

Hollow Oak Nursing Home Ltd

Haverthwaite, Cumbria, LA12 8AD

Email: Info@hollowoaknursinghome.co.uk

Telephone 015395 31246



A Resident's Guide to our Home

Caring in a Homely Environment

Rated Overall as **Good** by the CQC October 2018

And Outstanding in Responsive

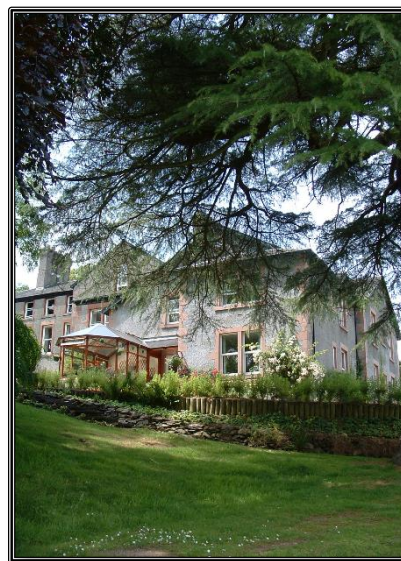
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About this document

This handbook has been produced to assist you and your family get to know more about Hollow Oak, and help you settle into this new environment.

About the Home

Hollow Oak is a 17th Century House which is situated in the village of Haverthwaite in the South Lakes National Park. Set in 4 acres of Woodlands and Gardens, it provides a peaceful environment where the highest standards of care are given to all residents. The home is surrounded by woods and farmland and has extensive gardens. Our Registered Manager Sue Callon RGN supervises the day to day management of the Nursing Home, with the assistance of the proprietors. Hollow Oak is registered for 27 Nursing Residents in total, with the National Care Standards Commission. As soon as you enter the building you will be aware of the homely environment which it provides.



Traditionally decorated, with Oak beams, Open log fires and Comfortable furnishings, residents are encouraged to make Hollow Oak their home. The home had its first extension in 1996 providing 12 single en-suite bedrooms on two floors connected by a passenger lift. More recently in 2009 another extension was built adding a further 4 single en-suite rooms. The older part of the home has 9 larger bedrooms. Three of these larger rooms are suitable for couples. Whilst Hollow Oak is registered for 27 nursing residents we currently accommodate 26. A copy of the most recent inspection of the home is available at all times

Our Aim

Hollow Oak aims to ensure that residents at Hollow Oak are cared for in a professional and compassionate way, respecting their privacy and freedom of choice. We want our residents to feel that Hollow

Oak is their home, where they can fulfil their life to their own satisfaction with dignity.

Our Philosophy of care

We believe that helping our residents to stay active and make their own decisions about what they do and how they spend their time helps them remain happy and healthy longer.

We believe in tailoring our care to fit the unique needs of each resident.

We aim to make the most of our residents' strengths, so each can be as fulfilled and independent as possible.

We believe that a good quality of life stems from the ability to take pleasure in the ordinary and familiar things that we do every day and that these simple tasks can be used to promote and support health and well-being.

We believe that nobody should be deprived of their dignity or quality of life, or be excluded from participating in their community, because of their age, frailty or lack of support.

We believe the diversity of our residents is our greatest asset and that through the formation of positive relationships they can continue to be part of a vibrant community.

We value the involvement and understanding of our residents' families and friends as we believe the insights, companionship and fun they bring enhances life in our home for everyone.

We believe that teamwork between employees ensures that each resident receives appropriate assistance to remain as self-reliant and mobile as possible.

We believe in supporting our staff by offering superior training in an environment that welcomes and encourages innovative thinking.

Preserve confidentiality in all matters relating to the personal affairs of the resident, their family or acquaintances

Management

- a) Mr. A.J.Hutchinson, of Hollow Oak Nursing Home Haverthwaite, Ulverston, LA12 8AD has been the registered provider since 1982.
- b) Mr. P.J Hutchinson
- c) Registered Manager Mrs. S. Callon RGN

The day to day running of the home is supervised by Sue Callon with direct and daily consultations with both Management and Staff.

