

# **Sue Ryder Care Stagenhoe**

## **SERVICE USER GUIDE**

### **Address and Contact Details:**

Sue Ryder Care - Stagenhoe  
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**For further information and enquires please contact a member of the management team or visit our website at [www.suerydercare.org](http://www.suerydercare.org)**

Fran Short  
Care Centre Manager

Ida Antwi  
Head of Care

Stella Hale  
Head of Support Services (Finance)

Pamela Ghisi  
Head of Support Services (Estates and Hotel Services)



**Registered Charity No: 1052076**

## **Resident's Charter:**

- You and your family, carers and loved ones will be welcomed and cared for as individuals with your own needs and rights.
- We will respect your rights to choice, privacy, dignity, spirituality and sexuality.
- You will be cared for by professionals from a range of disciplines across the health and social care sectors to ensure that as far as possible all your needs are catered for. You will know the name and role of any individual responsible for meeting your care needs and we will liaise closely with other professionals involved in your care.
- You will receive all the information you wish to have about your diagnosis, prognosis and any appropriate treatments available, so that you can be clear about your possible choices.
- Your relatives, friends, carers and advocates may visit you whenever you and they wish.
- We will ensure that you understand that you have the right to refuse any form of treatment offered to you and will explain the possible consequences of your actions to you and your advocates.
- We will ensure that your pain and symptom control needs are fully assessed and discussed with you and that you are able to receive the maximum benefit from any treatments available to you.
- We will ensure that arrangements are in place for your return home, or another place of care as and when your stay with us finishes.
- We will treat any information you choose to share with us in the strictest confidence.
- Your partner, family and carers will be given every opportunity to share in meeting your care needs as you so choose.
- We will deal with any concern or complaint you may have with sensitivity and respect as quickly as possible.
- We will ensure that our care is delivered based upon evidenced based practise in order to achieve the highest possible standards of care delivery at Stagenhoe.

**Introduction:**

This Service User Guide is made available to those considering a placement, either respite or long term care at Stagenhoe which specialises in the care of people with neurological conditions. We are able to support the needs of individuals with a range of neurological problems including Huntington's Disease, Multiple Sclerosis, Acquired Brain Injury and other associated neurological conditions.

**Facilities and Services:**

Client accommodation at Stagenhoe is provided from within the original Georgian residence which has been extended and improved since 1969 when Sue Ryder Care first acquired the property. The centre can now accommodate up to forty-six residents, predominantly in single room accommodation (38 single rooms and 4 double rooms) across three wings, two of which have ground floor access with two lifts servicing the first floor.

Some rooms have en-suite facilities but as many of our residents have special requirements, a range of specially adapted bathing and toileting facilities are provided in all the units at the centre. Specialist moving and handling equipment is available in all resident bedrooms, bathing and shower areas. There are several lounges and dining areas within the centre (including a smoking lounge) and a number of rooms available for residents and their visitors.

**Healthcare:**

General Practitioner services are provided through Dr R Abrahams and Partners and in addition one of the doctors visits three times each week to routinely review resident's healthcare needs, including medication and undertake any additional assessments or treatments that may be required. Referrals for the range of services provided through our Primary Care Trust are made through this route including arrangements for out of hours and emergency care. All residents are registered with this practice for general medical services. Clients with existing Consultant medical services in place prior to their admission or those referred for specialist services will be supported to continue their care through their specialist practitioner as the need arises.

Care plans for each individual resident are developed and maintained by the nursing and care team. The plans incorporate assessments from a number of other healthcare and social care professionals and identify the care needs for each individual. The plans record each service user's requirements and progress on a daily basis. Care plans are reviewed at least once a month. More formal reviews with service users, their representatives and other statutory partners are undertaken at least annually or as required.

Residents and their advocates are encouraged, where possible, to participate in the care planning process so that individual needs and requirements can be identified and monitored and choices recognised. User's comments and opinions about the services we provide at the centre are welcomed as are those of their families and advocates.

**Physiotherapy:**

Access to physiotherapy and mobility services is provided through our trained physiotherapist who is supported by a small team of physiotherapy assistants. The team provide expert advice to the nursing and care staff on the management of posture and seating, safe moving and handling and the management of mobility issues. Individual therapy is provided in line with service user's care planning requirements.

The focus is very much on improving the quality of life – enabling individuals to maximise opportunities for independence and enjoyment.

