

A Guide for Our Residents



Part of the Autograph Care Group



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1. Welcome to Monson

1.1 About Monson

We are delighted to welcome you to Monson Care Home. This guide has been created to help you understand more about Monson and the various routines and activities that happen within the Home. It also sets out what you should expect from us when delivering your care and what to do if you are concerned

Monson is a **purpose built care home** in the heart of Lincoln, just a short walk from the high street and all the amenities that the city centre has to offer. The city centre car park on Chaplin Street is just behind us.

The home built is over four levels with a passenger lift. All our accommodation has the benefit of **100 % en-suite “wet rooms”** complete with shower, hand basin and toilet.. All residents have access to **specially adapted bathrooms** if they wish.

There are various communal day rooms combining **dining facilities, a bar area**, various **lounges and activity areas**, a **hair and beauty salon**, **cinema** and **Covid secure visiting area**.. We also have an enclosed **garden area**

We are registered with the Care Quality Commission (CQC) to provide residential care for up to 50 residents. More detailed regulatory information is provided at Appendix 1.

1.2 Our Staff

The team at the home is led by our **Interim Manager Susan Garnett whilst we recruit for our permanent Registered Manager.**

They are supported by senior carers, carers, catering teams, housekeeping teams, administrators, and maintenance personnel. All are well trained and appropriately vetted. A full staffing profile is available on request.

All staff should be wearing name badges and dressed in their uniforms – purple with a white trim for Senior Carers, purple for Carers. The housekeeping team wear green and you will recognize the catering team by their black and white check.

1.3 Autograph Care Group

The home is part of Autograph Care Group. Autograph was founded in 2019 and we are building a small collection of homes run by a team dedicated to enriching the lives of our residents and providing our staff teams with an excellent place to work.

For more information on our group please visit our website at www.autograph.care

Please do not hesitate to contact any of the Autograph team if you have any questions. Here are our details:

Chris Ball, Chief Executive Officer

Email: chris.ball@autographcare.co.uk

Chris Storr, Chief Finance Officer

Email: chris.storr@autographcare.co.uk

Adam Welsh, Business Development Director

Email: adam.welsh@autographcare.co.uk

Nikki Ayliff, Operations Manager and Nominated Individual

Email: nikki.ayliff@autographcare.co.uk

If you would rather speak to us, then please ask the Manager for our telephone contact information.

If you would like to write to us, please just give a letter to the manager of the home who will make sure that it is sent on or if you prefer to write directly then please use the following address:

Autograph Care Group, Victoria Square House, Victoria Square, Birmingham, United Kingdom, B2 4BU.

2. Your Health and Well-being

2.1 Our Core Principles

Our objective is to provide you with the security and peace of mind to live the life you wish to lead based on these fundamental principles:

Dignity and Respect

You have a right to privacy and to be treated with dignity and respect, always.

Independence and Freedom of Choice

We encourage and enable residents to live the life they want to live.

Openness and transparency

Decisions about your care are taken together. If there is something you would like, tell us and we will listen.

2.2 Meeting Your Care Needs

Initial Assessment

When a new resident is admitted permanently, a **comprehensive needs assessment** will be carried out. This includes areas such as mobility, medical history, and support needs. This assessment enables us to then create a more detailed care plan, in consultation with you.

Your Care Plan

Once your particular needs and preferences have been evaluated and discussed with you and your family, we will create an **individualised and person-centred plan** that also takes into account the views and assessments of other care professionals, as required, for example your GP, hospital discharge teams or Social Workers. This plan isn't just about your direct care needs – it should also ensure that your emotional, intellectual and spiritual needs are also properly recognised and should reflect who you are as a person.

Proper care planning like this allows all the care team to be actively involved in providing you with the care best suited to meet your needs and your care plan will be reviewed by the care team at regular intervals and will be changed if your needs and/or preferences change.

Your care plan is held by the Home and is available for you to look at whenever you wish. With your consent we can also make it available to your friends or family.

What if your needs change?

It is possible that your needs may change whilst this is your home. Increasing infirmity or dementia, terminal illness or palliative requirements will be handled professionally, with care, sensitivity, and respect at all times.

