



PEVEREL COURT CARE  
DIGNITY RESPECT CHOICE

BARTLETT'S





## ∞ Table of Contents

	Page
• Introduction	2
• Check list for visiting Homes	4
• Statement of Purpose	7
Aims, Objectives and Philosophy of Care	7
Services and Facilities	8
Criteria for Admission	10
Personal Beliefs	10
Emergency Admissions	11
Fire Precautions	11
Specialist Care Competencies	12
• Moving In	14
• Schedule of Accommodation and Fees	15
• Terms and Conditions Residency	16
• Location	23



## ∞ Introduction

Why should you choose Bartlett's?

### **Because we are different!**

Every care home should provide you with the best possible care and excellent food; we do more!

We are not driven by routines; in fact the only routines we allow are the ones desired by you. We know that we are here to enhance your life, not to dictate or cajole.

We acknowledge and respect the fact that you have made a valuable contribution to society during your long life before you come to join us and one of our greatest pleasures is getting to know you and learning of your past experiences.

Bartlett's is truly a home, your home, where you have the choice, freedom and power to do exactly what you want and when you want. Just recently, two of our residents visited the Proms, others went shopping in a local garden centre, another is hosting a croquet afternoon for twelve of her friends and another is embarking on a computer course.

Of course, if you would rather spend your retirement in less energetic pursuits, we arrange for guest speakers to talk about a wide range of subjects from South Africa to Edward Elgar. Musicians visit regularly as does our hairdresser, chiropodist, manicurist and reflexologist.



We take our hospitality very seriously and in collaboration with the British Butler Institute have designed a service that will undoubtedly impress.

We expect you would rather like the luxury of breakfast in bed most mornings at whatever hour suits you best. We like to offer wine with meals to compliment the great food our award winning chef serves in our rather lovely dining room.

We have pre-lunch drinks every Friday when your family and friends are welcome to join us and we love Pimm's and Champagne at parties.

One of our visitors recently described life at Bartlett's as being:

*'like a Country House weekend party every day of the year'.*

Our efforts to provide you with a great service have been rewarded with an 'Excellent' rating by the CQC (Care Quality Commission), the highest rating achievable.

---





## ∞ Check List for visiting Care Homes

We fully understand that you will want to visit other homes before making a choice; we obviously hope that you will choose Bartlett's but hope that this check list will help you get the information you need to make an informed decision.

### Fees and conditions

	Bartlett's	Home 2	Home 3
Is the home easy to get to for visiting?			
Is the home close to a community?			
How much are the fees per week?	£	£	£
Do the fees include extras like hairdressing?			
Can you retain your room when away?			
Can you have a trial period/short stay?			
Have you seen the terms and conditions?			
What is the home's CQC rating?			
Will the home accept a deferred payment scheme?			

### Accommodation

	Bartlett's	Home 2	Home 3
Are there communal sitting rooms with/without TV?			
Are the furniture and furnishings attractive?			
Is there a separate dining room?			

**Accommodation** cont.

	Bartlett's	Home 2	Home 3
Is there adequate wheelchair access inside and out?			
Are hand rails provided in halls and corridors?			
Are the rooms en-suite?			
Are the bathrooms conveniently located?			
Is there a flexible call-bell system?			
Is the room large enough to be a bed-sitting room?			
Is there a pleasant view from the window when seated in a chair?			
Can you bring your own TV and furniture?			
Is there a telephone socket?			
Is an iPad provided for Skype and other applications?			
Are profiling beds available on request?			
Is there a wireless internet service?			

**Catering**

Is there a choice of menu at each meal?			
Is the food freshly prepared?			
Does the home source fresh local produce?			
Can you choose where and when you want to dine?			
Is wine served with meals?			
May visitors join you at meals?			
Will the home organise private dining or private parties?			

**Staff and daily living**

	Bartlett's	Home 2	Home 3
Does the home use agency staff?			
How long has the manager been at the home?			
Is there a registered nurse on duty?			
Are the staff formally qualified?			
Do staff receive in depth hospitality training?			
Is there a hair salon?			
Do staff seem happy, tidy and respectful?			
Is the atmosphere formal or friendly?			
Can you choose when to get up and retire each day?			
Is there a good range of activities?			
Are relatives involved in social gatherings?			
Do residents appear active, sociable and happy?			
Does a chiropodist/hairdresser visit?			
Is there a residents' committee/ advocacy service?			
Does the home appear clean and tidy and smell fresh?			
Is the atmosphere calm, peaceful and friendly?			
Is transport available?			
Do you want to live here?			





