



# New Haven

Care Home

Residential Care Home for the Elderly  
Dignified Care in Quality Surroundings





# New Haven

Care Home

New Haven care home is a purpose built home situated in South Elmsall, Pontefract. The home has 50 bedrooms and is divided into two units each with its own lounge, quite room, dining room and bathrooms. The bathrooms are equipped with showers and specialist bathing equipment, as well as the necessary aids to make using them easier for people with disabilities. Our bedrooms are light and airy and every one has its own walk in shower room complete with WC and washbasin.

Our dedicated team of staff have been carefully selected to ensure they have a passion for caring for our residents. They have been trained to provide dignified personal care in a homely environment each and every day.



Rex Develop Ltd Trading As:-  
New Haven Care Home  
166 Westfield Lane . South Elmsall  
Pontefract . WF9 2JY

Tel: 01977 651823  
Fax: 01977 652193

Web: [www.newhavencarehome.co.uk](http://www.newhavencarehome.co.uk)  
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## CONTENTS... SUMMARY OF THE HOME'S STATEMENT OF PURPOSE AND SERVICE USER GUIDE

- Location and map
- A description of the home and the physical environment
- Philosophy, Aims and Mission Statement of the home
- Resident's rights
- Age range and sex of Service Users
- Range of needs that the home is intended to meet
- Whether nursing care is to be provided
- Staffing
- Organisation structure (Appendix 1)

## FACILITIES AND SERVICES

- Meals
- Medical care
- Optician and Dentist
- Physiotherapy
- Chiropody
- Hairdressing
- Personal telephones
- Administration support
- Benefits advice
- Shopping
- Laundry
- Dry cleaning
- Kitchen facilities

## OTHER SERVICES

- Arrangements for reviewing your Plan of Care
- Arrangements for residents to attend religious services
- Arrangements for social activities, hobbies and leisure interests
- Arrangements for pets
- Arrangements for resident consultation about the home
- Arrangements for maintaining contact with relatives, friends and representatives
- Arrangements for dealing with complaints
- Resident's property
- Gifts and signing legal documents
- The Care Quality Commission

The following is too bulky to be included here but is available for you to read in our reception area or available for viewing on request from the Manager:

- Terms and Conditions of accommodation provided, including the amount and method of payment of fees.
- A copy of the most recent Inspection Report.
- Numbers, qualifications and experience of Staff