**Recreational Activities:**

We have an activities centre where residents can enjoy a range of recreational therapies including an IT suite. Sensory therapy is also available. The recreational therapy team also facilitate day visits out into the local community for service users who wish and who are able to participate.

The large communal rooms also enable us to run film evenings, music therapy and host a range of entertainments with professional musicians for our residents during the year. In addition there is access to the extensive gardens and parkland surrounding the centre and we maintain adapted ambulance transports for hospital visits and social outings.

Residents now have access to Sky TV although this service attracts an additional charge and is not included in the weekly fee.

**Spiritual Care:**

There is a chapel within the building and our Chaplain, along with other clergy, conduct services on a regular basis. These services are suitable and open to all denominations. Other religious needs are addressed on an individual basis and we have links with religious leaders in the local community.

**Personal Possessions:**

Residents coming to live at Stagenhoe on a permanent basis are welcome to bring small items of furniture with them and we encourage everyone to bring other personal possessions such as pictures and photographs to make the room their own. Each room is equipped with a television.

All items of personal property should be clearly marked with the resident's name, this includes clothing. Sue Ryder Care Stagenhoe cannot take responsibility for loss or damage to personal items brought in to the centre and we recommend that any item is personally insured. Likewise we cannot accept long term responsibility for personal items such as jewellery, cash, cheque books, credit cards and personal papers. Residents and their advocates are advised to make arrangements for safekeeping of such items prior to admission. Every effort will be made to ensure that items lodged with us in the short term are kept secure and made available to residents on request.

Anyone wishing to bring electrical items such as a hairdryer, music centre, DVD player or computer should be aware that all such equipment will need to be tested by our maintenance team prior to use. We do not have internet or telephone connections in resident bedrooms but will endeavour to secure these services for residents should they wish. Under these circumstances the connections charges and billing arrangements rest with the client (not Stagenhoe) and do not form part of the agreement for services with the Care Centre.

### **Therapies and Personal Services:**

Newspapers, magazines, hairdressing, complementary services, chiropody, optical and dental services can be arranged and billing arrangements (when appropriate) are confirmed directly with the client.

Arrangements can also be made with complementary therapists to visit the centre and these services incur an additional fee direct to the therapist.

Our staff will endeavour to advise or make suitable arrangements on behalf of clients when they wish to access additional services if their advocate is unable to do so.

### **Safety:**

Nurse call and fire alarm systems are in place throughout the care centre. Fire alarm testing takes place every Friday morning. The centre is currently compliant with the requirements for inspection and safe operations of its premises.

Although the centre operates an open door policy, all visitors are requested to use the signing in/out book in the entrance hall when visiting family or colleagues. The centre doors are locked at dusk and access to the main building is via the intercom at the main entrance to the building. It would be appreciated if visitors wishing to visit after dusk or late in the evening could inform the nurse in charge of the wing of the arrangement prior to their visit.

### **Catering and Domestic Services:**

In-house catering and domestic services, including personal laundry (washable items only) are provided from within the centre.

All residents have the opportunity to choose their preferred menus, including special diets and dietetics advice is available through Primary Care Services for those clients who have particular needs. Hot meals are provided at both midday and evening meals together with lighter alternatives and supplements and snacks are also available. Residents are encouraged to join the communal dining areas at mealtimes but can be served in their rooms if they wish.

Dining times:

Breakfast	08.30 – 09.30
Lunch	12.00 – 13.30
Supper	17.30 – 18.30

We try to celebrate the seasonal and cultural festivals with menus that reflect the occasion. Although not all our residents are able to enjoy the chef's specials, most people can enjoy a slice of birthday cake!

**Smoking:**

There are designated areas within the centre for those residents who wish to smoke. Smoking is not encouraged and is not permitted in resident's bedrooms or the communal areas.

**Telephones:**

Pay phones are available for resident's use on each of the three wings in the centre. Residents wishing to have a private line installed will be responsible for all connection, rental and user charges and requests should be discussed with a member of the team in the first instance.

**Pets:**

Unfortunately we cannot accommodate pets although we are happy to welcome them as visitors – so please let us know if you would like your pet to visit. We have a resident cat and several doggy visitors already, not to mention the deer, pheasants and wildlife inhabiting the park!

**Referrals and Fees:**

Sue Ryder Care Stagenhoe has developed as a neurological centre for the care of people with complex neurological conditions with particular expertise in the care of individuals with Huntingdon's Disease.

