



# BCVS HOMES

*Residential Care for the Elderly*

## INFORMATION LEAFLET



### **Greystones**

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BCVS Homes is a non profit making organisation managing and owning one Residential Care Home for elderly ladies and gentlemen, Greystones. It is hoped the information in this leaflet will give prospective residents and their families some useful information about Residential Care in general and some additional information about our Home in particular. We would also refer to our brochure.

We recommend a visit to see for yourself what our Home can offer and you are welcome to view our Policies and Procedures contained in the Company Handbook held in the Home.

## ***About BCVS Homes***

BCVS Homes is a small Housing Association. The objectives of the Association have been agreed between the National Housing Federation and the Charity Commissioners as charitable objectives.

The registered office is based on the top floor of Greystones and is the base for the “Head Office” administration team.

The Board of BCVS Homes is non operational, responsible for corporate decisions, its voluntary members interested in the provision of care for elderly, thus helping to keep management costs to a minimum.



## ***BCVS Homes Today***

Over 75 years later BCVS Homes is still thriving, with one Home providing personal care for the elderly in our community that can no longer manage at home.

Overall the Company provides employment (full & part time) to around 36 people. They are all experienced and dedicated to the elderly people they care for.

## ***History of BCVS Homes***

In 1947 a group of local volunteers recognised the need in Bath for a retirement home that could provide high quality accommodation at an affordable cost for Bath’s “elderly in need”. Initially, under the umbrella of Bath Council for Social Service, the group purchased Bathampton Manor.

Funds were raised by ways of Covenants, donations, grants and loans. Over the years the Company became independent of Bath Council for Social Service and in 1991 took on the Title, Bath Centre for Voluntary Service Homes Ltd., but for simplicity trades as BCVS Homes.

Bathampton Manor’s success led to the purchase of its second Home, Greystones in the 1960s, to care for more frail elderly. Our third Home Henrietta House, a Listed Georgian Town House, ran successfully for over 30 years, but as it could not be adapted to meet the changing needs of the elderly it was sold to secure the future of our two remaining Homes. Bathampton due to it’s build, listed building could not be adapted and was not suitable for registration.



Greystones

## ***About our Home - Greystones***

**Greystones**, a large detached house built circa 1900 is in a quiet residential road just off the Bear Flat, Wellsway, Bath. It is home for 26 residents. Originally a family home extended and adapted to a care home in the 1960s. There is a small car park and on the road parking and is also well served by nearby public transport. There is a garden for the residents to the rear.

## ***Aims & Objectives***

BCVS Homes aim is to provide sympathetic and personal care to the elderly according to their needs and to offer the opportunity of enhancing quality of life by providing a safe, manageable, happy and comfortable environment with support and stimulation in support of their Human, Emotional and Social needs. Our objective is for the resident being allowed and encouraged to make his/her own decisions and assistance, if necessary, given by the Home management and staff.

All necessary care and attention day and night will be given and the Home will be appropriately staffed throughout the 24 hours of each day. Greystones has a group of “Friends”, voluntary members who fund raise and join in the social activities of the residents.

The main concern of our Home is our residents quality of life. Our philosophy is to look after residents in a caring and sympathetic way, so that their privacy and dignity are respected, and to encourage active independence where possible.

We aim to care for residents to the end of their lives providing the Regulations relating to Residential Care Homes permit. The knowledge of this security is to give the resident peace of mind and be the foundation of a good relationship with the Home.

BCVS Homes complies with The Care Standards Act as required by the Care Quality Commission and meets the CQC Fundamental Standard. In order to safeguard our residents all staff and volunteers are required to have a Background Check carried out by the Disclosure and Barring Service.

## ***What is Residential Care?***

Residential Care Homes for the elderly are not the same as Nursing Homes: Nursing homes provide a higher level of medical care for the sick and nursing is outside our Registration.

Residential care homes provide care for those who are in need of personal care when you can no longer manage at home and you are in need of a safe and caring environment. Your medical needs are provided by your own medical practitioner or a Community Practice Nurse.

## ***Choosing the right home***

This information pack can only give a summary of the service we provide. Please contact the Manager if you would like to look around our Home and to take the opportunity to meet some of the staff and residents.

Staying for lunch or tea, spend a little time getting to know the staff and residents. Please feel free to bring a friend or relative with you.



