

Highfield

PRIVATE REST HOME

77 Seabrook Road
Hythe, Kent
CT21 5QW
01303-267036



INFORMATION BOOKLET

Highfield private rest home is a 30 bedded establishment offering care for persons over the age of 65.

It is situated in the historic and attractive Cinque Port town of Hythe,

The home with its trained staff are able to cater for a wide range of physical and mental health issues, as an example:

Dementia

Bi-polar

Poor mobility

Sensory loss etc

To name but a few, all staff undergo all mandatory training and are offered extra training in different areas including end of life care.

The home is owned by two successful businesspeople who have a large input into the running of home, and who take a great interest in its residents and the staff at Highfield

We recognise that many people agonise over the choice of home that will provide the best possible care, support and love and we are keen to help you make the best decision for all the right reasons.

Highfield operates at the highest standards in all key areas, but it's those intangible areas of atmosphere, friendliness, comfort and personal warmth that many want to feel right about, and we believe this is where Highfield is superior to many others.

The health, respect, dignity and happiness of our residents are our first and last priorities and we will never compromise on our high standards in these areas.

We have strived to make the Highfield web site a true reflection of our home. We urge you to arrange a visit to see and experience this personally.

The process of entering Highfield

People are able to look around Highfield and ask questions without prior arrangements and speak to either the manager or deputy manager inclusive of weekends and they will be able to answer all your questions.

If after speaking to the staff at Highfield you are happy for your relative or friend to be accommodated at Highfield the management of the home will then carry out a pre-admission to gather information about the person so that the home is able to determine they are able to meet the needs of the person safely.

During the initial four weeks, residents experience our care and services, and an individual care plan is devised within 24 hours in association with the resident and their relatives as appropriate.

FREQUENTLY ASK QUESTIONS

HOW MANY RESIDENTS DOES THE HOME HAVE?

Highfield can have up to 30 residents at any one time.

ACCOMMODATION & FACILITIES

Rooms

There are 30 tastefully decorated and comfortably furnished bedrooms at Highfield, all cleaned and maintained to the highest standards.

All rooms are centrally heated, 19 have en-suite facilities, washbasins and television. There are a range of bedrooms, with either sea or garden view.



Dining

Dining is an important focus at Highfield, with well prepared and nutritious meals using local produce. Special dietary requirements are catered for as appropriate, and staff are trained to provide assistance during meals, as necessary.

Residents can choose to dine either in their rooms or in the dining room; there is a choice of meals daily.

Fees

Once the contract has been agreed and signed for either permanent or respite care, fees are dependent on size and location of room as well as care needs, the room range from £850 per week, the monthly fees are invoiced 4 weekly, sundries etc are invoiced monthly and this includes:

Furnished accommodation

- Highest standards of individual care
- All meals
- Activities
- **All** Laundry I.e., bed linen and machine washable clothing
- Towels and flannels
- Full use of facilities
- Additional cost, items include:
- Newspapers, Hairdressing, Chiropodist, Toiletries etc
- Enhanced personal care
- One to one accompaniment (appointments)

STAFFING LEVELS

Highfield understands how important it is to have the correctly trained staff and the right number of staff on duty at any one time to ensure prompt quality of care and the smooth running of the home to ensure the safety of all.

There is either the Manager or Deputy Manager at the home every week day
2 Senior Care Assistant (Daily)
3 Care Assistants in the morning & 2 in the afternoon (not inclusive of senior)
3 Night Care Assistants (all waking staff)
1 Cook daily
1 Kitchen assistant daily
2 Domestic daily (sometimes up to three)

1 Maintenance (Mon to Fri)

1 Activities Coordinator (Mon to Fri)

All staff undergo all mandatory training; All care staff hold either a level 2 or level 3 in Health and social care and all staff have been doubled jabbed

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Is there sufficient parking at the home?

There is a small car park at the front

Is there good wheelchair access into and within the building, including sufficient space and wide doorways for wheelchair access?

Yes the home complies with the equalities act

Is there a lift? If so, is it big enough to accommodate a wheelchair?

YES there is a lift which is suitable for wheelchairs as well as a stair lift and

What are the views like surrounding the home?

Some rooms are able to overlook the sea, and some overlook the garden

What security arrangements are in place to ensure residents are kept safe?

All windows are fitted with window restrictors, Doors are fitted with number coding locks, Fire exits are fitted with breakable bolts and the home has security lights at night

DAY-TO-DAY CONSIDERATIONS

Would it be possible to change rooms at a later date?

YES if the resident is happy to do so and there is the availability

Can residents choose their daily routine, such as when they get up, go to bed, have meals or go out?

