



STATEMENT OF PURPOSE

&

SERVICE USER'S GUIDE FOR

Affalon House

2-4 Felinfoel Road, Llanelli, SA15 3JG

Telephone: 01554 756 332

Fax: 01554 746 852

Email: admin@affalon-house.co.uk

leon.payne@meadowsh.co.uk

Affalon-house.co.uk

Limited Company Registration Number: 02968904

This document is available in large print & in the medium of welsh upon request

INDEX

Contents

Section 1: About the provider

Section 2: Description of the service

Section 3 About the service we provide

Section 4: How the service is provided

Section 5: Staffing arrangements

Section 6: Facilities and services

Section 7: Governance and quality monitoring
arrangements

Section 1

Affalon house nursing home now operates as a limited company and is registered with the Care and Social Services Inspectorate (Wales) (CIW) under the terms of the Regulation and Inspection of Social Care (Wales) Act 2016

Caeffair Ltd Affalon house nursing Home Limited
100 Felinfoel Road, Llanelli SA15 3JS
Company Registration No. 02968904

Affalon House Staff

Dr Roop Chand Chaudhry Responsible individual

Owner company director and responsible individual since 1989 for the group of homes , Dr Chaudry has a dedicated approach to the well being of each resident and through the management system will be responsible for the quality assurance of the service.

Experienced in business management on all aspects

Doctor of medicine

Member of Royal College of Physicians

Consultant Physician in NHS

Has experience in practical health care management

Ethos of health promotion

Safety security. Dignity of the service users in high class of environment with ability to adapt to changing needs

Achieving high standards of care by supporting the managers and highly trained staff and provision of equipment With a priority to H&S and well-being of Si abs card team.

Leon Payne Chief executive

Leon Payne has been managing care settings and multiple sites over the past 18 yrs., in varying settings such as complex care, Domically services, nursing agencies , Pre & post 65 mental health services , Emotional and behavioural difficulties, Learning disabilities, dual diagnosis, challenging behaviours and residential services.

Qualifications:

Level 7 in management

Level 5 QCF management

Alan Wall is the manager of the home , he is a registered Nurse and has over 27 years' experience in working within the health and social sector. Alan has worked at a senior management level since 2000 within both mental health and LD services. It is over this time he has developed his good practice and a passionate commitment to providing personal centred approaches to his client's needs.

Level 5 in management

Wide range of qualifications in behaviour management

Deputy Manager, Janyl Willis. She is a qualified RGN, Midwife & Health Visitor who qualified in 1977. She worked in the Swansea City Centre as a Health Visitor for 16 years gaining experience of working with the elderly in the community. For the last 13 years has been both Manager, Deputy Manager in the Swansea, Llanelli and Pembrokeshire areas. She has a vast knowledge of EMI settings and care of the various dementias.

The nursing team consists of 4 Registered General Nurses, with a variety of experiences, including Infection Control, Palliative Care, and First Aid, Care of the Elderly, Dementia Care and people with physical disabilities.

The care team consists of a Dignity Champion who holds NVQ Level 3 in Health and Social Care, 6 Senior Care Assistants, all of whom hold NVQ level 3 in Health and Social Care. The remaining 13 Care Assistants hold or are all working towards QCF

level 2 in Health and Social Care. Between them, care staff have a variety of experiences, including Care of the Elderly, Palliative Care and Dementia Care.

Complimentary to the care team, the home employs appropriately experienced staff to cover administration, catering, domestic, maintenance and gardening duties.

Cook, Assistant Cook, Kitchen Assistants and Care Staff all have received training in Food Safety in Catering

The Management recognises that without the commitment of its staff it would not be possible to provide quality care and meet the aims and objectives of the home. Staff work on a shift system to provide twenty-four-hour care. In order for residents to have their preferred choice of carer, male and female care staff are employed. The home operates a key worker system and has a 'Dignity Champion', whose role is to promote choice and individual care planning whilst leading the senior care team.

Section 2

Affalon House is an attractive two storey period property, first registered as a care home with nursing on 11 August 1989 under the private ownership of Mrs. S Chaudhry. It is situated near the town centre in Llanelli and is easily accessible by both public transport and excellent road links, including the M4.

There is a close Welsh community where traditional family values remain strong and where Welsh is the first language of many members of the community. Several staff members are from the local area and are able to converse with service users in their language of choice. The values, culture and links between families and friends are encouraged and valued in the home.

Every effort is made to care for residents and their families through a holistic approach. The home environment lends itself to providing a dignified life and a peaceful and dignified death. The home is fitted with a call bell system with call points in bedrooms, day rooms, bathroom and toilets.

