



# **MONTANA Residents' Handbook of Home Policy**

## **Our Team Signature Behaviours at Montana Care Home**

**We will make a positive difference to every life that we touch.**

**We will do this by:**

**Asking what matters to you, listening to what matters to you,**

**Doing what matters to you.**

**We value and respect the uniqueness of everyone we support, recognising that you are the experts of your lives.**

**We will do this by:**

**Working together as partners in your care, responding positively to your needs and aspirations so that your life is fulfilling and meaningful for you.**

## **Celebrating our diversity and the richness it brings to our community**

### **Absence**

We accept responsibility for the **protection and safety of every resident** in our care and will respond immediately to any situation where a resident has, or appears to have, gone missing, and we are unaware of their immediate whereabouts.

We operate an **escalating procedure** with a search of the Home followed by referral to known locations, contacts etc. If the resident is clearly “missing”, then a risk assessment and profile may be provided for the police, should their involvement become necessary. For those residents who are living with dementia, or other cognitive impairments or are particularly vulnerable due to physical or psychological issues the Herbert Protocol will be initiated following the Suffolk Constabulary procedure

All absences will be recorded on the appropriate form and the information passed to Regulatory bodies as required.

**You are requested to let a staff know at all times when you leave the Home, where you are going, and how you may be contacted.**

### **Administration of medicines**

Many of our residents are advised to take medicine(s) either regularly, or on an occasional basis, to maintain or improve their health. The taking of medicines will form part of the initial care needs assessment, and a decision taken as to whether the resident requires the care staff to participate in the process of administering medicines. Typically, we will always try to encourage and maintain the resident’s independence, but will provide assistance, as needed, when this has been agreed as part of the resident’s care plan.

Where assistance is given by any care worker employed at Montana, then it will be **undertaken safely and within best**

**practice guidelines**, as outlined in the Home's policy and procedure on the administration of medicines.

**If you are taking medication, and need help, or you are concerned about any aspect of your care, please speak to a member of staff at Montana**

## **Autonomy and independence**

We will assess, plan, deliver and review our care services that we provide to residents and are committed to working in partnership with them to promote autonomy and maintain/increase independence. We will do this through a number of activities and processes involving our residents: -

### ***Care assessment and care plans***

Our senior staff will work in partnership with each resident in the assessment and planning of their care needs and services. Our aim will be to tailor a package of person-centred care which reflects need, offers choice, and respects the resident's preferences and judgement.

### ***Review***

We will agree a review schedule with each resident so that their needs and support are reflected in their personalised care plan. Residents may request a review at any time.

Their care reviews will consider residents ongoing and changing needs and whether care interventions have been effective and responsive to the needs of the people who use our service.

To reflect partnership working any reviews or changes to planned interventions will be made with the residents consent to care.

Currently all care plans are reviewed monthly or as required due to changing needs of our residents

## *Personal finances*

Control of personal finance is a key component of being able to demonstrate independent living skills, and we will encourage, enable, and empower residents where possible to make decisions in relation to their own lives, providing information, assistance and support where needed.

## *Administration of personal care needs*

Our care workers will provide support for individualised care for each resident according to their assessed needs by working with them and to promote independence wherever possible

By working in collaboration residents are involved in discussions and decisions about their care needs preferences and aspirations.

**If you feel that you are not being given the opportunity to express your views or be involved in any decisions about your care please speak with one of our staff**

## **Bullying and harassment**

All residents living at Montana have the right to be treated with dignity at all times and all employees, residents, suppliers etc (indeed anyone who comes into contact with residents) are required to conduct themselves in a manner which is entirely consistent with this general principle. Any incidence of bullying, harassment or intimidation will not be tolerated and must be reported immediately so that appropriate action is taken

**Any resident who believes that this elementary right has been infringed may make a formal complaint.**

An employee whose conduct is in contravention of this policy may be disciplined in accordance with our disciplinary procedures

Residents who are found, after appropriate investigation to have conducted themselves in violation of this policy may be warned

as to their future conduct, or, in exceptional cases, may be required to leave Montana. This policy applies to everyone.

## **Complaints and suggestions**

Complaints and suggested are encouraged and welcomed as a way of ensuring that any dissatisfaction with the quality of service provided by our staff is brought to the attention of the Home Manager as quickly as possible. All complaints will be fully investigated, handled sympathetically and confidentially and, where necessary, improvements made.