On admission, the staff will note your likes and dislikes, your preferred daily routine, and discuss any other relevant information so that we can deliver your care the way you need it. We aim to provide high quality care tailored as closely as possible to meet your needs. All at Hollow Oak will endeavour to make your life as rewarding and comfortable as possible. Your family and friends are welcome to visit at any time, for as long as required. We strive to create “The Hollow Oak Family” for all concerned.

Social Life

It is the intention at Hollow Oak to create an environment where residents are able to live their lives to the full. To further this aim, residents are encouraged to pursue or continue with any hobbies and activities that sustain and improve their quality of life. Reading, conversation, taking part in the organised social activities at Hollow Oak; doing a spot of gardening or just having some time outside enjoying the peace and quiet of our garden when the weather permits. We encourage visiting by relatives, friends, or by their local vicar, which can be accommodated in private or in one of the communal areas. Monthly communion is held in the lounge if you wish to partake.

Residents Wishes

Residents are encouraged to enjoy a meaningful life whilst living at Hollow Oak. Management welcomes discussion with residents whereby they have a say in the operation and general running of

their home. An annual questionnaire will be offered and should be completed by the resident or in conjunction with their

representative. This will help us determine how we can improve the care and services offered and forms part of our internal audit.

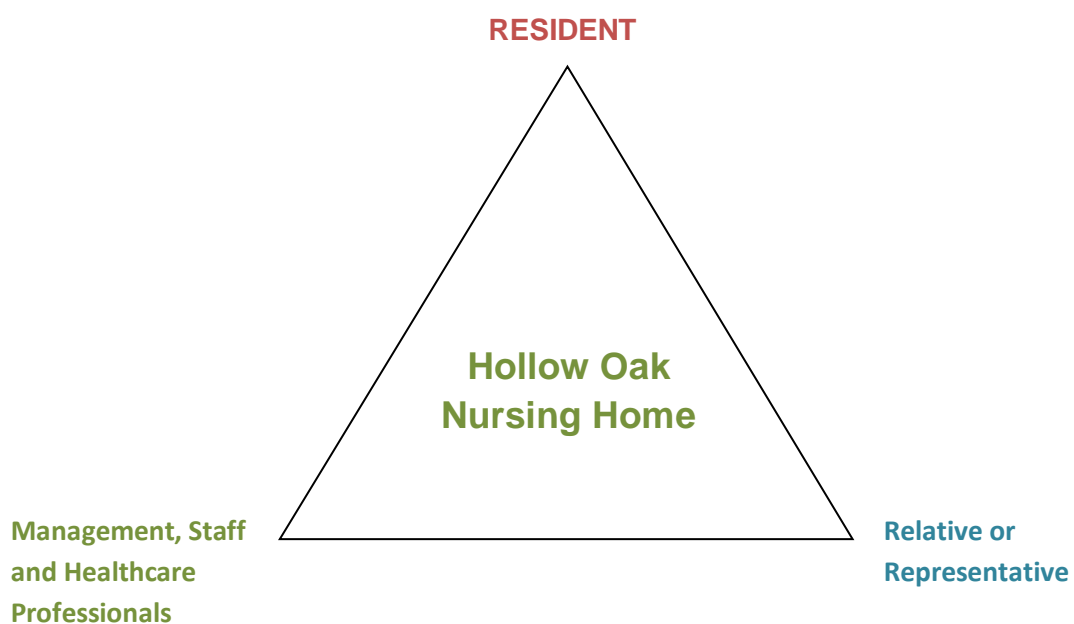
Complaints

Any complaint from either resident, resident's relative or representative will be treated with diligence, in total confidence following guidelines laid out. (See Complaints procedure enclosed)

In Conclusion

The Management at Hollow Oak has been in place for over thirty years. During that period, a policy, which we call "The Triangle", has been developed. This policy ensures that the three corners of 'The Triangle', all work towards ensuring that residents have the best quality of care and that all opinions are taken on board to guarantee the quality of our service.

