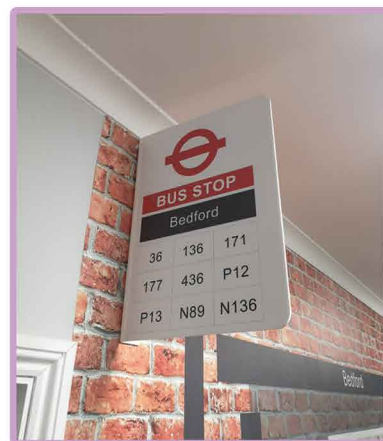




# HEPWORTH HOUSE RESIDENTIAL CARE HOME

313 HEALTHCARE LTD



A RESIDENT'S GUIDE TO  
HEPWORTH HOUSE

# RESIDENT GUIDE

This guide is here to inform you of the services we can offer at Hepworth House Residential Care Home and to provide you with as much information as possible.

If you have any further queries or require assistance, we will be more than happy to help you. You can call into the home at anytime for an informal chat or to look around the home. Alternatively, you may wish to speak to the Registered Manager to discuss your individual situation or needs.

Appointments are not necessary, however it is often useful to make an appointment so that you can be sure that the Manager is available.



**Our Ethos**  
"We care like family."

# ABOUT US



Hepworth House is an 18 bedroom residential care home that lies within 'The Saints' area of Bedford, a quiet and highly sought-after residential area. The home is only a minute walk away from Bedford Park, a stunning, English Heritage Victorian park.

Major areas of the home, as well as the garden, have recently been refurbished to provide a safe, homely environment to our Residents.

Hepworth House provides person centred care in a warm, welcoming, friendly and peaceful atmosphere. The services we provide include long term residential care, respite care and dementia care. We offer skilled care to enable Residents to achieve their optimum state of health and well-being and our services are tailored around each individual to meet their specific needs and requirements.

Hepworth House Residential Care Home caters for Residents over the age of 65 years requiring personal care. All of our rooms are for single occupancy with en-suite facilities.

Our staff are well trained and skilled to provide the right care and support. They have the right knowledge, skills and qualifications to fulfill Residents' wishes and to enable them through care. All Residents are allocated a key worker who will spend more time getting to know the individual requirements.



# PHILOSOPHY OF CARE



Hepworth House offers holistic, person-centred care planning. This approach allows effective delivery of an individual support package.

We are always respectful, we maximise independence and recognise the diversity of the individual. This holistic approach to care planning is kept under constant review to ensure that your desired outcomes are achieved.

In our home you have the right to expect:

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment

## PRIVACY:

We will respect Resident's privacy at all times. We will do this by making sure that:

- ▶ records are designed, used and stored safely and confidentially and the Data Protection Act Principles for information sharing will be followed.
- ▶ discussion of Resident's affairs will be for the purposes of managing and improving care and for no other reason and this will also be conducted in private.
- ▶ the Resident has somewhere private to have any important discussions.
- ▶ preferences to be alone and undisturbed is respected.

## DIGNITY:

The Resident's dignity is a matter of the utmost importance to us and all staff will have received training in this area.

The Resident will be asked what they would be liked to called, this will be recorded in their care plan and used by all staff. The level of familiarity will be within their control.

In the absence of information, staff will address Residents formally using their title and surname.

Staff are trained to support Residents with dignity at all times and will ensure that support is given in a dignified way whether you are alone or in company.

## INDEPENDENCE & CHOICE:

The Home respect and encourage the right of independence of all Residents. We recognise the individual uniqueness of Residents and will support them to achieve much independence as possible without unreasonable restrictions.

We will also support individual choice and personal decision-making. Every Resident have options over their activities of daily living in accordance with their capabilities.

## RIGHTS:

We will uphold the human and citizenship rights of each Resident including consent, confidentiality, safety, equality and autonomy

We will encourage freedom of expression, participation and decision-making.

## FULFILMENT:

We employ the right staff for you to have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care.

We want Residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of living.

We offer individualised programmes of meaningful activity to satisfy that need of Residents.



# DAILY LIFE & SOCIAL CONTACT



Going into a Residential Care Home can be a very difficult time for both the Resident and their families. We want Residents to look upon Hepworth House as their home from the very first moment they move in.

Hepworth House provides care for 18 Residents. All bedrooms are designed to give you a 'homely' feel. Bedrooms are our Resident's own personal space and they are welcome to bring any personal items to make it their own. Bedrooms also have 24-hour emergency call systems.

