

Nonsuch Abbeyfield

House/Staff Handbook

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Welcome to Nonsuch Abbeyfield

We hope you will be very happy working and living here at Nonsuch Abbeyfield.

We have put together this handbook to help you get to know Nonsuch Abbeyfield in your own time when you are not occupied with your housekeeping duties. But don't worry that you have to read this handbook cover to cover before you settle in! The House Convenor or a member of the House Committee will be happy to answer any queries you may have and to discuss the information contained in this handbook with you.

Most importantly of all, we want you to feel that Nonsuch Abbeyfield is your home and that you form part of a community. We know that you play an important role in decisions about the people in your care, your home and the environment around you. We value your contribution and want to support you wherever we can. We encourage you to discuss any ideas, suggestions or problems you might have at any time with any member of the House Committee or your House Convenor.

Getting to know the Residents

Soon after your arrival, the House Convenor will try and introduce you to some of the Residents. We usually find that the best time to introduce you formally to the Residents is during your first evening meal at the House.

Local Information

General information about Doctor's surgeries, transport, places of worship etc. can be found in Section G of this handbook. More detailed information about the layout, facilities and services specific to each House will be advised at your Induction. The Convenors and the staff support officer (where there is one), or any committee member will be pleased to answer any queries you have about the House.

Introduction

This introduction is just to explain how the handbook has been compiled to make it easier for you to use. The handbook is divided into two parts. The first of these forms the main part of the handbook. It is based on The Abbeyfield Society (TAS) handbook which we have revised and adapted for Nonsuch Abbeyfield.

The second part consists of the Appendices that contain samples of the House Staff employment of contracts and their principal duties and some relevant employment procedures. These can be found in Appendix A. In Appendix B, there is a Policies section containing a selection of policies concerning residents. And finally in Appendix C there will be sample leave, sickness and expense claim etc. forms which are presently being revised.

This handbook cannot be fully comprehensive, but it does aim to clarify whether any further information is needed and where to find it. Other sources of information and support include:

- **The Abbeyfield (TAS) website on www.abbeyfield.com**
- **The Nonsuch Abbeyfield website www.nonsuchabbeyfield.org**
- **The Executive binder**
- **Manual of Information Volume 2**
- **The National Housekeeper's Handbook**
- **Good practice guides**
- **Nonsuch policies and procedures statements**
- **The Convenors and Staff Support person where there is one.**

For the most current documentation, Staff should go to the Nonsuch website first.

Staff should use this handbook as a useful tool and source of information during their induction and training. They should continue to use the Handbook as an important source of reference throughout their time spent at Abbeyfield.

SECTION A

About Abbeyfield

1. Guiding Principles

The Abbeyfield mission is to help an increasing number of older people to have a high quality of independent living provided through a range of services, including support, housing or care, with local community involvement.

2. The Abbeyfield Society (TAS)

The Abbeyfield Society began in Bermondsey in 1956 with a group of volunteers forming a committee which met in Abbeyfield Road. The movement was named after that meeting place. Its founder was Richard Carr-Gomm who moved to Bermondsey and became a home help at the house in Abbeyfield Road after he resigned from the Coldstream Guards.

The Abbeyfield Society has developed greatly in over 50 years but the principles that were true in founding that first house are true for us as your landlord today.

The Abbeyfield network of houses is organized in two parts. First there is a national network of houses managed and operated by The Abbeyfield Society itself. Secondly, there is a network of housing groups who are independently managed by local teams of volunteers, but committed to the guiding principles and ethos of the Abbeyfield movement. Nonsuch Abbeyfield is one of these independent Societies, responsible for owning and managing three sheltered houses in Epsom, Cheam and Sutton. The three Nonsuch Abbeyfield houses, (The Old House, York Road and Mulgrave Road) are each managed on a day to day basis by a Housekeeper and a House Committee; the House Committees are staffed by volunteers. A Board of Volunteer Trustees is responsible for the overall governance of all the affairs of the Society and its three houses.

About Us

- a) We aim to provide good-quality housing and support for older people.
- b) We are an association governed by Volunteers which means that Volunteers set the policy and the overall direction of the organisation.
- c) We are a non-profit-making charity. All the income we create through our work goes into providing services for current Residents and developing services to meet the needs of future Residents.
- d) We believe that Residents are an important part of their community.

A typical house offers:

- A paid Housekeeper
- A paid Caretaker (frequently but not necessarily the same person)
- Relief Housekeeper
- Cleaner
- Gardener
- Call alarm systems
- Specialist facilities e.g. assisted baths, lifts etc
- Two cooked meals a day
- Network of support from local volunteers

Residents who need some extra help can arrange visiting services such as a home help, chiropodist or care assistant. Many societies have installed aids and adaptations (see relevant Policy in the Executive binder) to make life easier for frailer Residents.

Abbeyfield is firmly rooted in the local community from which Residents are normally drawn. Residents in an Abbeyfield house are very much part of their local community and enjoy the friendly contact and neighbourliness this brings. Many will attend nearby clubs and join in other activities locally - volunteers often provide transport and other forms of assistance. Opportunities are often made for Residents, families and friends to participate in joint activities.

Many local societies are supported by a group of 'Friends' known as 'Shadows' at Nonsuch, who visit and befriend Residents, arrange trips and often provide the necessary transport

3. Where does funding come from?

New homes and improvements are financed by grants and loans from national government, private lenders and above all Abbeyfield's many well-wishers and benefactors.

Running costs are met mainly from Residents' charges but voluntary help keeps service quality high whilst keeping costs, and charges, very competitive. Access to income support and other benefits means that anyone can afford to live in an Abbeyfield house.

4. Induction

Finding your way around

On arrival in the Abbeyfield house where new members of Staff will be working, their supervisor or support officer (where there is one) will take the time to show new members of Staff around the house and facilities, in order to help familiarise them with their surroundings.

If a new member of Staff has not received a guided tour and explanation of their surroundings on their first day in the house, they should request help from the House Convenor or other designated supervisor.

Your contacts for Help

In the case of Nonsuch, new Housekeepers or Relief Housekeepers will be managed and supervised by either the House Convenor or a designated member of the House committee. Their contacts will be provided on arrival in the house .

If a new member of Staff needs help and cannot contact their supervisor, they are advised to contact any other House Committee member or Executive Committee member as they see fit.

Telephone numbers for committee members can be found on the house noticeboard. New members of Staff should familiarise themselves with the list of possible contacts and their individual roles within the Nonsuch Abbeyfield Society. **An emergency guide, a problem guide and an A-Z guide to help new House Staff will be available on joining.**

5. Networking amongst Housekeepers

Nonsuch Abbeyfield is responsible for managing three houses for older people. Therefore, at any time there will be three full-time Housekeepers in Nonsuch Abbeyfield's employment. Nonsuch Abbeyfield also aims to have a permanent part-time Relief Housekeeper who is responsible for the houses whenever the full-time Housekeepers are not on duty.

It is very useful for our Housekeepers to have a good relationship with each other as they provide helpful advice and support for each other on a regular basis. The Society will aim to introduce new members of Staff to the existing Housekeepers soon after they take up their post.

6. The Society's committees and volunteers

Nonsuch Abbeyfield is led by an Executive committee of volunteers with a variety of different skills and experience. This committee is chaired by Graham Walker who has been a trustee since the society was established.

Subordinate to the executive committee are a number of sub-committees, again made up by local volunteers. The most relevant sub-committees to our Staff members are the House Sub-Committees, who are in charge of supervising and supporting the Staff members in the houses and the day-to-day running of house management, events and activities.

Included at the end of this handbook is a Society document, which outlines the full roles and responsibilities of all of the Society's committees and officers. It also includes an organisation chart, which shows the structure of authority in the Society (see Appendix I)

There is also general information about the structure and roles of committees to be found in page 6 of the Housekeeper's Handbook published by Abbeyfield. This Handbook will be provided to new members of Staff along with this folder (Nonsuch Abbeyfield's own Staff Handbook).

7. Nonsuch Abbeyfield Residents

Nonsuch Abbeyfield runs three houses for older people. York Road has eight Residents, while Mulgrave Road houses seven and The old House has 10 Residents. When selecting residents to enter our houses, the Admissions Officers are mindful of various factors and criteria. Below is a brief outline of the criteria required by Nonsuch Abbeyfield for new Residents, and the level of health and fitness that should be present in all successful applicants.

Couples and single people

Our houses accommodate mainly single people but Nonsuch can accommodate one couple, if there is the relevant vacancy, at any one time.

Level of support provided

Abbeyfield must ensure that we can meet a person's housing and support needs

before offering a place. In our houses we do not provide personal care (such as help with dressing or washing) or nursing care (other than in emergencies or during short-term illnesses). However, we can help Residents organise visiting care services as needed if health problems arise after they become Residents.

Equal opportunities

Abbeyfield aims to offer equal and fair access to all eligible older people, regardless of gender, family or financial circumstances, race, colour, religion or sexual orientation. Priority is given to applicants in greatest need of the housing and support we offer.

8. Staff Accommodation for Housekeepers

Each Nonsuch Abbeyfield house includes a flat in which the full-time Housekeeper will live. Staff accommodation will be of a good condition. It will be self-contained, and access to the accommodation is only available for maintenance or emergency purposes. The Society will carry out regular decoration.

Before moving into this accommodation, new Housekeepers will have to sign an occupancy agreement. This occupancy agreement will be given to them along with their contract of employment on appointment. It is important that all Housekeepers take the time to read and understand their occupancy agreement. Any questions concerning the accommodation or occupancy agreement should be addressed to the House Convenor in the first instance.

9. The Role of Housekeepers and Relief Housekeepers

Each new member of Staff should have a copy of their job description and role within the society. This should be provided as an appendix to their contract of employment.

10. The Role of Caretakers

The principal duties of the Caretaker are to ensure the maintenance and the physical security of the premises. In the event of an emergency the Caretakers role is to ensure that the Emergency Services are facilitated promptly, to manage the evacuation of the building and to inform the emergency services of the location and number of residents still in the house. There is a more detailed list of the duties of a Caretaker to be found in section E.

SECTION B

Employment Policies & Procedures

All Nonsuch Policies and procedures may be found in the the policies and procedures section of the internal resources page of the Nonsuch website: www.nonsuchabbeyfield.org or in the Executive binder.

A selection of policies relating to residents is included in the appendices at the end of this handbook.

1. Communication

It is vital for the smooth-running of our Nonsuch Abbeyfield Houses that Staff and Volunteers maintain open and regular communication. Each member of staff should report to the House Convenor or such other member of the House Committee who may have been assigned the role of Staff Support Officer.