## ***The Admissions Process***

We ask for our Application Form for Residence to be completed and we would ensure that the prospective resident has full information about our homes and is aware of our fees.

Before being offered accommodation an assessment of care needs is necessary to ensure the Home can meet individual care needs.

Residents are initially admitted to our Home for a month's trial a "getting to know you" period. At the end of the trial period, if all goes well and the resident decides to stay with us we will ask for our usual Agreement to Terms and Conditions of Residence to be signed.



## ***Registration of a Care Home***

We are regulated by the Care Quality Commission (CQC). We are permitted to care for elderly people whose personal care needs can be met by a residential care home. Inspectors from the Commission for Social Care Inspection visit regularly to inspect all aspects of Homes. Inspection Reports are available for viewing on the CQC web site.

## ***Accommodation & Facilities***

Our home has every facility and safety feature for the well-being of our residents and our Homes have the following :

Single furnished bedrooms, but residents may bring with them their own treasured possessions if they can be safely accommodated. We can always discuss this before you consider moving in.

All rooms have vanity units and there are many rooms with en suite W.Cs. Some rooms have full en suite bathrooms. Although we provide bed linen, towels etc., residents may bring in their own if they prefer.

Residents' personal electrical appliances will be checked for safety and will along with all the homes electrical appliances be checked annually by an appropriately registered electrician

The lounges and seating areas are available for residents to use at any time. Some may like a "quiet" lounge, or alternatively to congregate with others to chat or watch television. You are free to choose.

The well kept and attractive gardens or grounds are available for the residents use at all times.

Up to date call systems are installed throughout the Home. It is important to note that this equipment is not restricted to emergency use only. The call system is there for any resident to use who is in need of assistance or assurance, day or night, our trained staff are on hand to respond quickly and caringly.

Bathrooms are fitted with special baths, lifting equipment etc., to ensure bathing is safe, easy, yet maintaining the resident's dignity at all times. Staff are on hand to give as much assistance as is required.

Couples can be accommodated when suitable rooms are available. Due to spatial requirements two rooms have to be offered, for use as single bedrooms, or perhaps as a bedroom, the other as living accommodation.

Passenger Lifts and Chair lifts are available for residents use.

In house Laundry Service, but not dry cleaning.

Incoming residents are encouraged to label clothes with their name before admission.

Mobile Hairdresser visits regularly (reasonable charges) and a chiroprapist.

Visiting Opticians and access to other community based services can be arranged as and when required.

All rooms are fitted with a "point" for residents to arrange to have their own private telephone or Broadband connection.

You will be given a copy of our Agreement to Terms and Conditions of Residence and once the trial period is completed satisfactorily you or your relative or representative, if you prefer, will be asked to sign it to confirm that you wish to make your stay a permanent one.

After making the decision to join us as a permanent resident, should you, in the unlikely event, find that you do not settle into a residential care setting or your health improves and you would like to go home, then a month's notice to leave is required. This gives the Home time to find a new resident.

Residents are encouraged to participate in continually improving the service we provide and Residents meetings are held on a regular basis when views can be aired and suggestions and ideas can be put forward.



## ***The Way we care***

Residents are cared for in a homely environment by experienced and highly trained staff. The relationship between our staff and residents whilst always courteous is caring, friendly and attentive.

Once we know our residents we work with them to provide the right level of care that is needed. Some residents may need a great deal of care and support while others prefer to care for themselves as much as possible. When required, and when deemed appropriate by the GP, we can provide short-term, one-to-one care for a sick resident. But where short term nursing care is required, usually, the doctor would require a very sick resident to go to hospital for full medical treatment.

Residents care needs are assessed and individual Care Plans are put in place and reviewed regularly. This identifies the care that the individual resident needs and outlines the means for carrying out this care. Residents and relatives are encouraged to take part in the formulation of the plan.

## ***Respite/Short stays***

Whenever possible we offer short stays as an introduction to residential care, as a respite for carers, or convalescence. Often friendships are made and our short stay residents return to us more than once.

Short stay residents receive all the benefits afforded to our permanent residents, all the facilities of the Home are available, including the many and varied activities.