Prospective residents are encouraged to bring in personal possessions, small items of furniture and memorabilia so that bedrooms are personalised. Electrical items must carry a current Portable Appliance Test (PAT) certificate prior to installation in the home.

Every resident, whilst on the premises is insured under the homes' 'Employers Liability Insurance' for personal injury and loss of personal effects to the value as shown on the insurance certificate posted in the entrance hallway.

Sensory Garden

We have newly designed sensory garden, specially designed to stimulate and soothe service users. We have specially selected certain plants and flowers for their aromatic value. We have a selection of wind chimes and solar lights to enable the garden to be used in the evening.

The colour scheme has been chosen to instil a sense of calmness and relaxation for users of the garden. Service users are supervised at all times when using the garden, in glorious weather the service users are encouraged to dine al fresco.

Communal Day Areas

There is a main lounge and separate dining room on the ground floor, along with a smaller lounge/dining room and a smoking room. The spacious reception foyer offers an additional seating area for residents and visitors. There is a lift to the first floor where there is a further lounge and separate dining room.

There is easy wheelchair access to outside areas, with a small central courtyard garden offering outdoor sitting space in warmer weather

Bedrooms

There are 41 bedrooms – 19 on the ground floor and 22 on the first floor. Bedrooms are perceived as the resident's own private space and staff are instructed to knock before entering as a matter of respect. Each bedroom is individually decorated and adequately furnished to include a washbasin, lockable bedside unit and a bed, suitable to meet individuals' care needs.

Rooms are redecorated on a regular basis and residents' choices are considered. The home is centrally heated with thermostatically controlled radiators. Hot water is tested weekly and maintained within the safe recommended limits. Rooms are cleaned daily and bed linen changed at least weekly and as necessary.

A basket is provided in each bedroom to accommodate personal toiletries; either provided by resident's family or, alternatively, may be arranged through the key worker and invoiced to the resident.

A television and/or radio can be provided in bedrooms upon request. Residents requesting Sky Digital services will be responsible for paying their own subscriptions.

Bathroom and toilet facilities

There are adequate toilets, suitably sited around the home and close to daytime areas. Bathrooms and showers on each floor offer choice to residents. These rooms are suitably equipped with appropriate lifting aids.

Meals

Affalon House employs experienced cooks who consider individual nutritional needs, likes and dislikes. The menu offers choice and variety for a healthy, wholesome and balanced diet and is rotated regularly and reviewed and adapted according to seasonal changes.

Food is freshly prepared and cooked and homemade cakes are made daily. Meals are served in the dining rooms or in individuals' rooms as requested. Light meals and snacks are also available upon request outside of catering hours.

Fire Safety

Affalon House is protected by a comprehensive fire safety system, which is regulated and inspected by the local Fire Authority. All furnishings are in line with fire safety recommendations so we would respectfully remind visitors to advise the nurse in charge if any additional furnishing items are brought into the home.

Fire safety advice to residents:

- In the event of the fire bell sounding please remain where you are. Staff will keep you fully informed throughout.
- If a fire occurs in your room, call for assistance using the nurse call system. If you are able to, leave your room and close the door behind you.
- Report immediately to the assembly point at the main entrance on the ground floor.

NB A fire alarm test is carried out on a weekly basis, which involves the alarm bell ringing for a few seconds. No action is required on your behalf.

Fire advice and information is displayed around the home with a complete fire safety policy held in 'Policy and Procedure Manual'. Policies and procedures are revised and updated as required. Staff receive mandatory fire training. Fire prevention and fire fighting equipment is provided, inspected and certificated as a statutory requirement.

Smoking policy

For those residents who smoke there is a designated smoking area (see ref to inside smoking room previously in this document) of the home. Smoking is not allowed in bedrooms under any circumstances. All smoking materials such as cigarettes and lighters must be held by staff for safekeeping to reduce the risk of fire.

Residents' finances/personal possessions

Residents may manage their own finances if able to do so and must take responsibility for cash held at their own risk. There is a facility provided for the safe keeping of money and personal possessions.

Personal allowances received at the home from funding authorities are kept in a 'Residents' Account' with money used to pay for individualised items. Strict accounting systems are in place and are open to review by residents and /or relatives at any time. Receipts are required for all transactions. The home's financial accounts are independently audited annually.

Residents who are privately funded and receive personal allowance from relatives, have separate accounts set up for individual use. Receipts are required for all transactions.

A list is made of all personal possessions brought in to the home at the time of admission and periodically updated thereafter. Residents and visitors are respectfully reminded that we cannot take responsibility for any loss or damage sustained to property brought in to the home. Visitors are also asked to inform staff when additional items, including presents, are brought into or away from the home after admission so that possessions list can be updated.

