



Elsadene



Connaught House
22 Cornwall Road, Dorchester, Dorset DT1 1RU

April 2009

A Guide for Service Users

Although we want you to be satisfied with all aspects of life at Elsadene, 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 Sue and Hettie. 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 (same address) any time you feel we could do things better. You can also ask to meet the Care Quality Commission Inspector when they come to Elsadene 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.

- ☞ There may be circumstances where it may be necessary to advise or negotiate with you some restriction on visiting - for example, if you are unwell. Consideration is given to your relationship with the visitor and how you feel about seeing them.
- ☞ If you do not want to see a visitor, staff will offer you support to let them know. For example, you could have a member of staff with you while you tell them, or you could ask staff to talk to them on your behalf.
- ☞ When you invite/arrange to have visitors, you need to bear in mind any other commitments you might have, eg: going to day centre. If someone is coming to see you at a time when you are normally busy, you need to let the relevant people know, eg: if transport needs to be cancelled for that day. You could try rearranging for a time when you know that you will be free, so you do not miss out on your usual programme of activities.
- ☞ If, for example, you had visitors every day so that you were unable to do any of your "chores" or attend your usual activities, it is the staff's responsibility to discuss this with both you and your visitors.

Introduction

Elsadene 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 be experiencing. People will continue to live at Elsadene for as long as it meets their needs.

Elsadene's address is:

**1 Verne Road
Weymouth
Dorset DT4 0RX**

It is on the right-hand side of the road from Weymouth to Portland, just off the main road to Portland. It is a large, attractive house with 13 individual rooms and a range of additional shared facilities. We are quite close to the centre of Weymouth and on a main bus route.

Elsadene is registered as an independent mental health hospital with the Care Quality Commission, a government agency. The Care Quality Commission (CQC) carries out an annual inspection of Elsadene to ensure national standards are being met. Although we are registered as a "hospital", we hope that Elsadene looks and feels more like a friendly place to live.

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

Everyone living at Elsadene has their own room, with a key, and are free to lock their door whenever they wish.



Service users are 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. You will be more restricted if you are detained under the Mental Health Act 1983, but this would be fully explained to you. We ask all service users to let us know when they leave the building and return. This is so we know who is in the building in case of a fire.

Service users who smoke are asked to do so in the designated area, ie the conservatory (pictured above).

Information for Residents About Visitors

- ☞ You may receive visitors at any time during reasonable waking hours - there are no specific visiting times as this is a "home" environment.
- ☞ Your visitors (and you) need to be aware of the following:
 - Visitors need to "sign in" on the board in the porch so that staff are aware of who is in the building.
 - If you wish to take a visitor to your room, this is normally alright, but you should let staff know, particularly if your room is upstairs. This is because of protecting other service users privacy and security.
 - Anyone who is drunk or under the influence of non-prescription drugs will not be allowed into Elsadene.
 - If a visitor becomes disruptive, they will be asked to leave - it is the staff's responsibility to do this.
 - If your visitors have children with them, they are usually welcome but you need to check with staff that it is alright for them to visit. This is because on very rare occasions, for example if another service user is unwell, it might be better for children not to be in the house. Staff will be able to assess this risk. In any event, your visitors will be responsible for their children during the visit so they do not cause any stress to others.

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.

In extreme cases, we need to make some decisions for the service user, and on rare occasions their social worker, GP and psychiatrist may need to use the Mental Health Act. 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.

Should you experience an acute episode of mental illness, every effort will be made to help you recover from this within Elsadene. There are occasions, however, when a service user can become so unwell that they may put themselves or other people at risk. If this is the case, it may be necessary for the service user to be admitted to a safer environment until they are better.

There are a number of things we believe help to make Elsadene a good place to live:

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

Elsadene 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. There are rare occasions when information would need to be shared to protect yourself or other people from harm, even if you did not give permission. We will always explain to you if this is the case.

We do not carry out research activities at Elsadene.

Elsadene provides placements for student nurses, who are bound by the same rules of confidentiality as DRH staff.

Psychiatric medical support is provided by North Dorset Primary Care Trust. Dr Debbie Simpson (RMO) and her staff psychiatrist visit Elsadene for a monthly 3 hour consultation and Care Programme Approach meeting. They are both available to provide psychiatric medical support on request from qualified nursing staff. Elsadene also has access to the Trusts psychiatrist "on call" rota.

Elsadene has good access to other members of the local community mental health team, including a Clinical Psychologist. 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 Elsadene 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.

Moving to Elsadene

If your psychiatrist thinks that moving to Elsadene 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 about paying for your stay. Most people who stay at Elsadene are funded fully by the NHS. While you are living at Elsadene, 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.

What Happens Next?



When you move in to Elsadene, 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 **Sue Kelly**, RGN, RMN. Sue is a very experienced psychiatric nurse who has successfully developed the service at Elsadene over several years. Sue has successfully attained a National Vocational Qualification (NVQ) in Care Management.

Sue is supported by her Deputy, **Hettie Harrower**, RMN, and an enthusiastic, skilled and competent team of 5 full and part time psychiatric nurses and 10 full and part time support workers. All our support workers have achieved or are working towards NVQ Level 2 or 3. The team also includes a cook and a housekeeper. The gardens are maintained by a gardener/handyman who works at Elsadene one day a week..

Sue 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 25 years.

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

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