



PEVEREL COURT CARE  
DIGNITY RESPECT CHOICE

STONE HOUSE





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## ∞ Introduction

Why should you choose Stone House?

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

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

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.

Stone House is truly a home, your home, where you have the choice, freedom and power to do exactly what you want, with whom you want and when you want. We make sure you are getting the tailor made care and nursing you need to enjoy your days.

We like to make sure that there is a wide variety of activity and entertainment for you too, ranging from visits by musicians to outings to local places of interest; there are many other activities and opportunities to be creative. Our hairdresser and chiropodist visit weekly as does our own GP and of course the dogs or 'pets for friends' who make everyone smile on their frequent visits searching for treats!

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 chef serves. We have pre-lunch drinks every Friday when your family and friends are also welcome.

One of our visitors recently described life at Stone House as being 'so friendly and caring that I know my Dad is really loved and he is very, very happy'.



Our commitment to achieve the highest standard of care has been rewarded with an 'Excellent' rating from CQC (Care Quality Commission), the highest rating achievable.

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## ∞ 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 Stone House, but hope that this check list will help you get the information you need to make an informed decision.

### Fees and conditions

	Stone House	Home2	Home3	Home4
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?				
Have you read the CQC report?				
Will the Home accept a deferred payment scheme?				



## Accommodation

	Stone House	Home2	Home3	Home4
Are there communal sitting rooms with/without TV?				
Are the furniture and furnishings attractive?				
Is there a separate dining room?				
Is there adequate wheelchair access inside and out?				
Are hand rails provided in halls and corridors?				
Is there a lift and/or stairlift to upper floors?				
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 furniture?				
Is there a telephone socket?				
Are internet services available?				

## 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**

	Stone House	Home2	Home3	Home4
Does the home use agency staff?				
How long has the manager been at the home?				
Are the staff formally qualified?				
Do staff receive customer service training?				
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?				
Do you want to live here?				
Is transport available?				





## ∞ Statement of Purpose

### ~ Aims/Objectives and Philosophy of Care

It is the aim of Stone House 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.

Our aim is to provide care for individual Service Users, taking into account their age, race, beliefs, ethnicity, disability, sensory impairment or terminal illness.

This care will be administered in such a way that the individual will be free from all restrictions to their liberty.

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

**Dignity** Each individual, regardless of circumstances and 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**

Accommodation for people who require Personal or Nursing Care.

Treatment of Disease, disorder or injury.

Diagnostic and screening procedures.

### **~ Services and Facilities**

Stone House is a magnificent country house, formally the home of Lord Baden-Powell, set in six acres of tranquil gardens with superb views across the Chiltern Hills. The House was built in 1862 and has since been sympathetically converted into a residential nursing home for 35 older people.

#### *Accommodation and Facilities*

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; it is a quiet, peaceful room away from the main gathering point of the conservatory where most residents choose to spend the daylight hours. Most of the bedroom suites have en-suite facilities and we are delighted when you bring your favourite pieces of furniture and personal belongings with you.

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 carers are trained to provide discrete support and assistance and are on duty at all times, nurses are also on duty around the clock; our manager is also a trained nurse for added comfort and peace of mind. All our care staff receive continuous in-house training and most have NVQ level 2 and 3 in social care, and various other subjects. 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 as well as those with dementia.

A well respected local GP practice provides 24 hours care to Stone House with a partner visiting weekly. Regular Residents Meetings and Care Review Meetings are arranged periodically to allow relatives and residents to voice the views on the service standards within the home and their care plan.

### *Catering*

Dining at Stone House is designed to be a pleasure. The resident chef provides nutritious and delectable meals with family and friends welcome to join us for afternoon tea or other meals with prior notification. Snacks are available at any time. Menus are planned weekly to provide residents with choice and to meet their preferences as much as possible and to take advantage of fresh, local, seasonal produce.

The Home currently has a “Scores on the Doors” score of 5 Stars – Excellent.

### *Recreation*

A programme of events is arranged to provide recreation and relaxation. Performers are invited to Stone House to put on concerts and recitals, occasional trips are organised to the theatre, local events and to many surrounding places of interest. Visitors are welcome at any time of the day, although the Home has a responsibility to ensure residents’ privacy and the comfort of the other residents.



### ~ **Criteria for Admission**

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

- 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/ Care Manager.
- Clients who have behavioural tendencies that the manager feels may be detrimental to the atmosphere of the home or welfare of other clients cannot be accommodated.
- Agreement of the Terms and Conditions governing the Home, including all applicable room rates.

### ~ **Age Range**

Aged 65 years and above, frail with a mixed gender.

Under 60 years at Managers discretion following full and comprehensive assessment of needs.

The Care Quality Commission will be informed.

### ~ **Personal Beliefs**

Stone House 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 for Emergency Admissions**

Every effort should be made to assess the person in his or her own home or in hospital before they are admitted to Stone House Nursing 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 Stone House 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 or ‘Registered Nurse In Charge’ 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, either by the Manager, a qualified registered nurse 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.