The Triangle



General Information

Residents Rooms



Rooms are fully furnished but residents may bring with them some small items of their own furniture. These must be checked by management in order to ensure that they meet fire safety regulations. Pictures and photographs are welcome to help

feel more at home.

Televisions are provided however if you prefer your own please ensure it has been electrically PAT Tested.

Cleanliness of the rooms is the responsibility of the home but residents are expected to take care of the fixtures and fittings.



Meals

Meal times are a chance to get together and create a social event each day. Residents are encouraged to eat in the dining room however, if they prefer, they can choose to have their meals in their room provided it is safe to do so. Staff are on hand to assist.

Residents nutritional needs are assessed on admission and reviewed to ensure all dietary requirements are met. Residents can choose from two or more alternatives for dinner and tea. Our cooks regularly come to see if you have any special requests. All meals are locally sourced, freshly prepared and cooked in the home.

Special occasions and birthdays are celebrated with a home baked cake and are shared with other residents and staff.

Mealtimes are as follows

- Breakfast 8am
- Morning coffees 10.30am
- Dinner 12.00pm
- Afternoon Drinks 3.00pm
- Tea 5.00pm
- Supper and drinks 8.00pm



Visitors

Visitors are welcome at any time and must sign the visitors register located by the front door. Drinks are provided and there is always home-made cake in the afternoon.

Smoking

Hollow Oak operates a non-smoking policy. Residents who wish to smoke can do so outside in designated areas following a risk assessment.

Laundry

Hollow Oak operates its own in house daily laundry. Residents are asked to bring personal clothing and replace it as required. It is essential that all items are clearly marked with the resident's name as it can be very distressing when a favourite article goes missing. We cannot accept responsibility for the loss of any item that has not been clearly marked. Our staff take pride in maintaining an excellent laundry service but some items would be better cared for elsewhere e.g. Heavy woollen garments or delicate items that require a special wash or dry cleaning.

Towels, Sheets and bedding are provided.

Valuables

Hollow Oak cannot be responsible for any valuables kept in residents rooms. We recommend that valuables and important documents are deposited in our safe where a receipt will be given.

Key Workers

Hollow Oak assigns Key workers to each resident. Our policy is included.

Other Services

Hairdressing and Chiropody can be provided. The library has a service that you can use. Daily Newspapers and other extras can be bought at your request from our local shop. Residents will be charged for these services. These invoices are sent out every 3 months.

Residents Forum

Meetings are arranged regularly where residents can provide their input to the running of the home. Suggestions can also be made at any time in writing and posted in our suggestions box located in the front hall.

Activities

There are activities organised on a regular basis by our Activities co-ordinator. A monthly plan is on display on our notice board. Depending on the weather, short trips out in our Wheelchair accessible minibus are arranged. Special requests can be catered for but could be charged at extra cost. We will try our best to keep these costs to a minimum.



Special Occasions

During the summer we organise a Garden party. Everyone is welcome to join in with the fun. All proceeds go to the resident's fund. At the end of the year we host a Christmas Party where you might just get to meet Santa!



Volunteers

If anyone has any spare time we would be delighted if you could help. Whether it is 10 minutes a month or 4 hours a day it could make a real difference to our home. Please speak to our registered manager for details about activities you could be involved with.

Gold Standards Framework (GSF) & Six Steps Programme

Hollow Oak recognises the importance of end of life care. Our staff have been trained in GSF and six steps programme to deal with this sensitive matter to ensure best practice, so your wishes are acted on in a compassionate manner. GSF is a framework to help deliver a “Gold standard of care” for all people as they near the end of their lives.

Quality Assurance

Hollow Oak is inspected by the Care Quality Commission. Their reports are available in our home and are also published online. Other Authorities inspections are performed; these include NHS CCG, Social Services and Fire Service ETC. In addition, our own Registered Manager performs monthly inspections to ensure our quality of service.

Freedom of Movement

Residents are free to come and go at will. You must however advise a senior member of staff of your absence.

Fire Safety

Hollow Oak provides a clear, concise and easily read fire procedure which is displayed around the home. You and your relatives / friends are asked to familiarise yourselves with these instructions. Any questions can be directed to our staff.

