Caring with a Special Touch

As the Manager of Tithe Farm I would like to take this opportunity of welcoming you to your new home. My staff and I would like you and your guests to feel that this is your home and part of a larger family, so we have produced this Service User Guide to help you to familiarise yourself with the facilities, staff and the events at Tithe Farm. Please take time to read through and if you would like further information, please contact any member of my team who will be pleased to assist you.

Bernie Goldrick – Home Manager
WELCOME TO TITHE FARM

The following is designed to provide information relating to the home. Tithe Farm is a 28-bed home, which is registered for the Elderly requiring Nursing.

INTRODUCTION TO THE CARE TEAM

The home is managed by Ms Bernie Goldrick. She would be more than happy to discuss any questions or concerns you may have. The Home Manager has overall responsibility for the home.

There are Registered Nurses, Senior Care Assistants and Care Assistants who organise the day-to-day care for Nursing Residents as well as supervising junior staff. The Registered Nurse’s, also take charge of the home in the absence of the Manager.

Care Assistants deliver care to our residents under the guidance and instruction of senior staff. Where practical, taking account of your preference in respect of gender, religion, racial origin and cultural and linguistic backgrounds.

Although each member of staff has a role within the home the emphasis is very much on teamwork. You are allocated a Key Worker and their name will be put up in your room.

Domestic Staff are responsible to the Home Manager for ensuring that all areas of the home are clean and tidy and laundry taken care of.

The Head Chef, Debbie Murray, and Staff ensure that all catering needs are met as well as keeping the kitchen to regulation standards.

The Maintenance Man, Stephen, will carry out general repairs and maintenance of the building, grounds, facilities and equipment. He will also offer assistance in personalising your room, e.g. hanging pictures on the wall.

The Home Manager will provide opportunities for activities and outings planned through a structured programme following discussion with residents and families.

Although each member of staff has a role within the home the emphasis is very much on teamwork.
ADMISSION CRITERIA

The Home Manager will assess all residents prior to admission where possible. Once this assessment has taken place and all parties agree that the home can meet your needs, an admission will be arranged subject to appropriate funds being in place. An initial care plan will also be agreed prior to admission and this will be reviewed within 2 days. We recommend all potential residents and representatives visit the home. Residents are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they or their representative make a decision to stay.

NURSING

Tithe Farm offers Nursing Care. We provide and deliver the highest quality of care to our Residents. A qualified Registered Nurse (RGN) with support of the Care Assistants will organise the day-to-day care for residents. We pride ourselves in promoting independence, quality, respect, dignity and a safe environment.

RESPITE CARE

Tithe Farm is able to offer Nursing respite care when there is availability. A pre-admission process is a requirement; following which a decision on the suitability of the service user and the home’s ability to meet the service user’s needs will be made.

HOME FACILITIES

The Home has 28 single bedrooms (9 with en-suite facilities) that are fully furnished; as stated in your contract. Residents are encouraged to bring their own personal belongings - subject to them meeting safety regulations.

You are able to relax, take part in activities and enjoy entertainment in our various living, recreational and dining areas.

There is a smoking policy which can be discussed with the manager if a resident wishes to smoke.

Tithe Farm has a pet policy that can be discussed with the Home Manager. We have regular visits from a local dog trainer for the residents to play and enjoy interacting with.
HOME SERVICES

The Home provides a wide range of services as detailed below.

MEETINGS

The home provides opportunities for all residents, families, staff and visitors to discuss any future developments and issues in the home. This is achieved by having three different types of meetings:

- Open Surgeries with the Manager
- Residents & Relative meetings
- Monthly Staff meetings
- Open Surgeries with the Chef
- Friends of Tithe Farm Meetings

All dates and times will be displayed in the front lounge.

LAUNDRY

We would ask that all clothing is machine washable above 60⁰, colourfast and is clearly named (preferably with embroidered name tapes) prior to admission. We would also ask that any new items are named and entered onto the property list.

Dry cleaning can be carried out at an additional cost.

ACTIVITIES

A programme of events is displayed in Reception. The programme is devised following discussion with residents and relatives and involves both group and individual activities. If you have any suggestions or can support any of the activities please discuss them with the Home Manager or our Activities Co-Ordinator, Hiedie Roche. All social activities will be posted on the notice board.