Our aim is to deal with complaints efficiently and fairly, and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and the Home. The Home's policy document will be provided to any Resident, or their representative, upon request. If any Resident has a visual impairment, we will, so far as is practicable provide a copy of the complaints procedure in a form which reflects the needs of that person. All suggestions received from service users, or their families will be welcomed as part of our quality improvement programme.

## **Confidentiality**

Our staff will respect and protect all confidential information concerning our residents, at all times.

**All Residents will be provided with the Home's statement on confidentiality**, which outlines the obligations placed upon all staff to safeguard confidential information in line with GDPR requirements, and the circumstances whereby staff may disclose confidential information, the circumstances where express consent is required you have the right to object to any disclosure.

## *Disclosure of confidential information by the Home*

Senior staff are expected, on occasion, to share confidential information between members of care teams and between different organisations, in order that the resident can receive, the highest quality and continuity of care. The sharing of information in this way is strictly by a need-to-know basis, relating to the care or safeguarding of people we support and referral to specialist services as appropriate.

**Residents may object** to the routine disclosure of information described above if they wish, although they will be advised that this may not be in their best interests.

## **Contacts**

All Residents have a right to seek and maintain social contacts outside of the Home. We will, therefore promote, encourage, and facilitate contacts with residents that are important to them and their wellbeing, which enables a nurturing and supportive environment We are fully aware and supportive of the importance of social capital and its contribution to individual wellbeing.

## **Control of infection**

The Home recognises its duty to promote a safe working environment for its Residents. The control of infectious diseases is an important aspect of this overriding duty. Care, especially intimate care, involves risks of infection which need to be managed in a safe and organised manner including the use of standard/universal precautions.

### **Standard/Universal Precautions include:**

- Handwashing and skin care.

- Use of protective clothing.
- Safe handling of sharps (including sharps injury management);
- Spillage management.

**Advice will be sought from time to time** from appropriately trained professionals working in the Infection Prevention and Control Team.

## **Diversity in care**

The United Kingdom is a true multi-cultural Society and this is reflected in our resident and staff community, many are from diverse backgrounds which we celebrate.

**Our “Equality and Diversity” policy** states that: - “All people shall be treated equally, regardless of their age, gender, race, ethnic origin, nationality, colour, religious persuasion or belief, cultural or linguistic background, marital status, sexual orientation, disability, or offending

background unless unequal, or different treatment can be **shown to be justified** and is appropriate”. This clear unambiguous statement of intent will apply to all aspects of the Home’s operations and to the care and support of all residents at Montana at all times, whilst, at the same time, taking account of the individual’s particular needs with regard to their religion, culture, language etc.

## **Gifts, wills and bequests**

**Employees must** ensure that neither they, nor the Home, may legitimately face charges or allegations of malpractice or corruption in their conduct at work. As such, The Code of Conduct for Social Care Workers must be followed. This code, together with the Home’s policy/procedure on gifts, wills and bequests, includes advice on:

### ***Solicitations – seeking gifts or favours***

Any employee who seeks gifts or favours from residents in return for the services they are required to provide will be subject to disciplinary action which may lead to dismissal.

### ***Voluntary gifts***

It is not uncommon for a resident, or someone closely connected to the resident, to offer some gift as a mark of appreciation for the high quality of

care they have received from the staff. At the same time, the taking of gifts or acceptance of **substantial favours by employees from**, for example, residents, or relatives can give rise to embarrassing situations and may be seen as an improper inducement to give some preferential treatment in return to the donor. As such, it is our policy to discourage the practice of residents or relatives offering gifts to care workers, or others employed at Montana.

### *Residents' wills*

The Code of Conduct prohibits staff from assisting in **the making of or benefiting from residents' wills**. As such employees at Montana are instructed to refuse to offer any advice whatsoever, either to the resident, or anyone connected with the resident, on the making of wills, or their contents.

## **Handling Resident's money**

Our care and support team aims to promote and maintain the independence of residents in all aspects relating to the care and services they receive. The control of money matters is a key element of independence, residents are therefore actively encouraged to take control of all aspects of their financial affairs, thus avoiding over-dependence on others, even in minor ways. There will be instances, however, when support is needed, and given, and it is in these situations where simple good practices are implemented and observed, to promote trust and avoid disputes, misunderstanding or suspicion.

