

*The aim of this document is to give you an idea of what it is like to live at the Home of Comfort to help you decide whether it is right for you or your relative. If you come to live here, you should consider this guide as a companion document to your Resident's Agreement, as it includes more information on what you can expect from us and what we will need from you. Please also make sure you have a copy of our Statement of Purpose and Values.*

## About the Home

The Home of Comfort is a Nursing Home founded in 1896 and run by a Charitable Trust.

We are registered with the Care Quality Commission as a provider of accommodation, care and nursing services for up to 29 residents, and regulated by the CQC according to the current statutory framework.

Our Registered Provider details are as follows:

The Home of Comfort for Invalids Charitable Trust  
17 Victoria Grove  
Southsea  
PO5 1NF

The Matron of the Home, Mrs Deepa Anil, is both the Responsible Individual and the Registered Manager of the Home with the CQC.

For more details about our registration, please see our *Statement of Purpose, Objectives and Values*.

## Organisational Structure

The Home is a registered charity (no 202191) of which the The Right Reverend Bishop of Portsmouth is President. It is overseen by a Board of Trustees, who appoint a Matron and Administration Manager to run the Home on a day-to-day basis.

In order to modernise our structure and governance, we are changing our charitable structure to become an incorporated charity (a CIO). The Charity Commission has already approved the creation of a CIO (no 1163224) and we expect this transition to take place during 2018. This will have no impact on the care that we offer to our residents.

We aim to offer care personalised to each resident and his or her needs, which are individually and regularly assessed.

## Our Residents

Historically, the Home accepted only female residents, but we are since 2012 we have been registered for both male and female residents and we now care for both ladies and gentlemen. Normally our residents are 65 years of age or older, but we are able to offer care to people below that age if both they and we feel the Home is an appropriate place for them to live.

The majority of our residents need day-to-day personal care (such as assistance with washing and dressing) and also Nursing Care to manage ongoing medical conditions and/or palliative care. The conditions our residents require assistance with include:

- Diabetes,
- Cerebral Vascular Accident (*Stroke*),
- Hypertension, heart disease and related conditions,

- Parkinson's Disease,
- Respiratory Problems,
- Mobility Issues,
- Problems with Vision and/or Hearing,
- Multiple Sclerosis.

This list is not exclusive and all potential residents undergo a pre-admission assessment prior to moving to the Home to ensure their needs can be properly met here.

We offer end of life (palliative) care to those who need it, whether they are long term residents or are admitted near the end of their lives. All residents have an End of Life care plan developed with input from them and their families.

Many of our residents have cognitive problems (such as dementia) and we are experienced in providing the appropriate care,, though it is unusual for someone to come to us solely because of dementia.

Arrangements are made for residents to be registered with a general practitioner of their choice and to receive, where necessary, treatment, advice and other services from any health care professional. Usually, one of our staff will be available to be present at such medical appointments if a resident (or her or his family) would like this.

The work of the Home is conducted in a manner that respects the privacy and dignity of residents with regard to religious persuasion, racial origin, and cultural and linguistic background and any disability.

## Planning and Giving Care

The needs of each resident are assessed before and at admission, and reviewed regularly during their stay at the Home. On admission, each resident is assigned a Named Nurse (also called a Key Nurse) who has primary responsibility for developing the personalised Plan of Care for that resident. The Named Nurse will discuss this with the resident, and if she or she wishes with the resident's family and/or friends.

The Care Plan includes a number of assessments of individual aspects of Care. You can expect some of these assessments to be carried out within the first few hours after you arrive at the Home, so that we can look after you safely and in accordance with your wishes.

The Nurse in Charge is responsible for making sure that care is given according to the plan on a day-to-day basis. Care Plans are reviewed at least once a month, and where appropriate each resident and/or their representatives are encouraged to meet with the Named Nurse regularly to discuss them.

## Fees and Funding

The regime of charging and funding for nursing care can be very confusing, and the Administration Manager is happy to explore individual circumstances with any prospective or current resident.

To accompany this guide, and our Resident's Agreement, we have three documents that set out the different ways in which fees may be funded.