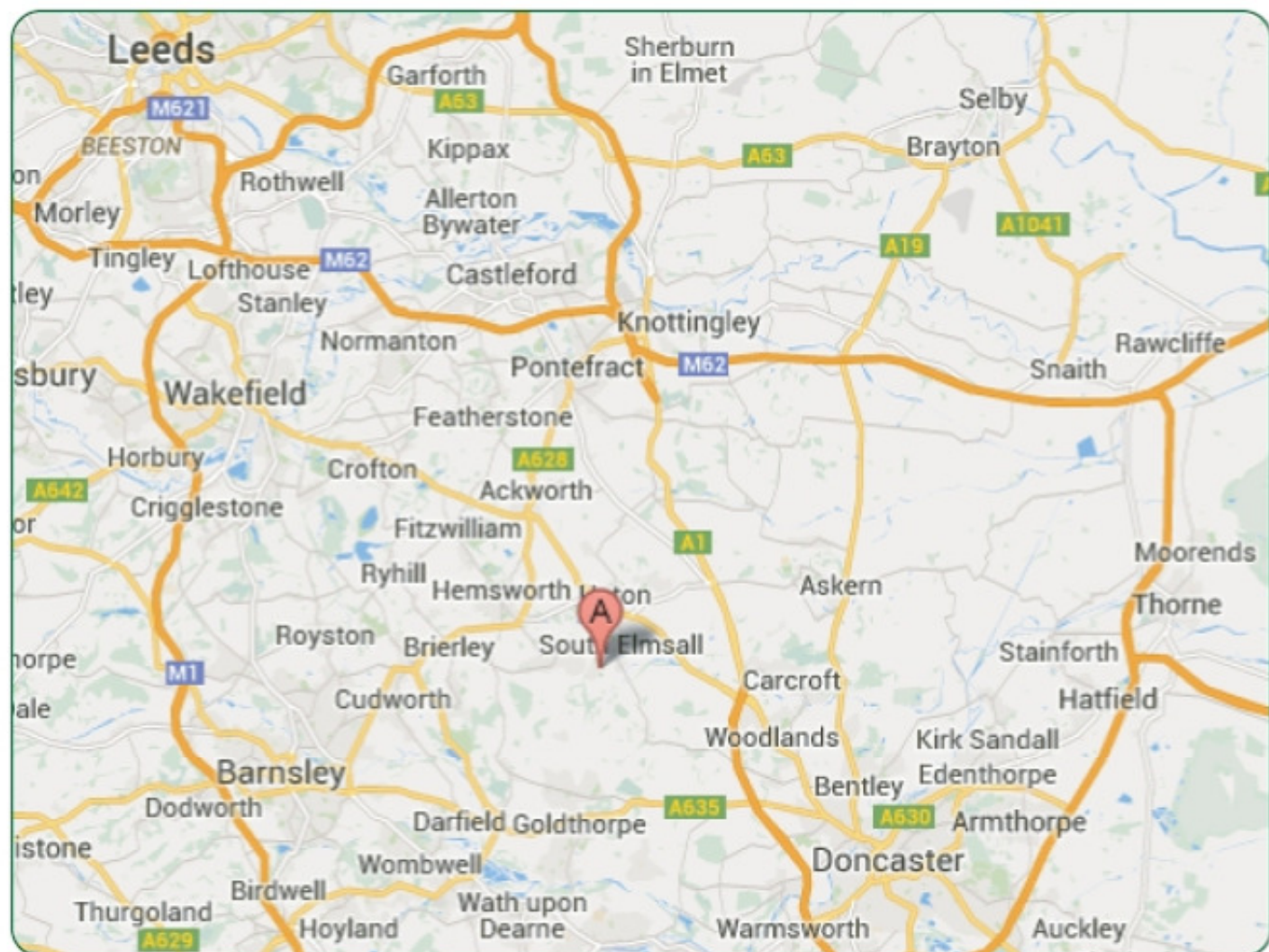


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## HOW TO FIND US



### LOCATION

New Haven is ideally located within a reasonable travelling distance of Wakefield, Doncaster, Pontefract, Castleford and Barnsley. It sits in a quiet location on Westfield Lane which is situated just off the B6422 Barnsley to Doncaster road.

### NEARBY AMENITIES

The home is located in the village of South Elmsall with access to a variety of nearby shops and other recreational amenities.

### AVAILABLE TRANSPORT

The home is situated just off the main road where there is access to public transport, including a train station at South Elmsall.



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## ABOUT THE HOME

The building is made of brick is purpose built with a modern design and excellent accommodation facilities.

## PHYSICAL ENVIRONMENT

New Haven Care Home is a regular size care home which has been designed to offer a friendly and community feel, with four lounges and two dining rooms it promotes more choice and a cosier setting.

Our modern design.

## POPPY MEADOW

- Offers 18 single bed rooms with a minimum size of 15 square meters, all have their own ensuite toilet and wet room showers.
- An open plan dining room, fitted with facilities to make light snacks and refreshments.
- An open plan conservatory lounge with television and nearby toilet facilities.
- Sensory/cinema lounge.
- Large bathroom with state of the art bathing equipment.
- Generous size corridors fitted with hand rails.
- This suite is designed to meet the specific safety needs of residents with dementia and has a keypad fitted to the suites main door and a secure garden area.



## ROSE COURT

- Offers 18 single bed rooms with a minimum size of 15 square meters, all have their own ensuite toilet and wet room showers.
- An open plan dining room, fitted with facilities to make light snacks and refreshments.
- An open plan lounge with television and nearby toilet facilities.
- Quiet lounge for those who may prefer to read or sit quietly.
- Large bathroom with state of the art bathing equipment.
- Generous size corridors fitted with hand rails.
- Access to gardens.