We also have in-house cleaners who will clean your room daily.

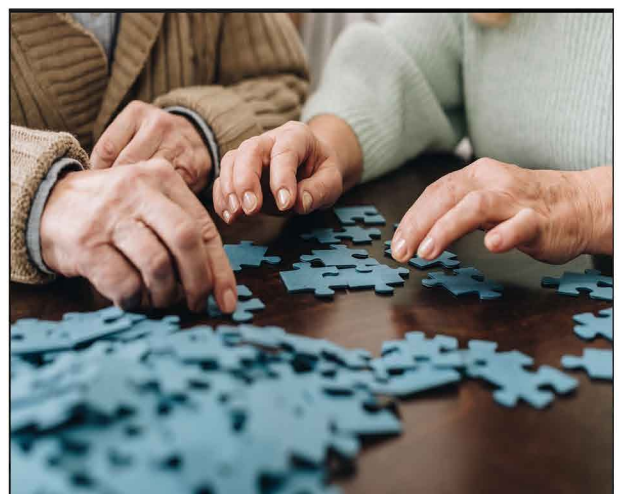
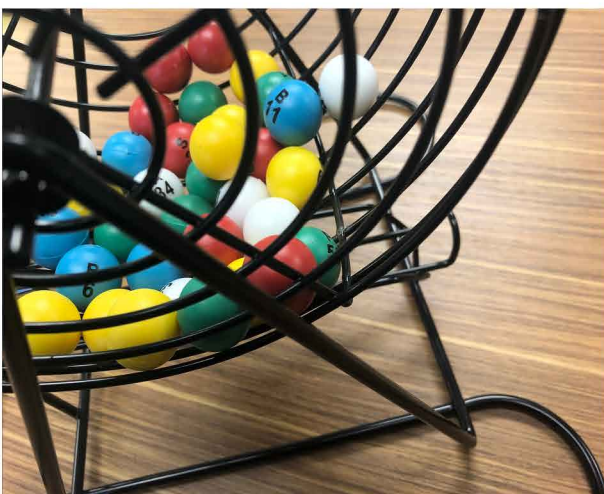
## ACTIVITIES

To deliver our activities at Hepworth House we have a dedicated Activities Co-ordinator.

Having an Activities Co-ordinator ensures that you are able to continue with your leisure interests and perhaps discover new ones.

Some of our daily activities include:

- ▶ Arts & crafts
- ▶ Games
- ▶ Quizzes
- ▶ Musical movements
- ▶ Chair exercises
- ▶ Ipad sessions
- ▶ Social afternoons within the home





## FOOD & NUTRITION

We try to make our dining experience at Hepworth House a wonderful experience for all our Residents.

Menus are designed to cater for our Residents' dietary requirements; we ensure a tailored food plan is set up with the help and guidance of family members as well as speaking with local dieticians.

All food is prepared using local fresh produce where possible. All food is cooked fresh on the day.

There is also a range of fruit, biscuits and freshly made cakes to accompany refreshments throughout the day.



  
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**VISITOR**

# VISITOR POLICY

## YOUR VISITORS

- Visitors are welcome at Hepworth House at any time that is convenient for you. Visiting times are flexible 7 days a week. Relatives, friends, and other visitors are encouraged to spend quality time at the home and engage in day to day activities in line with their preferences and those of the Residents.
- Your principal carers or friends may also telephone us any time, day or night to enquire about your wellbeing.
- Visitors are asked to sign in and out in the Visitor's book to comply with Health and Safety requirements.
- We request that all visitors comply with health and safety notices.

## VISITOR MEALS

For many of us, mealtimes are an important part of our daily routine. They're social occasions or quality time. Therefore at Hepworth House, close relatives and friends are encouraged to dine with the Resident when visiting. We request that you call in up to 24 hrs before your visit to pre-book your meal. We kindly ask for a voluntary contribution of £1.00.

## MOVING & HANDLING

Our staff are trained to ensure that Residents are moved in such a manner as to minimise the risk of injury to both the Resident and members of staff involved. We therefore ask that the relatives and visitors do not attempt to lift or mobilise Residents who are unable to do so for themselves, but they request assistance from a member of staff.

# FINANCES

## FEES

Residents will be given a Resident Contract on admission. The fees are dependent on the Resident's requirements and needs. This will be discussed with the Resident prior to admission. Our fees are reviewed each April and we will give you 4 weeks notice of any changes.

