



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Service User Guide - AR14	To describe the care and support that a Service User can expect from Welcome Care Homes Limited.	QCS
Confirmation of Receipt of Service User Guide - AR14	To confirm receipt of the service user guide.	QCS

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP



## **Service User Guide**

**Welcome Care Homes Limited**  
**26-28 Fordel Road**  
**Catford**  
**London**  
**SE6 1XP**

**Tel: 0208697 5024**

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

### **Welcome to Welcome Care Homes Limited**

On behalf of Welcome Care Homes Limited and all of our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and fulfilled with us at Welcome Care Homes Limited and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into Welcome Care Homes Limited there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

### **Useful Contact Information**

- The Care Home Manager is Andrew Newland
- The Registered Manager can be contacted on 07399242052
- The person responsible for complaints or comments and suggestions is The Care Home Manager
- The person responsible for Data Protection is: Andrew Newland

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

## About Welcome Care Homes Limited

1

### Property Location

Catford South East London. Corbett Estate

### What this Service User Guide is for

This guide is intended to give Service Users the information they need about Welcome Care Homes Limited. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know.

### Welcome Care Homes Limited Philosophy of Care

The Home aims to: \*Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. \*Treat all people who live and work at The Home and all people who visit with respect at all times. \*Uphold the human and citizenship rights of all who live, work and visit here. \*Support individual choice and personal decision-making as the right of all Service Users. \*Respect and encourage the right of independence of all Service Users. \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the manager know.

### Safe

Welcome Care Homes Limited will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- **Ensuring that our staff are well trained and skilled to provide the right care and support**, are able to recognise signs of abuse and report them swiftly
- **Giving you the information you need** to make informed choices and take informed risks. Staff at Welcome Care Homes Limited understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
- **Keeping a clean environment** free from hazards and keeping infection under control
- **Supporting you with any medication needs** carefully to minimise the risk of errors

### Freedom from Discrimination

Welcome Care Homes Limited has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

### Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement.

Each Service User is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

- **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care
- **We will ask for your views and ideas** on daily living arrangements and enable you to contribute to any

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

proposed changes

- **We will make information accessible** and in a way that you can understand, both about your care (including medication) and the services being offered
- **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will ensure that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
- **We will ask for your informed consent** to care and any changes to it in all decisions about your care
- **The principles of the Mental Capacity Act will be followed**, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
- You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions
- We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to our Privacy Officer if you are concerned about your personal information

## Caring

Welcome Care Homes Limited provides a caring environment which supports a person-centred approach because:

- **Staff will take an interest in what makes you, you**; the things you want to share from memories, the things you like and don't like, current interests, wishes and new pursuits
- **Staff will treat you with dignity** in the way they speak with you and the way they behave
- **We will assist you in continuing to use your skills** and in pursuing your interests, as well as facilitating a varied range of new skills and interests to try if you would like
- **Staff will create a stimulating environment** which enables you to be as active as you would like to be
- **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention
- **All information about Service Users is treated as confidential** and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or your representatives
- Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary
- **We will make sure that you understand information and what is said**, providing you with the support you need, and giving you the help that you require to make your voice heard
- **You will be supported to carry on relationships and have access to family**, friends, facilities and the community

## Responsive

Welcome Care Homes Limited will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed
- **Welcome Care Homes Limited welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer
- Staff will work with other professionals to ensure that your care is joined up

## Well Led

Welcome Care Homes Limited is a well-led organisation, knowing its responsibilities and carrying them out

- The management staff of Welcome Care Homes Limited are both visible and approachable for Service Users and staff alike
- Welcome Care Homes Limited has the skills to monitor the service and make changes when they are needed
- When things go wrong, Welcome Care Homes Limited and its management staff are honest with you and give solutions on how to put things right

## Statement of Purpose

We have a Statement of Purpose which you can ask to see. Andrew Newland will be able to help you with this.

## Our Staff

Within our service, we recognise that in order to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos.