## BLUE BELL VIEW

- Offers 14 single bed rooms with a minimum size of 15 square meters, all have their own ensuite toilet and wet room showers.
- Large bathroom with state of the art bathing equipment.
- Hair and beauty salon.
- Generous size corridors fitted with hand rails.



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## ABOUT THE HOME

With comfort and pressure sore prevention in mind, all bedrooms have height adjustable beds and soft foam pressure relieving mattresses and where necessary we will endeavour to provide overlay air mattress that cater for a waterlow risk score of up to 22.

Each lounge and dining room is pleasantly decorated and amply furnished in a traditional manner to provide comfort, security and warmth.

Our Menus offer traditional home cooked food, which is prepared by experienced kitchen staff and suits the most discerning palette and caters for most specialist diets.

New Haven has a dedicated hair and beauty salon located on Bluebell View, so that Residents can have the pampering and social experience if they wish of going to a salon shop for their hair, nail and beauty care.

We have a lift that services all suites with audio and visual facilities for the blind and hard of hearing.



## GENERAL FACILITIES ON SITE INCLUDE

- Hair and beauty salon
- Laundry
- Kitchen
- Reception
- Raised planters and garden areas
- Cinema and sensory room
- Small tuck shop
- Training room

## RANGE OF NEEDS THE HOME IS INTENDED TO MEET

The homes registration (CHS) covers accommodation for up to 50 Residents male or female, offering personal care.

Catering for old age and early stages/mild dementia, we are not equipped to care for aggressive or very challenging behaviour.

New Haven Residential Care Home is unable to provide equipment such as profiling beds, air flow mattresses such as the nimbus range or similar pressure relieving equipment to cater for high risk waterlows and does not have the facilities and qualified nursing staff; therefore we cannot provide any nursing care.

We do provide quality care for those requiring personal care with the support, resources and the professional judgement of the District Nursing Team. We shall endeavour where ever possible to continue providing personal care through the end of life programme, providing we have the suitable equipment and resources.

The home has an assortment of equipment and aids to help meet the mobility needs of the elderly and amble signage to aid those with memory loss.

We may be able to cater for a short term stay, to provide respite for tired carers if a vacancy arises.

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## RESIDENT'S RIGHTS

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own bedroom door.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines if you are able to do so.
- The right to control your own finances if you are able to do so.
- The right to make personal life choices such as what food you eat, what time you get up and go to bed.
- The right to be involved in your own care plan and any formal reviews of your needs, which take place at regular intervals.
- The right of access to a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

## NURSING CARE

We do not provide nursing care for residents within the home; any nursing duties that may be required are undertaken by the District Nursing Services, which we liaise with on a regular basis.



## MEDICAL CARE

Staff are available in the home 24 hours a day for personal care, to plan and support residents with their daily care, ensuring the highest standards at all times.

Each resident where possible will keep their previous doctor, however some doctors may not visit the South Elmsall area if it is out of their catchment area, in these circumstances alternative arrangements will be made and they will be registered with Local Surgeries who are accepting new patients – with consultation for preference.

Community nurses and primary care team staff will visit residents as appropriate.

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## MEALS

All meals will be carefully prepared by our dedicated catering staff. Meals are as interesting and varied as possible. Residents are offered choices each day and special diets including vegetarian and special needs will be catered for.

The day usually begins with:-

- Breakfast full menu is served between 8.00 - 9.30am in the dining room (Cereal, toast & preserves are available should it be preferred earlier, later or should you prefer breakfast serving in the bed room)
- Mid - morning tea / coffee and biscuits/fresh fruit is served around 10.30 - 11.00am
- Two course lunch served around 12.30 - 1.30pm in the dining room
- Mid - afternoon tea / coffee and biscuits are served around 3.00 - 3.30pm
- Two course tea time meal around 4.30 - 5.00pm in the dining room
- Night time drinks and supper snacks are served around 7.30 - 8.00pm
- Crackers, biscuits, toast, cereals and drinks can be made available throughout the night on request.
- All normal meals, snacks and drinks are provided within the fees for service. (Some special dietary items are not included and will require a supplementary cover charge) Limited quantities of alcohol are offered at special occasions.