Should your care needs increase it is possible that we may need to review your financial arrangements with us. If this ever proves to be the case, we will explain this to you and your family in an open and transparent fashion.

Similarly, in the unlikely event that we find ourselves in a position that we can no longer meet your care needs we will work closely with you, your family and other care professionals to secure an alternative care placement.

2.3 Managing Your Medication

We encourage our residents to be as independent as possible and should you wish to store and administer your own medication then this can be arranged.

Alternatively, you may prefer that the staff support you or manage your medication for you. **The choice is yours** and what we agree to do together will be reflected in your care plan.

Your GP remains responsible for prescribing any medication that you need and we will work with the local pharmacy to ensure that you always have the medication that you need.

2.4 Access To Your Doctor and Other Care Professionals

Your Doctor

Wherever possible we suggest that you keep your own **GP**. Where this is not possible, we can advise you on a GP who would be pleased to co-ordinate your medical care. Should you wish to contact your GP, this can be done either through any member of the care staff or you may, if you so wish, call him/her directly. We will also contact your GP on your behalf should we ever feel this is necessary.

Other healthcare professionals

The Home currently utilizes both private and NHS **Chiropody services**. Residents wishing to use NHS Chiropody services must meet certain qualifying criteria e.g., have diabetes, and they must be referred by their GP. If you currently have your own Chiropodist, you are welcome to continue to use their services.

We can make arrangements with **dentists, opticians or audiologists**, who you can visit or we can request them to visit you at the Home.

If you become ill

If you become ill, the Home will offer you full support and with the help of the NHS (for example **District Nurses and Community Psychiatric Nurses**), the Home will endeavour to offer you the assistance and care you need. Should you need to go into hospital, then the Home will reserve your bedroom until you are well enough to return, subject to the terms and conditions of your residence and our ability to meet your on-going needs.

The use of private healthcare services will incur additional charges, and should our staff be required to take you to an appointment then you will be charged an escort fee. Please be assured that in the case of an emergency we will always ensure that you are escorted if that is required.

2.5 Mental Capacity and Decision-making

We want you to be as independent as possible and choose how you live whilst you are with us. Should it ever become difficult or inappropriate for you to make your own decisions, for example because of illness or injury, then the Mental Capacity Act 2015 is in place to protect you.

This Act and the associated codes of practice set out in detail:

- Who can take decisions on someone's behalf.
- When and how a decision can be taken.
- When and how people who lack capacity to take decisions can be deprived of their liberty to get the care that they need.

If required we will work closely with your family and the relevant authorities to put the right legal framework and documentation in place, including any Deprivation of Liberty Safeguards (DoLS) that may be required. This will all be properly reflected and documented in your care plan.

Should you have any concerns at all about your own decision making, including what care you need or how your money should be dealt with, then let us know and we will make sure that you get the advice that you need.

2.6 Equal Opportunities and No Discrimination

We strive to ensure equality of opportunity for all the people the Home serves; its residents and their visitors.

There is no discrimination by the Home on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or

belief, sex and sexual orientation. Additionally, there is no discrimination by the Home between Privately Funded and Local Authority Funded residents.

If you feel that you are suffering from discrimination on the basis any of the above criteria, then please raise a complaint through the Complaints Procedure and or contact a member of the management team within the home or any of the people detailed in section 1.3.

2.7 Protecting Your Rights and Privacy

The rights and choices of individual residents will be recognised and respected, providing that these do not impact detrimentally upon other people.

You can **continue to exercise the right to vote** at elections if you wish. The management will be pleased to discuss this and the possibility of postal voting with you.

Except in the case of an emergency, staff members will not enter your room without your permission. In the case of **temporary absences** from the Home for whatever reason, you can be assured that no other residents will use your room.

Activities undertaken in the home are **sometimes photographed** with images posted on to Facebook and our website. **Please let us know if you are uncomfortable with this.** You will be asked to give your consent before any images are used.

All UK citizens have **rights under the Human Rights Act (1998)**. As a user of services at the home you have been assessed as needing care and support and therefore you have the right to expect that those services will be delivered in accordance with your rights under the Human Rights Act. Please let us know if you would like more information on this.

