



inchinnan care home

Welcome

THIS INFORMATION BOOKLET TELLS YOU ABOUT US AND WHAT
YOU NEED TO KNOW ABOUT YOUR NEW HOME.

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All of the following information is available to download from our web site, you may print off the whole booklet or just the parts that are important to you.

www.littleinch.co.uk

Your comments on our homes, this publication, and our website are welcome. You may leave comments on the web site or tear off the reply page at end of this booklet.

History of LittleInch

In the centre of the care home you will find the original bungalow called LittleInch, Thomas Erskine, who was a local JP, constructed it in the early 1950's. Inch in Scotland also means a piece of dry land surrounded by a swamp or wetland and when Mr Erskine bought the land to build the bungalow it became a 'small' part of the 'Inch' hence the name LittleInch. Mr Erskine owned a garage in Renfrew that sold Albion trucks to local traders; WH Malcolm of Brookfield was one of his major customers. Mrs Erskine's family home before LittleInch was the house that now forms the centre part of the Glynhill Hotel in Paisley, her father was a co-founder of Babcock (now Matsui Babcock) the large engineering company based in Renfrew. When Mr Erskine passed away in the early 1980's Mrs Erskine was too frail to live on her own and LittleInch was sold to Irvine and Christine Watson who lived in it for several years as a family home with sons Andrew and Ian.



In the late 1980's Irvine's mother Mary became unwell and needed a placement in a care home. At that time there were very few to choose from and nearly all had long waiting lists. The sad thing is that many homes were not well run, and their clients were not looked after in the way that they deserved. Christine, a qualified nurse, and Irvine, a civil engineer, developed the idea to create a different type of nursing home in the light of Mary's experience.

LittleInch Care Home was born in 1990 and our first resident, local lady, Miss Ann Buchanan lived in the village of Inchinnan at Greenhead Farm. The home has come a long way since then and many friends have been made along the way. LittleInch is a well disciplined professionally run care home employing highly trained, caring and dedicated staff, it has become a centre of excellence in the care of our vulnerable elderly.

LittleInch will be serving the community and beyond for many years to come.

Welcome

LittleInch Limited was formed in 1988 for the purpose of looking after frail and vulnerable elderly in the local community and beyond.

LittleInch currently own Inchinnan Care Home, that provides nursing care for up to 43 people in a purpose built facility and Erskine Care Centre providing nursing care for 42, and day care for up to 45 persons in extremely well appointed facilities.

This booklet has been prepared to introduce you to your care home. Whilst its primary purpose is to pass on a great deal of important information, it is also designed to introduce you to the care, high standards and the sense of belonging from which our residents benefit.

Our staff will always be pleased to answer any points that this booklet may not address so please do not hesitate to ask for their assistance. Director of Nursing, Margaret MacDonald, will also supply you with further information on the home that this booklet may have missed.

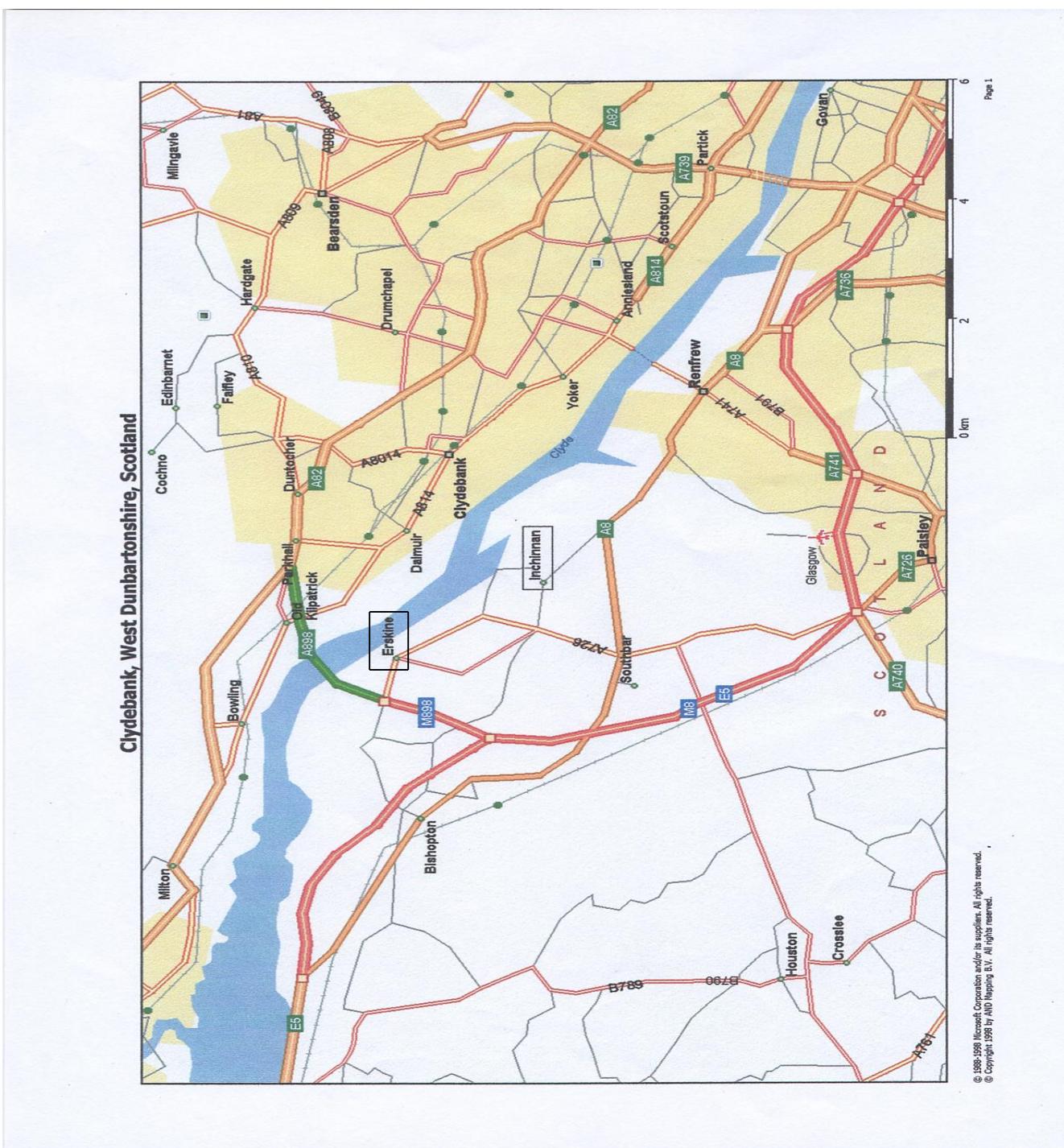
Our Mission Statement

To provide the highest quality of care to our residents at all times by making them feel safe, secure and cared for by NMC Registered Nurses assisted by a SSSC Registered Carers working together as a dedicated team.