Doctors' Visits

Residents are advised to register with a local practice where a doctor will visit Hollow Oak once a week (more often if required). If you wish to remain with your existing Doctor, transportation for appointments is your own responsibility.

Private Admissions

The Client, Relative or Representatives are welcome to visit Hollow Oak Nursing Home at any time to discuss a proposed admission, and to be shown round the home.

Our Registered Manager will arrange, where possible, to visit the client in their current surroundings in order to get a clearer picture of the client's needs, and thus the ability of Hollow Oak to meet those needs. This is especially important if the client is in hospital, or requires a specialised programme of care, but also enables the future client to meet our Manager before any move. At this time a full assessment of needs will be made.

Professional Fees will be discussed prior to admission. These are due 2 weeks in arrears. Payments can be made either by standing order or by cheque. We review our Professional Fees, normally annually (in march) and you will be given at least 4 weeks' notice of any periodic increase.

"NHS Funded Nursing Care in a care home with nursing" is paid direct to Hollow Oak and is not included in Professional Fees.

Should you decide to leave Hollow Oak, you will only be charged for the time you are in residence.

Admissions with Funding Support

Hollow Oak Nursing Home has contracts with various County Councils to provide accommodation for service users who have been assessed to be in need of Nursing Care. Hollow Oak also has a contract with NHS CCG to provide accommodation for Continuing NHS Healthcare residents.

An approach should be made to Hollow Oak via a Social Services Social Worker. The Client, Relative or Representatives are welcome to visit Hollow Oak Nursing Home at any time to be shown round the home.

Professional Fees will be discussed and an Individual service user agreement will be in place with social services or CCG before admission.

Complaints Procedure

1. Hollow Oak is committed to providing high-quality services and to constantly seeking ways to improve that quality.
2. Your comments and suggestions or are always welcome at Hollow Oak and we take pride in responding to them quickly, effectively and honestly.
3. Any complaints should be made either: Mr A J Hutchinson, Mr.P.Hutchinson or Registered Manager Mrs Sue Callon these will be treated seriously and dealt with as soon as possible.
4. Verbal complaints can be discussed immediately and confidentially.
5. If you feel a written complaint is needed, please write to the Registered Manager or Mr Hutchinson. This complaint will be responded to by letter within two days. Further investigations will ensue, and the results notified to you within 28 days.
6. If, however you are still not happy with the responses you have received, you should complain directly to the **Parliamentary and Health Service Ombudsman** whose details can be found on the internet at www.ombudsman.org.uk

Residents who have contracts with Social Services can write to:-

Health & Care Services
Complaints Team
Cumbria County Council
Cumbria House
117 Botchergate
Carlisle
CA1 1RD
Telephone Number: 01228 227140
Email: socialcare.complaints@cumbria.gov.uk

7. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

Equal Opportunities Policy

Policy Statement

Hollow Oak is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on grounds of race, religion, sex, class, sexual orientation, age, disability or special needs. The home is also committed to building a workforce which is diverse and reflects the community around us.

Hollow Oak fully adheres to Standard 32 – *Ethos* of the *National Minimum Standards for Care Homes for Older People*, which relates to the degree to which a commitment to equal opportunities is made within a home

Commitment to Equal Opportunities

The Company is opposed to any form of less favourable treatment or financial rewards, or any form of discrimination whether through direct or indirect discrimination, discrimination by perception or association, victimisation, harassment, harassment by third party or segregation accorded to employees, job applicants, residents, residents friends, residents relatives and third party visitors of Hollow Oak on the grounds of their sex, race, disability, sexual orientation, gender reassignment, religion or belief, age, pregnancy or maternity and marriage or civil partnership.

The Company recognises its obligations under the Equality Act 2010, the Equal Pay Act and principle of equal pay enshrined in Article 119 of the Treaty of Rome, and the spirit and intent of the Codes of Practice published by the Equal Opportunities Commission (EOC) and Commission for Racial Equality (CRE) and European Commission.

