

# **GUIDANCE FOR RESIDENTS AND THEIR FAMILIES ON ADMISSION TO ANDRIN HOUSE NURSING & RESIDENTIAL HOME AND THE FACILITIES AVAILABLE**

We realise how distressing entry to a nursing home can be, not only for the resident, but for the whole family.

We hope the following information will answer many of your questions and help to ease the process.

## **General Information.**

Andrin House is a Nursing Home registered with the local health authority, which is responsible for seeing that standards are maintained. We now also have Residential places registered with Derby City Council. We offer a very high standard of accommodation and nursing care to residents who can no longer look after themselves properly, either on a permanent basis or short term. All our staff have a continuous training and assessment plan and standards are continually monitored.

Long gone are the days when a Nursing Home meant everyone sitting around with nothing to do. At Andrin House there are regular activities and entertainment for those who wish to join in and we always stress that it is the Resident's choice if they wish to participate or not, as we are a Home, not an institution.

## **Admission Procedure.**

Residents will be visited and assessed by Matron or her Deputy prior to admission to ensure that we meet their individual requirements and that Andrin House is an appropriate place for their care. Residents may be invited to come for the day on a Pre-Admission visit. A place may then be offered on a months trial basis. Relatives will be invited to view the Home at their convenience. It is suggested that they bring a check list of questions they wish to ask. Matron or her Deputy will be happy to answer any queries, and advice may be given on financial assistance available. The Residents individual preferences will also be discussed.

## **Admission**

Residents will be welcomed by Matron or her Deputy and taken to the lounge to settle in with a cup of tea or coffee, accompanied by their family or escort. Full particulars for the records will then be taken, and an individual plan of care will be made specifically for the individual Resident. The care plan will be reviewed and updated regularly.

## **Personal Belongings**

We encourage residents to personalise their rooms with their own belongings i.e. pictures, ornaments etc. and perhaps a small piece of furniture or a favourite chair. Toiletries can be purchased from the Home i.e. soap, steradent, tissues etc.

## **Valuables.**

We prefer you not to bring large amounts of money or items of significant value into the Home unless they are handed to the proprietors for safekeeping. No responsibility can be taken for loss or damage to such items should this advice be disregarded. Residents and relatives may have access to their money or their records at any time.

## **Television.**

There are television sets in all lounges and quiet areas are also available. Residents may bring their own T.V. sets. They will be responsible for any rental arrangement entered into, and fees incurred.

## **Newspapers.**

The local newsagents will deliver daily to the Home. Residents or Relatives will be responsible for settling the monthly account on their behalf, for specific items ordered.

## **Books.**

A stock of library books, including large print books will be made available by Derby Public Library, and changed regularly.

## **Telephone.**

Following a recent burglary, a replacement pay phone will soon be made available for use in the Home at any time by residents or guests.

## **Pets.**

We realise how much a long cherished pet can mean to an elderly person. We are willing to accept small caged birds on the understanding that relatives take full responsibility for keeping them clean, safely and hygienically housed, and for paying all necessary vet fees. Dogs may be brought to visit within normal visiting hours, but not at meal times. They must be securely leashed and under control. Matron or her Deputy reserve the right to request the removal of any animal that is noisy or unruly. Dogs may only enter the lounge area.

## **Children**

Maintaining ties with all members of the family is an important part of the settling in process, and children of all ages are very welcome in the Home, unless the Resident is too ill or otherwise incapacitated.

## **Smoking**

To comply with fire regulations visitors and Residents who wish to smoke may only do so in the designated areas. Smoking in the bedrooms is not permitted.

## **Visiting**

Visitors are welcome in the Home at any time avoiding meal times if possible, which are: Breakfast - 9.00 am, Lunch - 1.00 pm Tea - 5.00 pm. If it is not possible to avoid mealtimes and you wish to sit with your relative during the meal, you will be required to sit at the bottom of the downstairs lounge, the quiet lounge or the upstairs lounge.

