

Springfield Residential Home Ltd.

**Bridestowe
Okehampton
Devon
EX20 4ER**

Directors: Stephen & Kathryn Byrne

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Introduction

Kathryn and I started Springfield in 1984; it is our home and livelihood. For it to be successful we wish to give our residents and their families the best care that we can.

If at any time, you have cause to complain about any aspect of Springfield, we would ask that you telephone (01837) 861430 or speak to us in person, in order that we may improve our service to you.

Should you feel that a complaint has not been dealt with to your satisfaction, you may wish to contact the Care Quality Commission and discuss the matter with a Registration Officer.

The Care Quality Commission

Finsbury Tower
103 - 105 Bunhill Row
London
EC1Y 8TG

Telephone: 03000 616161

Stephen & Kathryn Byrne

Springfield

Springfield is primarily for the accommodation of people above retirement age. Our rooms are all single rooms with en-suite facilities. However, we are happy to accommodate married couples in any of our larger rooms. The rooms are fully furnished and residents are welcome to bring small items of furniture that are of special value to them.

The house was formerly the village rectory, and is ideal for its present purpose, with wide level corridors and large rooms. All bedrooms are on the ground or first floors. Passenger lifts to the first floor are available to those who find stairs difficult.

Bath and shower rooms are adapted for the use of all residents. Bath hoists in particular enable everyone to enjoy a good soak with little effort.

Our four sitting rooms are where many of our residents choose to spend much of their day, reading, chatting and socialising with each other as well as the staff and the constant stream of visitors to the house. The “New Lounge” has a library of books that is changed regularly whilst the “Old Lounge” is where residents gather in the evening to watch television together. For those who wish to view during the daytime, all bedrooms are provided with televisions.

Statement of Purpose

When fit and active, most people will prefer to live in their own home. However, there may come a time when daily tasks become difficult to accomplish without help.

Our aim at Springfield is to give people the freedom to live as they choose, with as much or as little help as they wish.

It is important that all residents feel that they have their own space, which is unique to them, where they can do as they please. All bedrooms are treated by staff as private rooms not to be entered without the agreement of the resident concerned.

Over the years we have developed skills and facilities to enable us to care for residents who suffer from physical disabilities or mild dementia and memory loss. We have a separate lounge and dining area, where residents can receive a higher level of care with dignity. Our staff undertake a continuing program of training in this specialist field and in particular our occupational therapy sessions are tailored to the needs of these residents.

The Village of Bridestowe

The village of Bridestowe takes its name from Saint Bridget, after whom the village church is named. The village is situated on the lower slopes of Dartmoor, 6 miles west of Okehampton and 10 miles north of Tavistock.

The population of the parish is just over 500, and supports a village school, Post Office, 2 public houses as well as the Church and Chapel.

There are evening classes in the school, a thriving cricket club, table tennis club, a local W.I., gardening club, amateur dramatic group and an arts group. The travelling library visits fortnightly.

The village is well served by public transport, with daily buses to Okehampton, Exeter, Bude, Tavistock, Plymouth and Launceston.

A "ring and ride" bus service also runs to Okehampton and Tavistock on three days each week. The service collects and drops off residents at the front door of Springfield.

Legal Safeguards for Residents

Springfield is registered with the Care Quality Commission and has been judged as providing “excellent care”. A copy of our registration certificate is displayed in the hall, by the front door. The Commission's registration officers make regular visits to ensure that standards are maintained at the highest levels.

The CQC Inspection Report of visits made to Springfield are available for download from our website.

All residents will be given a Contract of Residence when they come to live at Springfield. This will specify all services provided. If there is anything that is unclear in the contract, we are happy to clarify matters.

Residents wishing to vote in Local, General and European Elections will need to register their new address at Springfield with West Devon Borough Council. This can be done by telephone (01822) 813665 or on line at:

www.gov.uk/register-to-vote

A National Insurance number is required for registration.

Staffing Arrangements

Our policy is to employ enough staff to enable all the work of the Home to be done without hurry, and to give staff the opportunity to sit and spend time with the residents.

We aim to provide our staff with a career that is rewarding and enjoyable. This enables us to recruit and retain high quality staff that are happy in their work and deliver care of the highest standard.