We will work hard to make sure that your LittleInch Care Home is always a happy place in which to live and work.



Location Plan and Contact Details



LittleInch Inchinnan Care Home
Old Greenock Road
Inchinnan
Renfrewshire PA4 9PH
T: 0141 812 5566
F: 0141 812 3393

Email:
Web:

LittleInch Erskine Care Centre
Rashielee Avenue
Erskine
Renfrewshire PA8 6HA
T: 0141 812 1119
F: 0141 812 4561

info@littleinch.co.uk
www.littleinch.co.uk

Floor Plan and Fire Escape Routes

At each fire exit, and at the main Fire Alarm control box situated outside the administration office to the left of the main front door, you will find a layout of the building. Please familiarise yourself with the layout so that you know where your nearest fire escape route is.

You can rest assured that all of our staff have been trained to ensure your safety in the event of an emergency. This is a continuous programme and we ask for your help and cooperation in this respect. Part of the staff training programme requires obligatory practice evacuations every six months, this will involve making sure that we get you to a safe part of the building until the Fire and Rescue Service arrive at the building. Please note that because these are practice sessions for staff training the Fire service may not be called.

As part of our fire safety precautions we are required to test our alarm system every week. This is carried out by a member of staff at 13:00 every Friday. The purpose of the test is to ensure that the fire alarm break points, automatic door closing systems and the sounders all function correctly for your safety.

The Fire Alarm sounder is a continuous and very loud siren.

If the Fire Alarm sounds at any other time other than 1:00pm on a Friday please wait until a member of staff directs you to a place of safety. Do not leave the building until guided by staff. Do not open your bedroom door to try and leave, a member of staff will come and guide you to a place of safety.

We have a plan in place that will ensure a safe place for you to go to should it be impossible to go back into the building after an emergency. In such an unlikely event we will contact your family to help us and to reassure you.

How the Building Works for You

Layout

The building is on one storey so there are no stairs or steps, ramps lead up to all the external doors. Most bedrooms look out to the garden however some look into the enclosed patio or conservatory dining area. The plan is like a square 8 with corridors in the middle.

Fire Precautions

In the event of a fire our staff are trained to evacuate our residents to a safe place *within* the building. Please read and familiarise yourself with the fire instructions sited at various points around the building.

All external fire doors are kept locked and secure with magnetic closers that automatically disengage when the fire alarm is activated. This means that residents are unable to wander out of the building unescorted, and can be safely guided from the exits in the event of an emergency. There are break points and fire fighting equipment at strategic places throughout the building. Bedroom doors have closers and are fire rated 1 hour. The fire doors in the corridors will close automatically in the event of a fire. Emergency lighting comes on automatically if the alarm is triggered. The system is tested weekly on Friday at 1pm when you will hear a siren.

In trials it has been noted that a Fire Tender can be at LittleInch within five minutes of an emergency call. Specially trained Fire Wardens (wearing high visibility vests) will assist in the co-ordination of an emergency, you will be guided by them.

Bedrooms

Please feel free to use your room as if it were in your own home. You may wish to furnish the room how you please or you may simply enjoy the facilities provided, all material brought into the home is must be flame retardant. Please check with management if you are unsure about what you can bring in. **All electrical items must be PAT tested prior to use**, please inform management in advance of bringing in items. You may decorate the room in the colour of your choice and we will do that for you, however we regret wallpaper is not an option for decoration. That is because we may have to change wall paper for every resident and you will agree that it would be expensive.

Drinking water is available from the tap at the sink in the en-suite as it is plumbed directly from the main public water supply.

Hot water temperature is controlled from a mixer thermostat and is set to a maximum of 43°C, temperatures are checked weekly but if you think the water is too hot please let us know immediately.

Room temperature is controlled by a thermostatic valve on your radiator or a wall thermostat if your room has under floor heating.

Accommodation

We are continuously modernising and refurbishing the home for your benefit and enjoyment and this includes the bedrooms. We will do this with the minimum of disruption to our residents and only with the co-operation of the occupants of rooms that require refurbishment. Rooms vary in size and for a current list of room prices please refer to the insert that comes with this guide.

Lounges

There are several lounges in the home and you are free to wander at will or choose one that suits you. Please look at the plan on the wall next to the office.

Hairdressing Salon

Our resident hairdresser is here every Tuesday but will also attend to our residents for special occasions. (See page 36 for pricing details)

Sensory and Relaxation Lounge

Residents and visitors can enjoy peace and quiet in this relaxing lounge with its soothing ambience.

Smoking

Smoking is permitted in only one area and a member of staff must accompany you if you wish to smoke. Staff who accompany you will have already agreed to do so in the full knowledge of the dangers of smoking.

Personal Possessions

We will label all your clothing with your name and the date you came to live here. The labels will stay in place and remain legible for the life of the garment. They can be removed by us should you move to another home. See page 17 Laundry, please please read this section carefully).

We insure all of your personal property but we cannot insure items of value greater than £100. If you wish to bring with you items exceeding £100 in value we must insist that you make your own insurance arrangements. We can photograph the item and have a record in the event of loss or damage. There is a safe on the premises for the safe keeping of valuable items and papers, should you wish to store items in our safe please contact the office. We cannot accept responsibility for personal property not included in your personal inventory.

Space Heating

The heating remains on 24 hours 365 days a year. Radiators heat some areas with other areas heated by an under floor heating system. Temperatures are maintained at a comfortable level but you have the freedom to determine what your comfort level is for your room.

Maintenance

A maintenance operative is employed to ensure that routine maintenance is carried out. Please report to the office any faults with the fabric or fittings of your room or lounges throughout the building. It would help enormously if you would report something broken, not working as it should or something that doesn't look right.

