

Relatives' Guide

JANUARY 2024

65 Main Road, Gidea Park RM2 5EH

T: **01708 743110** | E: **mail@parksidehome.co.uk**

www.parksidehome.co.uk

 Facebook: **Parkside-Residential-Home**



Parkside is operated by

**Romford Baptist Church
Housing Association Ltd.**

Welcome to Parkside Residential Home!

This guide has been produced to provide you with information about Parkside that may be helpful to you as a relative or close friend of one of our residents. If you require further copies of this guide, please let us know.



Rebecca Waigwa, Care Manager
01708 743110 ext 656

rebecca@parksidehome.co.uk



Sarah Taylor, Acting Deputy Manager
01708 743110 ext 653

sarah@parksidehome.co.uk



Revd Ian Bunce, Team Leader
01708 743382 (option 3, option 1)

ian@parksidehome.co.uk

Romford Baptist Church Housing Association Ltd is registered, and therefore licensed to provide services at Parkside, by the Care Quality Commission (Provider ID: 1-101615174). For more information, visit www.cqc.org.uk.

CONTACTING THE MANAGER

The manager will usually be available in the office on weekdays, 9 am - 3 pm; weekend appointments can sometimes be arranged. However, if you need to ring at other times someone will be available to take a message.

PARKSIDE POSTAL AND EMAIL ADDRESSES

Our postal address is: 65 Main Road, Romford, RM2 5EH

Our telephone number is: 01708 743110

Extensions:

Care:

Manager ext 656 email: rebecca@parksidehome.co.uk

Deputy Manager ext 653 email: sarah@parksidehome.co.uk

Health and Medication ext 659 email: donella@parksidehome.co.uk

Finance/Admin:

Business Service Manager ext 652 email: gill@parksidehome.co.uk

Premises:

Operations Manager ext 650 email: steve@parksidehome.co.uk

Our email address is: mail@parksidehome.co.uk

Our website is at: www.parksidehome.co.uk

VISITORS

During the current period, the home continues to follow all of the relevant guidance from the government, Public Health England and CQC.

Visits to the home are possible but need to be booked in advance by contacting the administration team (Option 1) on the main telephone number.

FIRE SAFETY

Please read the notice in the entrance hall, or in the resident's room file concerning what to do in the event of a fire. Regular fire drills are held throughout the year and the fire alarms are tested on a weekly basis.

REVIEW OF CARE PLANS

Each resident has a care plan, which is reviewed once a month with the resident. The next of kin will, if required, be invited to attend an annual review.

Relatives who have Power of Attorney in respect to Health and Welfare are able to access the resident's care notes online, via the portal on our website. Please speak to our manager to arrange access.

COMMUNICATION BOOK

Each resident has an allocated keyworker (whose name and picture is on the communication book) and which is kept in their room. If you have any comments or questions, please write these in the communications book so your relative's keyworker can deal with any issues raised.

PERSONAL EFFECTS AND PERSONAL MOBILITY OF RESIDENTS:

Residents are free to journey out alone. However, Parkside cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.

All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Parkside before their use. We would suggest that at least four sets of bed linen and towels be provided.

At the discretion of Parkside, items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the resident's responsibility or that of the executors.

Parkside is insured in the sum of £2,500 for valuable effects of each resident. A secure box is located in each room. All items over £ 500 need to be itemised, but insurance does not extend to Service User's cash securities and other monies.

Pets may be allowed to be brought in by visitors to Parkside but please check with the Manager first.

LEAVING OR TEMPORARILY VACATING

If a person wishes to be discharged from the Home, then four weeks' notice must be given of this intention, or four weeks' fees paid in lieu of notice. These conditions are waived during the four-week trial period. If a service user temporarily moves out of the Home (e.g. to receive hospital treatment) the accommodation may be retained for a period of eight weeks at current fees, and thereafter at 80% of the current fee.

In the event of death of a resident, we reserve the right to charge two weeks' fees. Any fees outstanding for residents will be charged to their estate.

TELEPHONES/INTERNET

A VOIP telephone connection and an internet connection is available in residents' rooms; please ask if you would like a telephone connected. The home has some iPads available for residents who wish to make Skype or Zoom calls.

QUALITY ASSURANCE

Every year we ask residents and their relatives to complete a questionnaire about various aspects of the home and ask for comments and suggestions for improvement. However, please feel free to pass on to the manager any ideas you have at other times also. There is a copy of the report on our last survey in reception.

RELATIVES' MEETINGS

We hold regular meetings for relatives to discuss any issues and to be brought up to date with developments in the home. We also send update emails to relatives at other times.

MINOR FAULTS

Should any minor faults occur in your relative's room e.g. light bulb, stiff tap, please mention it to a member of staff and it will be dealt with promptly.

HOSPITAL APPOINTMENTS AND ADMISSIONS

We ensure that we have a level of staffing that enables us to give a good quality of care to all our service users while they are living at Parkside. However, we do not have sufficient staff to accompany our service users to hospital appointments or to ordinary or emergency admissions to hospital. We therefore ask that the family make arrangements for their relative to be accompanied, wherever possible.

