

Thorp House Nursing Home



Church Road
Griston
Thetford
Norfolk
IP25 6QA

EDG (UK) LTD

Registered with the Commission for Social Care Inspection

Proprietors: Mr. E, D & G Mavroudis

Manager: Mrs Kerry Smith

Thorp House Nursing Home

Mission Statement

It is the objective of the management and staff at Thorp House to provide the highest standards of care to all our residents irrespective of their gender, sexual orientation, race, colour, religion and cognitive ability. We will endeavour to make this care as person centred as possible.

We aim to provide you with an environment that is conducive to enabling maximum independence, while still offering full support when required.

We will respect each of our resident's rights of privacy, dignity, independence, choice and fulfilment.

If problems do arise we will seek to solve these as quickly and efficiently as possible following our complaints procedure (a copy of which can be found later in this brochure).

We will listen to your views and ideas for improving our service. We will maintain communication with you and your relatives via meetings, quarterly newsletters and by the telephone.

Contents

	Page
1	Introducing the Proprietors and the Registered Manager. 2
2.	A brief description of the accommodation and services. 3 - 6
	Description and introduction to the Home 3
	Aims 4
	Health and personal care 4
	Daily Activities 4
	Environment 4
	Spiritual and religious needs 5
	Relatives and friends 5
	Smoking 5
	Pets 5
	What is included in the basic fee 5
	What is not included 5
	How we assess your needs 6
	Visiting Times? 6
3.	Charter of Rights 7
4.	A copy of the Complaints Procedure. 8 - 10
5.	Sample of a Resident's Contract 11 - 14

1.

Introducing the Proprietors and the Registered Manager.

Mr. Demetris Mavroudis (Director)

Mr. Elias Mavroudis (Director)

We, the above named directors, have been self-employed in our family run catering business for the last 20 years, and our vision for Thorp House is to provide a home of excellence.

Registered Manager

Mrs Kerry Smith

Is an R.G.N with nearly 20 years experience of caring for elderly clients. She has worked all over the world including Australia and feels that it is because of her varied background that she has the knowledge needed to move Thorp House forwards and upwards.
She is married to a Royal Air Force Officer and has 2 boys.

Her vision also is to provide a home of excellence and she has the professional expertise to do this. Staff training and development along with high standards of practice are her 'thing' and resident satisfaction and comfort is her priority.

2.

A brief description and introduction to the Home.

Thorp House Nursing Home
Griston,
Near Watton,
Norfolk,
IP25 6QA

01953 881786

Private Nursing Home caters for Nursing, Residential and EMI clients.

Number of rooms: 39

Registration: The Commission for Social Care Inspection - 40 Registered Beds

Introduction to Thorp House

Thorp House Nursing Home caters for the needs of people who can no longer live independently at home, who are aged 65 and over. The type of care offered can be placed into 3 categories:

- Nursing care
- Residential care
- Residential EMI (dementia)

The Home provides 24-hour care by qualified nurses and experienced level two and three NVQ carers. Both Social Services funded and private clients are catered for. Respite care can also be provided subject to a bed being available at the time.

The Home and extensive grounds are located in the very beautiful and tranquil Norfolk village of Griston. This is ideally situated just off the A1075 between the towns of Thetford and Watton. Local amenities in Griston include a pub, a small shop, church and a primary school in nearby Caston. Just a short distance away (2 miles) in the town of Watton, you will find any other amenities needed, including Doctors, Chemists and a supermarket.

Close by are the A11 and A47 trunk roads which allow easy access to the bigger market towns of Dereham and Swaffham and also the fine city of Norwich.

Thorp House is registered with the Commission for Social Care Inspection (CSCI) and is inspected on a regular basis. Copies of the latest inspection reports can be found on the CSCI website or at the main entrance to the Home.

Aims of Thorp House

Our main aim is to provide a safe, comfortable and homely environment where our residents feel confident, safe and content.

We offer individual packages of care to suit our residents' needs and pride ourselves on providing high standards of person centred care. Each care plan is devised by a competent member of staff and over seen by the manager.

Thorp house provides training to all levels and branches of staff to ensure that our high expectations are met and to allow our staff to develop to their full potential.