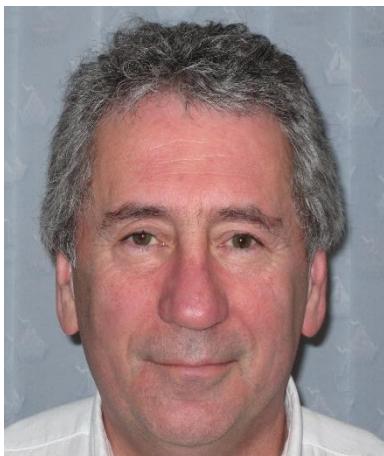
There are Maintenance Contracts in place with specialist contractors for:

Fire Alarm Systems
Emergency Lighting
Heating
All Gas Equipment
Nurse Call System
All patient lifting equipment (Hoists, Stand Aids, Beds, Bath and Overhead lifts)
Legionnaires Disease
Exhaust Vents from Kitchens
Laundry Equipment
Vehicles

Policies and Procedures

A complete folder with our Policies and Procedures is available for inspection upon demand. You can view these documents at any time during normal offices hours. They must not be removed from the care home however a copy of any particular Policy or Procedure may be made available.

Key Personnel



IRVINE WATSON Managing Director

Irvine and Christine Watson formed LittleInch Ltd in 1988 and LittleInch Care Home on 15th January 1990. Prior to that Irvine worked as a director of a Glasgow civil engineering company, and as a senior manager with a multi-national building and civil engineering company. He completed an MBA at the University of Glasgow Business School in 1993 and presently manages the business. Irvine and Christine have 3 children Andrew, Ian and Katie and grandchildren, Ruaridh, Eli and Aulay.



MARGARET MACDONALD Director of Nursing

Margaret MacDonald joined LittleInch Care Home on 20th May 1991. She initially came to LittleInch as a full time Staff Nurse and within 6 months was promoted to Assistant Matron then Matron in 1998. She trained at RAI in Paisley and then the Southern General Hospital; she qualified as an RGN in 1986. In 2001 she completed an HNC in Business Administration at Reid Kerr College and has completed the Manager's Award. Margaret has two daughters Laura and Elizabeth.



CHRISTINE WATSON Director

Christine, with Irvine, formed LittleInch Ltd in 1988. Christine trained at Scunthorpe General Hospital and as a qualified nurse made a significant contribution to the company. She works hard behind the scenes making sure clothes are correctly identified and that everyone has the correct uniforms. Christine deals with the purchase of furnishings and décor and importantly ensures that the 'homeliness' is maintained. The welfare of our residents is an important part of Christine's day to day activities.



CHRISTINE SHAMBROOK Deputy Unit Manager

Christine joined LittleInch as a staff nurse in August 2003. She has a wealth of experience in caring for the elderly. In 2009 she was promoted to Deputy Manager. Christine lives locally and is married with one daughter. She enjoys spending family time with her granddaughter and claims that she is far too young to be a granny.



DEBBIE HANNAY Administrator (Fire Warden)

Debbie joined LittleInch as Administrator in December 2005. She previously worked for Coats Limited for 10 years in a variety of administrative roles until an opportunity came along to join the staff of LittleInch. At LittleInch she deals with all administrative tasks that come her way and looks after the Resident's personal files too. She enjoys her challenging role within LittleInch and working with the staff and residents. At home she has a loving partner Jim and three cats that rule the roost.



MARGARET MACBEAN Hotel Services Supervisor

Margaret joined the company in 1994, in her time with the company she has worked in the laundry and making sure the building is spotlessly clean. Maggie lives in the village and just a short walk from the care home. In her spare time she enjoys being with her children and grandchildren whom she brings in to meet our residents from time to time.



RENA PRENTICE Chef

Rena joined the company in 2012. She has been in the catering industry for entire working life since leaving school. Rena has worked with large and small companies alike in every aspect of catering. With that level of experience you can expect some good wholesome cooking and that is what you get!

In her spare time Rena likes to read, spend time with her family and go for long walks with her dogs.

Uniform Identifier

Staff Nurses

White with **Burgundy**

Care Assistant Supervisor

White with **Navy**

Care Assistants

Royal Blue with White

Catering Care Assistants

White with **Aqua**

Housekeepers

Burgundy with White

Laundry Assistants

Navy with White

All of our nursing staff can be identified from the 'Named Nurse and Key Worker' notice board at the entrance. Hotel Services staff have a similar picture identifier board in the entrance.

Every member of staff has a name badge on their uniform so you can identify them and their position. If you are unhappy or are unsure about how you are being looked after, spoken to or dealt with please tell us in confidence – *we are here to care for you.*

Staff Qualifications

As part of the drive to improve the quality standards in our care homes nearly all care assistants have received formal training to SVQ Level 3. Registration with Scottish Social Services Council is compulsory and all of our carers are registered. The company operate generous training support and will work with any member of staff who wishes to develop their skills.

Many of our past and current care assistants have gone on to complete Registered Nurse Training as well as train to become Doctors and other healthcare related professionals. We are delighted and proud to see people progress their careers in this way.

Understanding Why You Are Here

You are here because you may have been unwell and are now unable to look after yourself safely or be looked after with help by others in your own home.

Our aim is to provide the highest standard of care and comfort in a homely and friendly environment. Your health and social care needs will have been fully assessed and this will have been undertaken by your primary healthcare team. This will include your doctor, social worker and other specialists that you may already be seeing and in discussion with your close family or friends. Prior to admission you will also be assessed by the Director of Nursing at LittleInch to ensure that we, as an organization, can meet your health and social care needs. In this way your care can be tailored to meet your specific needs thereby offering the best possible quality of life, encouraging freedom of choice and independence whilst preserving privacy and dignity.

We understand that moving into a care home is a difficult decision to make and that many considerations have to be taken into account. Our sympathetic and professional staff are here to listen and help you make sense of your new surroundings. Their primary concern is to ensure that you settle into your new home at a pace that suits you. It takes time to get to know someone well and no matter how many forms that are filled in it is the little things that matter most. Like how you prefer to be addressed, how you like your favourite foods prepared and presented, what time you go to bed or get up. The better we know you the better we can provide an excellent quality of life whilst at the same time maintaining your dignity and independence.

Nursing and Personal Care

Nursing

Experienced qualified nurses are in attendance 24 hours a day and supported by care assistants in providing full nursing care in our care home. All our qualified nurses and care assistants are trained to cater for residents of mixed nursing dependency. Personal care is provided for residents who require personal assistance. A Registered Nurse is on duty 24 hours a day.

Whatever the type of care you require our staff will take the time to discuss your individual care plan with you, your family or friends. This not only covers practical details such as mobility and medication but personal issues too, including what you like or don't like and any worries or concerns you may have about the future.

Your care plan is continuously assessed and reviewed to ensure that your needs have been met and that we are offering the very best care and support that we can.

