delivery and review of care on a regular basis. He/she will liaise with other professionals to ensure that individual care needs are met. He/she is the primary point of contact for the resident and their relatives and is always happy to meet with relatives to help with any issues or concerns that might occur.

The Key Worker may change from time to time or can be changed at the resident's request. In the absence of a named Key Worker, other members of staff will fill their roles on a temporary basis, whilst all other staff will always be available to help.

Medical Care

Residents from the local area can stay with their own General Practitioner if required/possible. Where required, the necessary arrangements can be made to transfer new residents to one of the local GP Practices who visit the Home on a regular basis.

All medicines are kept under secure conditions and are given as directed by the resident's GP. Where applicable, self medication is permitted and overseen to enable retention of independence without danger.

In the event of the need to visit hospital or to make an external medical appointment, families are encouraged to accompany residents although, if this is too difficult, alternative arrangements can be made.

Care Plans

Care plans are personal records which clearly state each resident's nursing, social and psychological needs and how they should be met. Individual care plans will have been drafted prior to admission and refined during the first week in residence. They are referred to daily and reviewed as and when the need should arise. The regular review and input of relatives is always welcomed.

Personal Finances

The Company and its employees are not permitted to give advice on resident's personal finances and do not accept any responsibility for the same.

Personal Possessions

An inventory of personal items brought on first moving into the Court should always accompany a resident on admission and be retained with each resident's personal records. Where applicable, photographs should accompany specific items to record their condition. Please note that a fire retardant material must cover any upholstered furniture, which will need to be approved by the Fire Officer. Any items brought into the home after admission, or taken out of the home, should be notified to the Key Worker in order that the inventory may be amended.

The Company's insurance will cover personal effects up to a maximum of £1,000 for each resident within the care home and any individual item worth more than £150 should be declared. Residents are encouraged to maintain their own cover if their clothing, furniture and possessions should exceed £1000 in value. Valuable jewellery should be professionally valued and photographed and a record of items held deposited with the Manager. For security reasons, residents are advised not to keep large amounts of cash with them, although arrangements can be made with the Home Administrator to secure any cash and/or valuables in a secure place.

Meals

The Company employs a full compliment of catering staff and the Home is well equipped with a fully fitted kitchen in which all meals are prepared and cooked daily. Fresh produce

is grown in the home's own gardens or purchased locally to suit individual demands and seasonal availability. Menus are prepared one month in advance and daily menus are displayed in the entrance hall and dining areas of the Home.

The importance of meals as a social event, with equal emphasis on nutritional value, presentation, taste and fulfilment is keenly recognised. All menus are wholesome, appealing and balanced with specially prepared recipes. Personal likes and dislikes and special diets are all catered for and there is regular consultation between the chef and individual residents. Meals may be taken in the dining room, outside or in private rooms. A choice of menu is always offered and a further list of optional menus is always available.

There are no laid down times for meals and residents may eat when and where they like, although meals will normally be prepared to be taken at the following times:

Breakfast	0800-1000
Morning Coffee	1030-1130
Lunch	1245-1345
Afternoon Tea	1530-1700
Supper	1800-1900

Drinks and snacks are always available between these times and sandwiches, cheese and biscuits, and a hot drink are available after 8.30 PM. An aperitif is always available in the drawing room before supper and wine, cider and/or beer is available with lunch and supper.

Hairdressing

A hairdresser visits the Home twice a week or as often as needed and offers a full range of services. Charges for hairdressing services will be displayed.

Physiotherapy

A physiotherapist visits the home regularly and this service is provided within the all inclusive fee.

Reflexology

A reflexologist visits weekly to administer holistic therapies where required. This service is covered within the all inclusive fee.

Manicure

A manicurist visits every week to tend to individual needs as and when necessary. This service is covered within the all inclusive fee

Chiropody

A chiropodist visits regularly. This service is covered within the all inclusive fee.

Dentist/Optician

Dentists and opticians visit the Home on a regular basis and there are excellent facilities in Wellington, where residents will be escorted to their appointments by a member of staff

Spiritual Needs

All denominations are catered for and both Church of England and Roman Catholic padres visit the Home regularly. An interdenominational village church service is held in the drawing room on the first Sunday of every month. Where required, additional arrangements can be made for special attendance of other denominations or services within the Home and the historic Parish Church, which is in the grounds of the Court.

Telephone

Private telephone lines are installed in all bedrooms and further additional private lines can be installed for private use at normal BT rates if required. Incoming calls can also be taken on the main home telephone if required, although such calls should be kept brief in order not to block a busy line. Broadband can be installed if required and wifi is available in certain areas of the home.

Post

Mail addressed to Residents will be delivered unopened on the day of delivery. Outgoing mail can be deposited in the outgoing mail box, positioned in the main entrance hall, and is posted daily. Postage stamps can be purchased from the administrator if required.

Newspapers

3 daily newspapers are available to residents in the drawing room each day and personal papers may be ordered and delivered daily on repayment.

TV

Each bedroom is equipped to receive terrestrial and Sky TV, although the reception of Sky channels is only possible with the use of a digibox and the payment of a personal subscription to the chosen provider.

A TV is available for general viewing in the Blue Room

Wide screen shows of films and presentations are also shown in the drawing room and orangery.

Smoking

In the interests of health, hygiene and safety, smoking is only permitted in designated smoking areas outside the building.