It is recommended that large amounts of cash or items of extreme value are not brought into the home and if so then residents are required to arrange for appropriate insurance cover.

Advocacy

If you require an advocacy service, please contact the home's manager. There is an advocacy service provided within the mental health services and also an independent service provided through Age Concern. Care Aware is a public advocacy service

specialising in care issues for older people; their website address is www.careaware.co.uk.

Newspapers

We can arrange for newspapers and magazines of choice to be delivered to individual bedrooms upon request and will be charged to individuals' accounts.

Postal service

Mail can be handed to staff for depositing in the main office where arrangements will be made for it to be posted. Stamps are available and will be charged to individuals' accounts. Incoming mail will be delivered to residents daily.

Telephone

We have a payphone and a portable handset which staff can take to residents for personal calls in the privacy of their rooms. Should a resident prefer to have a phone installed in their bedroom this should be discussed with the manager and all costs including installation must be met by the resident. Personal mobiles are also acceptable.

Facsimile/photocopying can be arranged through the manager and will be charged to individuals' accounts.

Laundry and cleaning services

Personal laundry is catered for free of charge. Residents are advised to bring in machine washable clothes, as we cannot be held responsible for damage caused to clothing by laundering. All items of clothing should be clearly labelled with the resident's name, preferably using sewn in labels. Laundry staff can arrange for clothes to be dry-cleaned upon request and this will be charged for separately.

Social Activities

At Affalon House we adopt different methods to try to alleviate boredom and social isolation. We employ a part-time Activities Organiser and the activity programme is

posted on the notice board in the side corridors off the foyer. Staff may also carry out one-to-one activities as required.

A sample of the activities provided include:

- Pampering – nail care, hand and foot massage
- Sing-a-longs and reminiscences
- Chair skittles and exercises
- Bingo/Board games
- General knowledge quizzes
- Regular house musical entertainment
- Visiting choirs
- Sensory Activities

Residents are encouraged and supported to pursue social activities in and out of the home. Organised trips to theatre, shops and holidays can be arranged but residents will need to be accompanied by family or staff.

Not all residents will be capable of or wish to participate in activities and therefore individuals' choices will be respected. Staff liaise with physiotherapists and occupational therapists to ensure that any specialist equipment is available for use when transporting residents to and from the home. In order to support residents to maintain links with the outside community we welcome the following:

- Open visiting
- Visiting clergy and representatives of various religions and faiths to provide spiritual comfort.
- Local school children and various interest groups
- Clothing and footwear shop sales representatives
- Summer fetes and outings

Specialist services that can be arranged at the home include:

- A podiatrist visits the home on a six weekly basis. Treatment charges can be obtained from care staff and will be charged separately on the monthly account.
- A regular hairdresser visits weekly. A list of hairdressing charges can be found on the Activities Notice Board.
- Manicures can be arranged on request and will be chargeable
- Aroma-therapist can be arranged on request and will be chargeable
- A local optician visits annually and on request.
- A physiotherapist can be arranged through the resident's GP
- A dental visit can be arranged, alternatively arrangements can be made for residents to visit their own dentist
- GP - residents are encouraged to stay with their own GP if within the catchment area of the home. For those registered with GP's out of the area, arrangements will be made to register with a local practice.

Transport to and from the home

Affalon House is located on a bus route and there is a regular bus service. Private taxi/transport can be arranged upon request for residents to go on shopping trips and outside visits.

An ambulance can be arranged and in most cases free of charge for residents to attend hospital appointments. We encourage families to accompany residents to outside appointments wherever possible however, should this prove difficult then arrangements will be made for a carer escort and may be chargeable.

Visiting

Visitors are welcome and should sign the 'Visitors Book' upon arriving and leaving the home to enable us to comply with fire regulations. Visitors are advised to check with nursing staff before entering residents' rooms and to have consideration for other residents. We acknowledge residents' rights to refuse any visitor.

For security reasons visitors are requested to vacate the premises by 10 pm unless special arrangements have been made with the nurse in charge. We ask that visitors make themselves aware of the fire and emergency evacuation procedures. Fire exits are clearly marked and fire emergency are displayed strategically throughout the home.

Car parking

Parking is available to the side of the home for staff and visitors. This provides for a small number of vehicles, but there is a large public car park on the other side of the road. We cannot be held responsible for any theft or damage caused to vehicles or their contents.

Policy on Pets

Visiting pets may be allowed with special consideration of the management. Residents and/or visitors must be able to take responsibility for their pets whilst on the premises.