We understand that it is important to you to feel respected and have your privacy maintained. You will be treated with dignity and respect that everyone deserves; we will protect your privacy and promote your independence. We will respect your opinions, your religion and preferred lifestyle. The element of your individual choice

is of paramount importance in our care home. We will encourage you to make independent decisions about your own care, medication and daily life based on your needs and wishes. We will work alongside and in conjunction with your primary healthcare team. We will consult your family or friends if you are unable to make your own decisions.

Medication

At LittleInch Inchinnan Care Home you can choose whether to manage your own medication unless there is specific legal provision applying to you that may prevent this. If you are managing your own medication you will be able to store this in a lockable drawer in your room. If you need it, you will also have special storage somewhere else e.g. in a fridge that is secure and accessible to you. If you require having your medication managed for you, you can be confident that the home has comprehensive systems in place for ordering medication and for its safe storage and administration, and for the safe disposal of unused medicines. Any medication you receive will have been prescribed for your own use.

Staff at LittleInch Inchinnan Care Home keep accurate, up-to-date records of all the medicines that have been ordered, taken or not taken, and disposed of. If you are capable of understanding the need to take medication and what will happen if you do not do so, staff must respect your wishes. You may not understand that you need to take medication and what will happen if you do not do so.

If so, there are legal powers¹ (see note below) that allow other people to give permission for you to receive treatment if it is necessary for your health and welfare staff will work in line with these legal powers. If you refuse the medication and your health is at risk if you do not take it, then and only then, will the staff consider giving you your medicine in a disguised form² (see note below) in line with best practice. Staff must record this in your personal plan.

Your GP

Depending on your previous address prior to entering the nursing home your GP may continue with their services during your stay at LittleInch. However should this not be possible due to distance we can offer the services of GP practices in Renfrew, Bishopston and Erskine.

Optician

There is no reason why your own Optician cannot come to the home. If this is not possible we offer the services of a local Optician but there may be a charge for this service if the optician cannot supply you with an NHS Service.

1. Adults with Incapacity Act 2000; Mental Health (Scotland) Act 1984
2. UKCC Position Statement on the Covert Administration of Medicines

Dentist

Depending on the location of your dentist you can retain their services or alternately we can provide this service. Again there may be a charge for this service if the dentist cannot supply you with an NHS Service.

Chiropodist

Where we cannot secure the services of an NHS Chiropodist, a fully qualified Chiropodist will visit the home monthly to attend to your needs. There is a charge for this service and you will find the charge for this service in the residency agreement.

Visiting

LittleInch enjoys an open door policy and relatives and friends are always welcome at a reasonable time.

Pets

Family pets are welcome at LittleInch and you are encouraged to bring along your dog or cat for a visit. These pets can be very therapeutic to you and others.

Laundry

The laundry service at LittleInch is carried out every day. The laundry is equipped with two large commercial washing machines and two large tumble driers. Residents' washing is collected on a daily basis, laundered and returned to rooms on the same

day or the next at the latest. All items of residents' clothing must be labelled **by us** before being put into use. We would ask that residents' clothes be of a suitable material for machine washing and tumble-drying. **We have been shrinking lovely clothing for 25 years** and so we respectfully ask you to bring with you **only machine washable woollens and fabrics please.**

Hotel Services

LittleInch housekeepers work a rota over 7 days, they start with the public rooms vacuuming and polishing the rooms ready for the residents when they have finished breakfast. Your bedroom and bathroom are cleaned daily. Every bedroom is deep cleaned monthly and the carpet shampooed. If a resident would like to lie in in the morning or you have visitors we will clean your room at a time convenient for you.

Hairdressing

Our hairdresser, Pauline, will be happy to style your hair the way you like it. There is a charge for this service and the charges are detailed in the Residency Agreement. Your own hairdresser may come to the home if you choose.

Newspapers

We provide a selection of daily newspapers free of charge, please return them to the stand after you have finished reading them for the enjoyment of all our residents.

Mail

Mail received will be distributed daily. If you wish any mail posted please hand it into the office and we will arrange this for you at the appropriate cost. Telephone calls are charged at cost.

Entertainment

An entertainment committee comprising of residents, their families and staff provides a wide range of interesting programmes.

Religious Arrangements

All denominational needs are accommodated and Clergy of any religion or faith are welcome to visit at any time. Assistance is given by our staff to help residents attend services at Inchinnan Parish Church (Church of Scotland). The Priest from St James' Church in Renfrew conducts private services, such as communion, monthly and will visit at any time if required.

Local Community

We feel it is very important to maintain links with the local community. We enjoy good relationships with our neighbours the Primary School, the Church and local community groups.

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SAMPLE AGREEMENT Pages 19 to 35

RESIDENCY AGREEMENT

between

_____ (Resident)

and

LittleInch Ltd (Provider)

for the provision of care and accommodation at

Inchinnan Care Home *in Room* _____

Erskine Care Centre *in Room* _____

Date: / / 20____

This is the Written Agreement required by National Care Standards that sets out the terms and conditions of residency between the Resident and the Provider and links to the Provider's contract with the Council.

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1. Aims, Objectives and Principles of the Service

We, the Provider shall meet all of your needs as assessed by..... your Care Assessment in relation to accommodation, equipment, meals, activities, support & supervision, personal care, including, where applicable, nursing care.

The Service that you receive shall be flexible and designed to meet your needs and achieve the outcomes as specified in your Care & Support Plan and detailed in your Personal Plan. We will aim to ensure these outcomes identified as important and relevant to you at the time of placement and set out at subsequent reviews are met. We shall employ sufficient qualified and suitably trained and experienced Staff, and ensure they are available to deliver the Service at all times.

A key aim of providing the Service is to maintain your abilities as far as possible, and to avoid creating further dependencies, whilst at the same time ensuring your safety, security, comfort, and enjoyment of life within our Care Home.

The Service that you receive shall comply with the relevant Care Standards, with relevant legislation, and with best practice guidelines relating to the provision of residential and nursing care, and shall promote the principles behind the Care Standards, which include dignity, privacy, choice, safety, realising potential, equality and diversity. A copy of the Care Standards shall be available on request from either your Care Manager or the Care Home. Upon request, we shall be pleased to make available copy(ies) of Inspection Reports issued by the Care Inspectorate in respect of our Care Home.

We shall follow the requirements set out in this Residency Agreement and the National Care Home Contract. A copy of the Care Home Contract may be obtained from your Care Manager.

You and your Representative shall be consulted on all significant proposals, which affect your life or comfort, and your views shall be taken into account.