## VISITORS, MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Visitors are always welcome at all reasonable times and residents should feel free to entertain in their own bedroom or dining room and invite them to be joined in a cup of tea or coffee.

We actively encourage residents to maintain all forms of social contact that they enjoyed before moving to New Haven and we will uphold Residents wishes should they not want to receive visitors.

Visitors should be made aware of their responsibility to comply with Health & Safety legislation and Fire regulations and that the kitchen, laundry and staff room are restricted areas for staff only. All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first to ensure that any medication can be provided, and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings etc.

New Haven has a zero tolerance policy to abusive, inappropriate, disruptive or discourteous behaviour which includes failure to follow in house rules and regulations.

Staff at the home will treat visitors with respect and courtesy and we would expect visitors to show staff and Residents the same courtesy and to adhere to our in house rules and regulations.

Visitors will be asked to leave the home should their behaviour compromise safety or be offensive to others.



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## BATHING

All bedrooms are en suite; if residents are able they may have a bath or shower whenever they wish. If assistance is required we will be happy to help and will arrange a convenient time. We have an assortment of bath aids from boards to hoists in the communal bathrooms, so residents should not worry about the amount of help they require to bath.



## OPTICIAN AND DENTIST

An optician and dentist visit regularly although residents free to make external appointments if they prefer.

## PHYSIOTHERAPY

This can be arranged as necessary through a GP referral or residents may elect to pay privately.

## CHIROPODY

Residents may be eligible for free chiropody treatment; however a private chiropodist can be arranged as they visit the home regularly at a private cost, or they may have one of their own choices.

## HAIRDRESSING

There is a hairdresser who visits the home there is a charge for this service, we can make an appointment with them on the resident's behalf or they may wish to arrange their own hairdresser to come to the home.

## PERSONAL TELEPHONES

Residents are able to avail themselves of a direct dial telephone in their bedroom on request. They are then responsible for any billing.

## BENEFITS ADVICE

Benefits advice can be provided via the Manager or home's administrator. Information can be obtained about pension and Social Security benefits.

## SHOPPING

Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member under instruction. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance policy and procedure.

## LAUNDRY

Laundry is undertaken within the home within the normal fees for service using industrial type machines. The laundry equipment achieves the Care Standards and the 1998 Water Regulations. We expect all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked with sewn in embroidered name tapes or delicate hand wash items. These facilities are not accessible to residents or visitors owing to Health & Safety Regulations. We aim to have laundry returned to residents within 72 hours.

## DRY CLEANING

Dry cleaning can be provided at cost plus a service charge and is arranged through reception.

## KITCHEN FACILITIES

Our kitchens are built to the standards laid down by the Environmental Health Department and are managed by the Catering Manager. These facilities are not accessible to residents or visitors owing to Health & Safety and Food Hygiene Regulations.

Residents can avail themselves of drinks and snacks at most times by using the facilities in the dining rooms or requesting these from care staff.

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## HEALTH AND SAFETY

### FIRE DETECTION, FIRE FIGHTING EQUIPMENT AND TRAINING.

The home has fitted a fire alarm system which is checked weekly in house. It is also checked four times per year with a registered service contractor as per legislation. Fire fighting equipment is provided for and checked as per legislation. All staff are trained in what procedures to follow if a fire occurs.

- No smoking is permitted in any parts of the home
- Fridges, coolers or cooking equipment are not to be used bedrooms
- Bedroom doors cannot be wedged or propped open
- Electric blankets are not to be used
- Portable heaters or fires are not permitted in the home (gas, fan, halogen, oil, electrical, petrol)
- Battery charging of scooters, electric wheel chairs is not permitted in corridors, communal or storage areas and must be restricted to the residents own bed room
- Storage of scooters, electric wheelchairs must be restricted to the Residents own bed room.

