

# Service Users' Guide



Providing loving Christian  
care for 50 years • 1971-2021

65 Main Road, Gidea Park RM2 5EH

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**www.parksidehome.co.uk**

 Facebook: **Parkside-Residential-Home**



Parkside is operated by

**Romford Baptist Church  
Housing Association Ltd.**

## Welcome to Parkside Residential Home!

We have collected together some useful information about our home; should you have any questions, please contact us and we will do our best to answer them.



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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](http://www.cqc.org.uk)

## ROOMS AND FEES

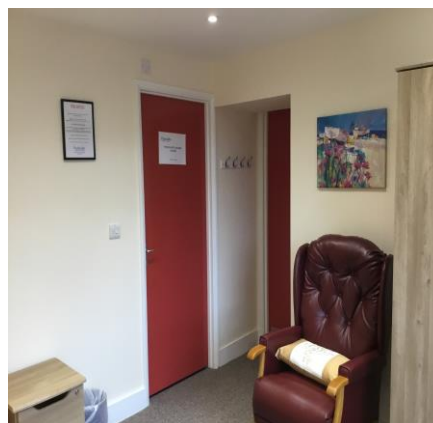
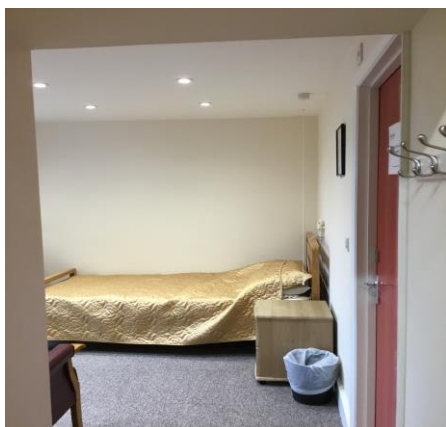
Parkside is a residential care home; we are unable to provide care for service users who require nursing care.

Parkside has 32 rooms, of which 31 have ensuite facilities. This includes 3 double rooms, which have ensuite facilities and offer accommodation for a couple or 2 people to share. Sixteen rooms overlook the garden. Please check the availability of rooms with the Manager on application.

The basic fees for new residents, depending on the size of room and facilities available, are generally as follows:

	<u>Fee per week</u>
Ensuite room	£900 - £950
Large ensuite room	£1,000 - £1,100

Should the service user require extra assistance either at the start or during their time living with us (e.g. 2 carers required to assist with mobilisation or with personal care or to help eat and drink) then we reserve the right to include an additional charge of up to £150 per week to cover these needs. This will be arranged in consultation with the Manager.



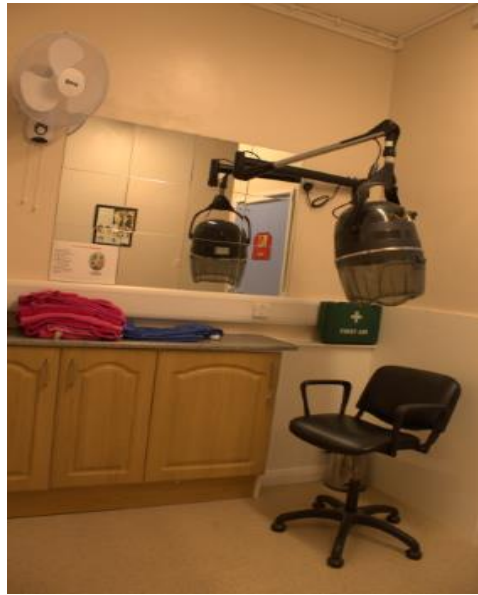
When rooms are available, Parkside can supply short term respite care at a daily rate of between £120 - £150 per day (depending on the needs of the individual and the size of room available). There is a minimum stay of 6 nights.

Day Care is also available, at a cost of £60 - £80 per day, depending on services required. Please contact the Manager for more details.

# FACILITIES



Ensuite facilities



Hairdressing salon



Bathroom facilities



Garden

## MEALTIMES AND REGULAR ACTIVITY TIMES

Breakfast in Dining Room Available	7.15am - 9.30am
Mid-Morning drinks	10.30am
Lunch in Dining Room	12.30pm
Afternoon cup of tea	14.30pm
Evening Tea in Dining Room	5.00pm

### Regular Activities:

Mondays:	Service held at 10.30am in the Lounge
Thursdays:	Service held at 6.45pm in the Garden Room
Sunday:	Church service at 10.30am at Romford Baptist Church, or live link in the Piano Lounge

We have a range of activities as part of a full programme of activities during the week that are organised at Parkside. These include trips to local restaurants, outings, crafts, games, gardening, entertainers, socials, coffee mornings, Pets as Therapy visits, and visits from local schools and nurseries.



We are on Facebook!