## CASH

We are able to hold personal cash for services such as hairdressing and newspapers for safekeeping. We will account for and handle Resident's finances, cash and funds in a manner which preserves their privacy, dignity, independence and choice.

The responsibility of auditing and safekeeping cash will lie with the Care Home Manager.

## TV LICENSING

Residents will be required to apply for their own TV license if they choose to have a TV in their room.

## PRESCRIBED ITEMS

Resident's medication is ordered, stored and administered by the care home staff. It is therefore essential that the families and visitors do not give Residents additional medication items or leave such items in the Resident's room.

## CLOTHING & LAUNDRY SERVICES

Hepworth House has its own laundry facility. We provide washing, drying and ironing service at no extra cost to the Residents. In order to avoid mislaid laundry, we would ask that all personal clothing is marked or labelled before entering the home.

## ADDITIONAL SERVICES

The home is able to provide a number of optional services/items which are not covered by the weekly fee. The items/services which are typically available but not included in the weekly fee are:

- ▶ Hairdressing
- ▶ Private chiropody
- ▶ Newspaper
- ▶ Private therapy
- ▶ Clothing
- ▶ Confectionary
- ▶ Dry cleaning
- ▶ Private phone installation
- ▶ TV's & TV licence
- ▶ Toiletries



# PERSONAL CARE

Hepworth House Residential Care Home is an independent care home. We are able to provide individual service to each of our Residents, allowing us to give plenty of personal attention to all Residents at all times. We are always looking for ways in which to improve. Hepworth House constantly listening to feedback from our Residents, their families and our own staff making Hepworth House a truly wonderful home in which to reside in.

We will:

- Reduce any risks associated with care, treatment and support we provide you by assessing your needs and plan to deliver your care, treatment and support so that you are safe and your welfare is protected.
- Reduce the risks of poor nutrition and hydration
- Co-operate and share information with others involved in your care, treatment and support.
- Work together to respond to emergency situations.



# ADMISSION



Our Care Home Manager will assess all Residents prior to admission where possible. We recommend new clients to spend the day at Hepworth House to get a feel of our home before making a decision to stay.

## CARE PLAN

An initial Care Plan will also be agreed prior to admission and this will be reviewed and amended as needs and preferences become known. Resident's personal care and health care are planned in consultation with our staff members who will look after them. Other appropriate healthcare professionals are also involved in the planning of your health care where necessary. To ensure we provide the highest level of care for you, our staff will record the details of their care in the Care Plan, along with their details of personal choices regarding the normal activities of daily living.

## FURNITURE & OTHER PERSONAL ITEMS

Whilst it is important that Residents are able to personalise their rooms, we must ask that any large items of furniture that you wish to bring into the home are discussed with the Home Manager.

## GIFTS

Individual care home staff are not permitted to receive hospitality or gifts (including gifts of money) from Residents or their families at any time. Small tokens of appreciation such as chocolates for staff are welcome.



## TRIAL VISITS

Moving, especially when you are older is such a big decision to make. We therefore are happy to offer you a trial visit. Whichever your preference, we will work with you to meet your expectations. The Home Manager will be happy to discuss this further.

## SAFEGUARDING & SAFETY

Our prime concern is your safety and well being. It is necessary to highlight some basic health & safety requirements for the benefits of our Residents, visitor and staff.

- ▶ We will take every action we can to prevent abuse from happening in our service.
- ▶ We will respond appropriately when its suspected that abuse has occurred.
- ▶ We will ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice.
- ▶ We will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely.
- ▶ We will manage, mantain and use medical equipment safely and ensure that all equipment is suitable, available, maintained and used correctly thereby making certain that you and staff are protected.
- ▶ We will make sure that the home is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all legal requirements and operational standards.



## MEDICAL SERVICES

Although Residents can keep their own GP if local, we would recommend moving to The DeParys Group medical practice, which is a large practice based in the Kimbolton Road Health Village. Bedfordshire CCG has aligned Hepworth House with this practice and the benefit of this alignment includes a dedicated care home team based at the practice who visit the home weekly where any queries can be raised and dealt with by a GP or pharmacist as well as regular reviews of medication and health needs.

We are also able to bypass the main GP switchboard and request help and support in a timely manner.

We also use the services of Bedfordshire's Complex Care Team, who ring the home daily and provide support to Residents who are unwell with a minor illness or injury.

# SAFETY

## FIRE PRECAUTIONS

Hepworth House carries out full fire risk assessment on its premises and takes steps to ensure that the risk of fire is minimised.

We ask that all visitors and Residents, where able make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of designated meeting point.