SPIRITUAL NEEDS

We try to meet all religious and spiritual needs and regular visits are made to the home by visiting clergy of all faiths and denominations. Individual requests/needs should be discussed with the Home Manager.

CATERING

We follow a corporate menu with regional variations. However, alternatives are available to cater for individual likes/dislikes and some dietary/cultural requirements. Please discuss further with the Home Manager.
MEALS

Residents are encouraged to eat in the Dining Room but are welcome to eat where they wish.

Below is a list of the approximate meal times; however these can be subject to change depending on the individual residents' needs/choice.

- **Breakfast Served between** 07.30am and 09.30am
- **Morning Drinks** 10.30am and 11.00am
- **Lunch** 12.30pm and 01.30pm
- **Afternoon Drinks** 02.30pm and 03.30pm
- **Supper** 05.00pm and 06.00pm
- **Evening Drinks/Snacks** 19.30pm and 20.30pm

Drinks and snacks are available throughout the evening and night. Relatives are welcome to dine with you, at no extra cost. Notice will need to be given to the kitchen staff.

DOCTOR

If you are unable to stay on with your own local Doctor, the Home can register you to one of three surgeries local to Tithe Farm.

EXTRAS

The following services are offered at the Home at an additional cost.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hairdressing</td>
<td>A Hairdresser visits fortnightly; price list available on request</td>
</tr>
<tr>
<td>Optician</td>
<td>Optical services are available.</td>
</tr>
<tr>
<td>Dentist</td>
<td>Dental services are available.</td>
</tr>
<tr>
<td>Chiropody</td>
<td>A private Chiropodist visits the home regularly</td>
</tr>
<tr>
<td>Newspapers/Magazines</td>
<td>These can be ordered from a local provider and delivered daily to the Home. Please talk to the Home Manager to arrange this.</td>
</tr>
<tr>
<td>Phone Lines</td>
<td>Personal resident home lines in rooms can be arranged on request. Please talk to the Home Manager to arrange this.</td>
</tr>
</tbody>
</table>
VISITORS

The home operates an open visiting policy. However, due to security reasons, the front door is kept locked. It would be most helpful if visitors wishing to stay late could inform a member of staff.

We encourage active involvement from our relatives and friends and any suggestion or comment they may have is most welcome. As stated, our Home Manager is more than happy to discuss concerns; to aid this process we hold regular Relatives Meetings.

FIRE, HEALTH AND SAFETY

Fire instructions are placed by each alarm and we would ask that all residents and visitors are familiar with them. A Fire Log Book is located in the Reception Area with details of evacuation procedures. Fire alarms are tested regularly.

We ask all visitors to sign into the Visitors Book on arrival and departure.

Each home has a maintenance and housekeeping book available for residents and visitors to notify the home of any health and safety issues or necessary repairs.

Tithe Farm has a comprehensive set of risk assessments in place and all accidents and incidents are recorded, followed up, analysed and action taken.

COMPLAINTS

We are always pleased to have feedback on our service and should any resident-relative have cause for complaint we will investigate the matter fully.

HOW TO MAKE A COMPLAINT

It is our belief that any comments, whether these be positive or critical can help in the improvement of Quality Standards and we are always pleased to receive feedback on the service provision. Please contact in the first instance the Home Manager, Bernie Goldrick.

Should a resident or relative have cause for complaint, we would be happy to investigate the matter fully, recording the details and offer a detailed explanation of the incident/occurrence and advice that has been taken.

We confirm an initial response within 7 working days and a further response in conclusion of the investigation within 28 days of receipt detailing any action to be taken.
In the event of the complainant not being satisfied, the person will be advised that the matter can be referred to a Director at the Head Office. You can also make a complaint to our local Social Care Provider, Buckinghamshire County Council. Should you not be satisfied you can contact the Local Government Ombudsman (LGO).

Contact details can be found on the last page.

FINANCIAL MATTERS

Our accountant, based at Head Office (across the forecourt) is able to hold small sums of personal monies for you.

It is advisable that items of great value are not kept within the home. We realise that some items are of sentimental value. However we would refer you to the company’s insurance details contained in the terms and conditions of your contract.

The Home will accept Service Users funded by Social Services however there may be a ‘top up’ fee payable. The Home’s weekly fee ranges between £750 and £900 per week depending upon the assessed needs and the type of accommodation.