## ∞ Statement of Purpose

### ~ Aims/Objectives and Philosophy of Care

It is the aim of Bartlett's to provide excellent care with the love and support we all want and need later life. To do this we promote physical and emotional good health in an atmosphere of friendship, comfort and warmth.

Dignity respect and choice are the basic rights of us all and will be promoted and preserved at all times:

**Dignity** Each individual, regardless of circumstances will be accorded dignity. Everyone is entitled to peace and to be left alone without intrusion or uninvited attention.

**Respect** We always remember your valuable and wonderful contribution to our heritage and the gifts you bring to us now. We always encourage the realisation of personal aspirations and goals in all aspects of your life.

**Choice** It is your right to freedom of choice in all aspects of your life in our care; from when you wake in the morning to wishing your room to be decorated with purple and yellow spots! We will give you every opportunity to exercise independence and encourage you to do so whilst having the comfort of knowing that a helping hand is close by if needed.

We aim to always communicate with relatives and friends of the Service users.

We aim to value our staff, and ensure they are fully trained for the roles they carry out.

We aim to be fully compliant with the "Essential Standards of Quality and Safety" and to comply with the Health and Social Care Act 2008, under which the home is registered.



## ~ Regulated Activities

1. Accommodation for people who require Personal or Nursing Care.
2. Treatment of disease, disorder or injury.

## ~ Services and Facilities

### *History, Buildings and Grounds*

Bartlett's is a beautiful Victorian country house set in eighteen acres of tranquil parkland with superb views across the Chiltern Hills. The House was built in 1862 and has since been sympathetically converted into a luxury residential home for 24 older people.

### *Accommodation*

The Grand Entrance Hall with its sweeping staircase opens directly into the beautiful public rooms. The Main Drawing Room is very graceful with high ceilings and a marble fireplace and offers spectacular views of the gardens and Chiltern Hills beyond. The Dining Room is both elegant and spacious.

All the bedrooms have en-suite facilities and we are delighted when you bring your favourite pieces of furniture and personal belongings with you.

More intimate parts of the home include the First Floor Lounge with its great bay window providing the perfect place to sit and read or listen to music; you can also use it to entertain your friends and family.

The Home will provide the Service User with telephone and internet facilities on request.

The home will arrange for all laundering of clothes.



### *Staff and Care*

Our carer team are here around the clock to provide discrete support and assistance; our manager, Gloria is a trained nurse for added peace of mind. All our care staff receives continuous in-house training and most have NVQ level 2 and 3 in social care. We also have training sessions in communication and dementia and are very well equipped to provide excellent care for the elderly and frail with a variety of specific care needs.

The Home has a Head of Hospitality, who manages her housekeeping team.

The Home also has a Head of Care, who coordinates the personal care carried out by the healthcare assistants.

A well respected local GP practice provides 24 hour care to Bartlett's with a partner visiting weekly.

Regular Residents Meetings and Care Review Meetings are arranged periodically to allow relatives and residents to voice their views on the service standards within the home and their care plans.

### *Catering*

**Bartlett's has been awarded "5 Stars – Excellent" by the "Scores on the Doors" Environmental Health rating scheme.**

We take our food (and meal times) very seriously at Bartlett's; breakfast is either served in your room, or in the dining room. Lunch is a fairly formal occasion in the beautiful dining room and supper is served to order where and when you want. Our award winning chef takes advantage of fresh, local, seasonal produce to provide a great variety of choices each day.



## *Recreation*

The Home has a full-time activities co-ordinator who has introduced a wonderful range of games and activities (including cookery sessions, horse racing, flower arranging, trips to local gardens and theatre performances as well as concerts and recitals in the Home). She has also developed an activities programme specifically for those with dementia as we strongly believe that activities should happen continually throughout each and every day.