## **Personal Laundry**

All washing of personal laundry will be done by the Home. Garments requiring dry cleaning will be handed to a Relative. All clothing should be **machine washable and dryable** and marked with sew on name tapes prior to entry as responsibility cannot be taken otherwise.

## **General Practitioners**

Residents may retain their existing G.P. if he is willing to visit. Otherwise Residents will be under the care of a local G.P. who will visit when required. Residential residents have the right to manage their own medication where appropriate and the Matron will answer any questions on this.

## **Consultants**

Where a specialist consultation is required, this will be arranged through the G.P. concerned.

## **Dentist**

A local dentist will visit the Home when required.

## **Chiropody and Physiotherapy**

These services will be arranged as required. Community Chiropodist visits three monthly which is free for Social Services funded Residents.

## **Access to Personal Files**

Residents have a right to their personal files. Your file is available in the office and should you wish to see it, please ask a member of staff who will assist you with this.

## **Hairdresser.**

Our hairdresser will visit weekly, usually on Tuesdays, or more frequently if requested. This service is not included in the fees, but we hope that all residents will take advantage of her visits.

## **Alcohol**

Patients may bring into the Home drinks of their choice, but these should be handed to the Senior Nurse on duty for marking and then given to the Resident.

## **Spiritual Needs**

A local Minister of Religion will visit to give Communion to those Residents wishing to receive the Sacrament and will attend the Home at other times to talk to the Residents. If services from any other denomination are requested we will try to arrange them. The Church of England visits every four weeks to conduct a Church Service.

## **Activities**

We arrange games such as dominoes, bingo, cards in house and have a therapist who visit every Monday at 2 PM to conduct one hour of Musical Movement.

## **Care Plan Review**

A Care Plan review is conducted with the family and Care Manager once per year or as required. The Home also conducts reviews with the individual Resident monthly.

## **Outings**

We encourage families to take their relatives out for car trips, home for meals and even away for short holidays, if their condition permits. We also arrange outings for any residents that wish to participate.

## **Hospital Appointments.**

Wherever possible Relatives are asked to escort Residents; if this is not possible a member of staff is available. Residents are required to pay for their transports during Hospital appointments, including transports used for bringing specimens to the Hospital.

## **Insurance.**

We are insured for buildings and public liability through: AIG Europe (UK) Ltd and DAS Insc. Co. Ltd. We do not insure against loss of Residents property and we suggest that valuables and large items of cash are not brought into the Home. It is suggested that Residents take out private insurance cover, if they consider it necessary.

## **Change of Residents Room**

Occasionally, Matron or her Deputy may necessitate the move of a resident to a different bedroom if it is considered more appropriate to care.

## **Fees**

Fees are payable monthly in ADVANCE by cheque or standing order. A separate table of charges is enclosed. Many residents will be eligible for all of the fees to be paid for by Social Services and this will be organised before admission.

## **Participation in Decisions**

Residents are encouraged to participate in the running of the Home through Residents meetings.

## **Grievances**

Any grievance should be taken up initially with the person in charge. If still unresolved the procedure laid out in the grievance procedure given to every new resident should be followed.

## **Final Days.**

For many Residents Andrin House will be their last permanent home, so it is almost inevitable that they will end their days here. Wishes of the Resident with regard to burial, religious requirements, cultural customs and choice of undertakers will be discussed with the family. Assistance will be given and advice on death certificates, registering the death, personal effects of the deceased by the Matron or her Deputy.

## **Fire Precautions and Emergency**

The Home operates a Fire Policy which can be obtained from the office. We carry out regular training and drills to ensure all are aware of what to do in a fire. Other Policies for Actions in the event of emergency are available separately.

*This leaflet is only for your guidance and there will obviously be many other aspects that you will want to discuss. We feel it is important that this should be done personally. We hope that the above will answer some of your questions and prompt you to ask more. If you have any further questions please do not hesitate to discuss them with Matron or her Deputy.*