QUALITY ASSURANCE

The home is registered and inspected by the Care Quality Commission (CQC) whom carry out regular inspections. A copy of the most up-to-date CQC report can be found in the Homes main reception area, or you can get a free copy at CQC.org.uk.

We may also be inspected by the following professional bodies:
- The Pharmacist
- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Company personnel
- Training personnel
- This list is not exhaustive.

Regular audits are undertaken by Company Personnel to monitor care standards and facilities.

Resident/Relative Satisfaction Surveys are routinely sent out to current residents. The questionnaires are then analysed and results are displayed on our website www.pressbeau.co.uk/tithe-farm. They are also available on request.
## ACCOMODATION AT TITHE FARM

<table>
<thead>
<tr>
<th>Number</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Number of Kitchens</td>
<td>1</td>
</tr>
<tr>
<td>Number of Rooms En-suite</td>
<td>9</td>
</tr>
<tr>
<td>Number of Single rooms</td>
<td>28</td>
</tr>
<tr>
<td>Number of Toilets (not en-suite)</td>
<td>7</td>
</tr>
<tr>
<td>Number of Bathrooms / shower rooms</td>
<td>4</td>
</tr>
<tr>
<td>Number of Dining rooms</td>
<td>1</td>
</tr>
<tr>
<td>Number of Lounges</td>
<td>2</td>
</tr>
<tr>
<td>Number of Therapy rooms</td>
<td>1</td>
</tr>
</tbody>
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## DINING ROOM
MISSION STATEMENT

Pressbeau Limited will develop an enviable portfolio of care facilities by delivering a range of professional health care services, ensuring that our client needs are identified and holistically addressed on an individual basis.

We shall continue to develop our expertise in providing both general and specialist dementia services to meet continuing care demands whilst demonstrating a level of flexibility to meet changing market needs.

Our professional team of staff will continue to focus on developing standards of excellence in all our Homes, whilst our company will remain committed to our personnel, supporting their professional development, training and career progression.

The attention and focus of our energies will remain with our clients, ensuring above all else the delivery of quality services at an acceptable price. Our insistence on quality will be demonstrated by the calibre of personnel retained, choice of suppliers and standards of Homes operated.

As a result of achieving our client centred service objectives, our Board of Directors will realise anticipated returns on their investment and the company will continue to grow, providing employment opportunities for many people as well as providing quality care for our prospective residents.

PHILOSOPHY OF CARE

Tithe Farm’s objective is to provide a high standard of individualised care to all its Residents. It is the belief at Tithe Farm that all residents should live in a clean, safe environment and be treated with care, dignity, respect and sensitivity to meet the individual needs and abilities of the resident.

The care service is delivered flexibly, attentively and in a non-discriminatory fashion and with respect for independence, privacy and the right to make informed choices and to take risks.

Each resident’s needs and values are respected in matters of religion, culture, race or ethnic origin or sexuality. The home encourages all residents to maintain wherever possible their social and cultural links with the community and to participate in the homes Activity Programme.

The home offers all residents a varied, nutritious diet and where possible respect peoples individual requirements.


**CONTACT DETAILS**

**Home:**
Tithe Farm Nursing Home  
Park Road  
Stoke Poges  
Buckinghamshire  
SL2 4PJ

**Telephone:** 01753 643106  
**E-mail:** matron@tithefarm-home.co.uk  
**Home Manager:** bernie@pressbeau.co.uk

**Head Office:**  
Pressbeau Ltd  
Tithe Farm Nursing Home  
Park Road  
Stoke Poges  
Buckinghamshire  
SL2 4PJ

**Telephone:** 01753 784200  
**Fax:** 01753 642141  
**E-Mail:** info@pressbeau.co.uk

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**Care Quality Commission (CQC):**  
CQC South East Region,  
City Gate,  
Gallowgate,  
Newcastle upon Tyne  
NE1 4PA

**Telephone:** 0300 616161  
**Fax:** 03000616171  
**E-mail:** enquiries.southeast@cqc.org.uk

**Buckinghamshire County Council:**  
BCC  
County Hall,  
Aylesbury,  
Buckinghamshire  
HP220 1YU

**Telephone:** 01296 382488  
**Complaints Officer:** 01296 382727

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**Local Government Ombudsman:**  
LGO (Advice Team)  
**Telephone:** 0300 061 0614  
**E-mail:** advice@lgo.uk  
**Website:** www.lgo.org.uk