3. Creating a safe environment

3.1 Protecting You and Other Residents from Infection

Stringent infection control is an essential part of what we do for the protection of our staff and our residents.

Our staff will wear appropriate personal protective equipment (**PPE**) **at all times**, when providing you with personal care and around the home in general.

Visitors to the home are tested in line with government guidance and are expected to follow our infection control protocols, including thorough handwashing and the wearing of PPE. You will have noticed our infection control stations on the way into the home.

Admissions to the home are also controlled in accordance with government guidance to ensure the protection of our existing residents.

Vaccinations are an important part of infection control, and you will always be supported to get any vaccinations that you need.

3.2 Fire Prevention and Detection

A modern and comprehensive Fire Detection and Alarm System protects the home. All the staff at the Home are trained and retrained regularly in Fire procedures. The building complies with all current regulations for this type of premises.

The Fire Alarm is a continuous siren.

Detailed fire procedures for residents and their relatives are displayed at reception and on the back of all bedroom doors.

Fire alarms are tested weekly.

3.3 Alarm Call System

The home is equipped with a “nurse call” system. This allows you to request assistance from staff or signal an emergency if necessary. There are call bells in all rooms. If you are unsure about how to use this system, then please contact any member of the care team.

3.4 Care Equipment

Our staff are trained to use all the equipment that may be necessary to support your care needs including specialist moving and handling equipment, beds and bed rails, mattresses, wheelchairs and mats to protect from movement and falls in the night.

If your care needs require the use of this equipment, it will be documented on your care plan.

The use of most equipment is included in your weekly fee. It is possible that some particular specialist equipment may incur an extra charge which will be discussed with you if appropriate.

If you wish to use any of your own care equipment, then please let us know as it will need to be checked by us to ensure that it is safe.

3.5 What To Do If You Are Worried or Want to Complain

The safety and wellbeing of our residents is our uppermost concern.

We therefore take any complaints or concerns very seriously and have a comprehensive complaints procedure, a copy is attached to this handbook at Appendix 2. It is also displayed at reception. Should you have a concern or be unclear on any information contained in the Complaints Procedure, please do not hesitate to discuss this with the Manager.

Also, should you have a concern about something you have seen, the actions of our staff or the wellbeing of another resident then please do not hesitate to talk to the Home Manager.

Any information will be acted upon and treated in confidence, however sometimes it may be necessary for the home to notify outside agencies (Police, Social Workers etc.), if this is the case then we will discuss this with you before we do.

If for any reason you feel you cannot talk to the Home Manager, then please do not hesitate to contact Chris Ball (Chief Executive), chris.ball@autographcare.co.uk or Nikki Ayliff (Operations Manager), nikki.ayliff@autographcare.co.uk. Again, your comments will be treated in confidence.

Should you wish, you may also contact CQC directly on 03000 616161 or at the Care Quality Commission (CQC), Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA.

or the Safeguarding Team at Lincolnshire County Council on 01522 782155 (Mon to Fri 8am to 6pm) or 01522 782333 (outside office hours) or email csc_socialcare@lincolnshire.gov, or post Lincolnshire County Council Offices, Newland Lincoln, LN1 1YL.

Should you ever feel that you need more support in communicating with us then please let us know so that we can arrange for you to have an advocate or legal support if appropriate.

4. Meals, Laundry and Cleaning

4.1 Food Service and Nutrition

Food is prepared fresh everyday by our catering teams.

Please let us know if you have any favourites and also things that you don't like. The menu is always varied, and we will do our best to accommodate you. **Please ensure that you alert us to any food intolerances or food allergies that you experience**, so that we can ensure your safety.

Meal-times are flexible and there is a wide choice of meals. Breakfast can be taken any time between 7.00am and 11.00am, lunch is usually served at 12.30pm and tea is available between 4.30pm and 6.00pm. You are free to take your meals in either one of our communal dining areas or your own room, or a combination.

Special and modified diets are catered for, should you need particularly fortified food or have difficulty chewing and swallowing.

Staff are happy to help and assist if you have difficulties eating unaided.

