

Useful Information

Birthdays and Special Events

We celebrate birthdays and special events, our catering staff will bake a cake and staff enjoy joining in the celebrations.

Chiropody

A visit from a Registered Chiropodist can be arranged if required. There is a charge for a routine examination and treatment. If more extensive treatment is required you will be advised of the cost involved. Treatment is given in the privacy of your own room. Diabetics receive NHS Chiropody and this is organised by the R.N.

Care Planning

On admission to Richmond an RN will complete your Care Plan with the assistance of you and your relatives and will include all relevant medical history. Your care plan is continually assessed and updated as required. It is kept in the nurses' office and is secure at all times.

Complaints, Compliments and Suggestions

We will actively seek your comments, welcome any constructive criticism, ideas or praise for any aspect of care, management or service that we provide. We carry out a number of surveys (Catering, Activities, Satisfaction) to allow you to give your opinion on all aspects of care within the home.

We have a simple, accessible procedure to follow for complaints. A full complaints procedure guide is available to residents.

Confidentiality

All the staff understand the importance of confidentiality. Information and details of your personal care will be kept in confidence in the Nurses' office and only those authorised will have access to them.

Staff cannot discuss other residents with you at any time.

Dentist

Visits from a dentist can be arranged via the RNs. Your own dentist may do domiciliary visits and can visit you at Richmond. Dental repairs can also be arranged.

G.P.

If you are from the local area, upon admission you can retain your own G.P. Where this is impractical, the Home will arrange for a local G.P. to look after your needs, either from Priory Surgery or Brook Street Surgery. All professional medical visits will be conducted in privacy and confidentiality will always be maintained.

Electrical Equipment

You are welcome to bring in small electrical items e.g. radio, shaver etc. These are subject to approval by the Management. All items need to be PAT tested by the company's approved contractor.

Fire Safety

Richmond Nursing Home is subject to stringent fire regulations and annual risk assessment. The fire alarm is a continuous loud bell and is tested regularly by the management. You will be made aware of any fire drill taking place during your stay with us. All staff have training in fire drill and fire prevention training. To protect the health and safety of all residents, smoking is not allowed in the Nursing Home. This applies to residents, staff and all visitors. A Fire Safety notice is contained in this Service Guide.

Gifts to Staff

Staff are unable to accept individual gifts, however, we have a staff fund for donations which is managed by the administrator.

Hairdresser

A hairdresser visits Richmond every Tuesday and Friday. Shampoo and sets and trims for the gentlemen can be done without appointment.

Hearing Tests

Private Audiologist appointments and NHS Treatments can be arranged via your G.P. Care is taken with any hearing aids and batteries are changed when required.

Hospital Appointments

If you need to attend a hospital appointment, you will need to nominate a relative or other person to accompany you and arrange your own transport. You may prefer to arrange a wheelchair taxi in preference to an ambulance.

In the event of an emergency visit to A & E, we will contact the nominated person to accompany you.

Internet Provision

Richmond is connected to the Internet and on request access can be arranged to allow you to connect your device.

Inspections

These are carried out by the Regulation and Quality Improvement Authority and are usually unannounced. Reports can be accessed via the RQIA website www.rqia.org.uk Monthly visits (Regulation 29 visits) are also carried out by an independent consultant and the reports are displayed on the noticeboard or are available on request.

Laundry

Laundry is done on site by our laundry assistants. Clothes should be labelled before admission to avoid being lost in the laundry. It is important to ensure any bedding, clothing or sleepwear purchased on behalf of a resident should be flame retardant.

Items requiring Dry Cleaning or delicates that need handwashing should be taken away by a relative.

Library Facilities

A selection of books and tapes are supplied by the Library Service and an in-house library is available.

Meals

We like to get to know your preferences on admission. We can meet any special requests and special diets. Breakfast is served from 8.30 a.m., or earlier if preferred, you will be given the choice of porridge, cereals, toasts and preserves, tea or coffee. Morning drinks (tea or coffee) and scones will be brought to you at 11.00 a.m. Lunch is served at 12.30 p.m. and is served in the Dining Room or in your room if preferred. Afternoon hot drinks and biscuits are served at 2.00 p.m. The evening meal is served at 5.00 p.m. Night staff provide hot drinks and a light supper from 7.00 p.m. onwards.

Our kitchen team produce excellent home cooked food using local produce and are happy to cater for any individual requirements. We offer a menu which is rotated every three weeks and is changed seasonally. The daily menu is displayed in the hallway. Dieticians visit the home if a referral is made, they may suggest supplementary feeds and liaise with your G.P. to prescribe them.