Housekeepers should feel able to contact their supervisor or other members of the House Committee whenever they need to, and the Convenor/staff support officer will also make an effort to stay in touch with the house and employees.

2. Equal Opportunities & Anti-discriminatory practice

Nonsuch Abbeyfield has its own Equal Opportunities & Diversity policy and procedure and code of conduct on integrity at work. These policies apply to Residents, Volunteers and Staff members alike. All Staff members receive a copy of this policy as an appendix to their contract of employment. A sample of this is to be found in the Appendix A at the back of this handbook.

Nonsuch Abbeyfield expects all their employees to read and be familiar with the Equal Opportunities policy, and to carry out their duties in line with Nonsuch Abbeyfield's equal opportunities principles and beliefs.

3. Health & Safety Policies

Abbeyfield has to comply with health and safety regulations. Employees are reminded that they have a statutory duty to observe health and safety rules and to take reasonable care to promote the health and safety at work of themselves, other staff and residents. Wilful breaches of the health and safety policy will be dealt with through the disciplinary procedure. All employees are given information about the rules as part of their introduction to work. They are advised to read the Nonsuch Health and Safety Policy statements a selection of which are attached in Appendix A at the end of this handbook.

The Health and Safety regulations are set out in greater detail in Abbeyfield's policies and procedures for Health and Safety in Section F (Health & Safety at Work) of the Executive binder.

4. Environmental Health Officers

Environmental health officers (EHOs) visit regularly. They check hygiene, first aid boxes, working practices, lighting, the safety of carpets and so on. The House Committee is responsible for liaising with the EHOs, but employees may become involved through speaking to EHOs on the telephone and being present at visits. A friendly, co-operative relationship and mutual professional respect will make these visits productive, rather than a trial.

5. Training & Development

Nonsuch recognises the importance of providing training and development opportunities for both volunteers and Staff. We depend on having highly skilled, well-trained and motivated staff and volunteers to provide quality services for our Residents and assure them that we meet the Abbeyfield Standard.

Nonsuch Abbeyfield, has its own Training Policy which all employees should read and familiarise themselves with.

6. Staff Appraisals

Performance appraisals are essential for the effective management and evaluation of staff. Appraisals help develop individuals and improve organisational performance. They are important for agreeing and setting targets for achievement and review and for staff motivation. They foster positive relationships between staff and management. Formal appraisals are generally conducted annually for all staff. Each staff member is appraised by their line manager.

Sample Appraisal forms can be found in the appendices at the end of this handbook.

7. Safeguarding Vulnerable Adults (preventing abuse)

Nonsuch Abbeyfield believes that every resident has the right to live their life in a safe and protected environment and to be free from abuse.

There is a Policy to protect vulnerable adults from abuse which is included in the appendices at the end of this handbook and also online at

www.nonsuchabbeyfield.org

8. Safeguarding Children

Nonsuch Abbeyfield aims to maximise the safety and security of all visitors including children. We encourage the active involvement of young people within our Houses and will take all reasonable steps to reduce the risk of harm to children as a result of the physical environment or from any mental or psychological or sexual abuse.

There is a Policy to protect children from abuse in the appendices at the end of this handbook.

9. Whistleblowing

All employees should read, and have a copy of the Nonsuch Abbeyfield's Whistleblowing Policy and Procedure which may be found in the appendices at the end of this handbook and also online in the internal resources page of the Nonsuch website at www.nonsuchabbeyfield.org

10. Move On Policy

Most Residents make Nonsuch Abbeyfield their home for life. Sometimes, however, Residents need or want to move on and very occasionally, Nonsuch Abbeyfield may ask a Resident to leave.

Our aims and procedures can be found in the Move On Policy included in the appendices at the end of this handbook and also online at

www.nonsuchabbeyfield.org

SECTION C

Terms & Conditions

Before reading this section, employees should first read their contract of employment Terms & Conditions, which cover all the issues talked about in this section of the Staff Handbook. For ease of reference, Nonsuch Abbeyfield has included below brief descriptions of the more important Terms & Conditions.

1. Change of Terms

Any proposed variation to terms and conditions of employment included in the contract will be notified to employees and a period of consultation entered into with the aim of reaching agreement. The employer reserves the right, at the end of the period of consultation, to vary the agreement if there is a business or other substantial reason.

2. Confidentiality

Because of the nature of our client group, confidentiality is of paramount importance. Nonsuch Abbeyfield has its own Confidentiality & Privacy policy and procedure. This can be found in Appendix B at the end of this Handbook. All employees should read and act in accordance with this policy.

Personal information

In supporting residents, staff and volunteers may have access to medical, emotional and financial information which is confidential. Residents have the right to know if such confidential information exists and they have the right to see the records which the Society holds about them unless this was disclosed in confidence. Staff should not pass on personal information without the Resident's permission; staff and volunteers should never gossip or discuss one Resident with another.

Privacy of Residents' rooms

Loss of privacy is a common concern when people move into shared housing. Staff and volunteers should never enter a Resident's room uninvited or unannounced. They should always knock first and wait for the answer. Staff should only use a master key in an emergency when they are concerned about a Resident's well being.

Personal Privacy

Staff and volunteers are all expected to respect the privacy of a Resident's life, including their meetings with family and friends, their letters, and their right to intimate and sexual relationships. Residents receiving personal care should be confident of privacy and dignity.

3. Data Protection

Staff are required to keep confidential any information and documentation relating to The Society, its Residents (and their families), their fellow employees and Volunteers, that they may have acquired during the period of their employment

4. Disciplinary Rules & Grievance Procedures

The disciplinary rules and grievance procedures are used as an essential tool to resolve problems fairly and openly. All new employees are given a copy of this information as an appendix to their contract of employment.

If you have any grievances, complaints or important issues to raise, they should in the first instance, be discussed with the Convenor/staff support officer (where there is one). If the matter remains unresolved, you should speak to the Trustee responsible for employment matters who will, if necessary, bring the problem before

the Society's Executive Committee at its next meeting. Full details of the Society's grievance and disciplinary rules and procedures are in the Appendix A at the end of the handbook.

5. Expenses and travel costs

Employees are entitled to claim back any expenses incurred wholly, necessarily and exclusively on the society's business. For example their travel costs incurred whilst carrying out their duties at the actual cost of public transport or if they use their private car, at the Society's mileage allowance rate, which will not exceed the Inland Revenue tax free rate per mile (Currently 40 pence per mile for the first 10,000 business miles and 25 pence per mile for additional miles). The Society expects mileage claims to be fully documented and to be reasonable.

Nonsuch Abbeyfield's policy towards mileage expenses is laid out in the employees' contract of employment. If employees have any queries about expenses or mileage, they should approach the Society Treasurer and accountant, who will be happy to discuss their concerns.

To claim expenses staff must complete an Expense Claim Form. Receipts for VAT purposes should be attached to the claim form(s).

6. Criminal Records Bureau Checks (CRB)

For the protection of our residents all employees must have a Criminal records check. All future CRBs will cover both staff and volunteers in respect of their dealing with both older people **and** children. Staff are required to declare any criminal convictions they may have, even if they would otherwise be regarded as 'spent' and any cautions, bind-overs or pending prosecutions. Failure to do so may lead to their appointment being withdrawn or terminated.

If during employment with Nonsuch Abbeyfield, Staff are involved with any criminal proceedings they must notify their Manager immediately. Any Staff member receiving a criminal conviction, with the exception of minor motoring offences, during their employment with Nonsuch Abbeyfield may be dismissed.

7. Holidays

Full-time Housekeepers will receive an annual leave entitlement of 28 days per year (including Public Holidays)(pro-rata for part time Housekeepers) rising on a scale of one additional days leave each year to a maximum of 33 days (pro-rata for part time staff) which you will reach on completion of five years service. Please note that you must have one complete year's service by the start of the holiday year in order for your annual leave entitlement to increase.

The holiday year runs from 1 May to 30 April and in the first year of your employment you will receive a leave entitlement pro-rata to the number of months of service. Staff will receive their basic salary whilst on paid annual leave.

All annual leave must be agreed in advance with the Convenor or Staff Support Officer where there is one **and in writing. At least 21 days advance notice** must be given, but where this is not possible, approval is at the discretion of the House Convenor.

The Society does not pay for holiday not taken. Holiday not taken may only be carried over with the written agreement of the Trustee responsible for employment matters.

For a more detailed explanation of employee holiday entitlements, Staff should consult their contract of employment and discuss with their line manager if necessary.

8. Bank Holidays

The Society recognises the following eight statutory holidays. New Years Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Summer Bank Holiday, Christmas Day and Boxing Day.

There is a pro rata entitlement for Bank Holidays for Part Time staff so that they are not disadvantaged.

9. Hours

The Housekeeper's core hours are between 9am– 5pm. The Caretaker is usually the same person as the housekeeper, but not necessarily always so. The caretaker is paid to oversee the security of the premises at night. They are also entitled to a disturbance allowance of £15.00 if a resident is taken ill during the night and door entry by ambulance workers is required. Each employee's hours of work are specified within their contract of employment in keeping with WTR (Working Time Regulations)

10. Timesheets

In order to comply with current employment regulations all employees are required to complete a time sheet to substantiate the hours worked. Timesheets must be completed at the end of each week in the case of House Staff and monthly in respect of the Administrators. They must be handed to the Treasurer and signed off at the House committee meetings.

11. Notice of termination of Employment

The notice period to terminate employment is stated in the employee's contract of employment. It must be given in writing by either party

The Society reserves the right to make a net payment in lieu of notice and to withhold payment if no notice is given. The employee will not be entitled to bring a complaint for unfair dismissal if the contract is terminated during the probationary period.

The society may require that the employee does not work through their notice period, at its discretion. It reserves the right to terminate employment without notice in the event of gross misconduct.

On termination of employment from Nonsuch the leave entitlement will be calculated on a pro rata basis according to the number of months worked in that leave year and any untaken leave will be paid in the employee's final pay. Conversely if the employee has taken more than their pro rata entitlement the appropriate amount will be deducted from their final pay.

The notice period for each employee will be specified in their contract of employment.

12. Overtime

In exceptional circumstances, as may be necessitated by the need to provide the required levels of support to older people, Nonsuch Abbeyfield may ask its employees to work some overtime at normal rates of pay.

The hours of work for an employee will not normally exceed the number of hours stated in their contract of employment, except in exceptional circumstances.

Additional time may be required as necessary to carry out their duties properly and efficiently. In the event their work does consistently require more than the contracted hours per week to complete over an extended period, they are to discuss this with their line manager so that the work load can be adjusted.

