



## ADULT AND COMMUNITY SERVICES

### WELCOME TO THE HAYES RESIDENTIAL HOME

### INFORMATION FOR RESIDENTS, PROSPECTIVE RESIDENTS, FAMILIES, CARERS AND FRIENDS



**Culverhayes, Sherborne, DT9 3ED**

**Telephone: 01935 814043**

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**IMPROVING THE QUALITY OF LIFE FOR PEOPLE IN DORSET,  
NOW AND FOR THE FUTURE.**

## **INTRODUCTION**

The Hayes is a purpose-built residential home situated within five minutes walk of the historic Sherborne Abbey and the town centre of Sherborne.

## **ACCOMMODATION AND SERVICES**

The Hayes accommodates 50 residents, all in single bedrooms. Currently none of the bedrooms have en-suite facilities. All bedrooms are in excess of 10 square metres but under 12 square metres.

The accommodation is arranged entirely on the ground floor in five small homely cottages, each having its own lounge and dining facilities. Each lounge has a small kitchenette area where hot drinks and snacks can be prepared.

The Hayes has two internal courtyards with outside seating, with mature grounds which are secured by walls, fencing and gates.



There is also a large communal lounge in the centre of the home which is utilised for activities and parties, and a small smoking lounge.

Rooms are furnished with a chest of drawers, an upholstered chair, bed, a bedside cabinet and a large wardrobe. Each resident's room is their own and you can bring in photographs, pictures and ornaments to help make it feel like home.

There are communal television areas available in every lounge. Each bedroom is fitted with an aerial socket so you are welcome to have your own private television in your room. Our television licence only covers sets in the lounges, so you may, if you are under 75 years, have to pay a yearly concessionary licence fee if you have a set of your own.

We strongly advise that all your personal belongings are insured, as they are not covered by the County Council's insurance.

Residents have the use of a mobile telephone facility which enables them to make and receive telephone calls in the privacy of their own bedrooms. If preferred, you may wish to have a private telephone installed in your room and you would, in that case, be billed direct for the cost of installation and your calls (standard BT rates apply).

All linen and towels are provided by the home at no extra cost, and residents' clothing is laundered on site at no additional charge. (Clothing must be labelled in order to ensure safe return and name tags should be brought in with you).

Dry cleaning services can be arranged – charges for this service are available on request.

In recent years, at the request of residents, we have given a home to three cats called April, Tom and Jerry.

## **MEALS AND MEAL TIMES**

The Hayes has a dedicated catering team who offer residents a full choice of meals and snacks cooked fresh every day. The team are experienced in meeting a range of specific dietary needs.



We serve meals as follows:

- Breakfast is served from 8.30 am
- A midday meal is served at 12.30 pm
- Tea is served at 5.15 pm
- A light supper and drinks are available during the evening

Residents can choose to take their meals in their rooms or in the dining area of their cottage.

Both hot and cold drinks are available at all times.

Visitors are more than welcome to have a meal with you. We can provide a meal for them if you tell us at least one day in advance. There is a nominal charge for visitors' meals.

There is also a small shop trolley service where residents can purchase a range of sweets, chocolates and toiletries.

## **FACILITIES AND ACTIVITIES AVAILABLE**

Newspapers – delivery of a daily newspaper can be organised from the local newsagents.

Hairdresser – a private hairdresser visits the home on a weekly basis. A list of charges is displayed on the residents' notice board.

Chiropodist – both private and health service chiropodists visit regularly.

Dentist – domiciliary visits or visits to the local dental surgery can be arranged.

Optician – residents are encouraged to have regular eye tests which can be undertaken by either their own optician in the community or alternatively staff are able to make appointments with opticians who visit the home.

Library – volunteers from the Sherborne Library visit The Hayes every six weeks bringing a selection of books in the categories requested by individual residents.



Activities – The Hayes employs two Activities Officers who, through consultation with residents, deliver a varied programme of activities including arts and crafts, outside entertainment, baking, quizzes, ball games and bingo.

Internet Access – a computer with internet access is provided for the use of residents. Our Activities Officers are happy to offer assistance and support with this.

Local faith arrangements, e.g. church services and Holy Communion – residents have the opportunity to partake in a monthly church and separate communion service and every assistance is given to enable you to attend local church services as required.