Mealtimes

Early Morning Tea	on request
Breakfast	from 8.30 a.m.
Mid-morning Drinks	11.00 a.m. approx.
Lunch	12.30 p.m.
Afternoon Tea	from 1.30 p.m. to 4.00 p.m.
Evening Meal	5.00 p.m.
Supper	from 7.00 p.m. onwards

Staff are always available to assist residents with meal if they require assistance. If a relative or visitor would like to assist, please check with R.N. if this is advisable. Training can be arranged if necessary.

Medication

When you are admitted to us, we check your medication against your prescription and it is kept securely in the drugs room. Drugs are administered by RNs at specified drug rounds throughout the day.

Money

Residents may keep a small float of petty cash (approximately £20 - £50) in the office safe. This is kept in the appropriate file and all transactions are signed by 2 members of staff or where appropriate a receipt is obtained. Cash over £5 should be given to the Nurse Manager for safe keeping in the Office Safe.

Resident's total value of property within the home including cash must not exceed £500. If more than £500 the Nurse Manager must be informed immediately.

Newspapers

Daily papers are provided and are available for all residents. Please request on admission.

Optician

Optimise visit us regularly and carry out annual NHS sight tests and the provision of spectacles. You can arrange for your own optician to visit you if you prefer. Diabetic eye testing can also be arranged.

Pets

Unfortunately, Richmond Nursing Home cannot not allow pets, but pets are allowed in for short visits in the resident's own bedroom. We also have weekly visits from Pets as Therapy (P.A.T.S).

Quality Assurance and Maintenance of Standards

Richmond Nursing Home has systems in place to audit all the DHSSPS Nursing Home Minimum Standards over a 12 month period.

Relaxation

If you prefer to have some quiet times away from the company of others, we can arrange gentle music and relaxation CDs to help you relax in the comfort of your bedroom.

Religious Needs

Your clergyman or priest or religious adviser is welcome and encouraged to visit at any time. Services are held at intervals depending on the wishes of the residents and are listed on the Activities Calendar.

Residents' Meetings

Regular residents' meetings are held to share views, suggestions, plan activities and events. Relatives and family members are encouraged to share their views as well.

Security

All visitors/tradesmen are asked to identify themselves and sign a Visitors' Book. Exterior lighting is active during the hours of darkness and night staff undertake a security check of all doors and windows.

Staff Team and Training

Richmond Nursing Home is a private nursing home. Key staff are:

Home Manager	Mrs Sharon Radcliffe-Bryans
Assistant Manager	Mrs Ruth Wilson
Healthcare Assistant Manager	Mrs Linda Harris
Catering Manager	Mr Kieron Moore
Activities Co-Ordinator	Mrs Mihaela Paraschivescu
Administrator	Mr Jeremy Bryans
Office Administrator	Mrs Rose Oliver

We have a mixed age group and ethnic diversity and we pride ourselves on our friendly and caring workforce. The Management team are ably assisted by a team of trained nurses who offer specialist roles. Our team of Senior Care Assistants and Care Assistants play a key role and work alongside the nursing staff. Our Kitchen

team produce excellent home cooked food using local produce and are happy to cater for any individual requirements. Ancillary staff include the domestic assistants, laundry and kitchen assistants and handyman. All staff attend mandatory training and many in-house training sessions.

Telephones

The telephone number of Richmond Nursing Home is **(028) 9042 6558**. A hands free phone is available for the use of all residents but residents should be aware that the nursing staff will need access to the line. Visitors are asked to check with staff regarding the most suitable time for making calls. If you require your own personal line you can arrange with B.T. for your own room.

Valuables and Property for Safe Keeping

All clothes, valuables, furniture and other possessions are listed in the Property Book on admission including all clothing and jewellery worn on admission. The relatives should check the items on the list and sign in the appropriate places with dates. We recommend that any items of value e.g. jewellery, which are brought into the Home, should be insured against loss and theft and the Manager should be notified about all items of value brought into or taken from the Home. Cash over £5 should be given to the Nurse Manager for safe keeping.

Resident's total value of property within the home including cash must not exceed £500. If more than £500 the Nurse Manager must be informed immediately.

Visitors

Visitors may visit at any time; however, we would ask any visitors to use the same consideration as they would when visiting anyone at home e.g. avoiding meal times.

Visitors are asked:

- To ensure hand sanitizer is used on entering and leaving the premises
- Not to visit if they feel unwell, have a cough or cold or have had vomiting and diarrhoea during the previous 48 hours or recently been in contact with any infectious illness, especially vomiting and diarrhoea.
- To please sign in and out of the Visitors' Book at the front door, to comply with Fire Regulations.