13. Pay and Bonuses

Each employee's pay conditions are specified within their contract of employment. Nonsuch Abbeyfield adheres to all Minimum Wage regulations. Bonuses are entirely at the discretion of management and based on merit.

14. Pension Plan

The Society's retirement age is 65 and your continued employment after that age will be subject to contract and annual review.

The Society's retirement age is 65 and your continued employment after that age will be subject to contract and annual review.

Nonsuch Abbeyfield has set up a Stakeholder Pension Scheme which staff are invited to participate and contribute to. The government will also contribute to your Stakeholder Pension by giving you tax relief on your payments, whether or not you pay tax.

The Society's Stakeholder Pension is operated by Scottish Widows plc whose registered office is at 69 Morrison Street, Edinburgh EH3 8YF. The Society's Pension Scheme No. is P000042569 and all correspondence relating to the scheme should be sent to Scottish Widows plc, Corporate Stakeholder Pensions, PO Box 902, 15 Dalkeith Road, Edinburgh EH16 5BU. For further information telephone 0845 845 1004 or look on the Scottish Widows website www.scottishwidows.co.uk and click on Pensions, then Stakeholder Pensions.

The Society does not contribute to your pension plan – it is up to you whether and how much you contribute; the minimum is £20 per month. So, by adding 20 per cent tax relief, your £20 monthly contribution would become £24. You can pay Scottish Widows by Direct Debit; alternatively, the Society can deduct contributions from your salary and pass these to Scottish Widows on your behalf.

Application and Direct Debit forms are available from Scottish Widows website or by post from Scottish Widows. Alternatively Margaret Angus, one of the Administrators and Richard Long, the Treasurer, can provide you with a copy.

Whilst the Society is pleased to be able to offer you this service, it must be stressed that neither Nonsuch Abbeyfield, nor anyone associated with the Society, is licensed by the Financial Services Authority to offer any advice as to the merits of this scheme compared to any other available schemes.

15. Sickness & Sick Pay

Abbeyfield societies operate the Statutory Sick Pay scheme (SSP) which entitles Staff to payment for the first 28 weeks of sickness in a year.

Nonsuch Abbeyfield will pay an increment over SSP so that your base salary is paid for up to 4 weeks sickness in any one year, then half pay for a further four weeks.

The conditions of sick pay are detailed in an appendix to the employee's contract of employment.

Should the illness be of longer duration than one month, the Society reserves the right to seek an independent medical opinion on your state of health. If, in its opinion, you are unable to resume your full duties within a reasonable time, the Society will discuss the situation with you, but reserves the right to terminate this Agreement by giving the statutory minimum notice in writing.

If Nonsuch Abbeyfield is concerned about your ability to perform your duties at any time due to your state of health, you may be asked to undergo a medical examination (at its expense) so that the Society can assure itself as to the your and the residents' wellbeing.

16. Maternity Rights

Employees are entitled to maternity benefits as set out in current legislation. Nonsuch is aware that this legislation changes frequently and we will strive to keep abreast of any changes.

17. Absence

Absenteeism is usually defined as intermittent but frequent absence from work for somewhat doubtful reasons. Nonsuch Abbeyfield will follow a consistent approach to absenteeism by always seeking certification of illness and attempting to tackle any underlying causes of poor attendance.

18. Insurance

The Society has insurance protection to cover staff and volunteers in the course of their duties. If you need more information about the level of insurance cover for you, please ask the Treasurer, Convenor, or a member of the House Committee.

19. House Staff Occupancy Agreement

If live-in employees would like a friend or relative to stay with them in the accommodation for a period longer than a week, they should ask the permission of the House Convenor first.

Terms and conditions of occupancy in the live-in accommodation at Nonsuch Abbeyfield are outlined in the contract of employment and occupancy agreements for Staff.

20. Time Off

Terms and conditions of each employee's time off are stated in their contract of employment.

Nonsuch Abbeyfield aims to provide Housekeepers and Relief Housekeepers with two days and one night off each week, taken at once, in lieu of a weekend. Time off will also be given in lieu of any bank holidays worked by Staff members.

21. Gifts and Donations

Occasionally a resident you help may want to show their appreciation by making a gift or donation to you or Nonsuch Abbeyfield. Whilst wanting to respect the rights of residents and not offend them by refusing, you should be aware that receiving a gift may cause problems for family members and other residents.

We have strict rules about what to do in such cases. If you are approached by someone wanting to give you a gift, or make a donation, you should take this matter up with the Society's Treasurer. Contributing to the House amenity fund may be one way of the resident showing their appreciation subject to the Convenor's approval.

22. Code of Conduct

Nonsuch Abbeyfield expects high standards in our employees' behaviour and attitude. Nonsuch Abbeyfield has adopted a code of conduct at work which is included with each employee's contract of employment as an appendix. All employees should read and behave in accordance with these principles.

All employees should familiarise themselves with these procedures in order to understand what Nonsuch Abbeyfield expects from its Staff members. During the

period of induction for new Staff members, these issues will also be covered by the Staff House Convenor.

23. Anti-social behaviour

Nonsuch Abbeyfield as a landlord is concerned to deal appropriately with any behaviour that upsets residents, affects its ability to manage the house or breaks the law. We have an anti-social behaviour policy which aims to make sure we follow a consistent fair and clear approach in the way we deal with anti-social behaviour which includes intimidation and harassment, noise nuisance and physical abuse.

SECTION D

House Security

1. Entry Phone Systems

All Residents have keys to their own room and the front door. They also have entry phone systems in their rooms, through which they can open the front door to any visitors they may be expecting, after they have reassured themselves of their identity.

2. Repairs and Maintenance

Nonsuch Abbeyfield has a duty of care and a legal obligation as landlords to keep their houses in a good state of repair. The House Committee must keep a close watch on the conditions and state of repair of the buildings, grounds and equipment within each house. The Society also has a Property sub-committee who are responsible for budgeting and organising decorations, repairs and alterations to the houses and grounds. These decorations will take place on a cyclical basis, in order to keep the house and grounds in good condition.

The Repairs and Maintenance Policy can be found in the Executive binder and online at www.nonsuchabbeyfield.org

3. Visitors

House staff and residents are free to invite people to come and see them at any time. The only thing we ask is that they, like you, respect the fact that this is a shared House and treat the Residents with respect, particularly when using the communal areas. If your visitors are children, they will need to be supervised by an adult at all times.

Each House must have a policy for securing their premises To help us to maintain the security of the building and as an added safety precaution, we recommend that a visitor's book is used for visitors to sign when they arrive and again when they leave. However it is up to each House Convenor to decide what security measures should be employed.

Ideally, Housekeepers should be informed by the House Committee in advance if any trades people or professionals are calling. Housekeepers should ensure they always see identity cards and agree a procedure for checking unknown visitors with the House convenor. Strangers, cold callers and tradesmen who do not have a prior appointment or proper ID, should never be allowed to enter. Where Residents buy-in their own personal care or domestic services, Housekeepers will need to be aware of when those people will call at the house.

4. Smoking

No smoking is allowed anywhere on the premises including the gardens.

5. Pets

Nonsuch Abbeyfield does not allow any pets in any of the Houses.

SECTION E

Housekeeper and Relief Housekeeper Duties

1. Residents' health & welfare

The Housekeeper has a vital role in promoting Residents' health and happiness. A supportive home, nourishing meals and a full life can postpone or even prevent the need for a higher level of care. Many Residents gain a new lease of life with Nonsuch Abbeyfield.

Housekeepers listen to and support Residents. They are responsible for reporting any difficulties with Residents (often at the regular House Committee meetings), or any ill-health, to the House Committee, in order that the committee can talk to the Resident and suggest possible solutions. Housekeepers play a key role in the development and implementation of Residents' reviews, support plans and risk assessments

Guidance to important issues in caring for our Residents can be found in The National Housekeeper's Handbook, Section 5. The Residents' Reviews, Support Plans and Risk Assessments Policy is included in Appendices at the back of this handbook.

2. Getting help with long-term care

The Abbeyfield properties at Nonsuch are very sheltered houses. This means that Housekeepers and Volunteers are not qualified, or allowed by law, to carry out any personal care for Residents. Residents needing personal care must 'buy-in' their care from community services or other providers. If a Resident expresses a need for Care, or if the Housekeeper thinks that care is needed – then this matter must be brought up with the House Convenor, who will be able to advise the Resident and their family or sponsor about the options available.

For further information about this important topic, please see the policy relating to Medication and Care in appendix B at the end of this handbook or refer to Section 5: Residents' health and welfare of the National Housekeeper's Handbook. .

3. Hospital Admission & Discharge

A full outline of Nonsuch Abbeyfield's policies and procedures regarding treatment of Residents who are visiting hospital can be found in Appendix B at the end of this handbook.

4. Catering & Mealtimes

Housekeepers usually plan, cook and serve two main meals a day and order or buy food for Residents to make their own breakfasts in their rooms.

Guidance regarding the following items can be found on pages 11-12 of the National Housekeeper's Handbook:

- Menu Planning;
- Shopping;
- The storage and preparation of food; and
- Mealtimes
- Relevant record keeping

5. Hours of Meals

Hours of meals may vary from House to House. At York and Mulgrave Road lunch is generally served at 12.45pm and supper at 5.45pm every day apart from Sunday. On Sundays, the Housekeeper will cook Residents a full lunch as normal, and will then leave the Residents some cold, plated food for the evening.

6. Food Hygiene Certificate and First Aid Certificate

All Housekeepers (both full-time and relief) must hold a food hygiene certificate. Members of Staff who do not hold such a qualification when they join Nonsuch Abbeyfield must take the course as part of their training. It is compulsory for all personnel preparing food for residents to possess a certificate in food hygiene or to be supervised in that work. Payment and time off for this course will be allowed by the Society. More detailed information relating to Food hygiene can be found in the Manual of Information Volume 2.

A First Aid Certificate is also required by House staff and training courses are run regularly to allow appropriate staff to attend.

7. Cleaning and Laundry

The House Committee employs a regular domestic help to clean the communal areas of the house under the Housekeeper's supervision. If the Housekeeper is unclear about arrangements for buying cleaning equipment, or the particular duties of the domestic help, he/she should take this up with the House Convenor. Housekeepers are responsible for cleaning their live-in accommodation themselves, as it is their own home.

Residents are normally responsible for cleaning their rooms and doing their personal laundry. Encouragement and friendly support from Staff members may be welcome (for example, if the Resident is having difficulty with the machines). If a Resident cannot cope with their own cleaning, the Housekeeper should bring this up with the House Convenor. Short-term measures may need to be taken in order to support the Resident.