Should you wish to have **alcoholic beverages** with your meals then please let us know and we can make the necessary arrangements, at an extra charge.

Hot and cold drinks are served at various times during the day and are always available on request, or you can serve yourself at our "hydration stations".

4.2 Laundry Services

We will take care of all your laundry requirements, and we aim to ensure that laundry is completed quickly and efficiently.

To ensure that your laundry is returned to you, we request that **all items of clothing are labelled** and that the finish of clothing brought into the home is carefully considered; we may have to wash items at high temperatures to ensure effective infection control and therefore delicate fabrics may be at risk of damage and/or shrinkage.

Please note that dry cleaning of clothing is not included in your fee but can be arranged at additional cost.

4.3 Cleaning Routines and Room Personalization

The **cleaning** of your room will be coordinated by the Home, at a time that is convenient to you. The communal areas, for example dining room, lounges and bathrooms, are cleaned at regular intervals throughout the day and night.

We use the most appropriate products to ensure thorough cleaning to prevent unpleasant odours and improve infection control.

Your room will be furnished by us, however, should you wish to **personalise** your own private room, small items of personal furniture may be brought into the Home. Any electrical items that you bring into the home will need to be safety checked before they can be used. Please discuss this in advance with a member of the management team so that we can ensure your safety.

5. Life in the Home

5.1 Rising and Retiring

Residents choose what time they rise from bed and what time they retire. Should you need assistance with dressing or undressing, or personal care etc. this will be coordinated by the care team, at a time that is convenient to you and in a manner that ensures your dignity and privacy.

5.2 Social and Leisure Activities

The Home offers a wide range of **social and leisure activities**; we have entertainers who come into the home on a regular basis, we have gardens and outdoor facilities and have lots of indoor activities. In the communal rooms there are notice boards where you will find full details.

Now that restrictions are easing we look forward to having more outings from the home.

Board games, books, jigsaws etc., are available to all residents – if there is something that you like and we haven't got it, then please let us know. If you experience visual impairment, then we can arrange for auditory tapes and large print media to be available.

If you have a **special occasion to celebrate** then please let us know and we will do our best to accommodate you and invite family and friends, subject of course to the prevailing visiting guidelines.

Activities undertaken in the home are **sometimes photographed** with images posted on to Facebook and our website. Please see section 5.8 regarding your rights to privacy.

5.3 Faith and Spiritual Support

The Home is able to arrange visits to local places of worship or we can arrange for a representative from your faith to call and discuss this with you, if you prefer.

5.4 Hairdressing

The Home has a Hairdressing Salon, and a Hairdresser visits the Home on a regular basis - there is a small charge paid directly to the third-party hairdresser for this service, with the Home simply coordinating the service.

5.5 Internet, Telephone, Post and Newspapers

If you require individual newspapers they can be ordered for you; and you will be billed for the newspapers on a monthly basis.

The telephone service for the Home is available for you to use. In a similar manner your relatives and friends may telephone you through the Home's **telephone number, 01924 249777. You may also choose to have your own telephone in your own bedroom.**

Post is delivered to the Home, and this will be given directly to you. Should you require any letters posting, this can be arranged for you, or you may, if you wish, be assisted to walk down to the local post-box.

The home has Wi-Fi connectivity throughout for you and your family to use. Please ask at reception for the password and if you have any problems connecting then please just let us know. In using our Wi-Fi network, we ask you to do so in accordance with our acceptable usage policy, a copy of which is attached at Appendix 3.

5.6 Tablets, Radios, Television and Other Personal Electronics

The Home provides **televisions, entertainment and music facilities** in communal areas, and individual televisions in bedrooms, however, should you wish to bring your own radio or television set for your own bedroom, this can also be arranged.

We can also provide you with **equipment and assistance to access the internet**, e.g., a tablet, should you not have your own device. For example, you may wish to have a video call with friends or family.

Your own electrical equipment will need to be safety tested before you will be allowed to use it in the home. You may need to pay for a television license, subject to current legal requirements.