## Our Services

The regulated activities we offer are listed below.

Care home service without nursing

In addition, we offer the following services:

All meals, a laundry room, social activities and cleaning.

If there is a service you required that is not shown above, please do not hesitate to speak to the manager to see if it can be arranged.

## The Services Offered by Others

Service Users can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of Welcome Care Homes Limited. Welcome Care Homes Limited will arrange for the Service User to have access to these services, which include:

- Hairdressing
- Chiropody
- Physiotherapy
- Opticians
- Dental services

They will state their costs and terms of business directly to the Service User. Service Users should normally receive and deal directly with payments to independent contractors but if this is not possible, Service Users are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

## Your Visitors

- Visitors are very welcome at Welcome Care Homes Limited at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your wellbeing
- We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way
- Visitors are asked to sign in and out in the Visitor's Book to comply with health and safety requirements
- We also request that all visitors comply with health and safety notices, the latest public guidance on the control of the spread of infection, do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge

## Keeping Links with Friends, Family and the Community

- We will support you in keeping links with the community in a way that supports you and maintains your safety.
- Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest

## Activities

- Welcome Care Homes Limited actively promotes your normal social networks and social activities and support for access will be available at all times. The Home possesses some Specialised equipment for the use of Service Users with sensory loss such as loss of sight and hearing
- External activities will be provided at extra cost of the event and transportation. You will be informed of these costs beforehand. Availability is weather dependent and dependent on staff availability related to the dependency levels of all service user attendees.
- Each Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that we can ensure that these are a part of everyday life

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

## Communications – How we will listen and share information

### Service User/Principal Carers' Committee

- The committee provides a recognised forum for Service Users and principal family carers to talk and share their views. Participation in decision-making is encouraged and valued. A member of staff acts as Secretary to the committee
- Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Service User representative, and are available only for use in ways approved and controlled by the committee

### News

- Special news, details of staff changes, changes in the organisation of Welcome Care Homes Limited, minutes of the Service Users' meetings and advance notices of events will be posted on a noticeboard in a public area
- We will support Service Users and representatives with any information required in accessible formats and also try to give messages verbally as well as in writing

### Telephones

- A telephone for Service Users' use is available, at wheelchair users' height, and with a comfortable seat adjacent
- Any member of staff will help you to access the telephone if you need help
- It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills
- Service Users are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff

### Mail

- Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly

### Internet

- Welcome Care Homes Limited has in place a broadband service and Wi-Fi is available. Please speak to Andrew Newland for Wi-Fi codes and any assistance you need with email addresses etc.

### Call Bell System

- A call bell system call point is located in your room and at appropriate points throughout the home, enabling you to summon assistance from staff at all times
- You should always feel comfortable calling for help at any time of the day or night, whenever you require it

### Privacy and Dignity

We will respect Service Users' privacy and dignity at all times. We will do this by making sure that:

- **Door Locks** - Service Users' personal rooms will have a privacy lock fitted, unless your risk assessment shows that this is not possible and agreed by you
- **A locked cabinet or a locked cash box** can be made available in your room upon request and where required
- Giving you **privacy in bathrooms and toilets** as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment
- Discussion of your affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
- We will make sure that you have somewhere private to have any important discussions
- Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed
- Records will be made available to your principal Care Worker and family only with your consent

### Service Users' Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

- You will be asked what you would like to be called, and this name will be recorded on your Care Plan and

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

used by all staff

- You are entitled to ask that your main carers use one name, and others use another name. The level of familiarity is within your control
- In the absence of information, staff will address you formally, using your title and surname
- Staff are trained to support you with dignity at all times and will ensure that support is given in a dignified way, whether you are alone or in company
- Staff are trained to knock and wait for your invitation before entering the room