You and your Representative shall be offered a range of opportunities to give your views, make comments, and offer ideas, both individually and in groups, about the Service provided.

2. Definitions

"Care Assessment" means the community care assessment of your needs which is arranged and approved by the Council.

"Care Inspectorate" means Social Care & Social Work Improvement Scotland, a national body which regulates care services and having its Head Office at Compass House, 11 Riverside Drive, Dundee and its local office at 4th Floor, 1 Smithills Street, Paisley, PA1 1DD. Telephone 0141 843 6840.

"Care Manager" means the person chosen by the Council to assess, oversee and review the care provided to you by us.

"Care Standards" means the National Care Standards for Care Homes for Older People which describe what you can expect to receive from us.

"Individual Placement Agreement" means the letter and/or other document(s) issued by the Council to the Care Home and copied to yourself, confirming your placement and its details.

"Personal Plan" means the plan developed between us which details your needs, target outcomes, and preferences and sets out how these shall be met in a way that you find acceptable.

"The Council" means the local authority which carried out your assessment

3. Trial Period

3.1 The first four of your stay shall be regarded as a Trial Period to ensure that the Care Home is suitable for you. This period may be extended by agreement between you, us and the Council to allow the Council further consideration of your care needs.

4. Accommodation

4.1 Your room shall be a single / companion / en-suite furnished room which we shall maintain in good decorative order and which shall include a lockable facility. All rooms are fitted with locks.

4.2 No tenancy of any kind is intended to be created in respect of the occupancy of your room. You shall only be requested to move from your appointed room if it is absolutely necessary, and only with your consent and consent of the Council in advance, except in the event of an emergency. Following the emergency, which necessitated the move, you shall be returned to your former room if you so request and if appropriate.

4.3 You are welcome to bring personal possessions and furnishings into the Care Home to personalise your room, provided that other Residents or Staff are not inconvenienced or put at risk. We shall give you a written inventory of your possessions and furnishings upon your admission to the Care Home, and we shall keep a copy for our records and shall update it as appropriate.

It must be noted that electrical items are subject to testing in order to ensure safety and we cannot allow unsafe appliances to be used within the Care Home. You are responsible for having equipment safety tested prior to admission and we shall require evidence that this has been satisfactorily carried out. We shall be responsible for subsequent safety testing, but repair and replacement of equipment belonging to you remains your own responsibility. Any furnishings and furniture that you wish to bring into the Care Home must comply with fire safety requirements. We reserve the right to refuse to allow any item to be brought into the home where we consider it to be a fire risk or other hazard. Furnishing must not be infected with wood boring insects.

4.4 We shall provide light and heat and shall explain to you how you may control the temperature in your room.

4.5 We shall ensure that your room is in good decorative order. If you choose to have your own room decorated to reflect your own taste you shall meet any additional costs incurred. We regret that wallpaper is not an option for the decoration of rooms.

- 4.6 We shall ensure a high standard of cleanliness in your room and throughout the Care Home.
- 4.7 We shall provide you with bed linen, towels, flannels, sponges, toiletries and similar items for your own use to meet your needs together with a laundry service for your machine washable personal clothing. Bed linen shall be changed weekly and as necessary. Personal laundry should be discretely labelled to enable us to identify it as yours after laundry and ensure its return. If you require assistance labelling clothes we shall be pleased to help. As the machines are industrial, clothing may wear out quicker than in a domestic situation. Please note that we are not responsible for supplying you with personal clothing. **Please do not bring in delicate clothing or woollens as they will be damaged and/or shrunk.**

- 4.8 Within the Care Home you shall have unrestricted access to:

Your own room
All Lounges
Cinema
Conservatory
Dining rooms
Hairdressing salon
Reading room
Sensory room
Patio and Gardens
All other public rooms

- 4.9 We shall provide you with a choice of menu for breakfast, lunch and evening meal which shall accommodate your dietary needs and, as far as practicable, your personal preferences. Snacks and drinks are available throughout the day and night.
- 4.10 [You cannot smoke in your bedroom but you may smoke in the designated area in the Care Home Smoking Room on level 2].
- [There is a policy of no smoking throughout the Care Home.]
- 4.11 You are free to consume alcohol if you wish. If we have concerns about the effects on you, your medication and/or other Residents or members of Staff, we shall review this together in your Personal Plan.

5 Care to be Provided

- 5.1 We shall provide you with personal care in accordance with your assessed needs and Care & Support Plan as supplied to us by your Care Manager, a copy of which shall be given to you by your Care Manager. We shall develop this with you into a more detailed Personal Plan during your Trial Period in the Care Home. We shall then review this with you as required, and at least every 6 months.
- 5.2 Your Care Manager shall arrange a formal review of your placement at the end of your Trial Period and shall inform you and/or your Representative of subsequent review arrangements.

- 5.3 Where your care needs change significantly we shall request a review with your Care Manager.
- 5.4 We offer nursing care, and shall provide this to you where this has been agreed in your Personal Plan.
- 5.5 We shall choose a named member of our Staff to be your key worker who shall be responsible for overseeing your day to day care, and to discuss with you your care needs on an on-going basis and how the service can best help to meet your identified outcomes.
- 5.6 You may still use the services of your own general practitioner (GP), if the GP so agrees or we shall assist you to transfer to a local GP. If you register privately with a GP the supply of drugs and medications shall also be private and any charges arising shall be made accordingly.
- 5.7 We shall enlist the support of the NHS as necessary for routine health checks and also to enable you to remain in the Care Home in the event of illness, should you so wish, unless your GP recommends alternative arrangements.
- 5.8 The administration of your medicines shall be discussed and agreed with you, and shall be recorded in your Personal Plan.
- 5.9 There shall be a choice of social and recreational activities if you wish to participate. You shall be consulted in the planning of these activities.