5.7 Visiting and Outings

Visits to the home are currently controlled in accordance with government guidelines to ensure the safety of all residents. This allows both contact visits with a chosen group of people and visits with all other people in our Covid secure facilities. For full details of the current situation please ask the Manager

We look forward to returning as soon as possible to our usual position which is as follows:

Visiting the Home is encouraged at any reasonable time; however, we do request that visitors who wish to come to the Home after 10.00pm contact the Home first. You may meet with your relatives and friends either in your own room or any communal room within

the Home at your discretion. Visitors are welcomed and encouraged to join in any activity that the Home has arranged. Please do feel free to ask for tea or coffee for your visitors (or use the facilities in the café). To assist with fire safety and security, visitors are requested to sign the Visitors book on each occasion they visit. You have the right to refuse to see any visitor and this right will be respected and upheld by staff and management.

Outings from the home are encouraged and permitted in accordance with the latest guidance on keeping you safe if you leave the home.

5.8 Pets

We are able to accommodate pets in some of our rooms and are happy to do so with a common understanding of responsibilities for the behaviour of the pet and its welfare. Please discuss your wishes with us.

It may also be possible to allow pets to visit the home. Again, please discuss with us and we will accommodate if possible.

5.9 Smoking

In order to maintain a comfortable, healthy and safe environment, **we have a specific outdoor area for individuals who smoke**, having due regard and concern for the other residents with possible or actual respiratory problems. Smoking is not permitted anywhere inside the Home, including individual bedrooms.

5.10 Communicating Effectively

We are keen to ensure that you and your family are kept informed about what is going in the home and that you also have the opportunity to tell us what you think.

We sometimes conduct surveys which we hope you will take the time to complete, and if you ever need help to do so then please let us know.

We have a regular newsletter that contains latest information and will return to holding regular relative and resident meetings as soon as visiting guidance allows.

It is also good to know if you ever feel that any staff members are doing a particularly good job – please just let us know so that we can make sure that they get appropriate recognition.

If you ever feel that your voice isn't being heard or listened to properly then please do not hesitate to contact the Manager or any of the people set out in section 1.3 of this guide.

Should you want more support in communicating with us then please let us know so that we can make arrangements for you to have an advocate or legal support if appropriate. More information is included in section 6.

6. Financial Arrangements and Contracts

6.1 How Your Fee Is Calculated and How It May Change

Your fee is calculated **based on the room** that you choose and our agreed **assessment of your care needs**. Our full range of fees is available on request.

Your fees are inclusive of full board (excluding alcohol), personal care, laundry and reasonable health, social and well-being needs. The fee also includes access to the internet, via our Wi-Fi network, for your own devices.

Your fee is subject to an **annual review in April of each year** that allows changes to be made to reflect change to the costs that we incur in delivering your care, for example increases in wage or utility costs. This will always be done in a transparent way, and you will be given at least 28 days' notice of any proposed changes.

Should your **care needs change** and these changes impact significantly on the level of care and support that you need then we will discuss with you what changes may be required to your fee. Again, this will always be done in an open and transparent fashion.

Your fee **does not include** dry cleaning, hairdressing, non-NHS Chiropody, personal toiletries or clothing.

The only people that are normally aware of funding arrangements are you and/or your immediate family and senior management of the Home. All financial transactions are conducted in private and are confidential.

A list of charges made for extra services from third-party providers, such as hairdressing, chiropody and newspapers is available at reception.

6.2 When Your Fee Is Payable

Fees are payable **monthly in advance**, by direct debit or by standing order.

Where you are supported by the Local Authority, the Home will not ask you or your representative to pay the assessed financial contribution in advance.

6.3 What Happens If You Run Out of Money?

If you run out of money to pay your fees, then you are likely to qualify for support from the local authority.

Unfortunately, the rate that the local authority will pay for your care is usually less than the fee that we charge, so it is likely that we may require a contribution from your family to make up the difference – this is called a third-party top-up.

Please give us as much notice as possible if you are concerned about running out of funds so that we can work with you, your family and the local authority to find a solution that meets the needs of all parties.

6.4 Managing Your Financial Affairs

We encourage you to continue to manage your own personal finances for as long as you are able to do so. The Home does not hold pension books or administer the personal allowance element of any Local Authority assisted residents on your behalf.