### ELECTRICAL SAFETY

- Any portable electrical equipment must be tested by a qualified electrician prior to admission to New Haven
- Electrical equipment must be safe and in good repair



## FURNITURE/ACCOMODATION

The home provides for each bedroom as a minimum a bed, bedside cabinet with lockable drawer, wardrobe, easy chair and a table and chair.

An inventory of all personal furniture and belongings should be agreed by and given to the manager, items deemed unsafe or a hazard may be removed in the interests of Health & Safety.

Every bedroom is equipped with height adjustable bed and pressure relieving mattress, a TV point and call bell system, as well as a low surface temperature radiator; this can be controlled individually with the use of a Thermostatic Radiator Valve to the requirements of the individual.

Each room has its own window which can be opened, however the limit of which the window can be opened may be restricted due to legislation.

## MAINTENANCE AND CLEANING

We employ our own maintenance team who services the home's requirements for decoration and repairs.

Where required sub contractors provide service for maintenance of equipment and services not able to be provided for by the in house maintenance team.

We also employ a team of domestics, who service the home's hygienic requirements on a daily basis.

Residents are requested to support domestic and maintenance staff by allowing them access to rooms to carry out their duties and any necessary repairs.

Residents are responsible for maintaining their own mechanical equipment, though the home maintenance team may be able to organise any such repairs or maintenance – though there may be a charge for this.

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## ASSESSMENTS AND ARRANGEMENTS FOR DEVELOPING AND REVIEWING THE PLAN OF CARE

Prior to admission an assessment of needs will be undertaken by the manager or a competent staff member. A Community Care Assessment will be obtained where appropriate and then a plan of care is formulated.

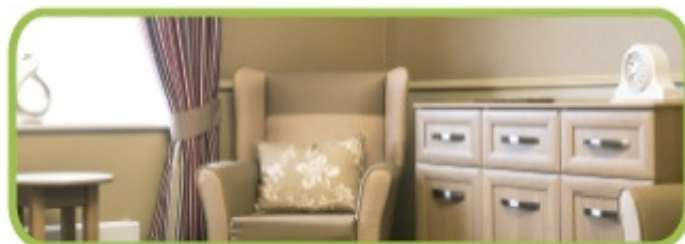
Emergency admissions may be accepted, in this circumstance as much information will be gathered at the time of admission from the resident, family, Social worker and GP as possible, and a care plan will be formulated over a 72 hour period.

The Home will confirm in writing to the prospective client the assessment decision.

At New Haven we endeavour to care for each resident's individual needs. We will try to make any move to the home as stress free as possible, and upon arrival a senior member of staff will meet new residents and show them to their room. They will also discuss any requirements or individual needs that need to be catered for, and will communicate how we are going to provide them. This will also form part of the care plan.

We operate a full planning and review system. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters, but also aim to enhance the resident's quality of life. A pen picture of their life history including interests and activities is produced for each resident and used to help tailor the care plan to best suit that resident.

Every month the manager or a member of staff will review the care you receive, and this can be discussed in an informal meeting with them and anyone else you may wish to invite.



## RECORDS, ACCESS AND CONFIDENTIALITY

As we are registered with the Care Quality Commission there are certain records that we need to keep, for example, a resident's date of birth, the name of their GP, any serious medical conditions etc. As well as these records there are things that assist staff in caring for residents' needs that are useful to have on record.

We have an individual sheet for each resident on which we record essential information that needs to be passed between care shifts. This is kept in a secure place with only people needing the information having access to it.

Our home is also registered and bound by the rules and regulations of the Data Protection Act.

Residents have access to any information that is kept about them at any reasonable time, relatives and relevant others may be entitled to access their resident's information?; however information will not be shared until the enquirer entitlement has been verified or permission is sought by the home from the resident.