All our policies reflect our desire to treat individuals equally regardless of age, gender, religion, cognitive ability, race, colour, sexual orientation and marital status.

Health and personal care

At Thorp House there is a dedicated team of nurses and carers who have our residents' best interests at heart, and work to a very high standard to ensure that the residents' needs are met. This team is backed up by Watton GP's, district nurses, community chiropody, dieticians, physiotherapists and occupational therapists when required.

Daily Activities

We employ 2 staff for activities at Thorp House who provide a comprehensive and varied programme which tries to incorporate the preferences and capabilities of our residents. This programme may include:

- External entertainment
- Visits from the local primary school
- Bingo
- Card and board games
- Skittles and floor games
- Craft
- Outings

Environment

The environment is designed to be homely and individual. The Home is built over 2 floors and was originally a rectory which has had 2 additions built on over the years.

It is divided into three parts:

- 1 a 10 bed EMI residential unit which is on the ground floor and is a secure unit which keeps our residents safe.
- 2 a 24 bed nursing home, and
- 3 6 'bungalows' which are self contained units and are ideal for the more able residents, or those who need a little more space.

There are 2 communal dining rooms and 3 spacious lounges for residents' use. There is a hairdressing salon on the first floor and the hairdresser visits weekly.

Moving into a nursing home can be a huge wrench, and for that reason we encourage residents to bring in personal items to make their room feel more like home. Pictures, photos and ornaments are recommended but any larger items such as furniture may be accommodated if requested.

Spiritual and religious needs

Thorp House is a non-denominational home and accepts residents from all walks of life and all religions. Father Bob attends to hold a communion service on a monthly basis for those who wish to attend.

Relatives and friends

Visitors are welcome at Thorp House at any time giving regard to individual residents' health needs. If you wish to join your relative for a meal this can be arranged for a nominal charge.

We encourage relatives and friends to take an active part in the lives of our residents and are always open to suggestions. We hold regular meetings where residents' and their relatives' views can be aired and discussed.

Pets

Thorp House welcomes visiting well-behaved pets and is aware that this can be excellent therapy for our residents. We do however have to be aware that some of our other residents may not like animals and therefore would appreciate it if you would check with staff before bringing animals into the communal areas.

Smoking

Thorp House operates a no smoking policy.

What is included in the basic fee?

Use of all facilities, including kitchen and laundry, within the Home, access to all activities and trained Nurse and Carers on duty 24 hours a day to assist and support them in their care needs.

What is not included?

Personal toiletries (can be purchased in the Home), personal clothing, dry cleaning, newspapers/magazines, Hairdresser, private phone calls, chiropody or taxis.

How do we assess your needs?

Your needs will be assessed by the manager before moving into the Home and will be discussed with you and your family. Residents are accepted on a trial basis of approx. 1 month. A review is carried out with you, your family and a social worker before a permanent contract to ensure that everyone is happy with the placement. Our job is to continually assess your needs and we do this using an individual holistic care plan.

Visiting Times?

We operate completely open visiting times. You may receive visitors in your own room or in one of the lounge areas. All we ask is that you sign in the visitors book on arrival and sign out again when you leave.

3.

Charter of Rights

It is the policy of Thorp House to respect the right of each resident to lead an independent and fulfilling life as possible with all the entitlements associated with citizenship. Residents in the Home shall have the right:

- To retain their personal dignity and independence irrespective of the severity of their physical or mental infirmity.
- To be treated as an individual with the right to choose how they want to be dressed.
- To have their social, emotional, religious, cultural and political needs accepted and respected.
- To have access to a range of statutory and specialist services.
- To have access to an advocate if they are unable to express themselves.
- To privacy in their own room, and personal privacy respected in all aspects.
- To have skilled, sensitive and understanding care to enable them to achieve the highest possible quality of life.
- To be consulted about daily living arrangements in the home and to participate in discussions about proposed changes.
- To be involved and consulted about their plan of care and ongoing review and assessment of needs.
- To choose their own General Practitioner and Dentist and consult with them in private.
- To have access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic service from hospital and community health services.
- To register and vote in elections.
- To manage their own personal affairs including finances.
- To have access to a fair and formal complaints procedure.
- To have any changes in their living arrangements discussed with them and agreed first.
- The right to confidentiality.
- To have health and sight tests.
- To be kept informed of all the services offered by the home.