Most aspects of residency and care at the Home are included in the basic fees that we charge, but some additional services have an additional cost, for example the costs of hairdressing and chiropody treatment. There is more information later in this guide, and in the fees guidance documents.

At the end of this guide, you can find contact information for organisations that may be able to help you work out what, if any, funding support you are entitled to.

## The Home's Premises

The building occupied by the Home of Comfort consists of two former domestic properties which have been connected and converted, with an extension built onto the side. The location and layout of the Home is suitable for its stated purpose; it is accessible, safe, and well maintained, and meets our residents' individual and collective needs in a comfortable and homely way. Our grounds are kept tidy, safe, attractive, and accessible to residents.

The building complies with the requirements of the local fire service and environmental health departments.

Each resident has his or her own fully furnished room and residents are encouraged to bring personal possessions and small items of furniture if they wish. These possessions will remain the property of the resident.

No electrical goods may be brought into the Home without the permission of Matron and all approved items will be checked for safety; Items failing the safety check(s) must be removed.

Smoking is not permitted anywhere within the grounds or the building of the Home.

## Shared Facilities

The Home provides sitting, recreational and dining space (referred to collectively as the communal spaces) in addition to the residents' private accommodation. Our communal spaces host a variety of social, cultural and religious activities, and residents can also meet visitors there.

There is outdoor space, with seating, for residents, which is accessible to those in wheelchairs or with other mobility problems.

Lighting in our communal rooms is domestic in character, sufficiently bright and suitably positioned to facilitate reading and other activities.

Furnishing of communal rooms is domestic in character but reflects the needs of our residents, and is of good quality and suitable for the range of interests and activities preferred by residents.

## Adaptations and Equipment

Residents have access to all parts of residents' communal and private space, and where necessary lifts and ramps have been installed to facilitate this. The Home provides grab rails and other aids in corridors, bathrooms, toilets, communal rooms and where necessary in residents' own bedrooms.

Aids, hoists and assisted toilets and baths are installed which are capable of meeting the assessed needs of residents with advanced mobility problems.

A call system with an accessible alarm facility is provided in every room. Where appropriate, residents are provided with a 'neck pendant' buzzer for the alarm.

All rooms include an adjustable bed which can be raised and lowered in several orientations to help our staff meet residents' needs. Where appropriate, bed rails can be fitted for residents who are at risk of falling out of bed, after a proper assessment has been carried out. Pressure relieving mattresses will be provided by the Home for residents who need them.

When other specialist equipment is required, the Home will discuss this with residents and their families. Residents who require individual items of equipment may in some circumstances be asked to purchase these for themselves.

Residents who need a wheelchair are required to supply one, however in some cases they will be eligible to obtain one through the NHS Wheelchair Service (if one has not already been provided by the service). This can usually be arranged through your GP, and the Home will assist you in requesting one if you ask us for help.

## Lavatories and Washing Facilities

Toilet, washing and bathing facilities are provided to meet the needs of residents. There are accessible toilets for residents, clearly marked, close to lounge and dining areas, and each resident has a toilet within close proximity of her or his private accommodation.

There are also accessible wet rooms with showers and a lifting bath with a built-in hoist.

In addition, all residents' rooms have wash hand-basins.

## Individual Accommodation: Residents' Rooms

The Home provides accommodation for each resident, which meets minimum space requirements. All of our rooms are single rooms, which are furnished and equipped to meet each individual's assessed needs. Unless a resident brings items of his or her own furniture, the Home will provide the following:

- A clean comfortable bed, minimum 900mm wide, at a suitable, safe height for the resident, a mattress appropriate for the resident's needs, and bed linens.
- Curtains at the window.
- A wash hand-basin and a mirror.
- A main light, and a reading light over the bed.
- A comfortable chair.
- Drawers and an enclosed space for hanging clothes.
- Accessible double electric sockets.
- A bedside table which can be locked.

All rooms have a suitable floor covering, which is non-slip and resistant to infection.

Doors to residents' private accommodation are fitted with locks and keys are offered to residents if appropriate. However, residents' rooms are accessible to staff in emergencies.