There are no set time for getting up or going to bed, when you have a meal etc it is important that the resident maintains the independency where possible as well as their rights and their choices; the staff at Highfield will always work with the residents and their next of kin to work within their daily routine if required

Can residents choose which clothes to wear?

The staff at Highfield when assisting a resident will always give the resident a choice of which clothing to wear daily

Can residents bring their own furniture and belongings?

YES, the home will provide all the relevant equipment I.e., Bed, Chest of Drawers, Wardrobe, Bedside Unit, Side Lamp, Television and a lounge chair.

If the resident wishes to bring their own belongings they are welcome to do so providing it fits within the room.

(Any electrical equipment would have to be safety tested before use)

Are there safes or locked drawers in the bedrooms?

There are lockable facilities within the room and if residents request a key to their room they are able to have one **(if safe to do so)**

Would you have to share a bedroom or bathroom?

NO, Highfield has no double rooms only single, but the home has communal bathrooms only 19 rooms are en-suite and five rooms have their own showers

What is the usual ratio of female to male patients?

This can change over time as the home caters for male and female residents

What are the laundry arrangements?

The home supplies all bedding and washing equipment, the staff at the home will undertake the washing of residents clothing, ironing if they resident or the N o K wishes us to do so.

SOCIAL FACILITIES

The home has: 3 lounges

A TV Lounge, Sun Lounge (top floor) Lounge

Newspapers

(Arrangements can be made for a newspaper to be delivered)

Private phone facilities

(Residents can have a phone in their room this arrangement can only be done by the resident or their N.o.K due to billing all room have phone sockets

Mobile phone reception

the home has a good reception for the use of a mobile phone

Internet reception in the bedrooms

The home has Wi-Fi which mobile phones and computers are able to pick up

Hairdressing services

The home has a visiting hairdresser who attends the home weekly, but residents can use their own hairdresser if they so wish

An outdoor seating area or garden

The home has garden facilities which the residents are free to use

The home also has a garden parties yearly (weather permitting) for the residents and their families



Reminiscence groups:

The home has reminiscence groups during the week other days there are singers, activities groups, a Male group and a female group as well as mixed groups

Celebrations for special occasions:

The home will always ensure that all residents get a birthday cake, there is always a Christmas party held at Highfield for the residents and their relatives

HAVING VISITORS

Are there any restrictions on visiting times or numbers of visitors?

N.o.K, friends are free to visit at any time, the number of visitors is kept at a sensible level for the sake of the resident

Are young children welcome?

YES: but must be monitored at all times

Where can residents spend time with visitors?

In which area they wish be it Lounges, Garden as well as in their own rooms

CARE NEEDS ASSESSED

Does the home assess new residents' situations and needs before agreeing to accept them?

YES: the management of the home will carry out a per-assessment of needs before admitting the new resident

Does the home have bathroom facilities that meet your needs?

YES: we are able to cater for the needs of any resident

Can residents choose if they have a male or female carer?

YES: The right of choice will not be taken away from any resident, all rights will remain

Are accessible toilets available in all parts of the home and easy to get to?

There are communal shower rooms on all floors with ease of access

Do toilets have handrails, raised toilet seats and other mobility aids?

The home is able and willing to provide any equipment required for the resident to maintain their independence or to assist them in any way

Are residents helped to the toilet when they need to go, if necessary?

All residents are given full assistance if required to do so as part of the needs.

The staff at the home are also able to deal with persons with catheters or who may be using pads

Does the home link with a specific GP practice for residents to use?

The home can register its residents at the local surgery (Sunlane), but residents are free to choose their own GP, s if it is within the area, but all residents will be cared for by the local Care home medical team,

How often do other health staff visit residents? such as.

Opticians, YEARLY

Chiropodists 12 WEEKLY

(There are other health care professionals who may be required to visit)

Who decides when a health check-up is needed?

The home will keep a check on required check-up and contact the appropriate professional.

What are the travel arrangements for regular hospital and clinic visits and do staff accompany residents?

The home will book transport for the resident if required, staff will accompany any resident to an appointment but will always ask the N.o.K if they wish to go

What happens when residents' needs change or increase?

The staff at Highfield are trained to meet the needs of all residents inclusive of any changer that may occur over time

How does the home support those with sensory impairments or dementia?

Staff at Highfield have undergone training to deal with persons with sensory loss as well as training for the different forms of dementia and other mental health conditions

How does the home let friends and family know if a resident is taken ill?

The staff at the home will always telephone the N.o.K to inform them of the illness and what action has been taken

What support can the home provide for end-of-life care?