Definition

Hollow Oak understands discrimination to mean the treatment of one person more or less favourably than another on the grounds of race, religion, sex, class, sexual orientation, age, disability or special need. Discriminations may be direct or indirect. Direct discrimination is deliberate. Discrimination is indirect when an unnecessary condition or requirement is imposed, whether intentionally or inadvertently,

such that the proportion of members of one group who can comply with it is considerably smaller than the proportion of other groups.

Equal Opportunities Policy

The Company will actively promote equal opportunities throughout the organisation through the application of employment policies which will ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential, skills and abilities. All Managers and Supervisors will seek to ensure that all employees comply with these principles.

The Company will ensure that individuals are recruited and selected, promoted and trained on objective criteria having regard to the relevant aptitudes, potential, skills and abilities. In particular, no applicant will be placed at a disadvantage by requirements or conditions which are not necessary to the performance of the job or which constitute indirect unfair discrimination.

The Company recognises the problems that sexual, racial and other forms of harassment may cause at work and is committed to ensure that such unacceptable behaviour does not take place. All forms of harassment are abhorrent and will not be tolerated by the Company. Sexual and racial harassment, or harassment on grounds of disability, are regarded as unlawful discrimination. All forms of harassment are regarded as contrary to Company Policy and all such cases will be dealt with under the Disciplinary Procedure.

- Hollow Oak is committed to challenge any form of discrimination it encounters
- Hollow Oak requires all employees, of whatever grade or authority, to abide by and adhere to this general principle
- Employees or residents with questions or concerns about any type of discrimination at Hollow Oak are encouraged to bring these issues to the attention of the home management or owner
- Any breach of this policy must be reported to the Home Manager or to the Supervisor (where the manager is not available). Breaches will be dealt with through Hollow Oak's disciplinary and complaints procedures.

Procedure for Dealing with Complaints of Discrimination

The Company will ensure that any individual or group of Employees who believe that they have experienced direct or indirect unfair discrimination are properly represented in any grievance proceedings. Any Employee who feels that he or she has been treated unfairly in connection with his/her employment should raise his/her grievance through the appropriate Grievance Procedure when every effort will be made to secure a satisfactory resolution. In addition the Company will ensure that any Employee making a complaint of unfair discrimination will be protected from any victimisation in any form.

Residents may raise questions, concerns or complaints in relation to discrimination through their Complaints procedure.

The Company will continue to treat unfair discriminatory conduct by any member of staff as a disciplinary offence.

Complaints should:

- record the details of what happened or the specific nature of the complaint
- record details of when and where any occurrence took place
- record the names and contact details of witnesses, if appropriate

All complaints will be dealt with confidentially.

Training

All new staff should be encouraged to read the policy on equal opportunities as part of their induction process. Existing staff will be offered training to National Training Organisation standards covering basic information about equal opportunities and discrimination.

Training must cover the following:

- Equality Act 2010
- Equal Pay Act 1970
- Sex Discrimination Act 1975 (as amended)
- Race Relations Act 1976
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Relevant Company Policies and Procedures

Staff are also required to attend on-going, regular equality training updates to ensure that equal opportunities are always part of their work. Equal opportunities and anti-racism training is compulsory and it is a condition of terms of employment.

Data Protection

What personal data do we hold?

To provide you with a high standard of care and attention, we need to hold personal information about you. This personal data may include:

- your past and current medical condition; personal details such as your age, national insurance number/NHS number, address, telephone number and your general medical practitioner
- radiographs, clinical photographs and study models
- information about the treatment that we have provided or propose to provide in the future
- notes of conversations/incidents about your care, for which a record needs to be kept
- records of consent to treatment
- Correspondence relating to you with other health care professionals, for example in the hospital or community services.

Why do we hold information about you?

We need to keep comprehensive and accurate personal data about our residents in order to provide them with safe and appropriate care. We also need to process personal data about you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

How we process the data

We will process personal data that we hold about you in the following way:

Retaining information

We will retain your records during and after you have been a resident for at least 6 years.