Most residents choose to bring a television with them or purchase one for their room, and TV aerial points are provided in each room. If you are going to purchase a television, we recommend one which is approximately 22 inches in size, and suggest you look for one which can be wall-mounted to give you more space. We will make the necessary arrangements for a TV licence for you (and pay any cost incurred).

Residents are also permitted to have a telephone line installed in their room so that they can make and receive calls. This can be arranged directly with BT or through our telecoms supplier, Univoice. If an active line is not present in the room in question, you would need to pay an installation fee. You would also be responsible for paying all telephone charges directly to the supplier.

The Home encourages residents to bring with them anything that would help to personalise their room, such as ornaments, cushions and blankets, and we will be happy to put your own pictures on the wall. However, we cannot permit any room to become cluttered to the point where keeping the room clean, or providing care, is being interfered with.

## Heating and Lighting

The heating, lighting, water supply and ventilation of the residents' accommodation meet the relevant environmental health and safety requirements and the needs of individual residents. Rooms are individually and naturally ventilated with windows conforming to recognised standards.

Rooms are centrally heated. Pipe work and radiators are guarded for safety reasons. Portable heaters are available in winter for residents who feel the cold, and we must ask that for safety reasons you do not bring in any other heating devices.

Lighting in residents' accommodation meets recognised standards and is domestic in character. Emergency lighting is provided throughout the Home in case of a power cut.

## Laundry

The laundry of personal clothing, bedding and towels is fully included in our fees, and our laundry usually operates every day. Residents and their families are asked to consider the type of clothing they bring with them, bearing in mind the effects of frequent washing.

Those residents with mobility problems who need assistance to get dressed may need particular types of clothing and/or clothes in a larger size than normal so that they can dress without discomfort. Our staff will give you advice if this is the case.

Clothing brought into the Home needs to be marked for identification purposes.

Whilst we will make every effort to care for items of personal clothing, the Home cannot accept responsibility for damage to delicate clothing during laundering, or the loss of any items not clearly marked with the owner's name.

## Hygiene and Infection Control

The Home's premises are kept clean, hygienic and free from offensive odours throughout and systems are in place to control the spread of infection, in accordance with relevant legislation and published professional advice.

Residents are expected to provide their own personal items such as tooth brushes, nail clippers, combs and hairbrushes, as these cannot be shared. Similarly, toiletries such as soap, shampoo and Fixodent cannot be shared, and we ask residents or their families to provide these.

Rooms are usually cleaned daily, with a deep clean being carried out on a weekly basis. If you usually choose to stay in your room, we will ask you to leave it so that we can clean it properly (furniture including beds and chairs are deep cleaned as part of the weekly clean) unless you are unable to do so and are being nursed in bed.

Laundry facilities are sited so that soiled articles, clothing and infected linen are not carried through areas where food is stored, prepared, cooked or eaten and do not intrude on residents.

The Home has 4 sluicing facilities.

## Recreation and Activities

The Home has a dedicated Activities Coordinator, who arranges and runs a variety of activities on a group and one-to-one basis. The schedule for these is published in our newsletter and all residents are encouraged to take part.

Activities can be beneficial in stimulating residents both physically and mentally, and also in encouraging interaction between residents. Family members and friends are welcome to join in most activities if they would like to do so.

Residents are able to attend religious services of their choice where practicable. Transport can be by taxi or provided by relatives or friends. A monthly Communion service is conducted at the Home by a Priest of the Church of England for those residents who wish to attend. Members of other denominations are welcome, as are visitors to the Home. Representatives of other faiths are welcomed to the Home to offer support and guidance to those residents who wish it.

The Home holds a summer party and a number of events over the Christmas period, and family and friends are always welcomed at these.

## Money and Valuables

Most of the things our residents need on a day-to-day basis are included in the Home's fees, but some services, such as hairdressing, are available for a small extra charge. (For more information, see our guide to fees.)