4. Complaints Procedure

Policy Statement

This home believes that if a resident wishes to make a complaint or register a concern they should find it easy to do so. It is the home's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints by residents and their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the home's disciplinary policy.

The home believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, resident dissatisfaction and possible litigation. The home supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and the home. If this fails due to either the home or the complainant being dissatisfied with the result the complaint will be referred to the Commission of Social Care Inspection and legal advice will be taken as necessary.

The home adheres fully to **Standard 16 – Complaints. National Minimum Standards for Care Homes for Older People.**

Aim

The aim of the home is to ensure that its complaints procedure is properly and effectively implemented and that residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

The goals of this home are to ensure the following:

1. Residents, their representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.
2. A named person will be responsible for the administration of the procedure.
3. Every written complaint is acknowledged within two working days.
4. Investigations into written complaints are held within 28 days.
5. All complaints are responded to in writing by the home.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that can cause to both staff and residents.

The named complaints manager is: Mrs Kerry Smith

Procedure

If the Service User or any of his/her relations/visitors have cause for concern or complaint about their care or accommodation, the staff at Thorp House Nursing Home would like to be informed in the following way:

Firstly, the Service User should approach any member of staff who they feel could respond and rectify the problem. In most cases they will be able to provide the Service User with an immediate response.

Alternatively, if the Service User wishes to discuss his/her concerns or complaints with the manager or the Nurse-In-Charge, they will be pleased to do this.

If you, the Service User, prefer to make a formal written complaint they would need to obtain the appropriate "Customer Comments" form from the main office, whereupon the manager or Nurse-In-Charge will note their concern or complaints on the form and register the complaint in the Complaints Book. The matter will then be investigated by manager or Nurse-In-Charge and the Service User will be notified with a written response within five days.

If the Service User remains dissatisfied, they should contact the manager to refer his/her complaint directly to the Proprietor, Mr. Demetris Mavroudis or Mr. Elias Mavroudis, who will respond to the concerns or complaints made within five days of referral.

As well as concerns or complaints, staff are always available to any suggestion that the Service User might have to improve the standards of care at Thorp House Nursing Home. All matters are treated with confidentiality at all times.

Oral Complaints

1. All oral complaints, no matter how seemingly unimportant, should be taken seriously and recorded in the complaints book by the manager.
2. Front line care staff who receive an oral complaint should seek to solve the problem immediately.
3. If staff cannot solve the problem immediately they should offer to get the manager to deal with the problem.
4. All contact with the complainant should be polite, courteous and sympathetic. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
5. At all times staff should remain calm and respectful.
6. Staff should not accept blame, make excuses or blame other staff.
7. If the complaint is being made on behalf of the resident by an advocate it must first be verified that the person has permission to speak for the resident, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the resident when they may not. If in doubt it should be assumed that the resident's explicit permission is needed prior to discussing the complaint with the advocate.
8. After talking the problem through, the home manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to complainant (i.e. through another meeting or letter).
9. If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to the home and give them a copy of the home's complaints procedure.
10. In both cases details of the complaints should be recorded in the complaints book.

Written Complaints

Preliminary steps

1. When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgement letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.

2. If necessary, further details should be obtained from the complainant. If the complaint is not made by the resident but on the resident's behalf, then consent of the resident, preferably in writing, must be obtained from the complainant.
3. A leaflet detailing the home's procedure should be forwarded to the complainant.

The home believes that, wherever possible, complaints are best dealt with in a local level between the complainant and the home. If either of the parties is not satisfied by a local process the case should be referred to Social Services and the Commission for Social Care Inspection.

Contact addresses for the aforementioned are:

Eastern Regional Contact Team
Commission for Social Care Inspection
CPC1
Capital Park
Fulbourn
Cambridge
CB21 5XE

Norfolk Social Services
County Hall,
Martineau Lane,
Norwich,
NR1 2HD.