If you do not wish to retain financial independence the Home would encourage the involvement of your family, an advocate and/or a solicitor.

The Home will always ensure that you determine how the “personal allowance” element of any state benefit is to be utilised, and under no circumstance will it be used to pay for the provision of Care that is already included in the Home’s charges.

In the event of your demise then all fees, other than outstanding items, cease and the Home will support your Next of Kin or agent to undertake the necessary arrangements.

6.5 Leaving The Home

Should you decide to leave the Home, we would ask for the notice as outlined in your terms and conditions of residence (Resident Contract). Some key points to note:

- The first 4 weeks following your admission into the home are treated as a trial period. If you wish to leave the home during this period then either you or we need to give 7 days’ notice,
- Thereafter it is a minimum of 4 weeks’ notice, by either you or us.

If you want to **leave the home temporarily**, for example to visit family or go on holiday, then please **let us know in advance**. Your fees will remain payable in full for the first seven days of absence and will be reduced by 20% thereafter.

6.6 Insurance Arrangements

The Home has comprehensive insurance cover and part of this insurance cover does include residents’ personal belongings up to a value of £2500. Please ask the manager for full details if you need them.

Please note that we would recommend that valuables are not brought into the home unless they are individually itemised and handed in for safe-keeping.

6.7 Gifts and Bequests

It is a condition of employment of our staff, that they cannot individually accept any form of gift or bequest, from any present or past residents, or their relatives/agents or any third party. However, small gifts can be accepted by the Home, if they are for the benefit of all staff and residents; please contact the Home Manager for further details.

6.8 Contract Terms and Conditions

Residents paying for their own care are subject to our term and conditions of contract. You or your representative should have signed a copy of this before your admission to the home. Please ask if you would like to see a copy of this contract. This guide is intended to be an information-only document and does not form part of your contract with us.

If an admission is made in circumstances that don't allow the contract to be signed before admission, e.g., in an emergency, then we ask that the contract is signed at your earliest convenience and your ongoing residence in the home is subject to these terms and conditions.

The home also has a contract with the local authority to provide Residential Care to individuals who have been assessed by the local authority as in need of Residential Care and who are to be or are likely to be supported by the Local Authority.

6.9 Lasting Powers of Attorney (LPA) And Advocacy Services

Sometimes it may become difficult for you to make your views about your care and financial arrangements known and there are a range of methods that can be used to help you:

A **Lasting Power of Attorney** is a formal, legal measure that you can put in place to enable a friend, relative or professional person (i.e. your solicitor) to make legally enforceable decisions about your care and/or your finances and property, should you become unable to do that for yourself.

Further details of how to make a Lasting Power of Attorney is available from The Office of the Public Guardian at www.gov.uk and search "power of attorney".

Alternatively, you may prefer to use suitable **Advocacy Services** to help you. Advocacy is when someone supports another to speak up. An advocate makes sure your rights are respected and your voice is heard. In most cases your advocates may be your immediate

family or friends, but there may be occasions when an outside agency may be needed. Two local agencies are:

Age UK, 36 Park Street, Lincoln, LN1 1UQ, Tel: 01522 696000 or 0345 5564144

Voiceability, Allenby Business Village, Unit 6, Crofton Road, Lincoln, LN3 4NL.
Tel: 0300 3031660

The Home's management would be pleased to help or offer advice with making any advocacy arrangements.

6.10 Confidentiality and Access to Your Information

As part of the services we offer at Autograph Care, we are required to process personal data about our staff, our residents and in some instances, the friends or relatives of our residents and staff.

'Processing' can mean collecting, recording, organising, storing, sharing or destroying data. We are committed to providing transparent information on why we need your personal data and what we do with it.

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data about you:

- Your basic details and contact information e.g., your name, address, date of birth and next of kin.
- Your financial details e.g., details of how you pay us for your care or your funding arrangements. We also record the following data which is classified as 'special category':
 - o Health and social care data about you, which might include both your physical and mental health data.
 - o We may also record data about your race, ethnic origin, sexual orientation or religion.