### **Raising an Issue, Making a Complaint and Giving Compliments**

- We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide
- No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue
- We will support Service Users in making a complaint. If you require specific support, we will make this available to you
- We encourage Service Users to make a complaint through the Complaints Procedure whenever they feel that this is necessary
- We encourage Service Users to raise issues, however small they may seem, and whatever the impact. This can be done informally, or formally through the complaints process
- Complaints can be made by anyone. They are not restricted to Service Users. You can make a complaint to any of our staff but the person in charge of complaints is The Registered Manager

### **Our Commitment:**

- All complaints and issues will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days
- If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint and you will be informed of what that action is
- Service Users are entitled to involve an impartial third party in the complaints procedure if they so wish
- We will learn from complaints and issues and take action to rectify problems

**Please find a Complaints Form for your use at any time at the back of the Guide. This can be handed to the manager, reception staff or a member of staff whom you feel comfortable with.**

Service Users and their representatives may take their complaints to persons in authority outside the home.

- For Service Users funded all or in part by Social Services or the Integrated Care Board, complaints, in the first instance, can be directed to them
- For privately funded Service Users, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC



Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

**Addresses:**

<b>Director of Social Services:</b> <b>Lewisham Adult Social Care Access Team</b> <b>1 Catford Hill, London SE6 4RU</b>  <b>0208 314 7777</b>	<b>Care Quality Commission:</b> <b>Care Quality Commission (CQC)</b> <b>National Correspondence</b> <b>Citygate, Gallowgate</b> <b>Newcastle upon Tyne NE1 4PA</b> <b>Tel: 03000 616161</b> <b>Fax: 03000 616171</b>
<b>Local Integrated Care Board:</b> <b>Lewisham Clinical Commissioning Group</b> <b>3rd floor, Laurence House, 1 Catford Rd, London</b> <b>SE6 4RU</b> <b>0207 206 3200</b>	<b>The Local Government and Social Care</b> <b>Ombudsman</b> <b>PO Box 4771</b> <b>Coventry CV4 0EH</b> <b>Tel: 0300 061 0614</b> <b>Email: <a href="mailto:advice@lgo.org.uk">advice@lgo.org.uk</a></b> <b>Website: <a href="https://www.lgo.org.uk/">https://www.lgo.org.uk/</a></b> <b>Complaint form: <a href="https://www.lgo.org.uk/complaint-form">https://www.lgo.org.uk/complaint-form</a></b>

**Advocates**

- All Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Andrew Newland will be happy to provide information on local advocacy groups and other support networks.
- currently known to us are:
- Advocacy for All Nicola Jayes
- [nicola.jayes@advocacyforall.org.uk](mailto:nicola.jayes@advocacyforall.org.uk)
- Tel: 07706329006

**Arrangements for your Voting Rights can be Made Through the:****London Borough Of Lewisham****Other Documents**

- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date
- A copy of the full report can be found on the CQC Website: <https://www.cqc.org.uk/> and the overall ratings published on the noticeboard in the home. Copies can be made available to you from the manager at any time

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

## Living at Welcome Care Homes Limited

### Trial Period

The first month of your stay will be on a trial basis, to ensure that you are happy that you have made the right decision.

At the end of the month, we will talk with you and, if appropriate your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you in that decision, and help you to find other accommodation.

### Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission to Welcome Care Homes Limited. Should your preferred room become vacant later, it may be possible to relocate. Should you require any treatment while you are in your bedroom, your privacy and dignity will be respected at all times. Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to you as soon as possible. We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'. In addition, you will be able to lock your room if you so wish. Welcome Care Homes Limited has:

- Total en suite rooms: 14
- Total shared rooms: 1
- Total single rooms: 13

### Admission

Our manager or senior member of staff will assess all Service Users prior to admission where possible. Once this assessment has taken place and all parties agree that Welcome Care Homes Limited can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial Care Plan will also be agreed prior to admission, and this will be reviewed and amended during the first week as needs and preferences become known. We recommend that all potential Service Users and representatives visit the home. Service Users are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they, or their representative, make a decision to stay. A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission.

### Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. We will support you to manage your own medication where possible with your General Practitioner's and Andrew Newland's agreement. If you are able to retain responsibility for your own medication management, we will provide you with a lockable cabinet in your room.