## **Orientation of each new Resident**

An orientation programme is prepared prior to the arrival of each new resident so that they may have an organised and well-managed welcome and introduction to the Home, the other residents who live here and of course the house rules etc.



## Leaving care

The management accepts that there will be occasions when a resident may have to leave Montana in order to be cared for elsewhere. This may reflect, for example, a change in family circumstances, a need to cater for health conditions which are not able to be met at Montana, or for personal reasons. The management will ensure that should a situation arise, then it will handle the departure in an organised and professional manner.

## Leisure and social activities

An important part of our care and support is helping to establish and maintain the emotional and physical wellbeing of all residents and we will in partnership with our residents promote a range of activities and programmes which are designed to achieve this goal. Through collaboration we can maintain an exciting and varied programme of events, trips, activities etc. as well as providing activities for those who prefer to follow more “independent” pursuits. A calendar of events is posted on the notice board, so that everyone may be kept informed. A diary of birthdays and special days is also maintained on the notice board.

## People Moving and Repositioning

Manual handling of people, (lifting, supporting, carrying, pushing and pulling by bodily force) is one of the most common activities within institutional care, and one which, the Health and Safety Executive (HSE) believes, results in substantial injuries each year.

**The Manual Handling Operations Regulations 1992** have established certain principles within which care providers should operate, such as:

- To **avoid** the manual handling activities where it is reasonably practicable to do so; and, where it is not,
- To **assess the risk** and take appropriate steps to reduce it so far as is reasonably practicable.

**“No lifting” policy**

**The Home does not operate a blanket “no lifting policy”** is a viable option when one of the primary objectives of Montana is to assist individuals live their lives as independently as possible. Our home will try to balance the needs of everyone involved in the care process, the needs of residents and the needs of the carers in order to ensure that all Health and Safety advice is followed:

- Employees **are not required to perform** tasks that put themselves and the residents in their care at unreasonable risk.
- Resident’s personal wishes on the type of assistance given to them by our care workers are **listened to and respected** wherever possible.
- Resident’s **independence and autonomy** is supported as fully as possible.

In order to satisfy these essential goals, the management and senior staff will undertake **focussed moving and repositioning risk assessments as part of the needs assessment process and ensure that all relevant issues relating to health and safety are included**. This risk assessment will focus on the needs of the resident and our responsibility to reduce the risk of injury to our care staff while undertaking moving and positioning tasks. This ensures that care is delivered in a balanced and sustainable way, and one that has considerate of the resident’s lifestyle, personal preferences and functional needs.

## **Privacy and dignity**

The Home recognises that most interactions between care workers and residents demonstrate some form of dependence upon the care worker, and obligations exist therefore to ensure that a **code of conduct** is observed which ensures that all actions undertaken:

- a) are with the consent of the resident.
- b) protect their privacy and dignity.
- c) promote respect between staff and the resident.

Staff must always work in a way that promotes and safeguards the dignity, privacy and choice of the residents in their care and in all contexts, which includes but is not limited the following care interventions

- Dressing and undressing.
- Bathing, washing, shaving and oral hygiene.
- Responding to continence requirements.
- Medication requirements and other health related activities.
- Moving and Repositioning.
- Eating and drinking
- Handling personal possessions.
- Documentation that responsive to the residents needs is written in a respectful manner.
- Confidentiality is maintained with regards to written information and how we communicate with residents who require a private place. Corridor conversations clearly disregard confidentiality and should not occur.

#### **In each case:**

- The Residents will have contributed to an individual **person-centred care** plan providing details of the personal care needs and how these are to be met.
- The views of the resident regarding their support and assistance will take precedence, unless otherwise explicitly stated in the care plan or concerns arise in relation to health and safety.
- When accompanying a resident to the toilet, assisting with bathing, dressing or other intimate tasks, care staff must endeavour to maintain a resident's dignity and privacy, and only undertaking those tasks that the resident is clearly unable to do.

**Wherever possible** the resident's wishes will be respected concerning the gender of the care worker assigned to them particularly when providing personal and intimate care.