Search for Parkside-Residential-Home

## Sample Breakfast Menu

Tea or coffee  
Choice of fruit juices  
Toast or bread (choice of white/wholemeal bread) with  
a selection of jams or marmalade  
Porridge and a variety of popular cereals  
(e.g. Cornflakes, Weetabix, Fruit & Fibre, Crunchy Nut Cornflakes)  
Fresh Fruit

### **Chef's Daily Choice from:**

Sausages  
Bacon  
Tinned tomatoes  
Mushrooms  
Baked Beans  
Eggs - fried, scrambled, poached or boiled  
Bacon or sausage sandwich

## Sample Dinner Menus

	Dinner	Dessert
Monday	Pan Fried Fish with Lemon Butter Penn pasta with tomato and basil sauce	Peaches and custard
Tuesday	Chili con carne Vegetable Couscous	Chocolate sponge and chocolate sauce
Wednesday	Roast Pork and apple sauce Poached Haddock	Apple pie and cream
Thursday	Sausages and mash Vegetable stir fry	Lemon sponge and lemon sauce
Friday	Fried or poached fish Cheese and Onion Slice	Jam and coconut sponge
Saturday	Chicken Casserole Vegetable spring rolls	Fruit salad and cream
Sunday	Roast lamb Breaded chicken strips	Strawberry cheesecake

## PARKSIDE COMPLAINTS PROCEDURE

In order to comply with the **The Health and Social Care Act 2008** it is required that a formal **Complaints Procedure** is available for residents:-

If a resident 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 Manager, the Deputy Manager, the Operations Manager, the Business Services Manager, or Care Leader, if applicable.

Should the resident 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 Board of Trustees 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](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

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

You can also contact the local council’s Complaints Team; the details are as follows:

Address: Complaints Team, London Borough of Havering, Adult Social Care,  
Yew Tree Resource Centre, 20 Yew Tree Gardens, Romford RM7 9AA  
Telephone: 01708 432589

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](mailto:enquiries.london@cqc.org.uk)  
Address: Care Quality Commission National Correspondence,  
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA



## MISCELLANEOUS INFORMATION

### ADMISSION TO PARKSIDE

The Manager will contact you beforehand to arrange admission and for the collection/delivery of any personal effects needed for the room. Please note that Parkside does not accept new residents or admissions from hospital after 5 pm or at weekends.

### RELIGION

Service Users may attend Christian religious services both within and outside the Home as they so desire. If services are at Romford Baptist Church the Home's minibus is provided, otherwise staff will help Service Users to make their own arrangements. If Service Users are of another religion, staff will help them make arrangements as they desire. Service Users have the right to meet clergy of their chosen denomination/religion at any time. If required, a private room will be made available for such meetings.



Vikki Bunce is the minister for the older generation at Romford Baptist Church. She leads the Monday morning service at Parkside, and is usually in Parkside on Wednesday afternoons for pastoral visits.

She is also always happy to be asked to visit outside of these times.

### LAUNDRY

A full laundry service is provided. Any items for washing are to be placed in the bag provided in your room.

### VISITORS

Visitors are welcomed at all reasonable times, but visits should be booked in advance. Visitors may be received in the resident's room or in the garden.

### GARDEN

You are encouraged to use the garden when the weather permits. Seats are provided and cushions are available in the Summer House. Please ask a member of staff if you require a cushion.

### MINOR FAULTS

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

### TELEVISIONS

The home has 4 televisions available for residents to watch in the lounges. Residents may also have televisions in their rooms which are covered by Parkside's TV Licence Scheme.

## **FURNITURE**

We do provide furniture for the residents' rooms. This will normally consist of a bed, chair, chest of drawers, wardrobe and a bedside table. Please feel free to bring in personal items such as pictures, photographs and ornaments etc. to personalise your room. Residents will be responsible for payment of dry-cleaning bills in respect of curtains that are not able to be washed in the laundry.

## **SERVICE USER RECORDS**

The home maintains records for each service user, which are available to be viewed by the service user in accordance with General Data Protection Regulations (2018).

## **STANDARDS OF CARE**

Regular audits are carried out by an external company to ensure that our policies and procedures are being carried out by staff and that high standards of care are maintained.

## **HOSPITAL APPOINTMENTS, ADMISSIONS AND READMISSIONS**

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 staff available 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.

The Parkside Management will, when possible, visit residents spending time in hospital to check on their wellbeing and to provide pastoral support.

Before residents can be re-admitted to Parkside after a stay in hospital, the manager will make an assessment to make sure that Parkside can still meet their care needs. To ensure a safe discharge from any hospital stay to the home, these will normally only be accepted during normal office hours (9am to 5pm) between Monday and Friday.

## **RESIDENTS' GUIDE**

All new residents will be issued with a guide to the home to inform them of the routines at Parkside.

## **RELATIVES' GUIDE**

This guide has been produced to provide relatives and friends with information about Parkside that may be helpful to them. If you require further copies of this guide, please let us know.

### **INSURANCE COVER**

Residents' effects are covered under the home's insurance policy. Please be aware that the insurance excess is £50 per claim.

### **ELECTRICAL ITEMS**

Any electrical items brought into the home by a resident will require PAT Testing by a member of our maintenance staff before use.

### **EQUALITY, DIVERSITY AND INCLUSION POLICY**

Parkside is committed to the principles of Equality, Diversity and Inclusion. A copy of our policy is available from the Manager upon request.