We will keep your information (data) secure at all times. The Home complies with General Data Protection Regulation (GDPR) and is registered with the Information Commissioners Office.

It is the policy of this Home that all the information contained in your care plan and associated documentation is strictly confidential. Your files are kept in a secure location when not in use. Where information is held electronically, it is subject to appropriate security safeguards.

Only authorised persons have access to your information. The information contained in your file is never disclosed to unauthorised parties without your permission and you can decide if you want named individuals to be given (or not given) information about you and your care.

You have the right to access any information that the Home has created about you. Please do not hesitate to discuss this with the Home Manager if you have any concerns or questions about this.

Please ask us if you would like a copy of our full privacy policy and it can be found at:
www.autographcare/privacypolicy

Appendix 1 Regulatory Information

Monson is registered with the Care Quality Commission (CQC), to offer both long term and short term care and accommodation for **up to 50** men and women over 65 years of age. The Home offers care to those living with Dementia and Physical Disability. Nursing Care is not currently offered 24 hours a day, but District Nursing is provided by the NHS where necessary. The Home also has a contract with Lincolnshire County Council, to offer care to financially supported residents.

Under the Health and Social Care Act 2008, we are registered with the Care Quality Commission (CQC) to provide a **Care Home without Nursing**. The latest CQC inspection report is displayed in reception and a full copy can be provided to you on request.

The Regulated activity is: **Accommodation for persons who require nursing or personal care.**

The full address of this Home is:

Monson Care Home
9/11 Monson Street
Lincoln
LN5 7RZ

The main telephone number for the Home is:

(01522) 520643

The Registered Manager of the Home is:

Susan Garnett – Interim Manager

The Home is operated by

St Catherines Care Homes Limited

Victoria Square House, Victoria Square,
Birmingham, United Kingdom, B2 4BU

The Nominated Individual is

Nikki Ayliff, Operations Manager

Nikki.ayliff@autographcare.co.uk

Appendix 2 Complaints Procedure

Policy Statement

1. We believe that if any individual who is in contact with the Home (a person who uses services, their relatives and friends or professionals visiting the service) wishes to make a complaint, raise a concern or give a compliment they should find it easy to do so.
2. The Home will deal with any concern or complaint in a professional and understanding manner and views complaints, concerns and compliments as opportunities to learn, develop, improve and deliver better care and support.
3. We believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems and dissatisfaction.
4. The home supports the concept that most complaints, if dealt with promptly, openly and honestly can be satisfactorily resolved with at a local level. However, complainants have the right to escalate their complaint to the Care Quality Commission (CQC) or for people supported by Wakefield Council to the Social Care Complaints Team (addresses at the end of this document) if they remain unsatisfied with local resolution.

Procedure

1. If you have a complaint or concern, please ask to see the **Person in Charge**, who will discuss your concern or complaint and attempt to ensure you are satisfied. Should you be satisfied, the Person in Charge will report to the Manager on the nature of your concern or complaint, the action taken and your satisfaction with the outcome and this will be recorded in the Complaints and Concerns Log.
2. However, should you not be satisfied after speaking to the Person in Charge, either request an appointment with the **Manager** or write to the Manager, Monson Care Home, 9/11 Monson Street, Lincoln, LN5 7RZ with the nature of your concern or complaint, and a formal investigation will be undertaken by the Home. If you do not wish the complaint to be investigated by the Home you can contact the CQC or Wakefield Council.
3. The Manager will arrange an interview with the individuals involved and, if after this primary discussion, the concern or complaint remains unresolved, then the

Complainant will be encouraged to record the nature of the complaint in writing, (assistance will be offered by the Home for this or the Home will contact another agency and seek their support to assist the Complainant), depending upon the nature of the complaint.