## **Safeguarding residents from abuse**

Abuse is defined as:

“A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress.”

Our staff team is committed to preventing the abuse of residents. We will achieve this by:

- promoting a strong and identifiable culture of respect and valuing people.
- ensuring that thorough and systematic recruitment practices are followed which ensure that references are taken up for all care workers, and use is made of all checking procedures, particularly the Disclosure and Barring Service (DBS).
- encouraging the role of the advocate for residents. Residents who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as spokesperson for the resident and participate in care reviews as necessary.
- recognising the fundamental rights of residents to privacy, dignity, maintenance of self-esteem and fulfilment, choice, recognition of diversity, individuality, and independence, together with the maintenance of their rights as citizens.
- making relatives and advocates aware of our complaints procedure and encouraging them to comment upon the care received by residents and to participate in reviews of care.
- committing to quality assurance and regular quality reviews.
- ensuring that training is provided on the forms and prevention of abuse and that such training is available to employees.
- taking immediate action whenever there is suspicion that abuse has occurred.
- utilising management systems which support and supervise employees in their work and facilitate good communications.
- encouraging an atmosphere where employees feel able to discuss and therefore prevent the development of potentially abusive situations.
- ensuring that induction procedures for employees include the safeguarding of adults and the prevention of abuse of residents.
- giving residents a copy of Montana complaints procedure upon commencement of care and ensuring that they understand how to use the procedure.
- encouraging residents, their relatives or advocates to participate in reviews of care and to comment on care received.

## Protecting Residents' rights

Our staff team will promote and ensure that the rights of residents will be always respected, and will, through appropriate supervision, education and training, ensure that all employees are aware of, and observe, the requirements of this policy.

### **Residents have the right to:**

- Make informed choices about where they live, and how they live their lives.
- Have their needs properly assessed, and to have those needs met on a consistent basis, and to a defined level of quality.
- Receive written information about the care they are receiving, together with its cost.
- Exercise an appropriate degree of control over their lives; to make informed choices and to make their own decisions.
- Live in comfortable, safe, hygienic surroundings.
- Make a complaint about any aspect of the service they are receiving.
- Receive care according to their needs, and services on an equal basis with all others who live at the home;
- Be protected from any abuse or conduct which is detrimental to their wellbeing and health;
- Be treated in a manner which promotes dignity, wellbeing and understanding.

## Quality assurance

Our management goal is to be the **provider of choice** within its catchment area and believes that we will accomplish this by ensuring that we meet the expectations of our residents, their families, our staff, and all other associated stakeholders.

We monitor satisfaction levels in all key areas of our operations, and will review, evaluate, and implement improvements, where necessary, on a continuous basis. This process is known throughout the Home, as the “Quality of Service Programme” (QSP).

## **Records**

The management accepts and observes its responsibility to establish, maintain, and keep secure, all necessary records relating to the care of residents within the Home, all records relating to health, personal and sensitive information will be kept and properly maintained within the standards of GDPR

**Residents may request to have access to their records** and information about them held by the management of the home, as well as opportunities to help maintain their personal records.

## **Resident’s care plan**

At the time of a new resident's admission to Montana we work in partnership with the resident, (and their friends, relatives, or representatives if appropriate), and complete a thorough assessment of their care and support needs and a personal care plan will be provided.

Each person's plan includes a description of their preferred daily routine, their likes, and dislikes in relation to food and any specific dietary requirements for example allergies and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that this is particularly important in relation to any intimate personal care activities that staff may carry out.

The care plan also contains risk assessments and any risk management strategies needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions for themselves

The care plan also includes details of residents' social interests and activities and how these are met, any arrangements to attend religious services of their choice and for contact with relatives, friends, and representatives. At least once a month, we review each resident's plan

together, responding to their changing needs by updating the care plan to reflect those changing needs.

From time-to-time further assessments of the resident's needs are made to ensure that the care we are providing is relevant to helping the resident achieve their full potential. Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

## Safe working practices

We have an overriding responsibility for safeguarding the health and safety of all residents, staff and visitors to the home and to maintain a health and safety policy which applies to everyone.

## Sexuality issues

Our staff team wants all our residents to enjoy as full and as active life as possible and recognises that some residents may wish to demonstrate sexual expression in a physical way.