Enquiries for care are received from health and social care professionals, other voluntary organisations and individuals. Potential service users requiring either respite care (two rooms are maintained for respite) or longer term care need to apply or be referred to Stagenhoe. Ideally the Head of Care or a member of the care team will meet with the prospective client and their family and/or advocate and discuss the application/referral at which time any health or social care assessments already undertaken will be discussed. Prospective service users and their family/advocates will be invited to visit the care centre prior to or during the application process.

The fee and funding arrangements will need to be determined and agreed prior to admission. This process usually involves the social care worker or nominated healthcare professional in order to arrange the appropriate sourcing of funds through the statutory partners.

Fees are determined by client dependency at assessment at an average weekly of £1,200/week and increasing in relation to service user requirements. Arrangements for the payment of fees are made with the authority (or individual) responsible for the care placement, are invoiced on a monthly basis and payable within thirty days.

**Information for Visitors:**

Resident's visitors are always welcome at any time. If you are travelling any significant distance it is advisable to telephone the care centre (speak to the nurse in charge of the wing) just to make sure that your friend or relative is receiving visitors at the time of your visit. Residents may have hospital appointments or other commitments and not be at the care centre at the time of your proposed visit.

Children and other family members and friends are also welcome. Children should be accompanied by an adult or family member who will need to be responsible for them at all times when on Sue Ryder Care premises.

Car parking is available on three locations at the centre – two car parks at the rear of the premises and the forecourt. Please be aware that centre residents, staff, other visitors and estate residents also use the drive for access and to enjoy the walks – please drive with care and attention and observe the speed limit.

Refreshments and meals are available to visitors and these can be arranged through the nurse in charge. A charge will be made for refreshments. We will be happy to advise you of accommodation that has been recommended to us in the locality but we are not able to provide accommodation at the centre at this time.

**What else might you need to know?**

As a charity, Sue Ryder Care is always seeking to secure the involvement with and support of our local community. A number of public events take place throughout the year, for example our Easter Egg and Christmas celebrations and Lights of Love. We welcome all our visitors and their involvement with our activities and celebrations at Stagenhoe. These events help us raise much needed funds to support activities and upkeep at the care centre and provide additional opportunities for meeting people.

A 'Resident's Forum' has now been established run by and on behalf of residents and provides an opportunity for residents to meet with members of the in-house team to discuss ideas, issues of concern or just enjoy a discussion. These meetings are usually arranged every six weeks – dependant upon service users wishes.

A 'Relatives Forum' has also been set up to enable family members, carers and advocates to meet with staff including members of the management team. These meetings are usually held in the evening and arranged every few months.

Comments and suggestions as to how we can improve our services are always welcome and satisfaction questionnaires for families, advocates and service users are available within the centre. Should you have an area of concern or wish to make a complaint this can be discussed with you directly or raised formally through the Sue Ryder Care complaints procedure and copies of these comment cards are again available within the centre.

Our fundraising team prepare and release our publication 'Stagenhoe News' on a quarterly basis to keep you up to date on events and achievements at the centre.

You are likely to meet individuals and groups who are involved in volunteering at the care centre and may even wish to get involved with some of our activities. Our Fundraiser maintains up to date information on ways in which you can get involved, displayed on notice boards throughout the centre.

Our education Co-ordinator organises and facilitates a number of training events for staff throughout the year in our conference facilities on the second floor of the main building. These training sessions are open to other Sue Ryder Care employees and our colleagues and healthcare partners from the local community. You might therefore meet other nurses, carers and social and healthcare personnel during your visit to the centre.

The centre maintains a small caravan site of five pitches, registered with the Caravan Club and these facilities are available (and usually booked) throughout the year.

**National Care Standards:**

Stagenhoe Park is registered with the Commission for Social Care Inspection under the 'Care Homes for Younger Adults and Adult Placements' Care Homes Regulations National Minimum Standards.

Contact:

The Commission for Social Care Inspection  
CPC1  
Capital Park  
Fulbourn  
Cambridge  
CB215XE

A copy of the most recent Inspection Report will be made available to you (usually on application for care), is on display within the centre and is available directly from the Commission by application or via the internet website. Should you have any comments or complaints about the care at Stagenhoe you are able to contact the Commission directly if you wish. Comment cards are available at the care centre.