### ~ **Service Users and relatives views and feedback.**

We like to know what your experience of Stone House means to you and therefore we would like to receive your comments and feedback. To enable us to receive this feedback we carry out a twice yearly Relative and Resident Feedback Questionnaire. The results of this are published in a newsletter and the comments which are made are always acted on, where possible. There is also a Comments Book in the entrance hall which we would encourage visitors to use.

The Manager and her team are also available on a daily basis.

Each Resident is allocated a 'Key Worker' as a point of contact for themselves and their relatives.



## ~ Specialist Care Competencies

The staff at Stone House are highly trained not only with the legal and necessary mandatory training –

Common Induction Standards

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.

Challenging Behaviour.

End of Life Care.

Customer Care.

Hospitality.

We aim that all staff should work towards NVQ in Care, levels 2 and 3 following Induction.

Managers or Registered Nurses have received training in the following areas –

Information Technology and the application of IT programmes

End of Life Care

Dementia

Wound Care/Tissue Viability

Health and Safety

Plus specific medical conditions i.e. Stroke, Parkinsons Disease, Diabetes, Dietary issues, Challenging behaviour, and many others as part of their Registered Nurse Training.

**Stone House is able to offer professional, competent, and qualified nursing care for the following specific categories-**

Elderly

Elderly frail

Elderly mentally infirm

End of life care

Physical disability

Dementia



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

Stone House Nursing 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:

The grievance should first be brought to the attention of the **Manager, Philomena Heritage** who will record the complaint and then proceed to investigate the matter.

The Manager will then discuss the result of the investigation with the complainant and hopefully a mutually acceptable outcome will be reached.

If the complainant is not satisfied with the outcome, then the complaint should be made to the **Group Manager** and then the **Proprietor**.

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)



## ~ Management Profiles

### *Mrs Philomena Heritage, Home Manager*

“I joined the health service in 1972 at the age of 19 and commenced nurse training in Banbury, Oxfordshire. I then moved to Stoke Mandeville in 1976 to specialise in burns and plastic surgery.

I worked at Stoke Mandeville Hospital for over 25 years, gathering experience in care of the elderly, orthopaedics, gynaecology and trauma. I was awarded with an over 25 years service award in 2001.

I took up the post of Manager of Stone House in 2002. My own personal philosophy for Stone House Nursing Home is to offer quality care, courtesy and kindness to all our clients. I am privileged to be charged with the care of this client group and have a deep sense of commitment and dedication to each individual.

My Sundays are devoted to offering spiritual guidance and taking Holy Communion to the patients at Stoke Mandeville Hospital. I am also involved in bereavement counselling.”





## ∞ 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.
- Should you wish to change any aspects of your room's decor we will always do our very best to oblige.

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





## ∞ Schedule of Accommodation and Fees - Apr 2011

Room rates will be reviewed annually on 1st April and are inclusive of any Funded Nursing Care contribution.

**Occupancy**      **Room**              **Room Rate**              **Toilet**      **Handbasin**

Single unless  
otherwise stated

### **Ground**

#### **Floor**

	1a single	£980		Yes
	double	£1450		Yes
	2	£860		Yes
	2a	£775		Yes
	3	£860		Yes
	4	£860		Yes
	5	£900		Yes
	6	£775		Yes
	7	£900	Yes	Yes
	8	£900	Yes	Yes
	9	£900	Yes	Yes
	10	£900	Yes	Yes
	11	£775	Yes	Yes
<b><u>First Floor</u></b>	12	£915	Yes	Yes
	14	£915	Yes	Yes
	15	£860	Yes	Yes
	16	£860	Yes	Yes
	16a	£915	Yes	Yes
	17	£915	Yes	Yes
	18	£775		Yes
	19	£775		Yes
	20	£775		Yes
	21	£775		Yes
	22	£860	Yes	Yes
	23 single	£980		Yes
	double	£1450		
	24	£970		Yes

### **Respite/convalence Fee: £800 per week**

Additional services include:

Newspaper/Hairdresser/Chiropractor/Optician. General expenses will be invoiced to the client or their agent. This is the true cost of such additional services inclusive of a small admin charge.





## ∞ Terms and Conditions of Residency

THIS AGREEMENT between Stone House Home Limited (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 Stone House 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**

Stone House currently runs a no smoking policy.

## **Stature of the Home**

Stone House 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.





## Stone House Nursing 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, AND HEREBY  
AGREE TO BE RESPONSIBLE FOR THE FEES OR OTHER  
CHARGES OR ANY ARREARS THAT MAY FALL DUE.

SIGNATURE OF RESIDENT'S REPRESENTATIVE:

.....

NAME (Block capitals): .....

DATE: .....

ANTICIPATED DATE OF ADMISSION: .....

ACTUAL DATE OF ADMISSION: .....

SIGNATURE OF STONE HOUSE REPRESENTATIVE:

.....





INVESTOR IN PEOPLE



PEVEREL COURT CARE  
DIGNITY RESPECT CHOICE

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## ∞ Location