The Home can hold a small amount of pocket money on behalf of any resident who would prefer not to have her or his own cash. Money can be deposited by bringing cash or a cheque to the Home, or by electronic transfer. If you would like us to hold money on your behalf, we will ask you what you would like us to use it to pay for, and how often you expect to need those services. We will also need to know who to approach when you run low on funds.

We understand that sometimes residents will ask us to look after items for them, such as rings that they are not presently able to wear, and can offer a safekeeping service. However, even when such items are in the Home's custody, they are not covered by the Home's insurance if they are very valuable, and residents should make sure that they make appropriate insurance arrangements. See our policy on money and valuables belonging to residents for more information (Doc 197).

## Visitors

At the Home, visitors are encouraged as often as they are able to come. There are no set visiting hours, though we usually recommend that visitors come after 8am, and no later than 8pm, and also that they check what time the person they are visiting likes to get up and go to bed. We also usually suggest that they don't come at mealtimes if that will disturb you eating.

There is a small lounge available at the Home where you can meet with visitors in private if you would like.

The Home welcomes all visitors, but to ensure our residents are safe and secure visitors will need to ring the door bell and wait to be admitted. At busy times, this may take a few minutes; however the doorbell activates our call bell system, so they cannot be forgotten. (Please be aware that if the member of staff who answers the door does not recognise you, he or she will ask your name and who you have come to visit.)

Visitors are asked to sign in and out using our visitors book for fire safety reasons. Both pets and children are welcome at the Home, but we ask visitors bringing either to read our Visitors Policy (Doc 043) in order to understand the restrictions in place and the responsibility we expect them to take, and to speak to the Nurse in Charge when they come.

## Food

We aim to provide food which is wholesome, nutritious, varied and appetising.

- Breakfast is served at around 8.00am and we can offer a variety of foods depending upon individual preference.
- Mid morning coffee or tea is served with a choice of biscuits.
- Lunch is the main meal of the day and is served in the dining room, conservatory, or your own room as you prefer, at 12.30pm. Every day there are two choices for the main meal, and you will be asked in the morning which you would like.
- Tea and coffee is served again in the afternoon, usually with home-made cake.
- Supper is a smaller meal, but a hot option is available for those who would like it. Others prefer to have a sandwich. This is served at around 5:30 in the afternoon.
- Fresh water and squash is available at all times in all rooms.

The menu for the day is displayed in the entrance to the Home.

For those who need it, a soft food or puréed diet can be provided, and assistance is available for those residents who need help with eating.

We ask that residents and their relatives do not bring food into the Home without speaking to the Nurse in Charge. Many residents are following special diets, because (for example) of diabetes or swallowing difficulties, and some snacks may be harmful or potentially harmful for the resident if they are not in line with that resident's Care Plan.

When the main menu choices are unsuitable for diabetic diets, alternatives are offered.

## Staff

The Home is managed by our Matron, under the guidance of the Trustee Board. Matron delegates some management responsibilities relating to resident care to our Deputy Matron, and those responsibilities relating to finance, operations and governance to our Administration Manager. Usually at least one of these three members of our team is on duty every day and any of them can be available in the evenings by appointment to meet with any resident, prospective resident or family member or representative.

As a nursing home, the Home always has at least one registered nurse (RGN) on duty. In the absence of the Matron or her Deputy, the Nurse in Charge is responsible for the running of the Home and for dealing with any issues that arise during her shift. Nursing tasks, including the giving of medication, taking of blood and changing of dressings, are always undertaken by a qualified RGN.

Nursing staff at the Home may be identified by their dark (navy or royal) blue tunics. Our Care staff wear pale blue uniform.

The Home aims to have a team of staff sufficient in size to ensure that we are usually staffed with only our own employees, however on rare occasions suitably qualified and experienced Agency staff are used when necessary to ensure our minimum staffing levels are met, for example in the case of staff sickness.

The total number of staff needed to deliver care to the residents is calculated based on the number and needs of the Home's current residents, and may exceed the regulatory requirements. We often have more than the calculated number of staff on duty so that we are able to offer additional support to our residents.

All of our Care staff must complete Care Certificate Induction Standard training for Carers and undergo regular training in topics such as Moving & Handling and Food Hygiene. In addition, we expect Carers to have or to work towards an NVQ equivalent in Health and Social Care unless they already hold other relevant qualifications.