6. Our Obligations to you

We agree:

- 6.1 to ensure that the Care Home complies with the conditions of registration and maintain at the Care Home at all times the standard of care required by the Care Inspectorate and the Council
- 6.2 to participate in an assessment of your needs in conjunction with the Council and the development of a Personal Plan that details how care will be delivered to you and how the outcomes identified as important for you will be pursued.
- 6.3 to allow you as much personal freedom as possible, and only to restrict your movements for your personal safety or the safety of others or to the extent agreed in advance with you and Council.
- 6.4 to contact your Representative and Care Manager in the event that you are involved in an accident or incident, as well as any other authorities who require to be notified.
- 6.5 to provide on request safekeeping for your personal effects required to be brought into the Care Home up to such limit of value as we may from time to time determine. Further details shall be made available upon request.
- 6.6 to share information related to your care with your care manager on request and otherwise to treat all information relating to you as confidential and we shall ensure that you and/or your Representative have access to your Personal Plan and any other information relevant to you.
- 6.7 to assist you, where possible, to maintain a lifestyle of your choice.
- 6.8 to recognise, support and assist you in maintaining links with your local community provided this does not interfere with the freedom of the other Residents in the Care Home.
- 6.9 to ensure you can make and receive telephone calls in private and have access to the internet and to television channels available without subscription, either in a common area using equipment provided by the Care Home or in your own room using equipment supplied by yourself.
- 6.10 to welcome your visitors to the Care Home without prior notice, at all reasonable times, provided their visits do not inconvenience other Residents.
- 6.11 to support you if you decide to refuse to see visitors and if requested we shall advise visitors of your decision.
- 6.12 to ensure Care Home Staff are not permitted to become an Executor in respect of your Will.
- 6.13 to ensure Care Home Staff are not allowed to receive hospitality and acceptance of gifts (including gifts of money) from you or your family, unless this has been previously agreed with us and [insert Council].

7. Your Obligations to Us

You agree:

- 7.1 to inform us of any medication that you administer yourself, and allow us to monitor this.
- 7.2 that you have a responsibility for the safety of the Care Home which you share with others, therefore safety regulations must be observed.

You are asked to observe:

- i) Fire drills and inspections are carried out at regular intervals and your co-operation is essential.
 - ii) We have clear guidelines on smoking, alcohol and drugs which are issued for the protection of all Residents and Staff.
- 7.3 to inform us any time that you leave the Care Home, whether unaccompanied or with visitors, and also to give us an approximate time of return. We shall not be responsible for you once you are outside the Care Home unless you are accompanied by a member of our Staff.
 - 7.4 that should you wish to install a telephone, and/or related services e.g. broadband, in your room, you shall be responsible for meeting the costs of installation, rental and call charges.
 - 7.5 that you shall not bring a domestic pet into the Care Home. This does not preclude visitors bringing their pets with them during a visit with our agreement and the agreement of the other residents.
 - 7.6 to leave the Care Home permanently on termination of this Agreement.

8. Suggestions and Complaints

- 8.1 You are welcome to make comments or suggestions at any time in respect of the service you receive from us, and we shall respond to this in writing within 14 days at the latest acknowledging this and setting out our response and the reasons for our response.
- 8.2 Should you wish to receive independent assistance or advice we shall help you to contact your Care Manager or other relevant advocate.
- 8.3 Should you be dissatisfied with any aspect of our service, you have the right to complain to us using our complaints procedure, a copy of which is attached to this Agreement and further copies of which are available at any time from any of our staff. You may also complain directly to the Care Inspectorate (who may be contacted at 4th Floor, 1 Smithills Street, Paisley, PA1 1DD. Telephone 0141 843 6840) and/or [insert Council] (who may be contacted at Renfrewshire Council Social Work Department HQ., Renfrewshire House, 3rd Floor, Paisley, PA1 1TZ. Telephone 0141 842 5105).

We would encourage you to talk to us in the first instance. Your key worker or Care Home manager shall be pleased to discuss with you or your Representative, any concerns that you may have. If we are unable to resolve the issue to your satisfaction, and you wish to

refer your complaint to the Care Inspectorate or the Council we shall assist you to do this, but it is your right to use any of these complaint routes at any point, or any combination at the same time.

9. Payment of Fees

- 9.1 The weekly fee is detailed in the Individual Placement Agreement issued to you by the Council. This sets out the amount of the contribution you are required to pay as determined by a financial assessment by the Council.
- 9.2 Any changes in your contribution, which may include the annual uprating of Department for Work & Pensions benefits and/or any changes to your financial circumstances, shall be notified to you by the Council.
- 9.3 Where we collect your contribution payment shall be in arrears although we may invoice you in advance. If the timing of your Department for Works and Pensions benefits payments prevents you from being able to meet the arrangements as set out in 9.4 below, we shall be pleased to arrange an alternative plan with you and your Care Manager.

9.4 Payment arrangements are as follows:

When room charges have been agreed we will ask you to complete a bank Direct Debit mandate. A complete list of charges is appended to this contract. The amount you will be asked to pay is calculated as follows and is from: _____

Client: Review Date: / /20__ / /20__

Rate Rate

A) Care & Accommodation in Room_____

LESS

B) Contribution by Council _____

We will invoice the council directly for this amount.

This figure will be confirmed in writing by them.

C) Your weekly charge _____

D) Your monthly charge _____

We will invoice you by calendar month.

The monthly charge has been calculated thus:

Value at C x 52.14 ÷ 12 to give 12 equal payments.

The first payment will be from the date of admission to the end of the current month. The final payment will be from the 1st of the month to the date of discharge and subject to 9.8. Payment to be made no later than 25th day of the current month. Where a request for payment by Direct Debit is rejected you will be liable for the cost of resubmitting the request. Overdue payments extending beyond 30 days will have interest charges added at a rate of 6% above Bank of England base rate. Respite charges must be paid in full in advance of admission.

9.5 Where we collect your contribution and you fail to pay an invoice within 14 days from the due date or 14 days from the date of the invoice (whichever is the later), then we shall inform the Council who shall seek to recover the debt on our behalf.

9.6 If you are admitted to hospital we shall keep your room for six weeks. Subject to agreement between the Council and ourselves, this period may be extended if necessary. You shall be required to continue to pay your contribution throughout your hospital stay.

If you are admitted to hospital and you are in receipt of Free Personal and/or Nursing Care payments, you shall be entitled to continue to receive this for the first 14 days, after which you shall be required to pay the full weekly fee thereafter. Upon your discharge from hospital your entitlement to Free Personal and/or Nursing Care shall normally be reinstated by the Council.

9.7 If you terminate your placement at the Care Home without giving the required notice as detailed in Section 14, your fees shall be charged at the normal weekly rate for the unexpired notice period.