Residents are appointed their own key worker, who will help settle in a new resident and will continue to be responsible for ensuring that personal and emotional needs are met. We aim to care for residents to the end of their lives providing the Regulations relating to Residential Care Homes permit. The knowledge of this security is to give the resident peace of mind and be the foundation of a good relationship with the Home.

## ***Activities & Entertainment***

We have regular entertainment and activities in the home for which there is no charge to our residents. Some residents only get involved now and then while others more often. Residents are free to choose.

Some of our current activities to name but a few are; speakers, musical events, sing-a-longs, visiting entertainers, bingo, gentle aerobics, handicrafts, various games, yoga, Spanish lessons, coach trips and outings. Other activities can be arranged on request.

For keen gardeners it is possible to provide a private patch of garden or a small flower tub. Regular residents meetings are held and any ideas or suggestions for new activities or on how we can improve the daily lives of our residents is welcomed.



## ***Moving into one of our Homes***

Prior to admission potential residents and/or their families are welcome to visit our homes to discover for themselves what our Homes can offer. To see the facilities we provide and is an opportunity to meet some of the staff and residents.

Staying for lunch or tea, spend a little time getting to know the staff and residents. If necessary to return as many times as they would like to make sure they are making the right choice of home.

### ***Management of the Home***

A Registered Manager is appointed to Greystones Home to undertake the every day management assisted by Deputy Home Managers and Senior Care Assistants.

The Company Secretary/HR is the Responsible and Nominated Individual with the Care Quality Commission. The Company Secretary is also the link between the Homes and BCVS Homes voluntary Board of Directors.

Experienced care staff are employed and undergo regular staff training to ensure that they are fully trained to meet the needs of the residents. In addition ample ancillary staff are employed to maintain the smooth running of the Homes.

Our cooks are experienced and can cater for those with special dietary needs. We offer a varied daily menu. The Homes provide home cooked nutritious meals, with locally sourced produce whenever possible.

Residents are offered a one month trial or longer if necessary. We also offer respite care/short holiday breaks.

At the end of the trial period and we have established that we can meet your personal care needs and you have decided you would like to stay you will be asked to sign our Terms & Conditions of Residence to confirm that you wish to make your stay a permanent one.

When a resident comes into our Home the first four weeks is a trial period - a 'getting to know' period for both ourselves and the new resident. A time for assessing that we are meeting care needs and adjusting the care plan drawn up on admission if necessary. We appreciate feedback at this stage because it ensures that we are satisfying the needs and expectations of our new resident.

After making the decision to join us as a permanent resident, should you, in the unlikely event, find that you do not settle into a residential care setting or your health improves and you would like to go home, then a month's notice to leave is required. This gives the Home time to find a new resident. Full information on notice periods can be found in the Agreement. Notice period does not generally apply if the move is due to a transfer to a higher dependency facility.

Sometimes it is not possible to offer a new resident the room of their choice when they first come to us, but can transfer when another becomes available. This way our residents can have the room of their choice as soon as it becomes available. There may be a small premium if the new room has extra facilities.

Full information on notice periods can be found in the Agreement. Notice period does not generally apply if the move is due to a transfer to a higher dependency facility.



***As a non profit making organisation the aim is to give value for money. This means a fair provision of services and accommodation for a fair fee.***

The fees charged cover board, accommodation and caring for personal care needs of our residents. The only additional costs are those which you would expect, to cover for personal expenditure such as shampoo and soap or other luxury items, dry cleaning, tickets to shows, hairdresser and newspapers.

As a non profit making organisation the fees are carefully calculated and are reviewed half yearly. It is normal for any increases in fees to take place in April of each year. All profits are ploughed back in to the Homes to provide residents with the highest possible care, and accommodation.

Most residents pay their fees from their own resources, but those with modest incomes and savings may be entitled to financial assistance from the Local Authority and can go a long way towards meeting the total weekly care home fee. The difference in fees is usually met from a third party (normally the family and known as a 3rd Party Agreement) top up. However, it is worth remembering that Local Authorities must assess the care needs of all individuals before they grant financial assistance. Residential care may not be offered by the Local Authority if the Social Worker considers another type of care (for instance, domiciliary care, specialist care or Independent Living) appears to be more suitable and less costly. If financial assistance for residential care is offered, then the recipient can normally choose which care home to go to.