Policy on Alcohol

We request that alcohol consumption is kept to a minimum due to the following reasons: possible adverse effects on the health of the individual, possible interactions with prescribed medication and the increased risks of aggressive behaviour which may cause anxiety or distress to other residents. Alcohol brought into the home must be reported to the manager or nurse in charge at the time so that

- a) arrangements are made for appropriate storage and
- b) consideration is given to any contraindications with medications.

Section 3

Affalon House now operates as a limited company and is registered with the Care and Social Services Inspectorate (Wales) (CIW) to accommodate up to 46 male and female

adults, aged 18 to 65 years and over, who require nursing and personal care but who also have varying degrees of mental health needs.

Anyone with needs that fall outside of our registration category may be considered on an individual basis and only by special consideration from CIW to temporarily vary registration.

Each resident has a personal centred care plan that also looks at the holistic need to the persons daily living, this includes a structured management plan for meeting their primary needs.

Model of care

The homes dedicated staff team are experienced and trained to work with the registered group of its residents this includes:

- Residential -We are experienced in caring for people with mild dementia, mobility problems, incontinence and other age-related difficulties.
- EMI Residence - We are able to provide support for people with mild dementia, mobility problems, incontinence and other age-related difficulties. Each resident care would be overseen by a senior carer and the senior would administer any required medication. The home also ensures a strong relationship with the DN to provide the nursing needs if required.
- Nursing & clinical need – Each care plan is individual needs and we can support a varying need this model of general nursing such as primary medical needs, COPD, Parkinson's, Peg fed, tractotomy, stoke patients, insulin controlled, early stage dementia and palliative care with help from a suitably trained and dedicated professional team
- End of life - Our clinical team are able to offer a tailored service that takes into account the end of life pathway and will work alongside outside agency's such as Mari Curer in order to provide a peaceful service with a staff team that have received training in end of life support. The home will also ensure that visitors have full access to their loved ones at such a difficult time. The rooms in which the resident's will access have appropriate seating for visitors and a quiet area of the home in which the rooms environment can be altered to the persons wishes and needs.

Section 4

At Affalon House, the rights of residents are fundamental to our philosophy of care and we aim to encourage our residents to exercise those rights to the full.

We aim to:

- Provide the highest possible standards of care in a comfortable, safe and homely environment.
- Support our residents to optimise their independence, respecting their privacy and dignity.
- Tailor the level of care and support to individuals' choices and needs and to meet changing needs as it becomes necessary.
- Respect the diversity of our residents, helping them to realise their full potential in all aspects of their lives; allowing them to revisit memories and maintain hobbies and interests as far as possible and form new relationships if they wish.
- Wherever possible liaise with relatives and provide unlimited visiting time to help stimulate our residents and to maintain the all-important contact between loved ones.

Language and Communication

At Affalon house we aim to meet the needs of our Welsh speaking clients, relatives, staff and other professionals. As part of our induction process we aim to increase the numbers of Welsh speaking staff we employ. We aim to encourage and support the use of Welsh within the home, to support clients and their families. This takes the form

of ensuring that we have a Welsh speaking member of staff on duty at all times or are able to contact staff members who speak Welsh, if the need arises, to assist with a situation in the home. We aim to improve our Welsh language services and are able to provide our home literature in Welsh if needed.

All staff to be aware of the importance of speaking Welsh as a first language, especially in a client with dementia or an elderly relative. It is paramount that our staff are supported to undertake lessons and to be able to use basic welsh in conversations. This will be achieved through their level 2 GCF in which basic welsh will form part of their assessment targets.

The company's roll out plan is to achieve a base of 6 staff per home that can commutate in the medium of welsh in the next 12 months. The five-year plan will be to have all staff with the basic communication skills.

Description of Special Services, Support and Facilities

At Affalon House we take pride in providing a high standard of general nursing and palliative care with help from a suitably trained and dedicated professional team. We are experienced in caring for people with dementia, mobility problems, incontinence and other age related difficulties. We would seek advice and clinical input from appropriate specialist services and outside care agencies as required. Local community nurses would be accessed to support staff with residents placed for personal care only, and who may require some nursing care whilst accommodated at the home.

Each resident is valued as an individual with differing needs. We aim to provide this care whilst respecting your privacy, dignity, civil liberties, religious and cultural beliefs. The manager is happy to meet with anyone prior to admission to discuss specific needs.

Depending on capabilities, residents are encouraged to be as independent as possible with their personal care needs; and also helped to gain confidence to improve social interaction to maintain optimum quality of life despite their disability.

The home does not provide wheelchairs. Those who require a wheelchair for transfer within the home should make arrangements via their GP prior to arrival.