Some Nonsuch Abbeyfield Residents may like to employ their own home help to clean their room and bathroom. It has been the practice of some Nonsuch Abbeyfield Residents to use the services of the Nonsuch regular domestic help for a fixed fee. Residents should discuss this with the Housekeeper directly. For further information about the conditions of such a service, the Housekeeper should speak to the House Convenor. The cleaner is not insured for any private arrangements made and these must not impinge on the cleaner's contractual hours.

8. Paperwork & Record-keeping

Housekeepers are responsible for the day-to-day running of the house, under the supervision of the House Committee. As such, Housekeepers must keep records of many aspects of their duties and responsibilities covering Resident, Staff and financial issues.

House Records

- **Housekeeper's log book**
- **Repairs and maintenance log book**
- **Menu book**
- **House accounts**
- **Medication records (see Medication policy)**

- **Accident and Incident books are a legal requirement**
- **Residents' records (i.e. records of dietary requirements or illnesses)**

9. Budgeting and Money Management

Residents

Residents pay costs to cover the price of running the houses. Some Residents are supported by housing benefit or income support to help meet their charges. It is **not** the Housekeeper's responsibility to give advice on financial matters. However, if a Resident confides in you about any financial worries, the Housekeeper should know who can help the Resident. Employees should ask the House Convenor or the treasurer for more information about Resident finances and payments, for their own information.

House budgets

The responsibility for the house budget and finances lies with the Treasurer and the House Committee. They must run the house to a budget agreed each year with the executive committee.

The Housekeeper is responsible for managing the weekly shopping budget and petty cash and should keep simple house accounts. S/he must work with the Treasurer in order to stick to this budget. This topic should be covered fully as part of a new Housekeeper's induction training.

10. Buildings and Minor Repairs

If any part of the house, grounds or equipment breaks down, or is in need of repair, employees should contact the house convenor, who will then liaise with the property sub-committee. Nonsuch Abbeyfield has a Repairs Policy which outlines the standards expected when carrying out repairs. Housekeepers, in particular, should familiarise themselves with this policy which may be found in the Executive binder or online at www.nonsuchabbeyfield.org.

11. Relief Housekeeper & other Staff

Nonsuch Abbeyfield is a small organisation and only employs a few paid members of Staff. These Staff members include:

- three full-time Housekeepers,
- one permanent part-time relief Housekeeper,
- a caretaker who is usually the same person as the HK but not necessarily so
- a part-time accountant,
- a cleaner
- gardeners, and other contractors, and
- other temporary cover for Housekeepers as required **and**
- Two part time Administrators

A detailed list of the principal duties of a Housekeeper, Relief HK, Caretaker and the Cleaner are included in the individual employee's Contract of Employment.

SECTION F

Health & Safety at Work

1. Policy Statement

Nonsuch Abbeyfield must adhere to all national Health & Safety regulations. In order to help us achieve this aim, the Society has its own Health & Safety general policy. This policy can be found at the end of this handbook, in Appendix B at the end of this handbook. All Staff members must be fully aware of and familiar with health and safety issues in the Nonsuch Abbeyfield houses.

2. Fire Precautions

A document outlining brief instructions for Housekeepers in the case of a fire can be found attached to each employee's contract of employment.

Nonsuch Abbeyfield has its own Fire Safety Procedure, which outlines responsibilities and procedures for checking fire equipment and training for Staff, volunteers and Residents. This document can be found as in the appendices at the end of this handbook. Please read and remember the instructions. If you discover a fire, raise the alarm immediately. There will be regular fire practice drills. Never ignore the fire alarm.

3. First Aid and Accident Reporting

Nonsuch has a duty to ensure that emergency first aid is available for residents, volunteers and staff. At Nonsuch Abbeyfield there is a correctly stocked first aid box and an accident and incident log book. These items will be demonstrated to new members of Staff during their induction.

It is desirable that Housekeepers and Relief Housekeepers should attend a first aid course because the Housekeeper/Relief HK is often the first person on the scene in an emergency, usually summoned by the alarm call system. They may be the only person available to give immediate care. With this thought in mind, there is useful guidance regarding preparation for first aid and accidents, as well as guidance regarding what to do in an emergency in the National Housekeeper's handbook, page 17.

Nonsuch Abbeyfield has its own written First Aid & Accident Procedures. It is vitally important that employees, and especially Housekeepers, are aware of, and adhere to these procedures. A copy of the procedures can be found in appendices at the end of this handbook.

All accidents and incidents must be recorded as soon as possible in the Accident Book. All relevant details should be noted down, including the date, time, place, person(s) involved, injuries sustained, whether there were any witnesses and to whom the accident was reported. The accident and incident log will be read at each House Committee meeting, and any further action required following an accident or incident will be decided upon by the committee. Some accidents or incidents may need to be further investigated or recorded by a committee member who may need to talk to employees who were involved in, or witnessed the accident or incident.

4. Riddor

RIDDOR means the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations. Some more serious accidents and incidents will need to be formally reported using an official form.

Details about which accidents and incidents need to be reported under the RIDDOR regulations as well as a general outline of first aid practices and procedures can be found in the Abbeyfield Manual of Information Volume 2, Chapter 16.4. Employees must read this chapter and its appendices, as well as consulting Nonsuch's own policies and procedures.

5. Hazardous Substances (COSHH)

In Nonsuch Abbeyfield houses, any hazardous substances present on the premises are only likely to be some cleaning or garden chemicals. During Staff induction, new employees are informed of where any hazardous substances are kept, and what dangers these substances may expose employees or Residents to.

Best practice guidelines for the storage of such substances and instructions in case of an accident with or spillage of a hazardous substance can be found in the Abbeyfield Manual of Information Volume 2, Chapter 16.

6. Infection Control

Pandemics

Infectious diseases spread quickly. Nonsuch Abbeyfield has a duty of care to Staff, volunteers and residents to minimise the spread of infections. In cases of public emergency (e.g. Pandemics) it may be necessary to put in place temporary responsive structures and procedures to minimise the spread of disease. These measures are to encourage Staff to support and apply the principles of national policy and guidance in their daily routines. They also help Staff understand their role, accountability and responsibility in helping prevent communicable diseases.

Guidelines for dealing with infection control are found in the Abbeyfield Manual of Information Volume 2, Chapter 16.

Pest Control

In order to control pests such as rats, mice and cockroaches, it is good practice to arrange for a pest control contractor to visit regularly to undertake surveys, monitor and treat the premises as necessary.

To control rodents, it is important that doors, airbricks and any other openings are properly pest proofed.

7. Emergency Procedures

In an emergency, it may well be the Housekeeper or Relief HK who is the first person on the scene. An important part of Staff induction will be outlining the procedures to be carried out in the event of an emergency occurring at the house. In any health emergency, the Housekeeper or other employee must follow the procedures outlined in the First Aid & Accident policy (see Appendix B at the end of this handbook).

In a fire, the employee should follow the fire instructions received with their contract of employment.

The Housekeeper's first concern should be the continuing safety and welfare of the Residents. If the Residents are endangered inside the house, the Housekeeper should move them to the fire meeting point outside the house. The Housekeeper

should then get in touch with the House Convenor, or other designated emergency contact. The Housekeeper is authorised to contact any member of the House or Executive Committee in case of an emergency where the normal contacts cannot be found. The Committee member(s) will give further instructions to employees and make the necessary arrangements to solve the problem, i.e. organise a repair, call the police, etc.

8. Personal Hygiene

All Staff who handle, prepare, cook or serve food must have high standards of personal hygiene. An outline of some recommendations for good personal hygiene for Staff members who are involved in food preparation can be found in the TAS Manual of Information Volume 2, Chapter 16.

9. Staff Responsibilities

All employees must read and familiarise themselves with all the health and safety information and policies included with their contract and included or referred to in this handbook. Staff must at all times do their best to adhere to these policies and procedures, and must report any health and safety problems to the Convenor or a member of the House Committee, or an Executive Committee member as soon as possible.

It is one of the duties of the Housekeeper to keep an accurate and up-to-date record of all accidents and incidents, as well as other records such as menus or medication records (see Medication policy in Appendix B at the end of this handbook).

Employees may need to attend training events regarding health and safety.

Attendance at these events is compulsory, but employees will be given time off from work and paid for any days taken up with training.

SECTION G

Local Information

GP Surgery/Health Centre

Records of Residents' GPs and carers are kept in each Resident's confidential file (under the House Convenor's care) and also in a secure location in the House, in case of emergency. Each Resident has the right to choose their GP. However, Nonsuch Abbeyfield has included the names and addresses of a couple of GP surgeries which are located close by. These are:

For Mulgrave and York Road, the Local GP Surgeries are located at:

48 Mulgrave Road
Sutton
Surrey

83 Grove Road
Sutton
Surrey

Tele: 0208 643 3251

Tele: 0208 642 1721

And for The Old House, the Local GP Surgeries are located at:

Bourne Hall Health Centre
Surgery
Tele: 0208 394 1362

Fitznells Manor
Surgery
Tele: 0208 394 1481

Transport

There is a choice of several train stations within easy reach of all three Houses. The Old House is nearest to Ewell West (for Waterloo) and Ewell East (for Victoria). Mulgrave Road and York Road are close to Cheam and Sutton station (for trains to Victoria and London Bridge). Epsom, Belmont and Wimbledon stations are also quite close by.

There are bus services from outside the Old House going to Epsom in one direction and Kingston and Morden in the other and from York Road they go to Sutton and Morden one way and Epsom in the other. No buses run along Mulgrave Road, but there are services from adjoining roads and from Sutton.

Places of worship

Nonsuch Abbeyfield has a close relationship with St. Andrews URC on Northey Avenue and St Paul's Church, Cheam, but there are also several other places of worship in the area.

Other useful local organisations

There are various useful organisations in Sutton and Cheam which employees may not already know about, such as the Sutton Volunteer Bureau, Age Concern and REACH. These voluntary organisations, as well as statutory organisations such as the Housing office may be useful to know about in case a Resident needs them.

For further information about any of the above, employees should contact their supervisor or house convenor.