All new staff receive initial as well as ongoing training and work under the supervision of a senior member of staff at all times. Further training is encouraged, and all staff members work towards achieving NVQ level 2 or the “Care Certificate” qualification. All of our senior staff have achieved NVQ level 3 or NVQ level 4.

We employ approximately 40 staff in the Home.

The Daily Routine

- 6.00am Early morning tea (if required)
- 7.00am Night staff finish - Morning shift starts
- 8.00am Breakfast served in the dining room or bedrooms
- 9.00am Cook, cleaner and other staff arrive
- 10.30am Morning coffee and biscuits served
- 12.30pm Lunch served
- 2.00pm Morning shift finishes - Afternoon shift starts
- 3.00pm Afternoon tea and biscuits served
- 5.45pm High tea served
- 8.00pm Supper served
- 9.00pm Afternoon shift finishes - Night staff start

Food and Special Diets

Our two cooks prepare food each day from a menu that rotates over a five-week period. The quality and variety of our food is very important and we are continually discussing changes and additions to the menu with our residents. Suggestions are always welcome.

New residents are requested to inform the cooks of any likes or dislikes; an alternative may then be offered when a particular meal appears on the menu.

Vegetarian, diabetic, low fat and other special diets can be catered for as required. Weights are monitored so that we are able to recognise if special attention needs to be given to a diet.

Smoking etc.

We currently operate a no smoking policy at Springfield.

Fire drills are carried out regularly. Residents should satisfy themselves that they know what to do in the event of the fire alarm sounding. If in doubt, please ask a member of staff.

There are no set visiting times. Visitors are welcome at any time. Light refreshments are available for visitors at all times and meals can be provided upon prior arrangement with the cook.

Medical Services

Residents are free to continue using any medical service of their choosing when they come to live at Springfield.

Existing patients of G.P.s from Okehampton, Tavistock and Lifton are able to remain with their family doctor. Patients of other doctors will be able to register with a doctor of their choice from either practice.

A local dentist, optician and chiroprapist all visit regularly, and we receive an excellent service from the District Nursing team who visit several times per week, daily if required.

Residents often prefer a family member or friend to take them to doctors and hospital appointments, but where this is not possible, staff will normally be available to take residents to Okehampton, Lifton or Tavistock without charge. For appointments in Exeter or Plymouth a charge will be made to cover staff-time and travel cost.

Technology and Phone Lines

Residents may choose to ask British Telecom to install a telephone in their own room for their personal use. Other residents may make or receive telephone calls using either of the “public” telephones in the house. We make no charge for reasonable usage of the telephone however some residents choose to make a small donation to the charity box kept in the "new" lounge, in lieu of any charge.

There is a Wi-Fi network throughout the house which can be accessed from every resident’s room and from the communal areas. The Wi-Fi network is called “Springfields” and the password is **“spring2017”**.

CD players can be provided so that residents can listen to music or audiobooks in their rooms. We are also able to stream any music or radio station using Spotify.

We have a Skype account. This allows residents to receive video calls from their relatives and friends on our Samsung Tablets. Any video call will have to be pre-arranged with staff so that we can ensure that somebody is available to provide assistance. Find us on Skype by searching for “Springfields Residential Home”.

Fees

Standard fees for year 2018:
From £720 to £790 per week

All residents are given a contract when they come to live at Springfield (an example of which is on the final pages of this brochure). This sets out the standard fees payable and all services provided in exchange.

All fees are due monthly (in advance) on the first of the month. Fees are to be paid by banker's standing order, unless another method is agreed.

Fees are reviewed annually on January 1st and it is our usual practice to increase fees by the current rate of inflation only, unless the level of care a resident requires has become significantly higher than has previously been the case.

If a resident wishes to leave Springfield to live elsewhere, we require a notice period of one calendar month, or the full fees in lieu of notice.

The General Data Protection Regulation 2018

Any organisation involved in the processing of personal data must comply with the General Data Protection Regulation (2018) and must address the following:

1) Processed information must be:

Lawful, fair and transparent;

For specific, explicit and legitimate purposes;

Adequate, relevant and limited to what is necessary;

Accurate, kept up to date and stored no longer than is necessary.