Residents' needs are addressed accordingly to a predetermined care plan based on a range of assessments and risk assessments. Documentation includes details of health and personal care needs, medication, GP and any community nursing or other therapeutic services that may have been involved. Documentation also contains information on residents' social interests, religious beliefs, next of kin, relatives and friends.

Each resident is allocated a member of the nursing or care team to act as a key worker. Key workers will be suitably trained to take some level of responsibility for monitoring, reviewing and co coordinating care plans in liaison with residents and/or representatives. Key worker duties also include caring for their allocated residents and gathering information for care plan reviews which are held monthly or more frequently if needs change. Key workers will liaise with the nursing/care teams to ensure that their residents' needs are being met.

Suitably trained nurses and care staff will take overall responsibility for assessing, planning and evaluating care delivery for all residents, depending on their care category. Nurses will also take responsibility for administering medication, however, should a resident wish to 'self-medicate' then staff will undertake a full assessment and monitor the activity.

Residents are encouraged to attend places of worship and if this it is not possible then the manager will make every effort to arrange for an appropriate religious minister to visit. Various clergymen visit and offer communion and prayers on a regular basis.

At Affalon House, we aim to offer residents a home for life, however should a situation arise that, in the best interest of the resident, warrants a move then this would be discussed with them and their family prior to any decision being made.

In the unfortunate event of a bereavement the family can rely on staff support throughout this difficult time. It would help to consider individual needs if residents' preferred wishes could be made known to the manager or the nurse in charge on admission.

Behaviour Management and Use of Restraint

At Affalon House we avoid the use of restraint, however bed rails and wheelchairs fitted with safety straps may be used if deemed necessary for the safety of the resident, based on a specific risk assessment and appropriate care planning. Use of bed rails or safety straps will be discussed with residents and/or relatives giving reasons for using them.

In the event of a resident becoming violent or unduly aggressive a care management system will allow staff to manage the situation and if necessary, make appropriate referrals for advice.

Specific 'in house' training on how to deal with potentially challenging behaviour of residents is delivered to staff. The minimum level of restraint may be considered in an emergency if it was thought to be essential for the safety of the resident or others.

Sources of Referral

Residents requiring nursing and personal care, due to their mental infirmity may be directly referred to Affalon House by means of self-referral if privately funded; or by the local and out of county Social Services system with consent of the resident and/or their representatives.

Once referred and, prior to admission, a needs assessment involving the prospective resident and/or relatives will be carried out by the manager or a suitably qualified nurse.

The assessment may take place at the prospective resident's home or in an appropriate care setting.

The manager will liaise with other health care professionals such as social workers, district nurses or the community mental health team to help determine the individual

resident's needs in order to ensure that the home is suitable and that any necessary equipment is in place prior to admission.

Depending on the bed vacancies at the home the prospective resident may be offered a place immediately or placed on a waiting list if appropriate. A letter of confirmation of a place will be sent.

Admission Policy

Prospective residents and/or relatives are invited to visit and are welcome to spend the day with us prior to arranging admission, to meet with staff and to gain a feel for the home. We operate an 'Equal Opportunities' policy and do not discriminate.

Following a pre-admission assessment and receipt of all necessary paperwork new residents may be accepted on a six-week trial basis whereby during this period, either party may give notice of termination of contract. At the end of the trial period, commissioning agents may decide to carry out a care review to assess the suitability of the placement and in order to plan for a long term stay.

After admission, a further assessment will be carried out with the resident and/or representative or family member. This will involve a range of risk assessments in order to produce a care plan tailored to meet individual physical, psychological, spiritual, social, cultural and emotional needs. The resident and/or representative will be involved throughout this process and ongoing care reviews thereafter.

Funding of each placement will have been previously assessed and agreed by the placing Local Authority.

Emergency Admissions

Depending on availability of a bed at the time, emergency admissions may be arranged at the discretion of the manager and only if needs can be assessed and clearly met. In the event of a resident placed as an emergency admission, a copy of the homes' Statement of Purpose and Service User Guide will be made readily available on arrival. A 24-hour care plan will be completed by the nurse in charge and the placing authority or previous care manager. A full care plan will be drawn up within five days and based on assessed needs and any risks identified.