## **~ Criteria for Admission**

The Manager prior to admission will assess prospective residents to ensure:

- The resident is within the authorised registration of Bartlett's which includes those with stages of dementia and the elderly frail.
- Agreement of the Terms and Conditions governing the Home, including all applicable room rates.
- The Home is able to meet the current needs of the customer having consulted the resident and taken advice from the appropriate members of the Primary Health Care Team e.g. General Practitioner, Community Nurse or Social Worker.
- Any client requiring full nursing care as required by a medical practitioner prior to admission cannot be accommodated by Bartlett's but could be placed locally in Stone House (a Nursing Home in the Peverel Court group).

## **~ Personal Beliefs**

Bartlett's will make every effort to accommodate the wishes of its residents with regard to their religious practices.

Holy Communion and Praise Services are held in the Home once a month.



## ~ Policy of Emergency Admissions

Every effort should be made to assess the person in his or her own home before they are admitted to Bartlett's Residential Home. Their medical records and care plan from the social worker should be obtained within three days of their admission to the Home.

If, however Bartlett's Residential Home is approached in an "Emergency" capacity, from a Care Manager, or NHS provider either on behalf of a relative or NHS hospital, it will be at the Manager's discretion whether they receive the patient. The Manager or Nurse will 'assess' the **immediate** needs of the patient and their family, in communication with the Care Manager.

**The policy of the home will be to FULLY ASSESS a resident within 24 hrs, carried out either by the Manager or the Head of Care.**

## ~ Fire Precautions

We ensure that the Home is protected from the risk of fire by:

- Weekly fire alarm tests.
- Ongoing staff training and fire drills.
- Fire fighting equipment is checked and serviced annually by a reputable company.
- All fire escapes are clearly marked.
- The evacuation procedure for the Home is detailed clearly at strategic points around the building.



## ~ **Specialist Care Competencies**

The staff at Bartlett's Residential Home are highly trained not only with the legal and necessary mandatory training in –

Fire Prevention and Evacuation.  
Safeguarding of Vulnerable Adults – SOVA.  
Moving and Handling  
Infection Prevention and Control.  
Food Hygiene.  
Health and Safety.  
Emergency First Aid.

But also in the following areas of Care –

Dementia Care.  
Prevention of Abuse.  
Customer Care.  
Hospitality.

All staff have attained or are working towards NVQ in Care levels 2 and 3.

## ~ **Complaints Procedure for Residents and Relatives**

Bartlett's Residential Home is registered with the Care Quality Commission (CQC). The address is given below.

Residents and their relatives are encouraged to make suggestions and constructive comments. They should also feel confident to voice their concerns. Should a resident or their relative have cause to make a complaint about the Home, please follow the procedure below:

1. The grievance should first be brought to the attention of the Manager, Gloria Ncube who will record the complaint and then proceed to investigate the matter.
2. The Manager will then discuss the result of the investigation with the complainant and hopefully a mutually acceptable outcome will be reached.



3. If the complainant is not satisfied with the outcome, then the complaint should be made to the Group Manager and then the Proprietor.
4. If the matter is still not resolved to the satisfaction of the complainant within 28 days, the complaint should be referred to:

**Care Quality Commission South East**

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 Fax: 03000 616171

Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)





## ∞ Moving In

To make the transition from your current home to your new home with us as easy and pleasant as possible we would like to offer a few extra services and one or two tips that you might want to consider.

Thinking of décor, we have decorated our homes with colours that are best suited to the ageing eye. Some golden rules:

- Avoid shadows cast by lights as we lose our depth of vision as we age and shadows become dark unknown spaces that can feel threatening.
- Try and have lots of trinket boxes and a bureau with lots of cubby holes and drawers - those of us suffering from dementia do love a good old rummage.
- As we age, we use furniture to navigate around a room so it is useful to have sturdy items, as opposed to the spindly variety, that we can use to help us walk.

We have BT phone points in every room and can help you connect on to broadband if you wish to bring your computer with you, though Bartlett's does provide a computer terminal and iPad for residents use.



**∞ Schedule of Accommodation and Fees - Apr 2011**

Room rates will be reviewed annually on 1<sup>st</sup> April.