### **INTERNET AND TELEPHONE**

Internet and telephone cable connections are available in each room, and Wi-Fi connection is also available throughout the home. Please ask if you require a telephone in your room. This is provided free of charge as it is a VOIP service.

### **PRIVACY POLICY**

Please see the separate sheet enclosed.

### **CONTRACT OF RESIDENCE**

Please find a blank contract for permanent residence at Parkside in the pages following, for your reference.

**THIS AGREEMENT** Is between Romford Baptist Church Housing Ass'n Ltd (hereafter referred to as 'Parkside') and "THE SERVICE USER":

### **Residence and payment of Care Fees:**

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, Parkside undertake to provide a room, communal facilities, food, light, heating, laundry services and personal care as agreed within a residents' care plan.
2. The care fee shall be the initial sum of £ per week (£ per month), paid by standing order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. The monthly charge shall remain unchanged unless one month's written notice is given by Parkside to the Service User or this agreement is jointly amended by all parties hereto. The fees are reviewed annually.
3. Parkside undertakes to maintain a standard of care as required by Registration Authority, known as the Care Quality Commission. If an occasion should occur where a complaint or query arises the Service User is referred to Parkside's written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the Local Government Ombudsman (see the Complaints Procedure for details).
4. This agreement shall continue in force until terminated by either party giving to the other written notice of one calendar month before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required. Should the care needs of the resident change substantially, due to sudden deterioration of mental or physical health, so that Parkside is no longer able to meet their care needs, a transfer to suitable accommodation shall be arranged as soon as possible and no payment in lieu of notice is required.
5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Parkside. On completion of the trial period, a review meeting is held to consider if Parkside is able to provide the standard of service required within the new care plan.

Should the Service User be absent from Parkside for any period during their trial period or respite stay, the full fee will remain payable, subject to the discretion of the Manager.

## Contract of Residence

6. Parkside will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, Parkside will retain the accommodation for eight weeks at current fees, after which time 80% of current fees will be charged, unless one calendar month termination of contract is given by either party to the other.
7. In the event of death of the Service User, we reserve the right to charge two weeks' fees. Any fees outstanding for Service Users will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign below to this effect before the said person becomes a Service User.
8. Parkside may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
  - a. Non-payment of fees
  - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Parkside is no longer able to meet the Service User's needs.
  - c. Any circumstances or behaviour which Parkside feel may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by Parkside. Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which Parkside experiences, for the provision of additional care and services, or as a result of statutory provisions coming into force after the date thereof. Should the Service User require extra assistance either at the start or during their time living with us (e.g. 2 Carers required to assist with mobilisation, with personal care or to help eat and drink), then Parkside reserves the right to include an additional charge of up to £150 per week to cover these needs. This will be arranged in consultation with the Manager.
10. Parkside reserve the right to move a resident to an alternative room, should the facilities in the room become inadequate for the changing care needs of the resident.
11. Parkside provides an internet connection to each resident's room. No charges are made for this connection. Parkside reserves the right to terminate access to the internet in cases of inappropriate usage.

## **Contract of Residence**

12. Parkside provides a broadband telephone connection to each resident's room. Charges for each room are free providing the cost does not exceed more than £5 per calendar month. This amount is reviewed each year. Any costs for making external calls in excess of £5 per calendar month will be invoiced to the resident.
13. Service Users 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.
14. 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.
15. Rooms are generally offered furnished with a bed, chair, chest of drawers, wardrobe and a bedside table. Additional items of furniture that are brought in by the Service User will be 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 Service User's responsibility or that of the executors.
16. The Service User will be responsible for payment of dry-cleaning bills in respect of curtains or personal soft furnishings that are not able to be washed in the laundry.
17. Pets are not generally allowed in the Home but any application to bring a pet will be considered on its own merits, providing the resident takes full responsibility to look after their pet.

### **Medical and Personal Requirements:**

18. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, mobile phone, private television, clothing, toilet requisites and other items of luxury or personal nature.
19. Service Users will be required, before taking up residence, to provide information to Parkside on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.

Should there be a change of health that would impact upon the care that the Service User receives from Parkside, the Service User or their representative agree to keep the Manager fully informed of all developments. Should this information be withheld from Parkside, then Parkside reserves the right for clause 8c above to be brought into effect.

## Contract of Residence

20. The Service User or, where appropriate, his or her representative may request Parkside take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place. The Home cannot accept responsibility for the misuse of medications, which are kept by any Service User.
21. If a Service User requires a carer to accompany him or her to a hospital appointment, a charge will be made. Fees will be as advised in the Relatives' Guide.

### Insurance:

22. Parkside is insured in the sum of £2,500 per resident for valuable effects of Service Users. 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.
23. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Parkside.
24. It is recommended that insurance for high value items, such as digital hearing aids, is arranged separately by the resident or their family. Please note that such items are the responsibility of the resident unless otherwise agreed with the manager.

### Status of the Home:

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).

SIGNED: .....

For and on behalf of Parkside

DATE: .....

SIGNED: ..... SERVICE USER

DATE: .....

**In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.**