If the family are unable to arrange for someone to accompany their relative, Parkside will provide a member of staff wherever possible, but the cost of the taxi and the carer (£10 per hour) will be charged for this service.

If a resident needs to be admitted to hospital for a period of time, we will remain in contact with the family and the hospital, and a member of the management team will make a pastoral visit to the hospital to ensure the wellbeing of the resident.

To ensure a safe discharge after a stay in hospital, readmission to Parkside is only permitted between 9 am and 5 pm, Monday to Friday only.

DOCTOR

Our GP from Western Road Medical Centre comes to the home each week to see residents who require a visit. Please speak to our Care Co-ordinator if you have any concerns about your relative's health.

TELEVISIONS

Televisions are situated in the garden lounge and front lounge. Residents may have televisions in their rooms, if they wish. These are covered by Parkside's Concessionary Licence Scheme.

MEALTIMES

Breakfast in Dining Room	7.15 - 9.30 am
Lunch in Dining Room	12.30 pm
Evening Tea in Dining Room	5 pm

Meals are also served in residents' rooms, as requested.

GUIDANCE ON BRINGING IN FOOD

Families and friends are advised to bring in low-risk foods such as fruit, biscuits and chocolate, and to check the "use by" date before bringing in food. Please avoid bringing in hot foods and using raw egg in foods that will not be cooked thoroughly. Please store and transport home-made or unpackaged foods in a clean, sealable container, preferably plastic and not glass.

CHRISTIAN ETHOS

Parkside is the only residential home for the elderly in the London Borough of Havering with a Christian ethos. Although it is not a requirement to be a Christian, most of our residents are, and we are supported by Romford Baptist Church to maintain our Christian values. Residents who wish to attend a Sunday service have the opportunity of transport in our own minibus, and the Sunday morning service is also screened live at Parkside.

We also have a service held each week at 10.30 am on Mondays in the Piano Lounge, at the front of the home.

FAITH SUPPORT



Vikki Bunce, one of the ministers at Romford Baptist Church, is always willing to spend times with residents, and is also available to relatives if they need to talk with someone confidentially. Her contact details are:

Church: 01708 743382
Mobile: 07905 132848
Email: vbunce@romfordbaptist.org.uk

ACTIVITIES

Activities are arranged during in the mornings between 10 am and lunchtime, and in the afternoon between 2 pm and 4 pm. A weekly list of activities is distributed to residents.

END OF LIFE CARE

We can offer overnight accommodation on our air bed and light refreshments for those wishing to stay with their relatives at the end of their lives. Please speak to the Manager or Deputy Manager if you are interested.

RAISING CONCERNS ABOUT RESIDENTS' SAFETY

When you are visiting your relative at Parkside, you may see or hear something that concerns you about the way one of our residents is being treated. If you do, it is important that you report this to the Care Leader on duty, the Registered Manager or Deputy Manager as soon as possible. You can also put these concerns in a letter or by email to the Manager or Deputy Manager.

We want to offer the best possible care to our residents and would like to encourage you to help us to do so by letting us know if you have any concerns. We will take any reports very seriously and let you know what action we are taking within one week of the report being made.

If you do not feel we have dealt with the matter in a satisfactory way, then you need to report the issue to one of our trustees who has responsibility for Safeguarding Issues, the Havering Safeguarding Team or the CQC. Please find her contact details below:



Margaret Griffiths, Trustee
Romford Baptist Church Housing Association Ltd

Telephone: 01708 505413

Email: mgriffiths070@gmail.com

Safeguarding Adults Team

Adult Social Services London Borough Havering

Telephone: 01708 433550

Fax:

01708 432497

CQC

Telephone: 03000 616161

Email:

enquiries@cqc.org.uk

PARKSIDE COMPLAINTS PROCEDURE

If a relative or friend wishes to make a complaint they should share it with a Carer in the first instance. If the complaint raised is not resolved to the satisfaction of the resident they should then inform the Registered Manager, Deputy Manager, Operations Manager, Business Services Manager, or Care Leader, if applicable.

Should the relative or friend still consider the complaint to be unresolved, the matter should be brought to the attention of the Team Leader.

If the complainant is still unsatisfied with the outcome, the Team Leader will take the matter to the Management Committee of the Romford Baptist Church Housing Association Ltd, for their consideration. Unless there are exceptional circumstances, any investigation should be completed within 28 days with a report, and apology if appropriate, given to the complainant

If the complaint needs to be taken further, you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides free, independent advice.

The LGO Advice Team can be contacted for information and advice, or to register your complaint as follows:

Telephone: 0300 061 0614
Email: advice@lgo.org.uk
Website: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC as follows:

Telephone: 03000 616161
Email: enquiries.london@cqc.org.uk
Address: Care Quality Commission National Correspondence
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

MEMBERS OF THE CARE TEAM

**Acting Care
Co-ordinator
Donella Gibson**



**Care Leader
Jenny Munyukwi**



**Night Care Leader
Akua Oppong-Asiedu**



**Night Care Leader
Chidi Oluoha**



**Night Care Leader
Joyce Okusanya**