SECTION H

Nonsuch Abbeyfield

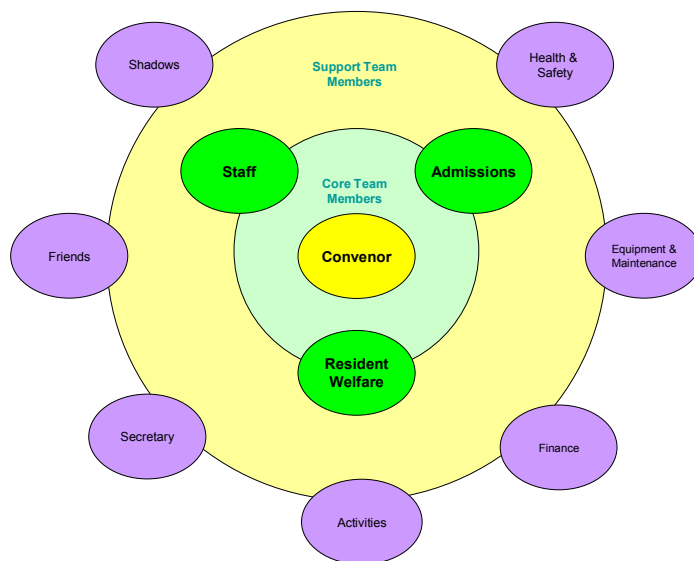
House Teams- Objectives, structure and roles

Objectives of the House Team

- To meet (or exceed) the service and pastoral needs of its residents
- To ensure high staff morale
- To provide rewarding volunteering opportunities in the local community
- To nurture the “Abbeyfield ethos” in all aspects of the house operations
- To maintain a high level of occupancy
- To manage costs in line with Society guidelines
- **To comply with relevant legislation and good practices**

Responsibilities, and management of the House Team

The House Team has responsibility for the day-to-day management and oversight of its Abbeyfield house. The Team leader - The House Convenor - is responsible for assigning responsibility for determining how the various team responsibilities should be delegated to individual members of the House Team and for facilitating and supporting the collaboration necessary to enable the team to achieve its objectives. Members of the Nonsuch Abbeyfield Executive Committee are also available, as indicated, to support the efforts of individual House Team members.



House Team – illustrative structure

- 1
- 2
- 3 Roles and Responsibilities of House Team members
- 4
- 5 1 Core Team Members
- 6
- 7 1.1 The House Convenor (*with the support of the Society's Chairman*)
 - Determines and defines the key roles within the House Team

- Recruits and appoints selected team members to each of the key roles
- Plans and chairs the House Team meetings
- Sits on the Executive Committee and reports at its quarterly meetings.
- Reviews and signs off on new House Admissions
- Ensures the House Team works effectively to deliver on its objectives
- Works with individual team members to help them deliver on their responsibilities
- Ensures that policies and procedures are being followed and evidenced
- Intervenes, where necessary, in dealing with complaints from residents or staff.

1.2 The House Admissions Officer *(with the support of the Society Admissions Secretary)*

- Conducts most aspects of introducing prospective new residents to the House
- Responsible for facilitating the assessment of prospective new residents
- Presents the case for a recommended new resident to the Admissions panel
- Facilitates the contractual and organisational arrangements of new residents
- Supports the marketing committee in its marketing of vacancies
- Welcomes and facilitates the settling in of new residents

1.3 The Resident Welfare Officer *(with the support of the Society's Quality Convenor)*

- Monitors the operations of the house with particular reference to the personal well being of the residents.
- Conducts a Risk Assessment and agrees a Support Plan with each new resident.
- Schedules and conducts Resident Reviews to update and discuss resident care, support plan and risk assessment, as well as any other topic brought up by the resident or their sponsor.
- Liaises with House Admissions Officer and Housekeeper on review and acceptance of new residents
- Responsible for implementing any action resulting from review meetings.
- Liaison with sponsors, hospitals etc. about admission and discharge of residents
- Fosters an open and friendly working relationship with each resident's sponsor.
- Communicates clearly with each resident and their sponsor when that resident's care needs have become greater than can be adequately provided for by Abbeyfield. Provide them with advice in finding new accommodation.
- Conducts regular Resident Consultation meetings.
- Liaises with Activities Leader on social and other activities for the residents

1.4 The Staff Officer *(with support of Society's Administrator and HR Officer)*

- Responsible for recruitment and selection of new member of house staff, i.e. Housekeeper, Relief Housekeepers, cleaners and gardeners.
- Ensures new staff have satisfactory references and clean CRB checks; and that all 'official' paperwork is signed, filed and kept secure.
- Acts as line manager for all staff members and employees, i.e. Housekeeper, Relief, gardener and cleaners.
- Works with other Officers to assess how staff practices need to evolve in order to optimise resident welfare
- Work with staff to help initiate any desirable changes in staff practices
- Carries out staff inductions and continuing staff appraisals and reviews
- Provides input to Society wide pay reviews

- Arranges appropriate training for staff, on the basis of a training needs assessment
- Arranges cover for housekeeper for holidays, and in cases of sickness relief and staff training. Ensures that timesheets and leave charts are accurately maintained to enable the Treasurer to pay salaries, calculate SSP, etc.
- Supervises any disciplinary investigations and actions, in accordance with Society's policies and procedures

2 Support Team Members

The following roles have also to be handled within the team. Some can be handled by recruiting additional volunteers; some by one of the four key officers absorbing the roles within their own responsibilities; some can be handled by assigning the roles to one of the Society's central committee members; and some can be handled by assigning the task to one of the Society's administrative or financial management staff. Each house will probably pursue a different model in respect of these roles.

2.1 The House Maintenance Officer *(with support of Society's Property Committee)*

- Responsible for ensuring that repairs to the house are planned and executed by liaising with the housekeeper and/or the Property Committee as necessary.
- Ensures that a maintenance book is kept of minor/non urgent repairs required and signed off when completed.
- Ensures high standard in all areas is maintained throughout the house and garden.
- Agrees decoration and repairs/renewals priorities with the Property Committee.
- Ensures rooms are prepared for new arrivals after previous residents have moved.

2.2 The Health & Safety Officer *(with support from the Society's Health & Safety Coordinator)*

- Checks periodically all matters concerning health and safety, working with the housekeeper or Health and Safety Coordinator in the following areas:
 - Records of menus, kitchen cleanliness, refrigerator and freezer temperatures, and rotation of stocks.
 - House security, Accident book and first-aid box, RIDDOR reporting
 - Carrying out a Fire Drill with all residents as frequently as fire officers recommend.
 - Testing fire alarms/lights and monitors, fire extinguishers/smoke detectors.
 - Maintaining correct water temperature
 - Carrying out buildings and facilities risk analysis
 - Providing and maintaining Health & Safety notices.
 - Organising lift service inspection and house wiring/new and existing residents portable electrical appliance check.
 - Ensuring that residents alarm buttons are checked regularly

2.3 The House Finance Officer *(with Treasurer and Finance Director)*

- Support to Housekeeper in managing her budget
- Reporting to House Team on overall performance against budget
- Reporting to Finance Director of special budgetary needs
- Ensuring compliance with financial policies and procedures

2.4 The House Friends Officer

- **Recruitment and induction of new House Friends**
- **Supervision and training for House Friends, as required**
- **Scheduling of the rota for House Friends to cover for Housekeepers' days off.**
- **Scheduling support meetings and social events for House Friends.**

2.5 The House Team Secretary

- **Takes minutes of house committee meetings, residents' consultation meetings and House Friends meetings and distributes them appropriately**
- **Agrees agendas for meetings with House Convenor**
- **Takes minutes of Resident Review meetings, including risk assessment and support planning, and makes sure the notes are agreed by the resident concerned.**

2.6 The Lead Shadow

- Acts as a conduit between the House Team and the shadows, and vice versa
- Consult with their designated Abbeyfield resident to determine what kind of support he or she would like, including the frequency of contact.
- Provide assistance and friendship to their designated resident, and a point of contact with the House Committee.

(NB Shadows do not necessarily have to sit on the House Committee, although many of them do)

2.7 Activities Leader

- Liaises with Resident Officer and Housekeeper to agree schedule of activities
- Secures and briefs volunteers to organise each activity
- Supports responsible volunteers in execution of activities

Appendices

Policies

(relating to Residents)

Nonsuch Abbeyfield

Policy Statement

1. Residents' Complaints Procedure

Nonsuch Abbeyfield accepts that occasionally you may be unhappy with some aspect of the service we provide you. If this is the case, we encourage you to bring any concerns you have to our attention so that we can improve our service to you.

Most issues can easily be resolved by having a word with the Housekeeper or a member of the House Committee. They can provide help at this stage to try and resolve the matter informally and in confidence. However, if informal methods do not bring a satisfactory result, you may wish to make a formal complaint. You can do this yourself, or a relative, friend or sponsor may do so on your behalf.

If you do wish to make a formal complaint, please follow the procedure set out below.

- Advise a member of the House Committee that you are making a formal complaint. Ask them to complete a complaint report, note the date and check that the details have been noted down correctly and then sign the form.
- The Committee member will report to the appropriate House Convenor who will aim to send you a full written response to your complaint within two weeks, but will let you know if it is going to take longer. If you are not satisfied with the response, you may wish to refer your complaint to the Executive Chair whose address is available on request.
- The Executive Chair will investigate the matter and aim to send you a full written response within six weeks. If this is not possible, we will keep you informed of what is happening and why. We hope that by this stage you will be satisfied with the outcome. However, if you are still not happy, it is possible, for the Society, to approach the Regional Chairman for an independent view on a complaint in its final stages of investigation.
- If you still feel that the Society has not adequately addressed your complaint you should contact the Housing Ombudsman who is an independent complaint's referee. The Ombudsman will only handle your request if you have already followed our complaints procedure and only as a last resort.

The contact details are:

**The Housing Ombudsman Service
81 Aldwych
London WC2B 4HN**

Phone: 020 7421 3800

Fax: 020 78311942

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

We understand that some people may be worried about sharing their concerns and complaints directly with Nonsuch Abbeyfield, so you may also get independent advice from a Citizens' Advice Bureau, Age Concern or a solicitor. You will find details of these in the telephone directory.

If you are partly funded by the local council you may be able to use the statutory Social Services complaints procedure.

Nonsuch Abbeyfield

Policy Statement

2. Complaints Procedures about Residents

Nonsuch Abbeyfield aims to ensure that any complaints by House Staff, Volunteers or Residents about the behaviour of another Resident, are taken seriously and handled quickly, impartially and in confidence.

We accept that, as in any shared house, problems may sometimes arise between Residents or between Residents and Staff, resulting in a complaint. Most complaints are satisfactorily resolved by raising them informally with the Resident themselves, a member of the House Committee, the Housekeeper or a Volunteer, but where this fails to resolve the issue satisfactorily, it may be necessary to take further action. If you wish to make a formal complaint, the following procedure will apply.