The home is able to care for a person on end of life, staff have undergone training in this area and the home is able to provide all relevant equipment required at the time I.e., Proforma beds, air flow mattress as well as working closely with the GP, District Nurse and any other person required at the time

CONTRACTS & FEES

CONTRACTS.

A contract will be signed by both parties on or prior to admission, other information you will receive at that time will be, Medication policy, Statement of Purpose, Service Users Guide, Safeguarding Policy

Can you stay for a trial period?

YES, there is no set time for a short stay, any possible new resident is able to stay to see if the home is suitable for them.

The fees for the stay will be charged on a nightly basis based on the room fee price.

What happens if you're unhappy with the home once you move in?

Residents or N.o.K are able to give 28 days' notice to leave.

What are the home's fees?

Private fee depend on the size of the room plus the persons care needs (please ask the staff member for the fee of each room)

Is it necessary to pay an advance payment or deposit?

There is no deposit required but all fees are paid in advance, this can be done by cheque or by standing order or bank transfer

(Invoices can also be emailed to the payee)

The payee will receive an invoice for the fees 4 weekly and a separate invoice for any other payments i.e., hairdresser, chiropodist, newspapers, toiletries etc. Monthly

These can also be paid as stated above.

The home will pay for these services and then invoice the payee these services or items will be clearly marked on the invoice for the payee, by doing it this way there is no need to the resident (if the payee) to hold cash or cheque books at the home

How frequently are fees reviewed?

Fees are reviewed annually.

Is a top-up payment required if you're being placed by the local authority?

There is top up fees if being placed by the local authority.

How are residents' valuables kept secure?

There are lockable facilities within the room, but we do advise that personal irreplaceable items are not brought into the home in case they get lost.

Are valuables covered by the home's insurance?

YES, all valuable items are covered by the home's insurance, but the home will ask that items of excessive value over the amount of £500 or sentimental not be brought into the home in case of loss or damage

What are the terms for keeping your room if you have to go into hospital?

The home will keep the room for the resident and will stay connected with the N.o.K in relation to feed back about a return.

If the resident is funded by the local authority they will have to be informed of the fact that the resident has been away from the home for 6 weeks

Are any fees payable after a resident's death and how soon do personal

belongings need to be removed.

There are no fees after the resident's death if any invoice is due to be paid this will be calculated on a nightly basis plus three days after death.

In relation to the clearing of the room we ask that the N.o.K speak to the management of the home

COMPLAINTS & FEED BACK

Are details of the complaint's procedure readily available?

YES, there are complaints procedures on public display for easy access as well as in the service user's guide

Encouraged to give feedback?

The management of the home encourages feedback from all parties to enable use to improve in all areas at any time.

The management of the home has an open-door policy to enable all parties to speak freely and openly at a time suited to them.

The management are happy to speak to person either face to face on the telephone or by email at any time.

MEAL and MEALTIMES

Where do residents usually eat?

Residents can eat their meal at a time and place of their choosing.

The kitchen assistant will speak to each resident daily to give them a choice of meals for that day as well as for supper time, if the meals of that day are not liked an alternative will and can be arranged.

How often does the menu change?

The menu is changed weekly.

How are resident's preferences or special diets catered for?

All the cooks at Highfield are qualified cooks and have the ability and knowledge to deal with any dietary requirements required.

Are visitors able to visit during mealtimes and can they have meals?

Visitors are able to visit at mealtimes if they so wish, if a meal is required the home will need some advanced warning and the meal is free of charge.

Can residents and visitors make themselves a drink?

YES, there are areas enabling visitors to make either a hot drink or a cold drink but if either the resident or the visitor would like a drink they only need to ask and the staff at Highfield will be only to pleased to make a drink for you

Is food prepared on the premises?

YES, fresh produce is obtained daily

Can you see sample menus?

YES, there a menus on display on the tables daily

We hope this answers some of the question you may have about choosing Highfield as a home.

If you do have any other question please do not hesitate to contact us.

Regards

The management
At Highfield

USEFUL NUMBERS & CONTACTS

HIGHFIELD 01303-267036 Email douglas.burrows@highfieldrehome.com

(Care quality Commission) (the CQC will deal with concerns **not complaints**)

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
03000 616161

KENT ADULT SOCIAL SERVICES
03000 416161
social.services@kent.gov.uk

Some areas of this information booklet maybe subject to change at any time due to possible changes to government guidelines in relation to the pandemic, either now or in the future, the home is committed to following all guidelines to ensure the safety of our residents and staff.