If you become aware of any potential fire risk, please immediately inform a member of staff.

## INFECTION CONTROL

To support good infection control, we ask that all visitors make use of the alcohol gel dispensers that are available throughout the home.

## SMOKING

In accordance with legislation, the home allows smoking in the designated garden area only. Smoking is therefore not permitted anywhere else on the premises.

# COMPLAINTS PROCEDURE

## RAISING AN ISSUE, MAKING A COMPLAINT & GIVING COMPLIMENTS

We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide.

We aim to deal with complaints quickly and effectively. The procedure is as follows:

- 1 A complaint should be raised initially with the person in charge. It will be recorded, in writing, on a complaints form. If the complaint cannot be resolved at the time, then the complaint will be passed onto the Home Manager.
- 2 If the Home Manager is not able to come to a satisfactory resolution, the complaint will be referred to the Company Director for immediate attention.
- 3 The complaint should be addressed within 3 working days and a final reply within 28 days.

Where your complaint has failed to result in an outcome you are entirely happy with, your complaint can be forwarded onto either:

BEDFORD BOROUGH COUNCIL  
Bedford Care Standards Team



01234-718147



[care.standards@bedford.gov.uk](mailto:care.standards@bedford.gov.uk)

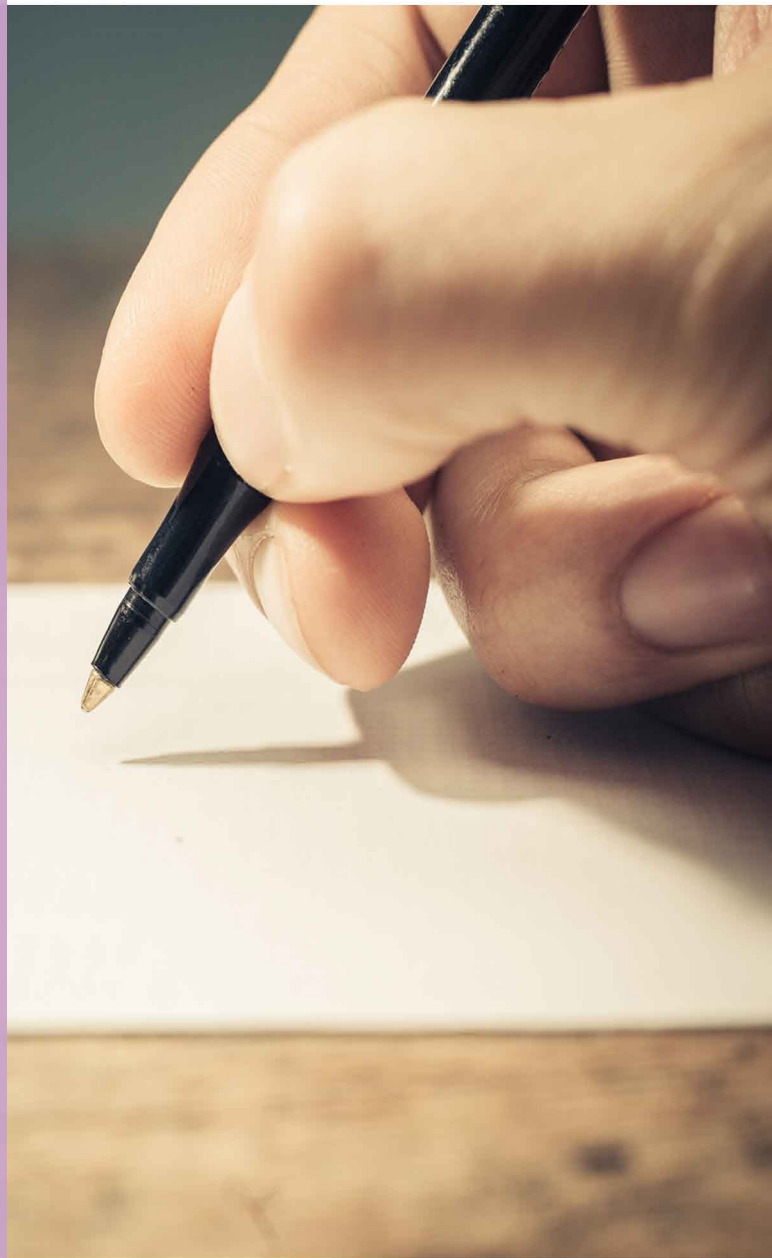
CARE QUALITY COMMISSION



0300 616161



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





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