- Advise a member of the House Committee that you are making a formal complaint. Ask them to complete a complaint report, note the date and check that the details have been noted down correctly and then sign the form.
- With prior agreement where possible and only where appropriate, advice on the matter may be sought from a GP, representative, health visitor, district nurse or other relevant person.
- A meeting will be convened with all those concerned. The Resident(s) will be invited and encouraged to bring a representative along to attend the meeting with them. At least two representatives of Nonsuch Abbeyfield will also be present.
- A full confidential record will be kept of the investigation and all relevant interviews, telephone conversations and meetings. Minutes of meetings will be sent to those present to confirm their accuracy.
- Nonsuch Abbeyfield's Executive Chair will be kept fully informed of proceedings and may offer advice where appropriate.
- When it has not been possible to resolve the matter satisfactorily and when all other options have been exhausted, the Convenor may recommend to the House and Executive Committees that the Resident be given notice to vacate. If this recommendation is accepted by the Executive Committee, procedures to move the Resident to alternative accommodation will commence.

Where urgent action is required

It may not be practical to follow the above procedure in certain circumstances. For example, when:

- A Resident's actions are likely to constitute a danger to themselves or others.
- A Resident's behaviour is violent towards other people or property.
- A Resident's health deteriorates causing physical or behavioural problems which the Society are unable to cope with.
- There is criminal activity involved.

Such complaints will be investigated as a matter of urgency by the House Committee in consultation with the Executive Chair and outside agencies as appropriate and 'Move on' procedures will commence without delay. Full records will be kept and professional advice sought as necessary.

Right of appeal

Where a change of behaviour or 'Moving On' has been recommended, a Resident has a right of appeal to the Executive Committee. The appeal will be heard within two weeks, by two members of the Executive Committee who have not previously been involved in the matter. They will consider all relevant documentation and may call upon others for advice. The findings and any proposal for action will be communicated to the Resident within two weeks of the case being heard.

If the Resident remains unhappy with the findings, the case may be referred to the Housing Ombudsman or Social Services, as appropriate. These bodies will only handle such complaints if the Resident has already followed the Society's own complaint procedures. The contact details for the Ombudsman are:

The Housing Ombudsman Service
81 Aldwych
London WC2B 4HN
Phone: 020 7421 3800
Fax: 020 78311942
Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

Supporting other Residents

Nonsuch Abbeyfield recognises that complaints about the behaviour of a fellow Resident, particularly if that person is subsequently moved on, can be distressing and make the other Residents feel vulnerable. The situation can be even more upsetting, when Confidentiality means that not all the facts are known.

Nonsuch Abbeyfield will consider how best to minimise any upset caused to Residents during such proceedings. Members of the House Committee may wish to spend time talking individually to Residents and, if appropriate, Residents may be offered the services of an independent counselling or advocacy service.

Nonsuch Abbeyfield

Policy Statement

3. Confidentiality and Privacy

Nonsuch Abbeyfield is committed to ensuring that all personal information about Residents is confidential and is handled properly and kept secure.

No files, records or other documentation containing personally identifiable information about Residents will be disclosed to anyone outside the Society without the individual's prior consent.

However, in certain very exceptional circumstances, disclosure of information is permitted without prior consent, for example:

- Where disclosure is required by law.
- Where it is believed that non disclosure puts the Resident or others at risk.
- In an emergency when it is believed to be in the best interests of the Resident and there is no time to seek consent.

As a Nonsuch Abbeyfield Resident, you agree to provide confidential information to the Society during the application process and during your residency. Any personal data you provide will be processed in accordance with our Data Protection Policy.

You will be advised:

- Why Nonsuch Abbeyfield is seeking this information
- How and when this information is used in meeting your needs
- How this information will be stored to ensure it is secure
- How you can access this information in order to update it and to check it has been recorded accurately
- Who has access to this information
- When it has been necessary to share information in the best interests of the Resident, with for example, professional colleagues such as doctors, social workers and health visitors, without prior consent.

External agencies will be expected to accept the principles of our Society regarding confidentiality and privacy in addition to their own information security.

Privacy: Residents' rights

Residents' rights to privacy are respected and considered of paramount importance at Nonsuch Abbeyfield.

As a Nonsuch Abbeyfield Resident, you can be assured that:

- No one will enter your accommodation without your permission unless there is a reasonable concern of serious risk to yourself and/or to others.
- Your mail is only opened by you.
- Your telephone calls are private

Confidentiality and Privacy: Responsibilities of Volunteers and Staff

All permanent, contract or temporary Staff will receive on-going training to implement Nonsuch Abbeyfield's policy and good practice concerning confidentiality and privacy which means that Staff and Volunteers:

- May not use or share any confidential information about Residents with other Volunteers, Staff, or Residents, within the House or outside it as indicated in this Policy Statement and, as allowed for under the Freedom of Information Act.
- Should know and, where they are responsible, ensure that Residents' personal records are kept secure. Paper records should be kept locked up with limited and recorded access. Computer records should be protected in line with information security protocols.
- Should involve Residents, where possible, in the recording process so that they are aware of what is being held.
- Should record information using simple language, preferably in the Resident's own words and avoiding the use of jargon.
- Should state the source of any information on all records and indicate how and when it was obtained.
- Should not make or keep any copies or extracts of documents that come into their possession in the course of their work with Nonsuch Abbeyfield (except as necessary to comply with the Society's authorised policies and procedures).

Nonsuch Abbeyfield responsibilities:

The Executive Committee should:

- Review the effective implementation of the Confidentiality and Privacy Policy
- Offer Residents the opportunity to comment and be involved in reviewing the policy and its implementation
- Ensure a copy of the policy is provided to all the Residents, Volunteers and Staff.
- Ensure that the practice in the Society complies with the Data Protection Act 1998, Human Rights Act 1998 and the Public Interest Disclosure Act 1998.

Breaches of Confidentiality or Privacy

As a Resident, Volunteer or Staff member, if you are aware of a breach of the Confidentiality and Privacy Policy, you should raise the matter with the person concerned or draw it to the attention of the House Convenor or a member of the Executive Committee. If the Resident is still concerned, they may choose to invoke the Society's Complaints Procedure.

Nonsuch Abbeyfield

Policy Statement

Policy on assisting Residents with medication –

A The Society's Role

General support for all Residents

Nonsuch Abbeyfield aims to help Residents retain their independence and manage their own medication. To this end the Society will:

- Encourage Residents to use a monitored dosage system for their medication.
- Provide proper storage for medication in each Resident's room.
- Build a good relationship with a local pharmacy and ensure that the full range of pharmacy services is available to Residents as appropriate, including a prescription collection and delivery service.
- Encourage and assist Residents in making good use of these pharmacy services.

Helping Residents administer medication

As the house is not registered to provide personal care, the Society cannot normally help to administer medication, nor is it insured to do so. However, the Society recognises that Residents may need support from time to time. The Society will help as follows:

House staff and volunteers will:

- Support Residents in ensuring that the medication they need is on hand, for example, via repeat prescription services, contact with pharmacists, or liaison with hospital on discharge.
- Remind a Resident about medication and enquire about medication which the Housekeeper knows to be required.
- Check that the medication in a monitored dosage system has been taken as indicated when a Resident is in poor health or spirits, and in illness and emergencies.
- Assist Residents who have difficulty getting medication out of their monitored dosage system, for example, by puncturing the compartment and placing the medicine in the Resident's hands, but not as daily routine.
- In emergencies and short-term illnesses (a maximum of three days) help administer medication, both from the monitored dosage system and other sources, provided they have the consent of the Resident and explicit instructions from the GP, and are adequately trained to offer such help.
- Help Residents secure outside assistance, for example from the district nurse, if they need direct administration of medication for more than three days.

The Society will not dispense or re-package medication, or routinely administer medication.

B The pharmacist's role

Working with the Society and Residents, the pharmacist will, as appropriate:

- Provide monitored dosage systems.
- Be responsible for ensuring that Residents receive correct medication.

- Collect prescriptions, deliver medicines and order repeat prescriptions on behalf of Residents, on request.
- Advise and train Residents, volunteers and staff on medication matters, including use of monitored dosage systems.
- Enable Residents to make the most of pharmacy services.

8 The Resident's role

A Resident will:

- Receive and store his or her own medication.
- Administer his or her own medication.
- Expect and receive support from house staff and volunteers in using a monitored dosage system.
- Expect and receive help with the administration of medication in emergencies and short-term illnesses, provided the GP has given instructions, the Resident has agreed, and staff and volunteers have received appropriate training.
- Give the Society the information it needs to deal with a medication emergency, in advance if practicable.
- Ask for help if he or she is having trouble administering his or her own medication.

Nonsuch Abbeyfield

Policy Statement

Policy on home nursing and care during illness and convalescence

1 Care and support during illness and convalescence

Nonsuch Abbeyfield will ensure that residents receive the care and support they need in times of short-term illness and convalescence. The Society will:

- Ensure that the resident's needs for personal care, support and medical attention are properly assessed.
- Ensure that proper care and support is arranged.

The house is not a registered residential or nursing home, and the Society itself cannot, by law, provide personal care for more than a short-term period (usually three days). In consultation with the resident, the Society aims to make best use of professional nursing and personal care services.

Appropriate methods of providing care will depend on the resident's needs and the resources available. They may include:

- Home nursing by Abbeyfield staff and volunteers for up to three days.
- Care from the resident's friends and relations with support from the Society.
- Use of domiciliary nursing and care services.
- Nursing and support services from the Health Authority, the Local Authority or private providers.

2 Information about the care which can be provided

The Nonsuch Abbeyfield will provide clear written information to residents on the limits of care (nature and duration) which the Society can offer in its very sheltered house. This information may be provided by letter, in the *Residents' handbook* and/or by giving residents a copy of this policy.

3 Action if the resident's needs cannot be met at the house

If a resident needs long-term personal care or special facilities which cannot be arranged at the house, he or she may need to move to accommodation which provides appropriate care and support, such as a registered residential care home, nursing home or hospital. For further information on this, see the Society's policies and Move On and Hospital Discharge.

Nonsuch Abbeyfield Policy Statement

Policy and procedure for hospital admission & discharge

1. Introduction

It is the policy of the Nonsuch Abbeyfield to do all it can to support a Resident and ensure that admission to hospital causes as little trauma as possible, whatever the circumstances.

2. Admission

When a Resident needs to go to hospital, the Society will:

- Provide proper information to the hospital staff, in consultation with the Resident
- Fully inform the Resident about the Society's procedures for hospital admission and discharge and keep the Resident fully informed throughout.
- Support the Resident by helping him or her to take appropriate personal and other effects and by arranging transport and an escort if needed.

