



Dorset Residential Homes
Connaught House
22 Cornwall Road, Dorchester, Dorset DT1 1RU
April 2009

a Guide for
Service Users



Introduction

Fairfield helps people who have had a lot of problems with their mental health in the past. It provides a home which is safe and comfortable. Our staff will do their best to help you to get the most out of life and to deal with any problems you might still have with any worrying thoughts and feelings. People will continue to live at Fairfield for as long as they need to.

Fairfield's address is:

**41 Putton Lane, Chickerell,
Weymouth (Tel: 01305 769222)**



It is next to the local Village Hall in the village of Chickerell, which is on the outskirts of Weymouth—heading out towards Bridport. It is a large, attractive house, partly purpose-built and refurbished in 2002 with 16 individual rooms, 12 of which are en-suite and 9 on the ground floor. There is a regular bus route which runs to Weymouth.

Fairfield is registered as an independent mental health hospital with the Care Quality Commission, a government agency which inspects independent hospitals to make sure that they are doing their job properly. Although we are registered as a "hospital", we hope that Fairfield looks and feels more like a friendly place to live.

Although we want you to be satisfied with all aspects of life at Fairfield, you may feel so strongly about something we have (or have not) done that you need to make a formal complaint. We hope that problems and disagreements can be sorted out between you and your key worker, or Naomi. If your concerns are still not resolved, you can approach the following people to complain:

Seán Gray
Chief Executive
Dorset Residential Homes
Connaught House
22 Cornwall Road
DORCHESTER
Dorset DT1 1RU

Tel: 01305 267483

Care Quality Commission (CQC)
Dominions House
Lime Kiln Close
Stoke Gifford
Bristol
BS34 8SR

Reception telephone: 020 7448 8158

You may complain to the people who pay for some or all of your care. The staff will give you the information.

You can ask to see Seán or Gillian (DRH Head Office) any time you feel we could do things better. You can also ask to meet the Care Quality Commission Inspector when they come to Fairfield for an inspection visit.

If you want to make a written complaint at any time, you can expect the staff to help you prepare a letter.

Staff are employed by Dorset Residential Homes (DRH), a local organisation which is registered as a charity. DRH manages a number of care facilities in the West of Dorset. The building is owned by Signpost Housing Association, who lease it to DRH and maintain the building in a good condition.

Everyone living at Fairfield has their own room. At Fairfield we have an electronic coded lock on the front door. We use this for the safety of those service users who would be at risk if allowed to wander from the house. We do not, however, want this to restrict the freedom of our service users who want to leave the home and in these circumstances they will have use of the door code.

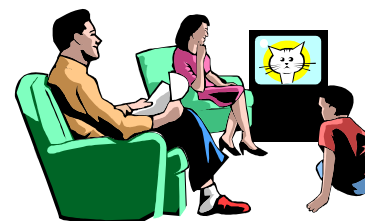


Service users have access to all the other facilities, including our kitchen facilities and large garden with an attractive summer house. Everyone is free to come and go as they wish, although on occasions service users who are not so well may be asked to stay in the company of a member of staff.

Visitors

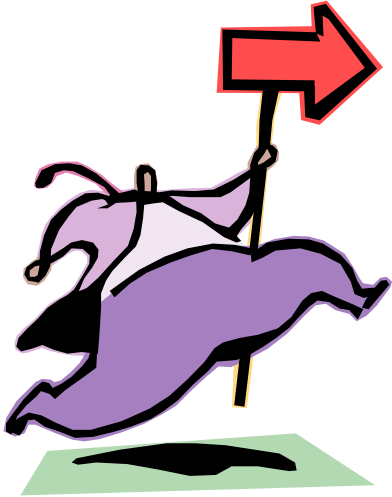


- ☞ Visitors are welcome to Fairfield House at any reasonable time.
- ☞ On arrival, visitors should ring the front door bell and sign the visitors book upon admission.
- ☞ You are very welcome to meet with your visitor in your room, but please inform a member of staff, especially if you have an upstairs room. This is for the protection of other service users.
- ☞ If a visitor causes disruption, they may be asked to leave the premises.
- ☞ If you have concerns about your visitor and do not wish to see them, please talk to a member of staff; we will advise you and help you to deal with this sensitively.
- ☞ If you feel unwell and do not wish to see visitors, please let a member of staff know.
- ☞ Children are normally welcome to visit, however, visitors should check with staff prior to visiting. The visitor will be responsible for their children whilst in the home.