## **EXTRA COSTS**

The cost of things such as having your hair cut, dry cleaning, chiropody, newspapers etc are not covered in the fees you pay, but will need to be paid for separately. You should check with the manager what is or isn't covered.

## **HEALTH AND SAFETY**

The home ensures there are adequate numbers of officer and care staff on duty during the day and night who have the knowledge, skills and experience to meet the needs of all residents.

We actively encourage residents to maintain their independence and are happy to support any residents who wish to self-medicate. Please inform home staff if you would like to hold your own medications. A lockable drawer is provided in each bedroom and all medications must be kept locked away at all times.

All other medications and creams will be administered by senior staff. A dedicated medication storage area is provided within the home

All rooms are fitted with a call bell to summon staff if you need assistance.

All hot water outlets in residents' bedrooms, communal toilets and bathrooms are fitted with thermostatically controlled washing facilities to minimise risk of residents scalding themselves.

If you need assistance to do certain things or to move around, we make sure that you and the staff helping you can do it safely. All our staff are trained in helping to lift or move people in ways that are safe. If any equipment is needed to help lift or move you, we will explain what will happen and how it works.

The fire protection system has recently been upgraded and includes the installation of a sprinkler system and new fire panel, alarms and detectors.

The fire alarm system is tested weekly on a Sunday. When the fire alarm sounds there is a very loud electronic noise and the majority of the doors in the building bang shut. Staff will inform all residents and visitors if they need to evacuate the area in which they are sitting.

## **GP ARRANGEMENTS**

Sherborne is served by three large GP surgeries and residents are always encouraged to register with a GP of their choice. The home does not provide any nursing services. These are provided by the local team of district nurses who are linked to the GP surgeries.

## **CARE PLANNING**

The home promotes Person Centred Care Planning and integration in every day events within the home. The care programme is regularly monitored and reviewed with the allocated keyworker.



All care staff undertake an induction programme consisting of an in-house induction and orientation and a four day external course covering the Common Induction Standards. This is in line with the requirements of the Care Quality Commission (CQC: the body which regulates, inspects and reviews all social care services) and the National Minimum Standards. Following these courses there are regular updates and refresher training to attend.

Additionally a high percentage of the care staff have achieved or are working towards the National Vocational Qualification (NVQ) level 2 in care. Members of the management team have a selection of NVQs at levels 2, 3 and 4 both in care and in management.

Housekeeping and catering staff also have relevant training and qualifications.

## **RESIDENTS' VIEWS AND MEETINGS**

All residents at The Hayes are invited to attend a monthly meeting where all comments and suggestions are listened to and acted upon where possible.

The whole staff group at The Hayes are very keen to receive feedback from our residents, relatives and carers and there is a suggestion box in the front entrance.

We operate a quality assurance monitoring system where we send out a survey to residents and an annual staff survey each year.

Results are carefully analysed and fed back to the residents. We ensure changes to our service are implemented as a result of this feedback where relevant.

## **VISITOR ARRANGEMENTS**

Visitors are always welcome and we like them to feel that they can visit at any time. They are welcome to participate in any of the home's activities.

For security and fire safety reasons we ask that visitors sign in and out when they visit the home.

If you decide to go out with your visitor please let us know so we know that you are no longer in the building.

## **QUOTES FROM RESIDENTS**

Mrs AB – resident Green apple Cottage

'I have been here for nearly five years and am happier here than I would be anywhere else. I cannot find any faults. The staff are marvellous and I couldn't wish for anything else.'

Mrs PP – resident Bluebell Cottage

'I am happy with my room. It's large enough, very quiet and private and nobody disturbs me. The meals are of a good variety and always plenty of it although I do not have a big appetite. It is nice and clean and homely and I enjoy the company but I do like my own company too'.

Mr WT – resident Primrose Cottage

'I love my own room and value the fact privacy is respected. I have been able to choose how my room was decorated and love the quality and choices available on the menus. I would describe the staff as efficient, caring, diligent and hardworking and they will do anything for you. Although my family live quite a distance away I would not consider transferring closer to them because I love it at The Hayes so much.'

## **FURTHER INFORMATION**

This information forms part of the Service User Guide. This Guide contains the following additional information:

- Our statement of purpose
- A copy of a standard care home contract
- Our complaints procedure
- Fire safety and evacuation procedures
- Details of where you can find recent Care Quality Commission (CQC) and inspection reports
- Contact details for the CQC and other agencies/organisations