With the exception of the CQC, HSE, LA and SGA requests, copying of any care documents or written information will only be considered upon receipt of a minimum seven days written notice giving an explanation for the purpose that the care document is required and with whom this information will be shared.

The home will only permit copying of care documents and written information if they are satisfied that the person who has requested it has the legal right and permission to have it.

No one besides the staff team or those with legal entitlement will see information without a resident's permission.

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## RESIDENTS TO ATTEND RELIGIOUS SERVICES

We take all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services, access religious leaders, ministers or priests in private.

## SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

We provide a variety of ways that residents can engage in social activities, hobbies and leisure interests. Resident's individual wishes regarding involvement in activities will be respected. A balance must be struck between gentle encouragement and respecting wishes not to participate. The home employs a dedicated activities coordinator who will develop a social needs plan with each resident.

The range of activities available is set out below:

- Trips to local public houses and entertainment
- Trips to civic theatres, and other local places of interest
- Bingo, Weekly birthday parties, games afternoons, cinema and live music
- Annual coastal trips and seasonal entertainments as arranged
- Gardening, cake decorating, exercise to music

## ARRANGEMENTS FOR PETS

The home recognises the therapeutic and emotional benefits that pet ownership can bring to residents and will as far as practicable try to accommodate the wishes of residents.

Each request by an existing resident or a prospective resident for pet ownership within the home will be carefully evaluated by the manager as consideration must be given to health conditions, allergies, phobias and risks to others.

Where an agreement is made that the resident can keep a pet at the home the responsibility for liability and any bills incurred by the keeping of a pet will be those of the resident.

Any pet must not inhibit or interfere with the care of any resident, the manager is responsible for all decisions to accept a pet into the home and their decision is final, they can also request at any time that a pet belonging to a resident or relative be removed from the home.

## RESIDENT CONSULTATION ABOUT THE HOME

We are committed to ensuring that residents are fully consulted about matters that are significant to the running of the home or might affect their wellbeing or quality of life.

We have a resident's group and management and staff are available to listen to the views of residents.





## DEALING WITH COMPLAINTS

We welcome any comments, concerns or complaints about the services delivered or how to improve the running of the home.

Complaints or concerns about the service provided within any home will be treated seriously. If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

All formal complaints will normally be responded to in writing within 28 days and recorded as per the Companies complaints procedures.

## THREE STAGES OF THE COMPLAINTS PROCEDURE

- 1) Requests and complaints should be made initially to the homes Manager or in their absence; the senior member of staff on duty, this can be verbal or in writing.
- 2) If the matter has not or cannot be resolved please contact the Responsible Individual  
**Mrs D. Hunter (Director of Care)**  
85 Towngate  
Mapplewell  
Barnsley  
S75 6AS  
01226 384169
- 3) Should the complaint still be outstanding it can be raised with the  
**Director S. Dryden**  
85 Towngate  
Mapplewell  
Barnsley  
S75 6AS

Although the Care Quality Commission does not get involved with the handling of complaints, should you wish you can still inform them of your concerns.

## RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident, in or about the home, unless such money or property shall have been:

- Identified to the home in writing with a current written valuation.
- Deposited within the homes safe for safekeeping. In the case of money, liability will not be accepted unless the money is deposited with the home for safekeeping and in no event whatsoever for sums exceeding £100. In the case of all other property the home's liability in respect of any item shall not exceed £100. For items above £100 the individual resident is solely responsible for a separate insurance policy to cover that risk.

## GIFTS AND SIGNING LEGAL DOCUMENTS

Our employees are not permitted to directly accept any gifts and / or presents from residents, or to sign as a witness any legal document which pertains to one of the residents in the home.

## STAFFING

Our staffing levels are established using guidelines from CQC and based on occupancy and dependency, therefore staffing is flexible and can increase or decrease dependant on a number of factors and circumstances.