- 9.8 In the event of your death, your fees shall be chargeable for a further three days (or less if your room is reoccupied within this three day period) after which this Agreement shall terminate. Under normal circumstances we shall ask that your room be cleared within three days. However if this is not possible, we can make arrangements to clear your room and store items at the Care Home for seven days. If there has been any overpayment or we have been holding money on your behalf this shall be refunded to your Estate.
- 9.9 Negotiations between ourselves and the Council in respect of fee rates normally take place every year prior to the 11th April every year. Once these are complete we shall inform you of the outcome, and if necessary we shall advise you of any future amendments to this Agreement. You will be issued with the revised Section 9.4 and 16.1 for your signature. You may ask for a copy of the full agreement at any time.
- 9.10 Respite charges. Your room will be available from 14:00 on the day of admission and must be vacated by 10:00 on the day of departure. If your stay extends beyond 12:00 on the day of admission and 12:00 on the day of departure a charge of £6.56 per hour or part thereof will apply to your stay. This is because we remain responsible for you whilst you are on our premises, please arrange drop off and pick up times in advance. All respite charges must be paid two weeks prior to admission.

10 Additional Charges

Additional Service Charges,

- 10.1 There may be an Additional Service Charge detailed in our List of Rooms and Prices over and above the Council's Approved Rate for the Room/Service you have chosen. This Additional Service Charge covers the following additional facilities, goods and services which have been agreed with the Council.

Premiere/large single room.

If you wish to purchase Extras, details are set out in Section 11.

- 10.2 The Additional Service Charge is payable by a third party, or by yourself, where you have sufficient savings or income (excluding your personal allowance) to pay.
- 10.3 Where we collect your contribution towards your fees payment arrangements for the Additional Service Charge shall be the same as those for your Contribution towards fees.

Where the Council collects your contribution towards your fees the Additional Service Charge must be paid directly to us. Payment arrangements are as set out in 9.4

- 10.4 Where you consider that we are not providing the agreed Additional Services we shall be pleased to discuss your concerns. You have the right to use our suggestions and complaints procedures as detailed in Section 8 of this Agreement.
- 10.5 If you have chosen to pay an Additional Service Charge and these payments have not been paid by you or your Representative for 4 continuous weeks or are 4 weeks in arrears, we shall arrange for a review of your placement to take place as soon as is practicable after which we may require you to move to less expensive accommodation within the Care Home. If there is no such accommodation available, you may be required to move to

another Care Home. Should this be necessary, we shall fully cooperate with you, the Council and/or your Representative to ensure that suitable alternative accommodation is secured.

- 10.6 We have agreed with the Council that the Price for your Care and Accommodation which includes the Additional Service Charge shall remain fixed until 31st March 2015.

Additional Care Charges (If Applicable)

- 10.7 The Council has agreed we will provide you with extra care consisting of:

to meet your needs which are above the normal level expected for this type of Care Home. (The additional Care Needs and Charges will have been assessed and agreed with the Council prior to your admission).

- 10.8 Review arrangements: these additional care needs shall be reviewed in line with Section 5.1 and more frequently if necessary.

11 Extras

11.1 We can arrange the following extra goods or services in addition to those covered by the Price for your Care and Accommodation. You shall be responsible for the payment of these goods or services and we shall advise you of their cost beforehand.

- Hairdressing
- Aromatherapy Massage
- Health and Beauty Treatments
- Magazines and Periodicals (newspapers are free of charge)
- Shopping Trolley
- Dry cleaning
- Private telephone line rental and calls

In the absence of free provision by the NHS, the following may also be provided, but shall be charged in addition to the Price for your Care and Accommodation.

- Chiropody
- Opticians
- Dentistry
- Physiotherapy
- Transportation and Staff escorts to and from medical appointments

11.2 We shall issue you with full, detailed separate invoices in arrears in respect of any extra goods or services that you request us to arrange or provide. These can be added to the Direct Debit payment or paid by bank transfer or cheque.

12. Personal Expenses Allowance

12.1 Should we become your appointee we shall maintain records of income and expenditure involving the collection and payment of your fees and any additional charges. We shall support you and/or your Representative in the examination and understanding of such records, which we shall make available upon request.

12.2 Where we manage your finances, whether we act as appointee for receipt of your Department for Work and Pensions benefits or simply, where we manage your personal allowance on your behalf, we shall:

- i) hold sufficient cash to meet incidental expenses for a two week period and allow you easy and flexible access to your funds;
- ii) hold your personal funds over £500 in your own interest bearing account.

12.3 We shall not use any part of your personal allowance to pay for any part of the cost of your care.

13. Insurance

- 13.1 Whilst we have insurance covering all aspects of the provision of the service, this does not extend to your personal property [*exceeding the value of £100*). We shall make good any loss or damage to your property which is the result of our negligence, but you may wish to make your own arrangements to insure all personal property which you bring into the Care Home. Further details of our insurance covers shall be made available upon request.
- 13.2 We shall not be held liable for any items of personal possessions and furnishings not notified to us for inclusion on the inventory.

14. Notice and Termination Periods for this Agreement

Short Term Placement

- 14.1 If you have been admitted to the Care Home on a short term basis, this Agreement shall terminate automatically at the end of this predetermined period unless we, you and the Council agree to vary the duration.

Trial Period

- 14.2 Throughout the duration of your initial Trial Period in the Care Home:

We shall after consultation with the Council, be entitled to give a minimum of 7 days' written notice of our intention to terminate your placement in the Care Home.

You or your Representative may terminate your placement in the Care Home by giving not less than 7 days' notice. If you leave before the end of this period of notice you are still liable to pay us your basic contribution for the full 7 days' notice period. After your departure, you shall not be required to pay for any day within the remainder of your notice period where your room has been occupied by another Resident.

- 14.3 After your Trial Period you and/or your Representative may terminate this Agreement for any reason by giving not less than 14 days written notice to both the Council and to us. If you leave before the end of this period of notice you are still liable to pay us your contribution for the full 14 day notice period. After your departure, you shall not be required to pay for any day within the remainder of your notice period where your room has been occupied by another Resident.

Long Term Placement

- 14.4 We cannot tell you to leave the Care Home without a review being held first, involving you/your Representative, your Care Manager and any other relevant professional involved in your care. The reasons for the review shall be fully discussed together with possible solutions before any final decision is made on your continued stay within the Care Home.
- 14.5 After a review has taken place and where we and the Council agree, we shall be entitled to terminate this Agreement upon giving you and the Council 4 week notice in writing, or less where both we and the Council agree that:
 - i) your physical and/or mental condition deteriorates to the extent that we can no longer provide the service required to meet your assessed needs.
 - ii) your behaviour is persistently such that it causes a serious risk to the welfare or is detrimental to the peaceful enjoyment of other Residents or poses a serious risk to the safety of Staff or visitors to the Care Home.
 - iii) you have persistently or seriously broken this Agreement.
- 14.6 In the event that we are to sell the Care Home as a going concern to another care provider, we shall give you no less than 4 week notice in writing.
- 14.7 In the event that we are to close the Care Home, or make changes to our services to the extent that we are no longer be able to keep your placement in the Care Home we may terminate this Agreement by giving not less than 13 weeks written notice to you and the Council. We shall fully cooperate with you, the Council and/or your Representative to ensure that suitable alternative accommodation is secured.
- 14.8 During any notice period of this Agreement we shall co-operate with the Council to ensure that your needs are met throughout.
- 14.9 In the event of your death, this Agreement shall terminate automatically three days after the date of your death.