3 Action while the Resident is in hospital

While the Resident is in hospital, the Society will:

- Keep in contact with the Resident.
- Liaise with the Resident's relatives and with hospital staff to ensure that the Resident's interests are safeguarded.
- Keep the Resident's room locked and ready for return.
- Reduce charges during the absence, in line with the occupancy agreement.
- Only allow access to the room to the Resident's next of kin, representative or executor. When staff or volunteers need to go into the room, they will always be accompanied by another authorised member of the Abbeyfield team or by the Resident's next of kin or legal representative.

Hospital discharge policy

1 Introduction

The policy of the Nonsuch Abbeyfield Society is to work with the Health Authority and Social Services to ensure that:

- The Resident is well enough to be discharged from hospital.
- Appropriate care (including medication, personal and nursing care) are in place before the Resident is discharged.
- The Resident is fully involved in decisions about his or her care.
- Care packages arranged for Residents on discharge are monitored and amended as necessary.
- Complaints about discharge arrangements are investigated.

To implement this policy in the best interests of Residents, the Society needs to be involved in case conferences and to be given at least 48 hours' notice of discharge.

2 Hospital discharge procedures

The Nonsuch Abbeyfield Society will:

- Inform the hospital, in writing and via formal and informal contact and case conferences, about:
 - The Resident's needs and interests.
 - The level of support which can be provided at the Abbeyfield house.
- Wish to ensure that the Resident is fully consulted about discharge arrangements and has his or her needs assessed by a social worker and, if appropriate, an occupational therapist while in hospital and during a pre-arranged visit to the house.
- Seek health and social service briefings for house staff on the Resident's condition and care, any symptoms which could cause concern, and on action to be taken in an emergency.
- Discuss with health and social services any short-term or emergency care which house staff may be required to provide on discharge. Before accepting responsibility for care beyond our normal service, the Society will need to ensure that:
 - The additional care can legitimately be provided within the status of very sheltered house.
 - House staff have adequate time and resources.
 - The period of additional care will not exceed 3-5 days.
- Work with health and social services to secure appropriate packages of personal and nursing care and make sure these are in place before the Resident is discharged.
- Ensure that the Resident returns with a full medication cassette.
- Appeal against discharge, prior to the event, where the Resident and the house team consider discharge would be premature.
- Ensure that the Resident can seek amendments to his or her care package in the light of experience and changing needs.

3 Contact people at Abbeyfield

9 The staff and volunteers directly responsible for implementing this policy are:

Name _____ **(Housekeeper) Tel:**

Name _____ **(house convenor) Tel:**

Nonsuch Abbeyfield

Policy Statement

First aid and accident procedures

1 First aid information

- i) The first aid box is kept in the _____
- ii) _____ is responsible for the first aid box and for ensuring that its contents are checked and replenished as necessary. Please inform him or her if any items are missing or used up. Note: the first aid box should contain a list of contents and details of when it was last checked and the initials of the checkers.

Contents of first aid kit

The Approved Code of Practice for the *Health and Safety First Aid Regulations 1981* recommends at least the following contents:

- first aid guidance card
- ABC resuscitation instructions
- 20 individually-wrapped sterile adhesive dressings
- 6 sterile eye pads with attachment
- 6 sterile triangular bandages
- 6 safety pins
- 6 medium sterile unmedicated dressings
- 2 large sterile unmedicated dressings
- 3 extra large sterile unmedicated dressings
- 6 alcohol-free cleansing wipes
- a small pair of scissors
- disposable plastic gloves.

- iii) Trained/qualified first aid personnel are: _____

2 Action to take if a person is injured

- i) Assess the situation.
- ii) Attend to the person's emergency first aid needs if you can, for example make sure that his or her airway is clear.
- iii) Contact the designated first aider as appropriate.
- iv) Call an ambulance if:
 - the person's life is in danger.
 - you are uncertain about the person's well-being.
 - the person has fallen and cannot get up. – staff must **NOT** attempt to move residents who have fallen themselves.

It is always better to be safe than sorry.

To call an ambulance

Dial 999. Ask for the ambulance and be ready to give your phone number, full address and details of what has happened. Do not replace the receiver until the control officer has done so. In extreme emergency dial 999, leave the phone off the hook, go back to the injured person and then return to the phone. Set someone to watch for the ambulance. At night, put lights on at the front of the house.

- v) If there is no immediate urgency, call the person's GP for advice.
- vi) As soon as the person is safe, record the event as below.

3 Recording and reporting accidents

- i) All accidents involving any person in the house must be reported to the committee member responsible.
- ii) An Accident book is kept for residents, and a separate one for all other people in the house. The incident must be recorded in writing in the relevant Accident Book with a description of the circumstances and action taken.

The Accident Books are kept in:

All accident records must be retained for inspection.

- iii) An accident resulting in serious injury or death must be reported, within 24 hours, to the local authority Environmental Health Department (for very sheltered houses).

A written report must also be sent within 10 days on form F2508 or F2508A (see Appendix 11 of Abbeyfield Manual of Information Volume 2, Chapter 16).

NB: There is a legal requirement for having both an accident and incident book.

Nonsuch Abbeyfield

Policy Statement

Health and Safety at work

Our policy is to provide and maintain a safe and healthy working and living environment for employees, volunteers and residents in and around the house. We undertake to provide such information, training and supervision as may be needed for this purpose.

The allocation of duties and the particular arrangements we will make to implement the policy are set out on the following pages.

This policy and the way it operates will be reviewed annually and updated to reflect any changes in the nature and extent of the Society's activities.

Signed _____ Date _____

(Chairman, Executive Committee)

For, and on behalf of, the Nonsuch Abbeyfield

Allocation of duties and responsibilities

- i) Overall and final responsibility for Health and Safety in the Nonsuch Abbeyfield Society Ltd lies with the Executive Committee, whose Chairman is Mr. G.A.J. Walker.
- ii) The Executive Committee is responsible for:
 - maintaining safe and healthy working conditions.
 - assessing risks to employees, volunteers and residents.
 - implementing measures to minimise risk.
 - providing training and instruction to enable employees and volunteers to perform their work safely.
 - providing training and instruction to enable residents to perform safely any activities that may involve using Abbeyfield's equipment.
 - making available all necessary safety devices and supervising their use.

- iii) The following people are responsible for co-ordinating the discharge of the Executive's activities for aspects of Health and Safety:

Special responsibility	Name
• First aid _____	
• Reporting and investigating accidents _____	
• Fire safety _____	
• Safety in the kitchen _____	
• Other Health and Safety _____	
• Electrical safety _____	
• Lift checks _____	
• Hazardous substances _____	
• Checking hazards in the house _____	
• Risk assessments _____	
(in line with ALARP principle)	

- iv) All employees and volunteers are expected to co-operate with the committee to achieve a healthy and safe workplace and to take reasonable care of themselves and others in their work.
- v) If an employee or committee member notices a health or safety problem which he or she is unable to put right, it must be reported immediately to the appropriate person.

Nonsuch Abbeyfield

Policy Statement

Fire safety procedure

1 House policy on checks and precautions

- i) Overall responsibility for fire precautions and safety checks rests with the Society's Executive Committee. Day-to-day responsibility may be delegated to the House Convenor, or responsible member of staff.
- ii) This house is regularly checked by the fire service and holds a valid fire certificate if the house has more than six residents.
- iii) Staff are regularly instructed in fire prevention and safety procedures. Fire drills for staff and residents are held at least twice a year. New staff, residents and volunteers are instructed in procedures current in the house and reminded within two weeks. The person responsible for arranging training and fire drills is
Neighbours and the police are notified of the date and time of drills and their likely duration. On occasion the auxiliary Fire Brigade will assist in drills and training.
- iv) Evacuation procedures involve:
 - An in/out system to record who is in the house. This register is used for roll calls, and liaison with the Environmental health officer / fire service to assess the whereabouts of people who may return to the building.
 - Escape routes regularly checked by _____. Light bulbs in corridors, above exits and along escape routes are regularly checked and replaced immediately if not working.
- v) Fire safety equipment is checked regularly, as required by local instructions from the local fire authority and/or registration unit. For example:
 - Fire alarms — tested every week by: _____
 - and serviced quarterly by _____
 - Door closures — checked weekly _____
 - Extinguishers — monthly visual check by _____
 - and serviced annually by _____
 - Hose reels — regular visual checks by _____
 - annual operation check by _____
 - Emergency lighting — monthly check by _____
 - 6-monthly check of battery cover by _____
 - serviced every _____ by _____
- vi) The complete electrical installation is tested every three years by a qualified electrician. All portable electrical equipment belonging to the Society or residents, is inspected annually, and tested every two years by a competent person appointed by the Society. A record is kept of these checks.

- vii) The lift is serviced monthly by: _____
(who is also responsible for lift repairs). The lift is inspected every six months by a lift inspector on behalf of the insurers. A copy of the inspector's lift report is available from the committee.
- *add/delete as appropriate*

2 Fire notices

Each house must provide a clear, concise and easily read fire notice for all rooms and noticeboards. A basic notice is available from the UK office (through the sales list). The content of the notice will represent the procedure for the house.

Some houses require everyone to leave once the alarm is heard. Others require residents to remain in their rooms.

Notices which require residents to leave the house should instruct residents to:

sound the alarm (located at _____).
leave the house by the nearest available fire exit (at _____).
go to the assembly point
(at _____) and stay
there.

the Housekeeper will call the Fire Brigade and do the roll call. If he or she is not there a resident should do so.

If the house does not require evacuation, notices should instruct residents to stay in their rooms, shutting doors and windows.

Nonsuch Abbeyfield

Policy Statement

Vulnerable Persons (Prevention of Abuse)

Nonsuch Abbeyfield supports the right of every Resident to live their life in a safe and protected environment free from abuse, neglect and discrimination in accordance with the principles of respect, privacy, dignity and independence.

We will work collaboratively with Local Authorities in accordance with The Protection of Vulnerable Adults Regulations and any local Adult Protection Plan to identify and support adults who may have been exposed to or may be at risk of abuse or harm and will deal effectively with the perpetrators.

What do we mean by abuse?

Abuse is a breach of an individual's human and civil rights by any other person or persons. It may be a single act or happen repeatedly over time. This abuse may be deliberate, but it may also happen as a result of poor care practices or ignorance. The vulnerable elderly person may be neglected, persuaded to agree to something against their will, or taken advantage of because they do not fully understand the consequences of their choices or actions.

Abuse can take many forms and may include:

- **Physical**
Including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
- **Sexual**
Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- **Psychological**
Including emotional abuse, threats of harm or abandonment, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- **Financial**
Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission**
Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of medication, adequate nutrition and heating; and
- **Discriminatory abuse**
In respect of race may include culture, religion, disability, gender, age, sexual-orientation, harassment, slurs or any similar treatment.