<b>Room</b>		<b>Room Rate (Weekly)</b>	<b>Size (sq.m)</b>	<b>Toilet</b>	<b>Handbasin</b>	<b>Shower</b>	<b>Bath</b>
<b>Ground Floor</b>							
Buckingham	single	£980	38.2	Yes	Yes	Yes	
Suite	double	£1,320					
Dunsmore		£830	18.4	Yes	Yes	Yes	
Westlington		£830	17.0	Yes	Yes		
Askell		£785	12.0	Yes	Yes		
Chilton		£785	12.0	Yes	Yes		
Quainton		£830	17.2	Yes	Yes		
<b>First Floor</b>							
Cuddington		£740	12.7	Yes	Yes		
Dinton		£740	14.8	Yes	Yes		
Hampden		£740	12.0	Yes	Yes		
Ashendon		£780	15.5	Yes	Yes		
Owlswick		£780	15.9	Yes	Yes		
Coombe		£740	12.0	Yes	Yes		
Bledlow		£780	17.2	Yes	Yes		
Kimble		£740	13.6	Yes	Yes		
Longwick	single	£850	24.7	Yes	Yes	Yes	
	double	£1220					
Winchendon	single	£850	21.8	Yes	Yes		
	double	£1220					
Prestwood		£740	12.2	Yes	Yes		
Bishopstone		£810	17.4	Yes	Yes		
<b>Second Floor</b>							
Ellesborough		£818	19.2	Yes	Yes	Yes	
Ilmer		£780	14.7	Yes	Yes		
Terrick		£800	16.5	Yes	Yes		
Hartwell	single	£830	22.7	Yes	Yes		Yes
	double	£1190					

**Respite/Convalescence Resident Fee: £800.00 per week**

Additional services include:

Newspaper/Hairdresser/Chiropody/Dentist/Optician/Physiotherapy/

Outing Expenses: the above expenses will be invoiced to the client or their agent. This is the true cost of such additional services inclusive of a small administration charge.



## ∞ **Terms and Conditions of Residency**

THIS AGREEMENT between Bartlett's Residential Home (hereinafter called 'the Proprietors') and the resident or the resident's representative (hereinafter called the 'the Resident') relates to the acceptance by the Resident of accommodation at Bartlett's Residential Home (hereinafter called 'the Home').

### **Residence and Payment of Residential Fees**

1. Upon payment of weekly charge (see clause 2 below) the Proprietors undertake to provide accommodation and the following services: food, light, heat, laundry and all necessary personal care as would normally be required by a resident in a Residential Home for the elderly, save for any such services as may be provided by a third party.
- 2.1 Fees vary according to the accommodation and specialist care needed. Fees are all inclusive, except for personal expenditure on clothes, alcoholic drinks, and external professional charges, such as medical, dental, hairdressing or chiropodist's charges. Fees are accrued weekly and shall be paid one month in advance which it is agreed shall cover the provision of all services referred to in clause 1 above. The weekly charge shall remain unchanged unless the Proprietors give one month's written notice or all parties to this agreement jointly amend this Agreement.
- 2.2 A full list of room rates are available to view in our brochure. The agreed fee will be clarified in your 'Agreement for Accommodation'. Fees may be paid by cheque, standing order or direct debit. Receipts for payment or statements of account are available on request at any time and will be supplied during office hours.
- 2.3 If any of the services shall be provided from time to time by a person other than a party to this contract, the fee payable by or in respect of the Resident shall be reduced in respect of any week by the amount paid by such other person provided that the total fee payable shall be the fee initially agreed under this Agreement as adjusted up or down on review from time to time.



- 2.4 All Residents are entitled to a financial assessment by a social services authority and for a nursing assessment by a PCT (Primary Care Trust).
3. The Proprietors undertake to maintain a standard of care as required by the Care Quality Commission (CQC). If an occasion should occur where a complaint or query arises the Resident is referred to the Home's written procedure for dealing with complaints. The Proprietors will be pleased to help in every way possible. If the complaint is not resolved the Resident may wish to refer it to the Care Quality Commission (CQC).
4. This agreement shall continue in force until terminated by death, or by either party giving to the other written notice four weeks before termination. Should the Resident leave the Home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required. Should the Resident be admitted as a short-term or respite resident the Resident is only required to give one weeks notice. Where terminated by death, fees will be charged up until the end of the accrued week or until the room is vacated of all possessions, whichever the latter, with any fees paid in advance being refunded to the Resident's estate.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Resident and the Proprietors.
6. The Home will be the abode of the Resident. Should a Resident at any time require hospital treatment, the Proprietors will retain the accommodation indefinitely at the usual weekly charge, unless given the appropriate notice to terminate the Agreement.
7. In the event of death, any fees outstanding for Residents will be charged to their estate. Third parties who agree to meet Residents fees in whole or in part must sign overleaf to this effect before the said person becomes a Resident.