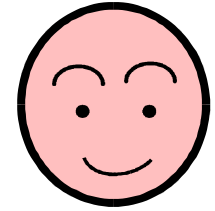
How Much Choice Do I Get?

As far as possible, we will always try and agree with you how best to support you and how you lead your life while you are living with us. Any rules that we ask you to respect are simply there to make sure that everyone can live together with a degree of harmony! We also need to make sure that everyone is reasonably safe and secure. In general, we want you to be as independent as possible and to make as many choices as you feel you wish.



There are occasions when a service user can be going through a particularly bad spell and, for a short period, is unable to make good judgements. In extreme cases, we need to make some decisions for the service user, and their social worker, GP and psychiatrist may need to use the Mental Health Act until they are feeling better. This does not happen very often. The Mental Health Act might put some temporary restrictions on the service users right to choose. If this should happen, there are lots of legal safeguards. The service user has the right to be legally represented in most cases and to appeal against the decision to apply the Mental Health Act.

There are a number of things we believe help to make Fairfield a good place to live.



These things are important to us:

- ☞ Safe, secure and positive environment, characterised by low stress and low expressed emotion.
- ☞ Respect for privacy and dignity.
- ☞ Maintenance of self-esteem.
- ☞ Recognition of diversity and individuality.
- ☞ Appropriate risk management strategies that achieve an appropriate balance between personal autonomy and personal safety.
- ☞ Effective strategies and interventions to minimise problematic behaviours and promote personal growth.
- ☞ Support to develop and maintain social relationships.
- ☞ Support and training to develop skills in personal care and activities of daily living.
- ☞ Appropriate mechanisms for participative goal-setting and review.
- ☞ Active support to promote positive coping mechanisms and self-help.
- ☞ Systematic and individualised approach to health education.
- ☞ Assistance with those needs which the service user is unable to meet independently.
- ☞ Access to appropriate primary and secondary health care.

- ☞ Opportunities to exercise choice, and positive engagement within a variety of meaningful activities.
- ☞ Support and assistance with issues of sexuality.
- ☞ Support to help service user through periods of distress.
- ☞ Provision of objective advocacy on behalf of individual service users.



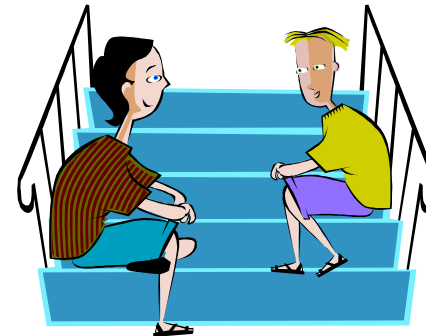
Fairfield works closely with local community mental health services and fully endorses the guiding values and principles of the National Service Framework for Mental Health, which states that people with mental health problems can expect services that will:

- ☞ Involve service users and their carers in the planning and delivery of services.
- ☞ Deliver high quality treatment and care which is known to be effective and acceptable.
- ☞ Be well suited to those who use them.
- ☞ Be accessible so that help can be obtained when and where it is required.
- ☞ Promote their safety and that of carers, staff and the wider public.
- ☞ Offer choices that promote independence.
- ☞ Be well co-ordinated between all staff and agencies.
- ☞ Deliver continuity of care as long as it is needed.
- ☞ Empower and support their staff.
- ☞ Be properly accountable to the public, service users and carers.

Confidentiality

Everyone in the staff team needs to know how best to help you, so we would expect to share what you have told us with the whole house team. Some people outside of the home, such as psychiatrists and social workers also need to share information about you. Our managers, Seán and Gillian, need to know everything is working well, so they may also look at your support plan and other documents.

We do not give personal information about you to anyone who really does not need to know.



You might feel that you want to tell one of the staff something that you don't want everyone to know. Sometimes the staff would ask for your permission to tell other members of the team. On rare occasions a service user might not give permission, but the team member would have to tell Naomi anyway because they believed that this would protect you from harm. We would always explain to you why we had done this.