## ***Safety Matters***

Comprehensive fire and smoke detection equipment and emergency lighting are fitted throughout the Home. To comply with all relevant Fire Regulations residents own furniture and bedding should be of good standard. The Home's Safety Officer is able to advise on this.

It is sometimes necessary to advise on matters affecting the safety of residents, exceptionally we may ask a resident to change rooms if it is necessary to carry out repairs and renovations or if care needs could be better met in another room.

Lifting equipment is available to assist the staff with the safe movement of our frailer residents. These measures also protect our staff from potential injury.

The safety and security of our residents is of paramount importance and our only request to visitors is that they advise a member of staff who they are visiting and to sign the Visitors Book provided so that in the event of an emergency we know who is in the building. If visitors intend to stay late into the evening the Home would be grateful if the duty Home Manager is informed.



There is a NO SMOKING Policy for the benefit of the majority of the residents and which also applies to our staff. Due to the physical characteristics of the Homes we are unable to provide separate facilities and smoking can only take place outside the Home.

We do not have a licence to sell alcohol nor are we registered to care for residents with an alcohol dependence. However, we recognise that residents have a right to consume alcohol and all we ask is that they drink in moderation, store safely and be aware that alcohol is a powerful drug and can have a negative effect when mixed with certain prescribed medication. For this reason visitors are asked to advise the Home if they bring in alcohol.

There are generally no “rules” to follow, only guide lines to make sure the Home is a safe and healthy environment for everyone and to safeguard the peace and quality of life for the residents. For example we would have to ask you not to use candles in your room and for your additional safety we would check all your electrical items on a regular basis. All electrical items brought in upon admission should be newly purchased.

Locked drawers / small units are available in bedrooms and we would also encourage residents to use the secure safe located in the management office.

We aim to help residents maintain their independence, but to be on hand to offer assistance when necessary. Rights to privacy will be respected at all times. We will always treat residents with dignity. For example staff adopt a “knock before entering” approach before entering a resident’s room.

Regular visits made by local clergy of various denominations can be arranged. Religious beliefs will be respected and the Home will do everything it can to help residents practice their religion.

Personal information will be treated with the utmost confidence. Residents have the right to see information held by the Home on request to

the Home Manager. If residents choose to retain and administer their own medication we do ask that it be stored in a safe place. There may come a time when it is deemed safer for the Home to issue medication. This will be discussed fully with the resident. Only senior members of staff may issue medication to residents. The Homes use a Monitored Dosage System, a safe and reliable method of distributing medication.

Residents should be able to retain their GP if he/she practises in the area, but if this is not possible the Home would be pleased to help with a transfer to a local surgery.



## ***Meals & Refreshments***

Dislikes and favourite meals are taken into account. An alternative to the main menu is always available. The team at Greystones are proud of their reputation for serving a variety of nutritious, appetising and well balanced meals cooked from fresh ingredients, sourced locally whenever possible which lean towards traditional home cooked fare, and these are prepared in our modern and hygienic kitchens, The menu is varied daily, and special dietary needs and vegetarian meals can be easily be catered for.

Drinks/refreshments throughout the day and evening are served in the lounges or in the residents own rooms.



## Visitors

At the invitation of the residents, friends and relations are encouraged to visit the Home at any reasonable time. They are also welcome at Residents Coffee mornings or other social activities and if they wish to become more involved as a volunteer, we welcome them as Friends to the Home.

Residents are welcome to invite a guest, particularly if they have had to travel long distance, to stay for a meal, by prior arrangement whenever possible, at a moderate charge. Dining room space for visitors is limited and for the comfort of all residents we regret that the meals are limited to two guests.

Guests are welcome to make themselves comfortable by joining the resident they have come to visit in the communal areas of the Home and gardens at the invitation of the residents.

Visits by local clergy of various denominations welcomed. The Home will do everything it can to help residents practice their religion.

The safety and security of our residents is of paramount importance and our only request to visitors is that they advise a member of staff who they are visiting and to sign the Visitors Book provided, so that in the event of an emergency we know who is in the building. If visitors intend to stay late into the evening the Home would be grateful if the Duty Manager is informed.

*Marie Kelly Perkins*  
*Company Secretary / Nominated Individual*



***For further information please contact the Home direct or contact Marie Kelly Perkins at the Registered Office.***

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BCVS Homes Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014.  
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