Security of information

Personal data about you is held in the home's computer system and/or in a manual filing system. The information is not accessible to the public; only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

Disclosure of information

To provide proper and safe care, we may need to disclose personal information about you to:

- your general medical practitioner
- the hospital or community services
- other health professionals caring for you
- NHS payment authorities
- the Inland Revenue
- the Benefits Agency, where you are claiming exemption or remission from NHS charges

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/organisations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only that information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Home will only occur when we have your specific consent.

Where possible you will be informed of these requests for disclosure.

Access

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing (*for records held on computer*). We will provide a copy of the record within 40 days of receipt of the request and fee (where payable) and an explanation of your record should you require it.

If you do not agree

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in this policy, please discuss the matter with the home manager. You have the right to object, but this may affect our ability to provide you with the appropriate care.

Key-Working Policy

Policy Statement

Hollow Oak is committed to ensuring that independence, autonomy and choice is promoted whereby each Resident receives the highest quality care. To enable this, each Resident is allocated a Key-Worker so that a relationship is established between the Key-Worker, Resident and their relatives.

Hollow Oak fully supports and implements the:-

- *Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part3)*
- *Care Quality Commission (Registration) Regulations 2009 (Part4) Regulation 10 : Dignity and respect*

Company Responsibilities

- To ensure qualified/trained persons are suitably skilled to supervise/mentor Key- Workers.
- To provide adequate numbers of Key-Workers; to support the senior personnel to deliver a high standard of care
- To provide training and development for staff
- To regularly audit a range of training and Company standards

Registered Manager's Responsibilities

- To ensure key-workers are adequately/appropriately trained in the role of Key-Worker.
- To ensure that all Key-Workers work under the guidance of a person through an agreed model of supervision
- To ensure an effective Key-Worker system is maintained by continued education, communication and reviews
- To ensure a list of current Key-Workers and their residents is displayed in the main office
- To ensure that staffing levels and skill mix meet Care Quality Commission (CQC) and Company requirements.
- To match, as near as possible, the staff best suited to meet the Resident's needs.
- To be proactive and take swift action if, or when the need arises, to change a Resident's Key-Worker

- To facilitate the Key-Worker being on duty and involved with the resident on admission where possible
- To ensure that Key-Workers are day staff or if night staff that they can fulfil the role as specified.

Staff Responsibilities – Key Worker

- To work under the guidance and supervision of the senior person at all times
- To communicate effectively with senior staff, the Resident and their relatives
- To work as part of a key-working team and sharing information and best practice
- To participate as far as possible in Care Planning, Care Plan evaluations and Multi-disciplinary reviews
- To be the ‘Special Person’ in the Resident’s life in the Home by understanding their particular individual needs, communicating and meeting the Resident’s needs
- To enable the Resident to maintain/improve in all areas of their health and well-being including their spiritual needs.
- To ensure confidentiality is maintained
- To refrain from crossing the Staff/Resident boundaries
- To support the Resident during reviews or at any stressful times
- To support the Resident to self-advocate where possible
- To enable access to advocates where the Resident cannot self-advocate
- Ensure the Resident’s property and valuables are treated with care
- Research and access resources to support the needs of the individual
- Support the Resident to maintain and build on family relationships
- Support the Resident to maintain existing friendships and build new ones
- Support the Resident to access and be included in the wider community

- Support the Resident to access activities and social engagements of their choice

Whilst there will be a nominated Key-Worker for each resident at Hollow Oak, it is expected that ALL STAFF will support the key-worker to facilitate a positive outcome for the residents and their families. In the absence of the key-worker i.e. when on annual leave or sickness, other staff will undertake the above responsibilities.

Person Centred Care Planning and Support Policy

Policy Statement

Hollow Oak believes that Person-centred support is providing care that is responsive to individual personal preferences, needs, values and assuring that, residents' values guide all clinical and welfare decisions.