8. The Proprietors may give notice, as outlined in clause 4 above, requiring the Resident to leave the Home under the following circumstances:
  - a. Non-payment or late payment of fees (in cases where fees are not paid in accordance with these terms and conditions, the Home will first endeavour to resolve the issue in written correspondence, taking regard of Residents' circumstances).
  - b. If, having consulted with the Resident and taken advice from the appropriate members of the primary health care team e.g. general practitioner, community nurse or social worker, concerning the present and future care needs of the Resident, the Proprietors are no longer able to meet the Resident's needs, and
  - c. Any circumstance or behaviour, which the Proprietors feel, may be seriously detrimental to the Home or welfare of other Residents.
9. Fees will be reviewed from time to time as determined by the Proprietors. At least one month's notice will be given before any change in the level of fees.



## **Medical and Personal Requirements**

10. Residents will be required, before taking up residency, to provide by way of information to the Proprietors a full assessment on the state of their health, any treatment required and the name of their medical advisor.
11. The Resident or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense the entire Resident's prescribed medications. If a Resident elects to retain and administer his or her own medication it must be kept in a secure place. The Proprietors cannot accept responsibility for the misuse of medications, which are kept by any Resident.

## **Personal Effect and Mobility**

12. Residents are free to journey out alone, although due care and attention will be given by the Home. The Proprietors cannot accept responsibility for a Resident's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
13. The Proprietors before their use shall first inspect all electrical items brought by the resident on admission or during their occupation of the Home as to their safety.
14. At the discretion of the Proprietors, items of furniture may be brought in by the Resident subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation, insurance and eventual removal of such items shall be the Resident's responsibility or that of their Executors.
15. The Home will endeavour to take all reasonable steps to ensure the safekeeping of Residents personal effects. However the Home will not be responsible for any loss or damage, however caused.
16. The Home at the request of the Resident can take charge of personal finances should the Home be in agreement. The Home will make adequate arrangements for the recording and receipting of all transactions and security, although the Home will not be responsible for loss incurred through misdoings of a third party.





## **Smoking Policy**

Bartlett's currently runs a no smoking policy.

## **Stature of the Home**

Bartlett's Residential Home is registered as such with the Care Quality Commission (CQC).

## **Resident admissions via County Council Social Service and NHS Departments**

In most circumstances the Home will pre-agree terms and conditions of residency directly with the appropriate County Council or NHS department. Should such a contract be in place and where conflicts of terms and conditions arise this contract supercedes any such pre-agreed County Council or NHS agreement.



## Bartlett's Residential Home

### AGREEMENT FOR ACCOMMODATION TO BE PROVIDED FOR:

Name of RESIDENT:

.....

ADDRESS

.....

.....

.....

NAME OF RESIDENT'S REPRESENTATIVE:

.....

AUTHORITY TO ACT ON RESIDENT'S BEHALF:

(Appointee, Power of Attorney, Receiver, Trustee etc.)

.....

.....

.....

FEE PAYABLE £..... per week from .....



THIRD PARTY PAYMENT: yes/no

DESCRIPTION & AMOUNT .....

Pre agreed annual increase (if in place) .....  
%

ROOM TO BE OCCUPIED: .....

PERMANENT / LONG-TERM OR RESPITE CARE: .....

.....

I/WE HAVE READ AND UNDERSTAND THE TERMS AND  
CONDITIONS OF THE AGREEMENT OVERLEAF.

SIGNATURE OF RESIDENT'S REPRESENTATIVE:

.....

NAME (Block capitals): .....

DATE: .....

ANTICIPATED DATE OF ADMISSION: .....

ACTUAL DATE OF ADMISSION: .....

SIGNATURE OF BARTLETT'S REPRESENTATIVE .....

.....

## ∞ Location and Directions

Bartlett's is situated just outside the market village of Stone, a short distance from the busy market towns of Thame and Aylesbury.