The Home supports the aspirations of young people who wish to start a career in Care, and therefore we may have apprentice Carers working at the Home, and students undertaking work experience as part of a recognised course at a local college. However, they are not counted in the staffing level for the initial part of their training, and they work alongside experienced staff. If you would prefer not to be attended to by staff under training please discuss this with the Matron who will make the necessary arrangements.

All new employees at the Home are taken through our induction process to ensure they become familiar with the Home, our residents and our internal policies, procedures and practices. They work alongside current staff until they have been assessed as competent to work alone.

Other staff at the Home are required to hold qualifications necessary to properly carry out their role, for example in Food Preparation. All of our staff are encouraged to attend training sessions relevant to their positions, and to take responsibility for their own continuing professional development, under the guidance of our Matron. Everyone working at the Home of Comfort is required to attend regular training in Infection Control and the safeguarding of vulnerable adults.

The Home has for some time been a working towards a true Living Wage employer, and believes that all staff should be paid a fair wage which is sufficient for them to live locally. We offer holiday and sickness pay in excess of the statutory minimum. As far as is possible while maintaining the Home's long-term financial viability, we will continue to work to fairly reward all of our staff.

If you would like to know more about how the Home is staffed please talk to Matron or the Administration Manager.

We understand that residents and their families may want to show their gratitude to staff, however for their own protection employees are not allowed to accept gifts of any kind from residents and therefore residents are respectfully requested not to offer such gratuities or gifts.

If you wish to give a small gift for the benefit of all of the staff of the Home, please speak to the Matron so that this can be arranged. Alternatively, gifts of chocolates or biscuits which can be shared by all staff are always gratefully received.

Please also note that it is also not permitted for any employee of the Home, other than the Administration Manager, to sign as a witness to any legal documentation that relates to a resident.

## Communication

We welcome feedback from residents and their visitors at any time; you are always welcome to speak to Matron, her Deputy or to the Nurse in Charge.

As well as our anonymous 'Suggestions Box' (in the Home's entrance hallway), we carry out a survey at least once a year to monitor how we are doing. One of our Trustees supports residents who need assistance to complete this.

We also hold regular 'friends and family' meetings, which we encourage visitors and residents to attend. These provide an opportunity to learn about plans for the Home, ask questions, give feedback, and meet the Home's Trustees.

You can find information about forthcoming meetings on the notice board in the entrance hall, and in our monthly newsletter.

## More Information

This Guide is not exhaustive and it is kept under review; we would particularly welcome any feedback or suggestions to improve it, and ask you to pass these to the Administration Manager.

You can find copies of the Home's policies and procedures which relate to residents, and other information about the Home, in the green visitors folders which are kept in a plastic tray next to the sign in book in the Home's entrance hallway. Please feel free to browse these at your leisure, and if you would like your own copy of any of the documents there, you only have to ask.

You can also find underneath the visitor's book a photograph album showing some of the activities that have taken place at the Home.

For more information or if you have any questions please speak to the Matron or Administration Manager. You can contact us at [email@homeofcomfort.org.uk](mailto:email@homeofcomfort.org.uk) or on 023 92 811365 / 730063.

Other sources of information that might be useful to you are:

### Age UK

<http://www.ageuk.org.uk/portsmouth/>  
023 9286 2121

### Citizens' Advice Bureau

<https://www.portsmouthcab.org.uk/>  
02392 315411

### Care Quality Commission

<http://www.cqc.org.uk/>  
03000 616161

### The Relatives & Residents Association

*For Quality of Life of Older People in Care*  
Helpline: 0207 359 8136  
Website: [www.relres.org](http://www.relres.org)  
Twitter: @relresuk

### DWP (Information on Attendance Allowance)

<https://www.gov.uk/attendance-allowance/overview>

You can see the CQC's latest inspection reports on the Home via our website, which is at [www.homeofcomfort.org.uk](http://www.homeofcomfort.org.uk). If you are not online, please ask us for more information.