Hollow Oak fully supports and implements the:-

- *Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part3)*
- *Care Quality Commission (Registration) Regulations 2009 (Part4) Regulation 10 : Dignity and respect*

Person Centred Support Policy links to the following Hollow Oak Policies:

- Independence, Autonomy and Choice Policy
- Privacy, Dignity and Respect Policy
- Equality, Diversity and Equal Opportunities Policy
- Social Contact and Activities Policy
- Residents Health Care Policy
- Management of Residents Money and Financial Affairs Policy
- Requesting a GP Policy
- Complaints Policy
- Decisions Regarding Cardiopulmonary Resuscitation Policy
- Death and Dying Policy and Procedures
- Safeguarding Policy
- Plans of Care Policy
- Key-Working Policy
- Statement of Purpose

Aim of the policy

To put the residents we support at the centre of all care decisions and care planning, by supporting the development of relationships between Hollow Oak management, staff, multi-disciplinary teams, residents and their families, which results in shared decision-making, better experiences and outcomes for our residents, and provides greater job satisfaction for staff.

Outcomes of Person Centred Support

Management and Staff will:

- Recognise the individuals' right to autonomy and choice
- Understand how to facilitate diversity of experience and respect
- Be able to demonstrate appropriate person centred planning
- Be able to evaluate risk assessments to enable person centred care planning
- Be able to implement and assist others to improve person centred support through comprehensive planning
- Be able to record, review and measure performance

Policy

Hollow Oak believes that Person Centred Care Support is a life approach applicable to us all and means putting other people at the centre of everything we do.

At Hollow Oak we:

- Respect differences
- Value equality
- Promote choice and independence
- Concentrate on the feelings of individuals and their expressed wishes even when considering nursing needs

Promoting and Integrating Person Centred Approaches

Hollow Oak Management will ensure:

- Effective Key-working and facilitation of person centred planning and support
- Cohesive team planning to develop quality of support
- Staff training to provides appropriate knowledge and on-going supervision enabling improved quality support
- Effective management of staff and resources to provide the support needed
- Good practice is shared with staff team and others
- Planned reviews happen on time
- Team meetings and supervision provide a forum for feedback, agreeing and reviewing current practice

- Audits and resident surveys are reviewed to inform quality improvements

Hollow Oak Staff will:

- Listen to and respect residents' rights to make their own decisions
- Provide opportunities to establish individual preferences for activity and support
- Involve individuals with making decisions about health, wellbeing, lifestyle and everyday activities
- Support individuals to engage in meaningful activity and relationships
- Support individuals to choose the style and nature of support that they receive from staff and others
- Ensure care plans reflect risk assessments whilst respecting individual choice
- Give residents real choice in how they live their final years

Training

All staff receives training to recognise residents' rights and understand the issues around person centred planning and support.

Privacy, Dignity & Respect Policy

Policy Statement

Hollow Oak believes that every resident has the right to be respected as a valuable member of the home and wider community and to live their life with privacy, dignity, independence, autonomy and choice. Hollow Oak will work in collaboration with all legal and caring agencies to uphold these rights.

Hollow Oak fully adheres to Standards 10, 11, 14, 17, 18, and 35 of the *National Minimum Standards for Care Homes for Older People*.

Aim of the policy

This policy is intended to set out the values, principles and policies underpinning Hollow Oak's approach to privacy, dignity and respect. Hollow Oak believes that privacy is an absolute right of every resident and is an integral factor in respecting the resident and the preservation of each individual's personal dignity.

Policy

All Residents at Hollow Oak will:

1. Where possible be offered private, single accommodation furnished, decorated and equipped to a high standard which they may use and enjoy as and when they wish.
2. Be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms.
3. If requested, have locked cabinets for the security of valuables with a key which they themselves keep.
4. Be able to entertain guests in private in their rooms as they wish.
5. Be entitled to expect confidentiality in all matters, and for their permission to be obtained whenever private information needs to be made available to others (excepting that information necessary to staff to provide proper care).
6. Be treated with respect and dignity in the way in which the staff deal with dressing, bathing, feeding, incontinence and all other personal and intimate needs.
7. Be addressed in the manner that they choose - Mr/Mrs/Miss or by their first name or nickname.

8. Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives.
9. Be consulted on any matter or activity, which may impinge upon their life within Hollow Oak in any way, and to have their wishes respected.
10. Retain all rights enjoyed by individuals remaining in their own homes within the community.
11. Be entitled to have their own culture, religious practices and beliefs observed and respected at all times.

Procedures for Management and Staff

All Staff will:

1. Always treat residents with sensitivity, respect and thoughtfulness.
2. Always knock before entering a residents' room and gaining permission to enter.
3. Always address residents by the title or name that they prefer.
4. Always treat residents as individuals, respecting their opinions, views and choices.
5. Actively promote independence, supporting individuals with their agreement and in line with their care plan.
6. Never gossip about residents.
7. Never discuss private or personal issues with a resident in public or where they can be overheard i.e. with the bedroom door open.
8. Avoid the use of patronising or insulting language.
9. Give appropriate room and space to patients.
10. Always treat residents in a dignified and sensitive way when performing intimate care tasks.

Training

1. All new staff will read the policy on privacy, dignity and respect as part of their induction process.
2. Existing staff will be offered training to National Training Organisation standards covering basic information about privacy, dignity, respect and confidentiality.

Privacy, Dignity and Respect Policy links to the following Hollow Oak Policies:

- Independence, Autonomy and Choice Policy
- Equality, Diversity and Equal Opportunities Policy
- Social Contact and Activities Policy
- Residents Health Care Policy
- Management of Residents Money and Financial Affairs Policy
- Requesting a GP Policy
- Complaints Policy
- Decisions Regarding Cardiopulmonary Resuscitation Policy
- Death and Dying Policy and Procedures
- Safeguarding Policy
- Plans of Care Policy
- Key-Working Policy
- Statement of Purpose

Any other Policies can be seen by request

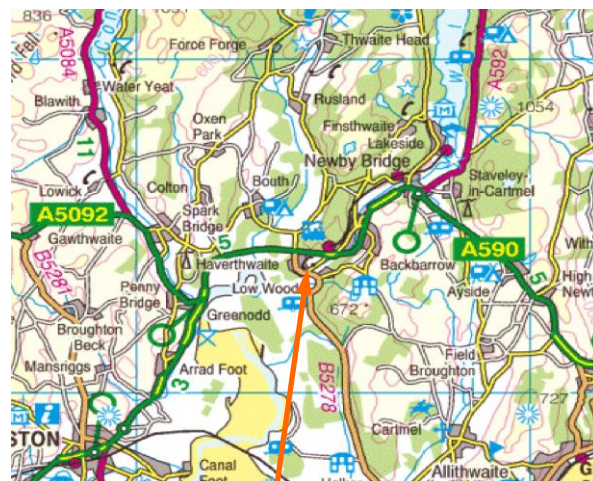
Thank you for taking the time to read our Handbook. If there is any aspect of our home or your care that you would like more information, please don't hesitate to ask. We look forward to welcoming you to our "Family"



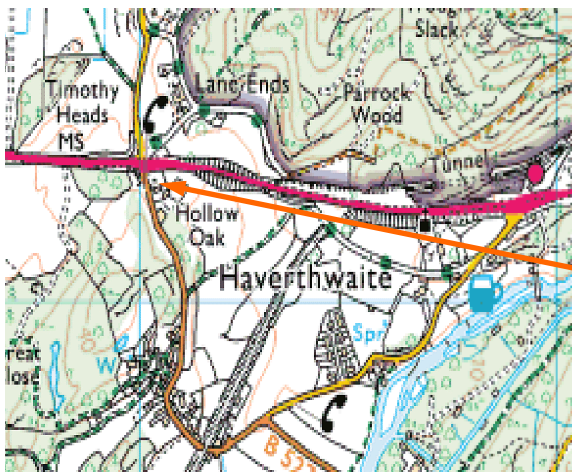
How to find us

Hollow Oak is situated in the South Lakes village of Haverthwaite.

Approaching from Levens, carry along the A590 passing Newby Bridge and the Haverthwaite Railway Station.



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We are here

Approaching from Ulverston, pass Greenodd along the A590. Turn right on to the B5278, again 100 yards on the left.

Registered with the Care Quality Commission