Shop

The Friends of Nynehead Court operate a 'village shop' within the Court. The shop contains basic essentials, snacks, stationery and toiletries and is open each Thursday morning.

Activities, Hobbies and Pursuits

Activities

Activities are a key feature of daily life at the Court and events are published in the monthly newsletter and on the notice board outside the drawing room. All activities are included in the weekly charge. Events are arranged by designated members of staff who run an extensive programme within the home, which includes musical events, games, reminiscence, crafts, outings and presentations. If you have a particular interest then please let the manager know. She will make every effort to accommodate your request.

Over and beyond the daily activities programme, frequent guest visits are arranged to Nynehead Court, which include live musical entertainment, visiting shows and visiting speakers and performers.

The Friends of Nynehead Court assist the staff in the running of activities and provide fresh flower arrangements throughout the Court on a regular basis.

The home has its own minibus, a car and a wheelchair accessible vehicle which are used for regular day trips, appointments, visits to the town and seasonal holidays. One and four seater golf buggies are also available to take trips around the grounds.

Residents are encouraged to take part in the many and varied activities that are open to the public in the grounds of the Court. Whilst the grounds are open to the public, the management also support a number of seasonal activities (village fetes, open days, school events, church events, displays, shows, exhibitions and stalls) in order to encourage the residents to participate in normal community activities.

Holidays

The Manager and/or Deputy Manager have, in the past, arranged a number of holiday trips, ranging from a week in Ireland, Scotland and Cornwall to a 4-5 day trip to the Isle of Wight. Where there is sufficient demand and availability of staff, similar trips may be undertaken at an additional cost to those taking part.

11. Fire and Emergency Procedures

Fire Regulations

There are 8 fire zones which are indicated at the front entrance. The safety of the residents is of the paramount importance and all assistance will be made to evacuate the building as quickly and as calmly as possible in the event of fire or emergency.

Regular fire training takes place each quarter, the fire equipment is checked daily and the fire alarm is tested each week. On the sounding of the fire alarm all fire doors will close automatically and the fire evacuation procedure will be put into place.

Summoning Help

For peace of mind, every room in the home has an electronic call bell system, enabling residents to ring for help as and when required.

A nurse call alarm and smoke alarm, linked to the on call staff, is installed in each close care property and individual miniphones are available to those who wish to wander in the grounds but maintain communications with the home.

Electrical Appliances

All electrical appliances brought into the Home must comply with regulations and will be PAT tested by the maintenance team prior to use.

12. Complaints Procedure

Nynehead Care endeavours to provide and maintain a quality service to all owners, residents, family, friends and staff. The Manager is very keen to develop a strong relationship with relatives and their friends. Comments or suggestions are always welcomed and may be given to the manager or written in the suggestions book in the foyer of the Home. Whereas friends and/or relatives may feel uncomfortable in making comments or complaints, 'fresh eyes' often see things that are overseen on a day-to-day basis and comments or suggestions that may benefit the residents are always welcome.

Depending upon its nature, any complaint should first be drawn to the attention of the Manager, when it is hoped that the matter can be dealt with swiftly on a one-to-one basis. In the event of a problem not being resolved quickly following a verbal complaint, the complaint should be put in writing and addressed to the Manager. In the event of it being difficult or inappropriate to approach the Manager, or if the original complaint is not satisfactorily dealt with, written representation should be made to John Bailey, Director at Nynehead Care Limited, or by telephone on 01749 683100. Alternatively, complaints may be addressed at any time to the Care Quality Commission at City Gate, Gallowgate, Newcastle upon Tyne, NE1 4PA Tel: 03000 616161.

Confidentiality and anonymity will be reserved for all complainants throughout the investigation of the complaint, which will be thoroughly investigated and reported on within 14 days, and in the case of serious misconduct within 48 hours. A written reply with a summary of the findings and recommendations will always be made to a written complaint.

In the event of a complainant being unsatisfied with either the procedure or result, an Appeal should be made within three weeks of receiving a written reply to Mr John Lewin, The Managing Director at Nynehead Care Limited.

13. Gratuities

In order to protect residents from any suggestion that they are expected to give gratuities to individual members of staff, staff are not permitted to accept individual gifts, money or legacies from residents. Any breach would result in disciplinary action being taken against the recipient member of staff.

Because it is embarrassing to have to refuse a well intentioned gift, residents are asked not to offer individual gifts or money to members of staff. However, if residents wish to give all the staff, collectively, a gift, say at Christmas, or for a specific event, there would be no objection.

Finally

Nynehead Care hopes that each owner, resident and their family and friends will have a long and happy stay at Nynehead Court and/or Nynehead Mews and aims to develop a partnership based on care and trust.

The under mentioned information may not necessarily be applicable to every resident and is too bulky to incorporate within the Guide. Where applicable, copies of individual contracts and/or terms of service are appended, whilst copies of satisfaction surveys, programmes, menus and newsletters are on view throughout the home and can be reproduced on request. Copies of the most recent Inspection Report are also available on request and a copy is displayed for viewing in the front entrance of the home.

1. Terms and Conditions of accommodation provided
2. Standard form of contract for provision of services and facilities
3. Details of fees, rents, service charges and tariffs
4. Copy of most recent Inspection Report
5. Questionnaires for completion by Residents and Visitors
6. Result of most recent Satisfaction Survey
7. Activities Programmes
8. Menus
9. Newsletters

Annexures:

- A. Layout of Rooms at Nynehead Court
- B. Layout of Nynehead Mews