Where necessary, following an assessment, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

### Personal Care

Your personal care and health care are planned in consultation with you, with our staff members who will look after you, and with your relatives if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan, along with details of your personal choices regarding the normal activities of daily living. All Service Users are actively encouraged to become involved in the care planning process and will be consulted at each stage of the Care Plan. A copy of the Care Plan will be made available to you and/or your family/friend (with your consent), to seek your agreement for signature when a change or a review takes place.

### Personal Preferences

At any time, you can discuss with your Key Worker any personal preferences that you may have relating to your care, the gender of the person providing that care, your diet or social activities.

### Personal Property

- Service Users are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

available

- In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of Welcome Care Homes Limited that the Service User is responsible for keeping a record of their property if they so wish, and ensuring its safekeeping
- Lockable space can be provided in service user rooms for small items of value by request. By special arrangement, the home will arrange for the safekeeping of items of value in the care home safe, for which it will accept responsibility
- Welcome Care Homes Limited insures Service Users' property to a total of 15000 each. Any single items of value, or property which totals more than 15000 should be insured by the Service User personally

### **Key Workers**

- In order for you to receive the best care, we have a Key Worker system. You will be allocated a Care Worker who will be your Key Worker for your needs
- They will undertake to identify your needs with you and ensure that they can be met through a Care Plan to ensure that your health gains are maximised
- The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect
- They will arrange for meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your care programme
- If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you

### **Hobbies, Interests and Activities**

- Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests, please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally, you are free to choose whether to join in or not. There are quiet corners in Welcome Care Homes Limited where you can relax if you wish to be peaceful. Sound and Entertainment Systems. Activities tablet and laptops.

Hoists available to assist with moving and handling upon assessment of the Occupational Therapist to provide needs of sling size and loop usage.

### **Religious observances**

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

## Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. We are happy to provide meals for visitors, if reasonable notice is provided.

Meals are prepared on the premises, from fresh produce wherever possible. We are happy to provide meals for visitors if reasonable notice is given.

At present, mealtimes are:

Early morning drinks	Choice of Service User
Breakfast	9.00am
Tea & coffee	8.00am
Lunch	12.00 noon
Evening meal	6.00pm
Tea & coffee, & supper	as and when requested

## Car Parking

Car Parking is available in the car park provided.

## Smoking

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

## Fire Precautions

- Welcome Care Homes Limited carries out a full fire risk assessment on its premises and procedures, and takes steps to ensure that the risk of fire is minimised
- There are sound practices in place to ensure that staff are well trained and to avoid fire risks, and steps are taken to ensure everyone's safety in the event of a fire
- Welcome Care Homes Limited is subject to inspection by the Fire Brigade as well as conducting our own fire safety surveys and assessments, and is covered by an effective fire alarm
- If you become aware of any potential fire risk, please immediately inform a member of staff

## Services Available

### Shopping

- Should you wish to go shopping, your Key Worker or our activities organiser will take you

### Transport

- Our policy is that all Service Users will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by Welcome Care Homes Limited of which will be charged at an hourly rate of £17 per hour.
- Taxis will be arranged (charged to the Service User at the full cost), if necessary, for relevant appointments where other arrangements cannot be made, and properly adapted coaches for disabled Service Users will be hired for outings where possible
- All Service Users will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Service User in retaining their independence

### Keeping Pets

- Wherever possible, the keeping of pets will be encouraged on the basis of their beneficial and positive influence on Service Users' lives. We also have regular visits from the (well behaved) pets of Service Users and relatives

### Medical Services

- You are encouraged to keep your own GP, who may attend to you when requested. However, if your GP cannot attend to you in the home, or you wish to change GP, we can provide you with a very suitable replacement in the form of our designated Care Home Provider dedicated GP, One Health and we can ask the Practice to register you. You can, of course, choose the gender of your GP.