2) The data provider must be able to show that:

The data subject has given consent (freely, specifically and reversibly);

The processing is necessary to perform a contract with the data subject;

The processing is necessary to comply with a legal obligation;

The processing is necessary to protect the interests of the data subject;

The processing is necessary for legitimate business interests.

3) Subject Access Requests

Data subjects have the right to know what information is held about them. If a data subject access request is made, the business will have a month to provide the information.

4) Data Breaches

Any data breach that could result in some form of harm to the data subject must be reported to the Information Commissioner within 72 hours.

5) Responsibility for Data Protection

A Data Protection Officer has been appointed to ensure that the above conditions are met.

It is vital that we store and process personal data in order to provide the highest level of care possible for our residents. We will only process relevant data and will ensure regular review so that this remains accurate. When a resident leaves Springfield, any personal data will be kept for seven years as is required by law. Data access requests will be responded to as they arise, and we would invite anybody with concerns to discuss these with management so that an immediate solution can be found. Any data breaches will be immediately reported to the resident or their appropriate Next of Kin and also to the Information Commissioner.

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Bridestowe, Okehampton, Devon

EX20 4ER

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STANDARD TERMS AND CONDITIONS FOR RESIDENTS

Name of Resident			
Commencing Occupation		Room Number	

1. All residents commence occupation with a trial period of one calendar month. The trial period will be used for a comprehensive assessment of the resident's care needs and continued occupation will confirm that the home is able to meet these assessed needs.
2. Resident's fees to include accommodation, meals, personal care and laundry. All rooms are fully furnished with en-suite facilities, alarm call system, and television. Telephone lines can be provided in each room and residents may arrange the installation of a telephone, satellite TV or internet access. A wide range of medical equipment is provided for the general use of residents, however residents themselves are responsible for the provision and maintenance of equipment specified for that individual by Occupational Therapists, Physiotherapists or other medical personnel.
3. No charge is made for residents taken by staff to medical appointments in Okehampton, Tavistock or Lifton. Accompanied medical appointments to Exeter or Plymouth are charged at cost.
4. For residents requiring residential care, the standard fee charged is £720.00 to £790.00 per week for the year 2018 which is adjusted annually in line with the prevailing rate of inflation on January 1st each subsequent year. Unless otherwise specified in writing, the fees are the responsibility of the contracting parties.
5. Fees are payable, monthly in advance, or otherwise, if arranged with the management and once paid are non-refundable.
6. The Springfield Statement of Purpose and Service users Guide, together with the latest available inspection report of the Care Quality Commission are available to view in the office during working hours.
7. One full months notice must be given for residents vacating a room to live elsewhere.

8. Where a Local Authority commence payment of a proportion of a residents fees, the resident will remain liable for the remainder of the agreed fees.
9. Insurance cover is provided for resident's personal effects up to a maximum of £2,500.00. It is the responsibility of each resident to insure items of value, or alternatively they may be placed in the safe keeping of the management and a written receipt will be given.
10. Smoking is not allowed inside the house by residents or their visitors.
11. Visitors are welcome at all times.
12. Residents should not leave the premises without first informing a member of staff for reasons of personal safety.
13. An initial assessment of care needs is carried out prior to taking up residency at Springfield. It is confirmed that all persons taking up permanent residency at Springfield will have these assessed needs met.
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15. It is a requirement of the Care Quality Commission that all laundry is done at temperatures that minimise the risk of spreading infection. Whilst every effort is made to ensure that items of clothing are not damaged during laundering, no liability is accepted for any shrinkage or damage that may occur.
16. The processing of personal data is integral to the provision of care at Springfield Residential Home. By signing this contract, you consent to the processing of information in accordance with the General Data Protection Regulations (2018) as summarised in the Home Brochure.

If any of the above terms are not fully understood, these should be clarified immediately. It should be noted that any of the above terms may be altered or added to at the discretion of the management. Notice of this will be given in writing if deemed necessary.

It is a requirement of the registering authority that upon moving to Springfield a contract based on these terms is signed by all residents.

I understand the above terms and condition and agree to comply with them during residence.

Signed Date