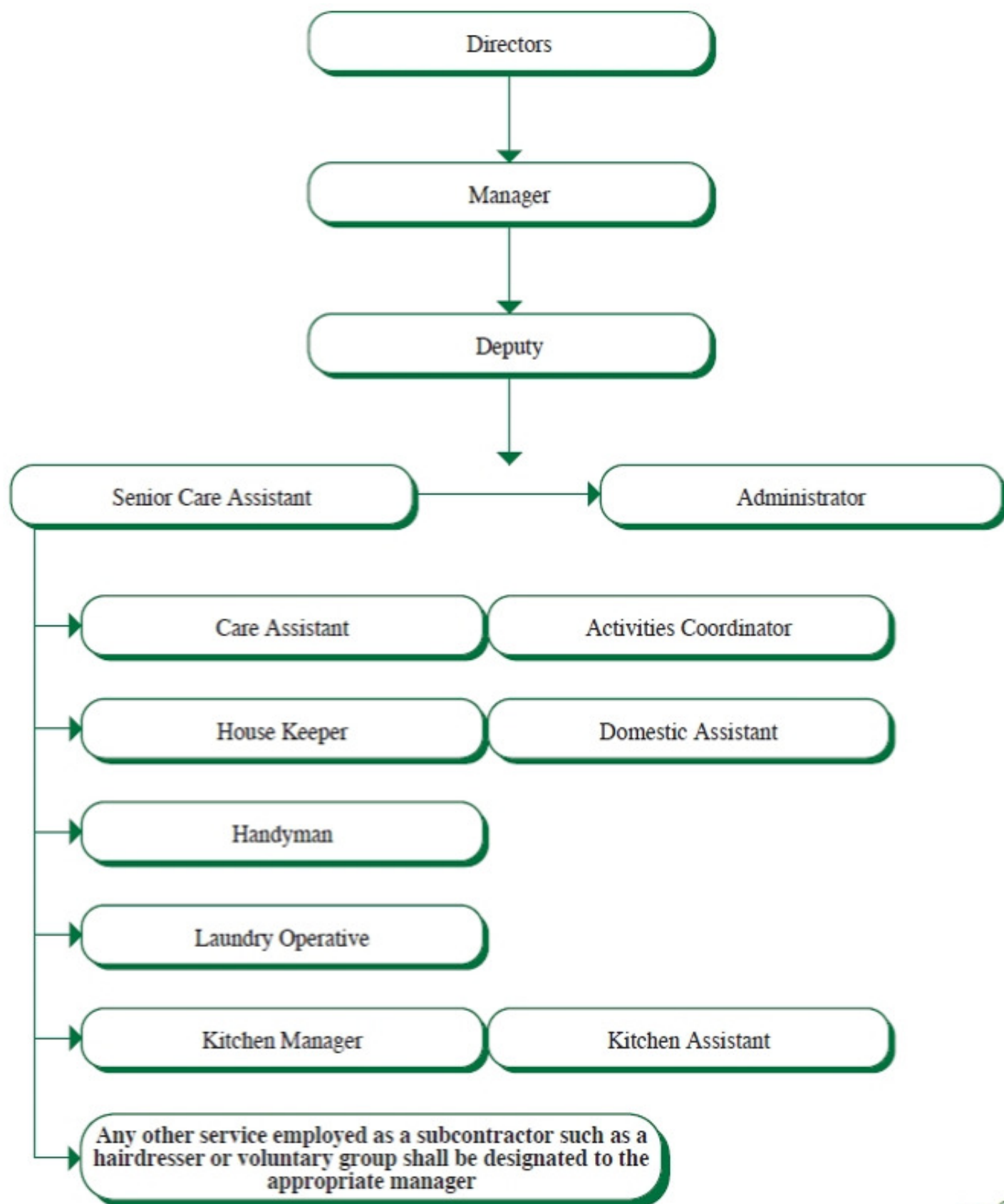
We actively encourage training and development so that staff, are multi skilled and ensure that staff receive regular training to meet both mandatory requirement which includes moving and handling, fire, safe guarding and other training relevant to their roles and needs of the residents

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## APPENDIX 1 - ORGANISATIONAL STRUCTURE



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