We do not undertake research activities at Fairfield.

Moving to Fairfield

If your psychiatrist thinks that moving to Fairfield might be helpful for you, they will write to DRH and staff from the home will arrange to come and talk to you to see how you feel about this.



You will have the opportunity to visit us to see what you think about us. We also need to talk to the local NHS and Social Services about paying for your stay. Most people who stay at Fairfield are funded jointly by the NHS and Social Services. While you are living at Fairfield, we will support you to:

- ☞ Develop good social and personal relationships.
- ☞ Develop personal/social skills and to achieve personal growth.
- ☞ Build a meaningful lifestyle with a sense of purpose.
- ☞ Benefit from good emotional, mental and physical health.



- ☞ Experience safety and security in your life.
- ☞ Join in local community life.
- ☞ Live your life to the full.
- ☞ Make meaningful decisions about your everyday life and your future.

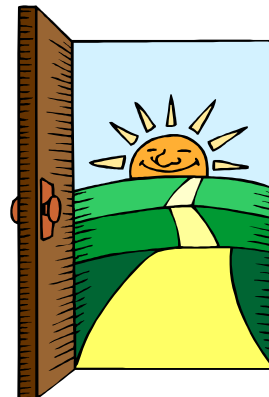


Psychiatric medical support is provided by North Dorset Primary Care Trust. Dr Andrew Thornton (RMO) who visits Fairfield for a monthly 3 hour consultation

and Care Programme Approach meeting. He is available to provide psychiatric medical support on request from qualified nursing staff. Fairfield also has access to the NHS psychiatrist "on call" rota.

Fairfield has good access to other members of the local community mental health team, including a Clinical Psychologist and Social Worker. We can help you to access other NHS services if you need them.

Service users usually register with the Royal Crescent Primary Care Team. Dr Sales visits Fairfield every fortnight and will see service users in the surgery if that is what they prefer. Some service users prefer to remain registered with their current Weymouth GP.



What Happens Next?



When you move in to Fairfield, we will spend time to get to know you. One of the staff team will work quite closely with you (your key worker) so that together we can agree what needs to be done to make your life as safe, secure and enjoyable as possible.

We will also agree with you all those things that we need to do together to make sure that you are able to live as independently and as safely as possible. All our service users have a support plan which identifies all those things that we have agreed with you. This is reviewed with you on a regular basis. As well as being fully involved in drawing up your own support plan, your family and friends could also be involved - if this is what *you* want. Your key worker is responsible for monitoring, co-ordinating and reviewing your support plan. You do have the right to choose your key worker.

Your support plan may include something about how you could join in the daily activities of the home, or might relate to getting involved in life outside. It might also include specific forms of help such as therapy, which will help you to cope better with unpleasant thoughts and feelings.

Most service users continue to take certain medicines. These will be explained to you so that you will understand:

- ☞ What the medicine is for.
- ☞ How much and how often you will need to take it.
- ☞ What effects it may have.

Your support plan will also include the things we need to do to keep you physically healthy. For example, every service user will be offered a comprehensive annual health check.

Who Is There To Help Me?

The home is managed by **Naomi Rees**, RMN, Dip.Health Care. Naomi is a registered psychiatric nurse who has considerable experience in leading and managing clinical teams; she has worked in a variety of settings, in particular, developing services for individuals experiencing severe and enduring mental health problems and in female only services.

Naomi is supported by an enthusiastic, skilled and competent team of 8 full and part time psychiatric nurses and 15 full and part time support workers. Our support workers have achieved or are working towards NVQ Level 2 or 3. The team also includes cooks and cleaners. The gardens are maintained by a gardener/handyman who visits Fairfield regularly.

Naomi is directly accountable to **Seán Gray**, Chief Executive, DRH, who has been approved by the Care Quality Commission as the home's Registered Provider. Seán is also a registered psychiatric nurse who has had experience of managing psychiatric services for over 30 years.

Gillian Northcote, DRH Deputy Chief Executive, provides managerial and clinical support to Naomi and her team.

Jill Robbins is our Liaison Officer with responsibility for this home. Jill supports Naomi across a wide range of functions, including personnel administration. Seán, Gillian and Jill are based at DRH main office in Dorchester.