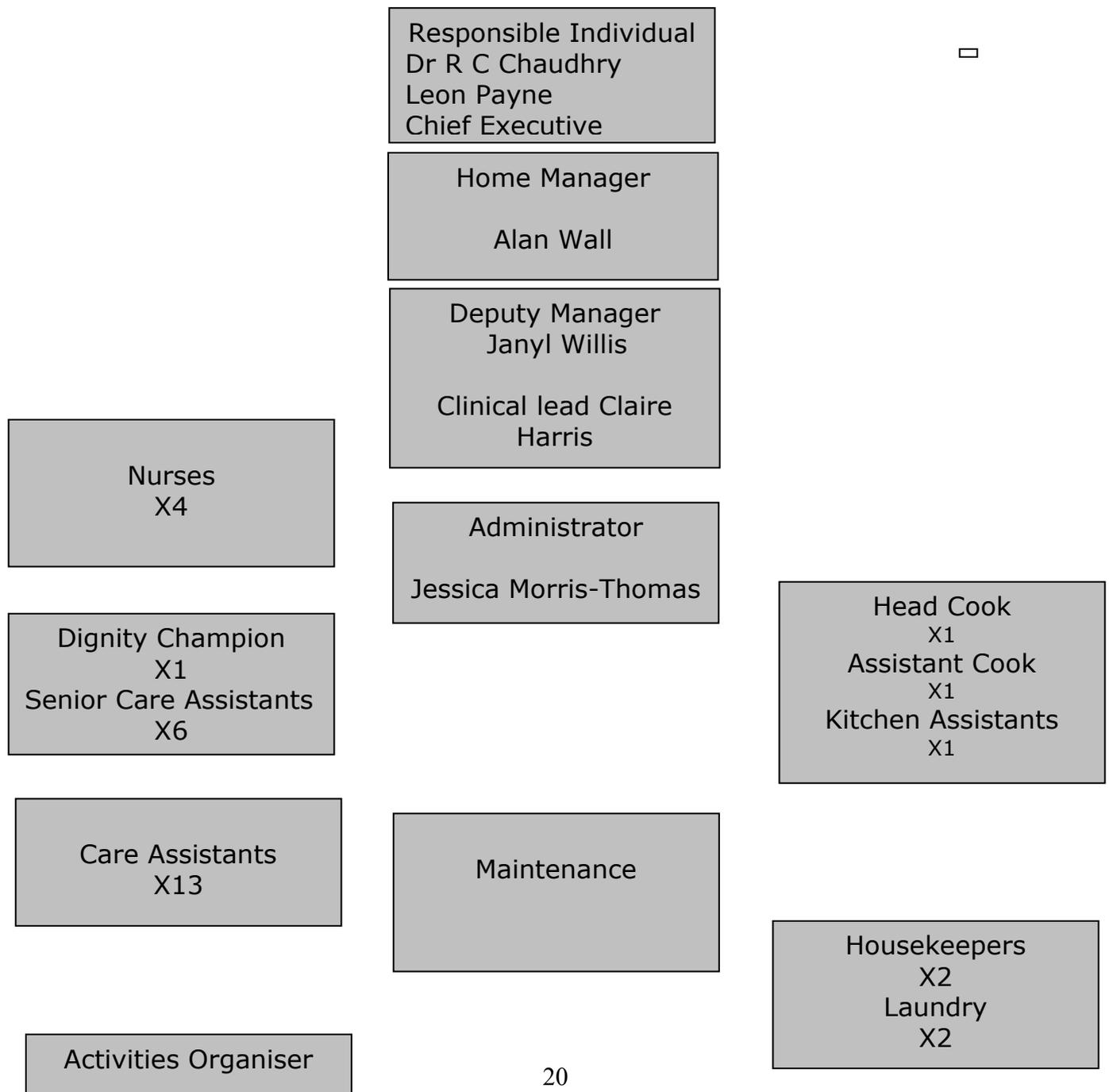
Discharge Obligations

The Management strives to develop the home to meet with RISCA, with its team, is responsible for welfare of our residents. The Deputy Manager will take responsibility of Affalon in the absence of the manager. The senior management team visit on a regular basis.

Section 5.

Affalon House

The organisational structure of the home



The day to day staffing on the home is led by the dependency toolkit that is completed on a weekly basis and even daily according to the needs of each resident. This shows its format of 1 nurses on a day shift 8am to 8pm and up to 5 carers. Outside of the daily staffing there is also an activities coordinator and housekeeping staff. For the night periods there is one nurse and up to three carers.

All staff are given an induction at the start of employment and are continually re trained when required. We have an entry level of level 2 for new starters or an agreement this will be completed in a set time frame. For or senior workers this is a level 3 in care. All staff are encouraged to continue their development and we will continue to offer higher qualifications to keep the staff motivated and to ensure that we have a strong qualified work force.

The home also operates to the all wales passport for moving and handling which ensures a consistent and update approach to each person's moving and handling needs.