### A Visiting Physiotherapist can be Arranged

- The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Service Users

### A Visiting Chiropodist can be Arranged

- The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Service Users

### Dentist or Optician

- You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their Practices. Again, they will charge the Service User as appropriate

### Community Nurse

- If you are assessed as "residential", you can have visits from the Community Nurse

### Community Services

- There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled

### Personal Development

- Welcome Care Homes Limited will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests

### Fees

- You will be given a Service User Contract on admission. In brief, the arrangements on fees are:
  - If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example, by setting up a standing order. Fees are proportionately refundable on discharge
  - Privately funded Service Users whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital
  - If you are supported by a Social Services Department or another public body, then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

portion directly to the home. Your benefits will be paid into your bank account or that of your representative, and the portion due to Welcome Care Homes Limited must be paid to Welcome Care Homes Limited regularly, with a minimum frequency of every two weeks. Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to the home by Social Services etc, the allowance will be given to the Service User weekly by Welcome Care Homes Limited. If the benefits are received by the family of the Service User, then they are responsible for delivering the allowance to the Service User and paying the balance to the home for fees

### Other Charges

- Where the home supplies items such as toiletries for purchase by Service Users, payment should, if possible, be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Service User and an invoice raised. Otherwise, an account will be kept and invoiced weekly in arrears at the cost to the Provider. (If left blank, defaults to payment in cash as goods are supplied.)

### Elections

- You are fully entitled to vote in all local and national elections while you are a Service User in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote

### Electrical Safety

- All electrical equipment brought into the home on or after admission must be presented to the Maintenance Department before use, in order for its safety to be checked

### Risk and Hazard

- We encourage Service Users to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Service Users ask for food to be appropriately stored, such as in a refrigerator
- Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

### Service User's Checklist

The following checklist is meant as a guide to help with your requirements in the home:

- **Clothes (as a minimum):**
  - 3 sets of day clothes
  - 7 sets of underwear
  - 3 sets of pyjamas or nightdresses
  - Dressing gown and slippers
  - Shoes and appropriate hosiery
  - Where possible, we would ask that you please see that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use
  - We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.
- **Toiletries:**
  - Toothbrush, toothpaste/denture cleaner
  - Soap, face flannel
  - Shaving material

It is important that you bring with you any items such as

- Spectacles, magnifying glass
- Hearing aid
- Walking stick

Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

- Writing materials, stamps
- Radio/TV.
- Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

### **Inappropriate Behaviour**

- Inappropriate behaviour is the systematic maltreatment or physical, sexual, emotional or financial abuse of one person by another
- Welcome Care Homes Limited is committed to preventing inappropriate behaviour and if a Service User, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure
- Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint

### **Fire Safety**

We ask for your cooperation in paying attention to fire safety and fire prevention. The following points should be observed:

- Please abide by the smoking rules; smoking is only allowed in the designated smoking areas
- Please do not store possessions next to a source of heat
- Please turn off your electrical equipment when you have finished with it
- Make sure that you have all of your personal electrical equipment checked by our maintenance engineer before you use it in the home
- When you are leaving the home, please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises
- Please ask your visitors to sign our Visitor's Book, so that staff are aware of who is on the premises

### **Quality Assurance**

Our home is registered and inspected by the CQC. This involves announced and unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us

- London Borough of Lewisham
- Care for Quality - External Audit Mock Inspections and Core Risk Audits
- Pharmacist
- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Senior managers of the company
- Training managers

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about Welcome Care Homes Limited or the care you are receiving.



Welcome Care Homes Limited  
26-28 Fordel Road, Catford, London, SE6 1XP

I, [insert Service User name] confirm receipt of the Service User Guide for Welcome Care Homes Limited and understand that should I need any further information, to contact Andrew Newland.

**Service User's Signature:**

**Date received:**

Where the Service User lacks capacity, a representative should sign for receipt of the Service User Guide on their behalf.

**Representative on Behalf of [insert Service User name]:**

**Signature:**

**Date Received:**