5.

Sample of a Resident's Contract

Contract of Residence

THIS AGREEMENT is between Thorp House Nursing Home

And the "SERVICE USER".....

Residents and payment of Care Fee:

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, Thorp House Nursing Home undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.
2. The weekly charge shall be the initial sum of £ per week paid one week in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. There will be no extra charges. The weekly charge shall remain unchanged unless one month's written notice is given by Thorp House Nursing Home to the Service User or this agreement is jointly amended by all parties hereto.
3. Thorp House Nursing Home undertakes to maintain a standard of care as required by Registration Authority. If an occasion should occur where a complaint or query arises the Service User is referred to Thorp House Nursing Home written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the Inspection Team (Registration Authority) whose address is:

Commission for Social Care Inspection
CPC1
Capital Park
Fulbourn
Cambridge
CB21 5XE

4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment fees in lieu of notice at the normal or revised weekly rate will be required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Thorp House Nursing Home.
6. Thorp House Nursing Home will be the abode of the Service User. Should a Service User at any time require hospital treatment be otherwise temporarily absent from the Home, Thorp House Nursing Home will retain the accommodation for eight weeks at a weekly charge of 80% of the current fee, after which time the full fee may be charged, unless four weeks termination of the contract is given by either party to the other.

7. In the event of death of the Service User, any fees outstanding for the Service User's will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign below to this effect before the said person becomes a Service User.
8. Thorp House Nursing Home may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
 - a. Non-payment of fees.
 - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Thorp House Nursing Home are no longer able to meet the Service User's needs.
 - c. Any circumstances or behaviour which Thorp House Nursing Home feel may be seriously detrimental to the Home or welfare of the other Service Users.
9. Fees will be reviewed from time to time as determined by Thorp House Nursing Home. Any increase in the fee will be a result of inflation, or any other increase in overheads or operating costs which Thorp House Nursing Home experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.
11. Service User's will be required, before taking up residence, to provide information to Thorp House Nursing Home on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request Thorp House Nursing Home take charge of and dispense all the Service User's prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place. The home cannot accept responsibility for the misuse of medications, which are kept by any Service User.

Personal Effects and Personal Mobility

13. Service User's are free to journey out alone; however, Thorp House Nursing Home cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service User's on admission or during occupation of the Home shall be first inspected as to their safety by Thorp House Nursing Home before their use.
15. At the discretion of Thorp House Nursing Home items of furniture may be brought in by the Service User 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 Service User's responsibility or that of the executors.

Personal Finance and Personal Belongings

16. The Home can not accept responsibility for the Service Users finances and the Service User should seek professional advice in respect of them.
17. The Service User may be entitled you claim State Benefit. In such a case, the Service User shall be responsible for making the appropriate claim.
18. The Service User may bring into the Home such items of furniture and equipment as may be first agreed with the Proprietors/Matron. All items must comply with existing Fire regulations. Any electrical items i.e. television, radio etc., may be brought into the Home, but before use have to be checked by our Electrician - a small charge of £5.00, and each item checked will be given a certificate of clearance if it passes the tests.
19. The Service Users personnel effects are brought into the Home at his /hers own risk and the Home accepts no responsibility for the loss or damage to such effects. It is therefore advisable that valuables or sentimental items are not left at the Home, especially on the EMI unit. The Home strongly advises that the Service User arrange his/her own insurance for valuables. Service Users personnel clothing should be clearly marked or labelled on entry.

Contract of Residence

In the Event of an Emergency:

18. The Service User is asked to provide the following information to assist the staff in the event of an emergency or termination of accommodation:

a. Name, address and telephone number of next of kin:

.....
.....
.....
.....

b. Any social or cultural traditions that the Service User requires to keep:

.....
.....
.....

Status of the Home:

19. Thorp House Nursing Home is registered as a care home with the

.....(Name of the Local
Registration Authority)

SIGNED (For and behalf of Thorp
House Nursing Home)

DATE

SIGNED(Service User)

DATE

In the case of a Service User whose fees are paid in whole or part by third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this agreement.

SIGNED

CAPACITY

ADDRESS

.....

DATE