Staff Training

At Affalon House we are committed to staff learning and development. Staff receive a period of induction training appropriate to their roles and responsibilities which complies with the Care Council for Wales framework. New staff are allocated a mentor to work alongside.

An annual training plan is devised following regular staff appraisals and supervision, to ensure that training is appropriate to meet individual needs of staff and specific needs of residents. There is an 'in-house' training programme whereby juniors can benefit from more experienced colleagues. Outside agencies assess staff undertaking formal (NVQ/QCF) training.

Staff induction process

It's not only what we do that is important, the way in which we do it matters enormously. More often than not it is the behaviours that are displayed to new

starters which cause them to leave. Constant communication and treating this as an experience not a process will help to make the onboarding process one that creates highly engaged and productive Care Workers. For this reason, we operate a three-month induction process in which new staff are given a mentor for the period with a set system for the integration into the home to ensure that any new staff are introduced into the home and to know each resident's needs.

Staff deployment

The staffing is on a daily basis assigned to the need of the home and through the daily allocations in which the staffing team as a whole is separated to sides of the home by the nurse or senior member of staff. This is then constantly reviewed throughout the day.

Section 6

- a. Rooms the home has a total of 46 beds this is made up of 43 rooms of which 3 are double rooms
- b. Within the home there is 6 rooms with on suite . Around the home there are 9 toilets around the home that are located near to bedrooms. All bedrooms have sinks.
- c. There are one large dining room on the ground floor and two on the 1st floor
- d. It can be important that everyone has the space that they need so we have ensured that there are communal areas around the home these include: a large living room, a sun lounge, a quiet room and a seated area that leads from the main living room. There is on the first floor two living rooms .There is a secure outside area in the home.
- e. Specialist bathing facilities – within the home we have three specialist bathing facilities which have hosting felicities to ensure that everyone can access. There are also 2 wet rooms located one first and ground floor.

Accommodation

Affalon House is a two-storey listed building with lift access to both residential floors. There are 41 bedrooms – 19 on the ground floor and 22 on the first floor. All rooms provide for those with mental health needs and intense nursing care. People who are most frail are nursed on the first floor and those who are more independent and mobile are cared for on the ground floor. There are 41 bedrooms, 4 of which may be used as double rooms for those who wish to share. 5 rooms have en-suite shower/toilet facilities and all meet the size requirements of the National Minimum Standards for Care Homes for Older People.

Every effort is made to care for residents and their families through a holistic approach. The home environment lends itself to providing a dignified life and a peaceful and dignified death. The home is fitted with a call bell system with call points in bedrooms, day rooms, bathroom and toilets.

Prospective residents are encouraged to bring in personal possessions, small items of furniture and memorabilia so that bedrooms are personalised. Electrical items must carry a current Portable Appliance Test (PAT) certificate prior to installation in the home. The resident will be expected to meet the cost of future retests and certification.

Every resident, whilst on the premises is insured under the homes' 'Employers Liability Insurance' for personal injury and loss of personal effects to the value as shown on the insurance certificate posted in the entrance hallway.

Key Contract Terms and Conditions of Residency

Once a decision is reached for a resident to come to Affalon House a contract will be drawn up showing terms and conditions of residency. This will be signed by both parties to include the resident/representative and the home's manager.

Residents will be invoiced on a monthly basis unless otherwise agreed, for fees and any items and personal expenses charged for in addition to fees.

Residents claiming under an insurance scheme are required to settle their accounts prior to vacating. The home will not enter into direct correspondence with insurance companies.

Termination of contract

During the six-week trial period either party may give four weeks' notice to terminate the contract. In addition a resident may be asked to vacate the home at shorter notice on account of any of the following:

- Consistent unmanageable or disruptive behaviour
- Verbal or physical abuse to the detriment of other residents or care staff
- On the advice of a doctor or following a multi-disciplinary team care assessment
- On notice by either party in conjunction with any of the above

Should relatives or visitors to the home show any form of aggression or disruptive behaviour whilst on the premises it may be necessary, if the problem persists, to arrange for the resident to vacate.

Fees

Residents at Affalon House are categorised according to their nursing, personal and social care needs. Fees for those privately funded are available upon request from the manager.