4. On receiving the written complaint, the Home will acknowledge this in writing, within 72 hours. The Home will record the complaint in the Complaints and Concerns Log and ensure all aspects are recorded in that Log, including the outcome.
5. The Home will investigate the complaint and within 28 days of the receipt of the written complaint the Manager will undertake a formal investigation and hearing of the complaint. If the issues involved in the complaint are too complex for the investigation to be completed within 28 days, the complainant will be informed of the reason for the delay and given an idea of progress.
6. The Complainant will be given at least 72 hours' notice of the date, time and place of the hearing and will be advised that they may, if they so wish, be accompanied to the hearing by a friend or a professional advisor. The Complainant will be encouraged to submit documentation, support evidence or call witnesses at the hearing.
7. Should the complaint appertain to a member of staff employed at or by the Home, they shall be entitled to the same rights as the Complainant.
8. The Manager may adjourn the hearing for further consideration, information or advice and will reconvene at the earliest opportunity. Following the hearing the Manager will, within 72 hours, inform the Complainant of the outcome of the hearing.
9. The findings and outcomes of the complaint will be recorded in the Complaints and Concerns Book.
10. If the complainant wishes to appeal the outcome of the complaint process, they will be advised to write to **The Responsible Individual** and given the contact details.

Further Advice and Support

If the Resident is supported by Lincolnshire County Council then the complainant may approach Lincolnshire County Council Customer Relations Team, Lincolnshire County Council, County Offices, Newland, Lincoln LN1 1YL.

The Home encourages Residents to use suitable Advocacy Services where appropriate. In most cases this may be immediate family or friends, but there may be occasions when an outside agency may be needed.

Two local agencies are:

Age UK, 36 Park Street, Lincoln, LN1 1UQ, Tel: 01522 696000 or 0345 5564144

Voiceability, Allenby Business Village, Unit 6, Crofton Road, Lincoln, LN3 4NL.
Tel: 0300 3031660

All Complainants may approach the Care Quality Commission (CQC), Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA. Tel 03000 616161.

If, after contact with the CQC you remain concerned that your complaint has not been dealt with satisfactorily, you may contact:

The Local Government and Social Care Ombudsman,
PO Box 4771
Coventry
CV4 0EH
Phone: 03000 610614
Email: advice@lgo.org.uk

This policy is available in easy read, braille and other languages and formats on request.

Dated January 2020

Review January 2023

Appendix 3 The Acceptable Use of our Wi-Fi Network

Purpose

We believe that it is important to allow our residents and visitors to our homes to have access to our Wi-Fi network to enable access to information and facilitate communication.

When you access the internet using our networks you are accountable for your actions and for the security of your own devices that you may use.

The purpose of this policy is to provide guidelines on what constitutes acceptable use of our network, highlight steps you need to take to keep secure, and let you know that your access to our system may be monitored.

Acceptable Use

When using our Wi-Fi to access the internet please do not do anything illegal, please protect other people's privacy and don't do anything that may harm our services.

Illegal activities include:

- promoting or advancing criminal activities, including terrorism, human trafficking or modern slavery.
- hacking computers, systems or networks whether they're ours or someone else's, infringing copyright or other intellectual property rights.
- impersonating someone else, or otherwise misrepresenting who you are (like using fake email headers, sender names or address, or caller ID details).
- accessing illegal or otherwise inappropriate websites.
- doing anything else that might otherwise harm us or our services.

To protect other people's privacy and safety **do not**:

- promote, threaten violence or encourage hate towards anyone.
- abuse or harass anyone, for example by making offensive, misleading or menacing comments.
- send unsolicited communications to people or groups without them saying it's ok (that means things like spam, "mailbombs" and nuisance calls).

Good Practice Regarding Security

You will have been given a password to access our Wi-Fi. Please do not share this with anyone else.

For the protection of both your own devices and our network please make sure that you have the right firewall and anti-virus security in place and that it is all up to date.

Do not attempt to access any files on our network.

Please note that we are not responsible for any damage that may occur to your devices or data resulting from your access to the internet via our Wi-Fi network.

Monitoring Access

Your access to our network may be monitored. We do, however, acknowledge your right to privacy and will only access information in what we believe to be a proportionate and fair manner to ensure compliance with this policy, and we reserve the right to delete or examine any files that are held on our computer systems.

You accept that logs of any activity may be maintained and that, in the event of any inappropriate use, these logs may be accessed and produced in evidence of any investigation. Serious misuse may result in prosecution.

Thank you for reading this policy and if you have any questions then please do not hesitate to contact the Home Manager in the first instance.