All staff are given training and guidance, as necessary, so as to understand and accept, the normal needs of residents, and to handle situations they come across with delicacy, sensitivity, and understanding.

## Smoking, alcohol, drugs etc

The consumption of alcohol in Montana, by staff (at all times, including unpaid breaks) is **prohibited**, and failure to observe this clear and precise rule will result in disciplinary action which may include dismissal.

On an exception basis, the Home may lift this restriction (e.g., the marking of a special occasion, or in the event of a Christmas party) and employees will be so informed.

There is no “presumed” lifting of this general ban and drinking alcohol in Montana is only acceptable when specific, written approval has been granted beforehand.

Visitors and Residents, however, **may consume alcohol in Montana at any time**, although in the case of residents, only if this is not prohibited, on medical grounds.

Any example of the use of illegal drugs (or some other inappropriate substance, e.g. solvents) **by staff in the Home will result in disciplinary action** which may lead to dismissal, Clearly the use of illegal drugs is breaking the law, and the appropriate action must be taken. Where

substances are not illegal, but nevertheless there is evidence that use of the substance has had an adverse effect on the staff member, (such as impaired judgement) then disciplinary action will be taken.

The use by **residents or visitors** of banned or other inappropriate and dangerous substances **will not be tolerated** and staff are required to report any instances, or suspicions, of use/misuse, to the Registered Manager without delay so that the matter can be dealt with immediately. **Staff are not allowed to smoke including vaping** anywhere in the Home, at any time. Residents/visitors may only smoke in the designated smoking areas outside of the building.

## **Vetting of staff**

It is our policy to recruit employees who can demonstrate the highest standards of honesty, integrity and competence, relevant to the position they hold. Validation of information is an important feature of our recruitment policy, (covering, as appropriate, education, qualifications, training and criminal records) and all prospective employees (in any occupation) will be invited to provide information, at the outset, on whether or not they have a criminal record or have been banned from working with children or adults through inclusion on a statutory list of persons unsuitable for such work.

## **Volunteers**

We value the contributions made by volunteers who wish, for a variety of reasons, to make a contribution towards the care offered by Montana. In every instance, however, the Home will consult with Residents and staff so that contributions are welcomed, are as effective as possible, and are well-managed.



## **USEFUL NUMBERS**

### ***Care Quality Commission***

City Gate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 0300 061 6161

Fax: 0300 061 6172

Web: [cqc.org.uk](http://cqc.org.uk)

***The Care Quality Commission*** employs Inspectors to monitor standards within all care homes. The Inspector will assist in complaint procedures when necessary or advise on matters of concern about the Home.

### ***Advocacy Services***/(East Suffolk advocacy Network)

Tel: 01284 756925

If you (or your relatives/carer) feel that you need or would like additional support in discussing any aspect of your care or future needs there are a number of outside agencies who can help. They will be able to offer you support, services and advocacy (to help you express your needs and wishes and represent your views):

## **Complaints**

Montana has a simple, clear and accessible complaints procedure that ensures an “open” and accepting approach to complaints. Any complaints will be recorded and acted upon with the intention of bringing a speedy and satisfactory conclusion within 28 days.



## **WHAT TO DO IF YOU HAVE A COMPLAINT**

All your complaints, however small will be taken seriously and dealt with in a timely manner.

We want you to feel confident about expressing your views and assure you that they are very important to us. If you do not wish to make the complaint yourself, you can ask another person to make the complaint on your behalf.

1. If you have a complaint or suggestion, please tell one of the senior staff in the first instance. If you prefer to tell another member of staff about your concerns, they can relay the matter to Sr Thaya. We also have a Complaints/Suggestion box located in the front reception area which you may prefer to use.
2. Sr. Thaya Moses will meet with you (or the person of your choice) to try to reach a solution which is to your satisfaction .
3. Please note thar complaints will not be recorded on individual residents files.

4. If the meeting with Sr Thaya Moses does not solve the issue to your satisfaction, you must then make your complaint in writing to Vennessa Hall Director of Care at Holy Priory Cross in Hand, Heathfield, East Sussex TN21 0TS and the matter will then be formally investigated according to our complaints policy and investigation procedures and time scales

A copy of this policy is available from our office.

**All Residents are to be provided with a personal copy of this handbook.**



**Reviewed December 2022**