Fees cover a monthly period and are paid in advance to include:

- Accommodation
- Nursing and Residential Care
- Meals

- Laundry Services
- Heat & Light
- Entertainment within the home's programme

Fees do not include:

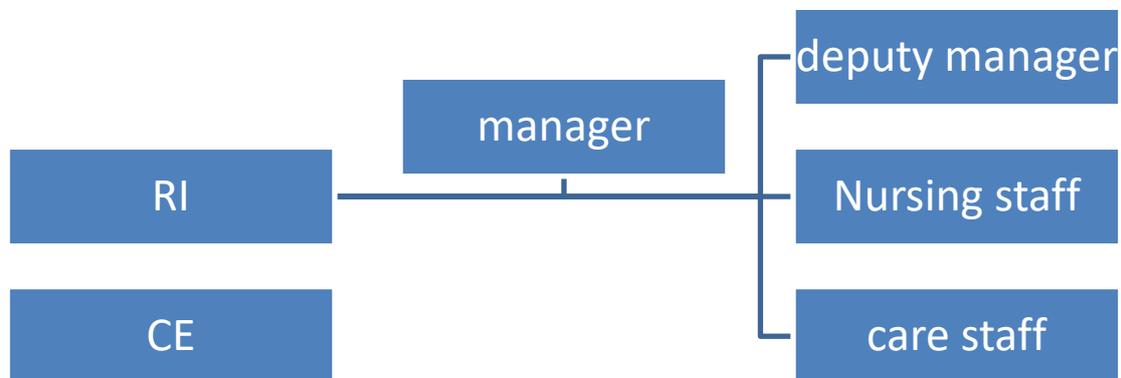
- Hairdressing, chiropody, complementary therapies
- Personal effects such as clothing, newspapers, books, toiletries
- Dental or optical checks/treatments, physiotherapy
- Travel to and from the home for recreational purposes
- Staff escorts

An annual contract review is carried out with notice given of any increase in fees or changes to the terms and conditions of residency. Interim reviews may also be carried out in response to the changing needs of the resident.

Section 7

The RI Dr R C Chaudhry also has in place a chief executive in which the person Leon Payne will be delegated the duties of the day to day management support for the manager and will be within the home up to three days per week. This time will be spend to be able to assess the quality of the overall service, support the manager with the daily operations and to be able to provide guidance when required. The RI will still conduct the required visits and Regulated requirements , however the CE will be ready available on a daily basis for the day to day oversight.. On a three-monthly basis there will be a quality monitoring review which will include a full inspection of the home and a three-monthly quality assurance review with staff, residents and their families and stakeholders. This process is then completed with a report that includes and actions and timetables which is then shared with all stakeholders .The day to day management of the service will be delegated to the registered manager of the home. The overall accountability of the operations sits firmly with the Responsible individual.

This structure of management and accountability is reflected below:



Quality assurance

At Affalon we are committed to maintaining and improving the quality of our service with regular policy reviews. Further copies of the home's Statement of Purpose and Service Users' Guide is also available upon request. We have a comprehensive quality assurance programme and an accessible complaint procedure.

We aim to promote good relationships with our residents and visitors and welcome suggestions on how to raise standards within the home. An important approach to our quality assurance is through questionnaires to obtain the views of residents, relatives/representatives, staff and visiting agencies.

Complaints procedure

The complaint procedure and details on how to raise a concern are posted in the main reception area and can be made available upon request. A complaint can be raised at any time either by a resident or any person acting on resident's behalf by taking the steps below.

Local Resolution

Wherever possible, the manager will endeavour to resolve a complaint at an early stage if appropriate.

1. Advise the senior carer in charge or manager if on duty of the nature of your concerns. This may be done verbally or in writing
2. Manager will acknowledge receipt of your concern/complaint in writing within 5 working days
3. Manager will investigate the complaint in order to find a resolution as soon as reasonably practicable up to 14 days
4. Manager will respond to you in writing with agreed resolution

In agreement with the complainant the time limit for resolution may be extended for a further 14 days should this become necessary. If a complainant is dissatisfied with the outcome of a complaint investigation or the way in which it was dealt with then proceed to the next stage according to the procedure posted in the home.

This procedure for handling complaints has been produced in consultation with Welsh Assembly Government's publication 'Listening & Learning' timescales and guidance.

Access to Information

At Affalon we provide access to information by special arrangement with the manager. Access to information about the home may be also be accessed from Commissioners or CIW.

Whilst having total respect for confidentiality of our residents we operate an 'Access to Information' policy in line with the Data Protection Act to enable residents to access records and personal information held about them. However, for the purpose of

clarity patients care and documentation will only be discussed with the appropriately appointed person.

Useful Contacts

CIW
South West Region
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT
Tel: 0300 7900 126

ciw@gov.wales / agc@llyw.cymru

Carmarthenshire County Council
County Hall
Carmarthen
Carmarthenshire
SA31 1JP
Tel: 01267 234567

Carmarthenshire Local Health Board
NHS Long- term Care Team
Block 6
Prince Philip Hospital
Bryngwynmawr, Dafen
Llanelli SA14 8QF