15. Future Arrangements

- 15.1 We shall respect your cultural, spiritual and religious wishes related to death and these shall be recorded in your Personal Plan.
- 15.2 In the event of your death any items of jewellery, cash, bank books and insurance documents, which have been held in the Care Home for safekeeping, shall be forwarded to your next of kin, Executor of your Will or legal representative.
- 15.3 In the event of your death any fees outstanding to the Council or Care Home shall be charged to your Estate.
- 15.4 If you have not made a Will and have no known next of kin or legal representative we shall forward your personal items to the office of the Procurator Fiscal, who shall attempt to trace your relations.
- 15.5 If you do not have anyone who can arrange your funeral, we shall make the necessary arrangements in consultation with the person responsible for the payment of the costs.

16. Relationship of this Agreement with our Contract with the Council

- 16.1 Where any of the information in this Agreement conflicts with the terms of the National Contract between us and the Council then the terms of our contract with the Council shall prevail.

ROOM PRICES

Single Room	from	£587.00
Premier Single Room	from	£687.00

Local Authority Recognised Weekly Rates Year Ending 2015

Single room	£587.00
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Signature for and on behalf of the Provider: _____

Print Name: _____

Position held: _____

On _____ (date)

At _____ (place)

Signature of the Resident/Resident's representative _____

Print Name: _____

Address: _____

Post Code: _____

Relationship: _____

Date: _____ Where signed: _____

In signing you accept responsibility for all sums due on behalf of: _____

At _____ (place)



Hairdressing

Dry Cut	=	£5.50
Cut & Blow dry	=	£14.00
Cut, Shampoo & Set	=	£12.50
Perm & Cut	=	£27.00
Cut & Colour	=	£35.00
Shampoo & Set	=	£10.00
Blow dry	=	£9.50

Additional Services

Where we are unable to secure the services of NHS for any reason we will issue a detailed invoice for the following services:-

- ❖ Chiropody
- ❖ Opticians
- ❖ Dentistry
- ❖ Physiotherapy
- ❖ Transportation and staff escorts to and from medical appointments.

You are free to make your own arrangements for any of these services should you so wish.

Date: April 2014
Review Date: March 2015

LITTLEINCH LIMITED
"Caring for People by People who Care"

IMPORTANT NOTICE

Notice to residents and their relatives regarding **complaint procedures.**

If there are any aspects of care or comfort which you feel unhappy about then please discuss the matter as soon as possible with:-

1. The Nurse in Charge

It is important that matters should be brought to her/his attention immediately. Most problems can normally be resolved straight away, however the longer it takes to report any problem the more difficult it is to investigate and resolve.

2. Director of Nursing/Deputy Nurse Manager

Problems that are not resolved by the Nurse in Charge should be taken up directly with John Rossi (Erskine) Unit Manager 07584 073986, Christine Shambrook (Inchinnan) Deputy Manager 07717 732632 or Margaret MacDonald, Director of Nursing 07887 595256.

3. Managing Director

Areas of concern not resolved by members of staff should be brought to the attention of Irvine Watson who will consider all appeals. You may contact Irvine out of normal office hours on 07795 244555.

You will be given help to bring attention to your problem so that it can be quickly dealt with. Every complaint is treated seriously and our aim is to ensure satisfactory resolution. Senior Management will respond to your complaint within 3 working days of your initial approach. We will aim to have the matter satisfactorily resolved within 20 working days of your initial complaint. You have the right to bring your complaint to the attention of Care Inspectorate and Renfrewshire Council at any time. Details are given below.

Care Inspectorate
Central West Region
4th floor
1 Smithhills Street
Paisley PA1 1DD

Telephone 0141 843 6840

Renfrewshire Council
Social Work Department
Renfrewshire House – 3rd Floor
Cotton Street
Paisley PA1 1TZ

Telephone 0141 305 6970

Your Rights

The National Care Standards (Care Homes for Older People) published by the Scottish Executive and available from the Office and is free of charge. There is always a copy for you to read at the home. This booklet sets out in detail your rights and expectations when moving into a care home.

If you have any questions please do not hesitate to contact us.

Inspection Reports

Current and past Care Inspectorate Reports are available from the office and are free of charge. You may also visit the Care Inspectorate web site, view and compare our Inspection Reports with other care homes. www.carecommission.com.

You may also visit our web site to look at our response to the Care Commission Inspection reports at www.littleinch.co.uk

Our response to their report is not published on their web site and is not available other than on our web site. You will also find other correspondence which would not otherwise be in the public domain.

Special Dietary Needs and Menus

Our Chefs are quite particular and work only with fresh produce from local suppliers. The menus on the following pages are a guide only and you may ask for the up to date menus that will reflect the seasonal availability of fresh produce.

Our menus are independently checked for their balance and nutrition. Ingredients are carefully selected so that you receive the correct vitamins, protein and fibre for healthy living.

Every meal time you will have a choice of a soft, low fat foods or a meal suitable for diabetics and/or known allergies. Vegetarian and religious variations are always available on request.

If you do not like any of the choices available to you on any given day our chef will prepare a meal that will suit you.

**THE FOLLOWING MENU IS FOR INFORMATION ONLY
AND IS CONTINUALLY UNDER REVIEW**

LittleInch Care Home – 9 Day Menu



CUT HERE.....

Your Feedback is important to us; please use this page to jot down your thoughts about our Home this Booklet and our web site.

Does LittleInch Care Home meet your expectations?

Yes Nearly Not nearly No (please circle)

How can we improve?
.....

Is this Booklet helpful and informative?

Yes Nearly Not nearly No (please circle)

How can we improve it?
.....

Is our web site easy to use, helpful and informative?

Yes Nearly Not nearly No (please circle)

How can we improve it?
.....

Use additional paper if necessary to express your thoughts or arrange an appointment to speak with a director of LittleInch.
When completed cut off the page and hand it or post it into the office. We need you to tell us what you like and don't like about what we do.