10 Criminal offences

Some instances of abuse will constitute a criminal offence and must be reported to the police. This may lead to criminal proceedings and appropriate intervention must

take this into account. Vulnerable adults are entitled to the protection of the law in the same way as any other members of the public.

11 Recognition of Abuse

- **It is important to recognize elder abuse at an early stage and take effective action to address the issues.**
- **It is important to consider the environment and context in which abuse is alleged or suspected because exploitation, deception, misuse of authority, intimidation or coercion may result in the vulnerable person being incapable of making their own decisions.**
- **Initial rejections of help by the vulnerable person should not always be taken as final. Provision of a safe place for the vulnerable adult, should be considered to enable them to feel safe to make a free choice about how to proceed.**

The vulnerable person may be subjected to several different kinds of abuse at the same time to a lesser or stronger degree. The abuser is often a Carer, a close family member or someone else in a position of trust.

Every Staff member and Volunteer has a professional and moral duty to report any witnessed or suspected abuse to their line manager. If there is sufficient cause for concern, the line manager should ensure that the information is referred immediately to the Social Services Agency.

12 Action to be Taken on Discovery of Abuse

Do stay calm and treat what you are being told seriously. Be aware that medical evidence might be needed. Offer support to help stop the abuse, make a written note of what has been reported and contact Social Services or the Police.

Do Take:

- **The personal details of the victim**
- **The referrer's details**
- **The substance of the allegation**
- **Details of the allegation**
- **Details of the alleged perpetrator**
- **Details of specific incidents including dates, places, injuries, witnesses etc**

Do Not:

- **Assume that someone else is aware of the situation and will take action**
- **Contact the alleged perpetrator**
- **Promise to keep the disclosure secret**
- **Attempt to collect evidence**

13 Acting in an emergency

In situations where there is immediate risk of harm or urgent need for treatment of an individual, Staff need not refer to a senior manager if this would cause delay. To do so might later be construed as negligent and a failure of their duty of care. This is because it is the Resident's right as a citizen to receive immediate help.

Confidentiality: Confidentiality must not be confused with secrecy.

- **Information will only be shared in accordance with our Confidentiality and Privacy Policy.**
- **It is inappropriate to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations where other vulnerable people may be at risk.**

14 Training for Staff and Volunteers

Training should be provided for Staff and Volunteers on the policy, procedures and professional practices that are in place locally, commensurate with their responsibilities in the adult protection process. This should include:

- **basic induction training**
- **duty to report**
- **detailed awareness training, including training on recognition of abuse and responsibilities with respect to the procedures in their particular society.**

Physical Intervention (Restraint)

It is illegal to use any form of physical restraint as a means of punishment and should only be considered in those situations where there is a risk of injury to the individual or others and risk of serious damage to property.

It is essential that any instances of restraint are clearly recorded specifying the following;

- **Reason for restraint**
- **Nature of risk leading to restraint**
- **Who was involved in the restraint**
- **Date, time and duration of the restraint.**
- **Family members, Sponsors and Resident's representatives should be informed of the restraint**

15 Recruitment

All Staff and Volunteers likely to be working in close proximity to Residents should undergo a CRB police check to determine their suitability to work with the elderly.

16 Initial Assessment and Planning Process

When abuse is reported it is essential that it is recorded and evaluated. The evaluation process should take into account a range of factors to include

- **The possibility that the alleged offence is criminal**
- **The impact of the alleged abuse on the vulnerable individual**
- **The vulnerability of the individual / the extent of the abuse**
- **The capacity of the vulnerable individual for self determination**
- **The length of time it has been occurring**
- **The risk of repeated or escalating acts**
- **The need for further assessment and/or investigation by Social Services**

Where a member of Staff or a Volunteer is the alleged abuser they should be suspended immediately in line with the Society's disciplinary policy pending a police investigation.

Nonsuch Abbeyfield

Policy Statement

4. Move-on

Most Residents make Nonsuch Abbeyfield their home for life and we aim to help Residents stay for as long as they wish. Sometimes, however, Residents need or wish to move on and very occasionally Nonsuch Abbeyfield may ask a Resident to leave.

Nonsuch Abbeyfield aims to ensure that their Policy and Procedures relating to moving on are consistent, transparent and fair. We will only consider whether you need to move on if we believe that we are no longer able to provide the level of support that you need to stay safely in the house, or when an Assessment shows that your current needs make you a risk to yourselves and/or others.

Grounds for serving notice to vacate:

Examples of where a 'move on' situation is likely to be required:

- A Resident is consistently demonstrating anti-social behaviour, causing a nuisance, annoyance or disturbance to others.
- A Risk Assessment carried out by Staff in consultation with external social and medical agencies concludes that a Resident presents an unmanageable risk to themselves and others.
- A Resident requires consistent supervision that is not available through an appropriate care/support package.
- A Resident requires a level of personal or nursing care that Nonsuch Abbeyfield is unable to offer.
- The support or care needs of a Resident are found to be placing undue demands on Staff and cannot be reasonably met.
- The Resident has failed to pay the Charge or any other sums under the Tenancy agreement.
- In cases where the Resident is the subject of a local authority contract, the local authority withdraws or reduces financial support of the Charges due.
- The Resident has failed to comply with or breached any of the terms of the Tenancy agreement.

Nonsuch Abbeyfield will serve Notice on the Resident to terminate the Tenancy only as a last resort and after all other avenues have been explored such as the possibility of making changes to care packages or support networks, and/or making reasonable adjustments to the building in order to prevent/negate the requirement to move. For example, if a Resident requires assistance with extra personal care, help will be provided to obtain domiciliary care through an Assessment by the local Social Services team or the Resident may be referred to a private agency to purchase the care required.

Preparation for a move:

This will normally be a careful process over a period of time. When a Resident has to move on, they may need or appreciate help. Nonsuch Abbeyfield will help Residents prepare for the move and offer practical support as appropriate.

Nonsuch Abbeyfield will aim to:

- Explain why a move-on situation might be necessary.
- Fully involve you in all decisions and keep you informed at every stage.
- With your agreement, involve any relatives, sponsors and representatives to arrange more suitable accommodation, support and care elsewhere for you.
- Involve external agencies such as Social Services if it is necessary.
- Help you to understand the range of options open to you.
- Help you to clarify your needs and wishes.
- Help you to reach an informed decision about the move.
- Provide information about other Abbeyfield Societies and other housing and care providers and contact them on your behalf if required.
- Help secure advice about funding and where necessary arrange a financial Assessment by Social Services.
- Help Residents who have moved on keep in touch with those who have remained behind by inviting them back to the Nonsuch Abbeyfield houses for visits where appropriate.

Other Practical Help

- Help ensure the Resident notifies their GP and other service providers of their new address and the date of the move.
- Remind the Resident to acquire sufficient medication and other essential items for the first week in the new home.
- Offer temporary storage of furniture or effects for an agreed period of time.

Giving Notice

Residents must give one month's written notice and send it to the Society's registered office.

Nonsuch Abbeyfield will give one month's written notice to vacate. In exceptional circumstances, they may as stated in the Tenancy agreement, reduce the period of notice. Such circumstances may include: sudden and acute behavioural problems which cause significant disruption to other Residents or Staff, or sudden onset of long-term physical or mental frailty requiring care which cannot be provided at the house.

Notice to vacate will be issued to a Resident in writing at the Nonsuch Abbeyfield house by the House Convenor, specifying why it has been served and a copy will be sent (for information only) to the Resident's legal representative or sponsor.

If a Resident refuses to leave

If, having been given notice to vacate, a Resident refuses to do so by the due date, the House will take possession proceedings through the courts. Residents who do not accept the notice and challenge possession proceedings may do so through the courts.

Emergency Move On situations

If an individual presents an immediate danger to themselves or others an emergency referral for an Assessment by Social Services may be requested along with the expectation that immediate arrangements for alternative accommodation be made.

The Mental Capacity Act 2005

Nonsuch Abbeyfield is committed to the principles of the Mental Capacity Act. This Act states that in the event that an individual is unable to make decisions by way of diminished mental capacity, any decision made on their behalf must be in their best interests and as unrestrictive as possible.

Training of Staff

All Staff with responsibility for supporting Residents will be provided with appropriate training to ensure that they are confident in the following areas:

- Needs and Risk Assessment
- Identifying referral agencies such as Age Concern, Social Services etc.

Monitoring and Evaluation

Nonsuch Abbeyfield will record and file all incidences of 'moving on' in accordance with Confidentiality and Data Protection legislation.

Related Policies

Protection of Vulnerable Adults, Data Protection, Confidentiality, Complaints, Needs and Risk Assessment, Anti-Social Behaviour, Eviction Policy

Nonsuch Abbeyfield

Policy Statement

13. Resident Reviews, Support Plans & Risk Assessments

Nonsuch Abbeyfield aims to support and assist Residents to lead an independent life and to involve them in determining what services are needed to ensure their continuing care and happiness.

The objective of this policy is to empower independence and personal choice. In order to do this Nonsuch Abbeyfield will conduct regular Resident Reviews to ensure that the services provided meet the changing needs of the Residents.

The Review will document the areas and aspects of service where improvements are required and produce a Support Plan and Risk Assessment that places the Resident at the centre of the process.

Resident Reviews:

- **Should be conducted at the Admissions interview or within at least 3 months of residency, to provide a benchmark for all subsequent reviews.**
- **Every 6 months thereafter unless the Resident and Convenor mutually agree that no half year Review is necessary.**
- **When any material changes occur.**
- **Resident Reviews should be confidential.**
- **Will be summarised in a set of Review notes plus two appendices, (a draft of a Support Plan and an updated preliminary Risk Assessment).**
- **The Resident should sign a copy of the Review notes together with an agreement that any relevant information may be shared on a need to know basis with Trustees, House Committee members and Staff.**
- **A copy of the notes will be sent to the Sponsor.**

Topics to be included in Resident Reviews will be outlined on the Resident Review form that the Resident Welfare Officer or House Convenor will use to lead the discussion.

Topics to be discussed might include:

- **Any changes in the health of a Resident.**
- **Any new or updated requirements in their care.**
- **Any sponsor or family concerns and issues.**
- **Any concerns about services or relationships within the House.**
- **Any new or changed level of risk in the House for the Resident.**
- **Any necessary or planned major alterations or repairs to the House**
- **Any changes that have taken place.**
- **Any further concerns or suggestions from the Resident or their representative(s).**

Preparing Support Plans & Risk Assessments:

Support Plans address the needs and risks identified by certain key people who know the Resident well and are close to them, such as the Resident's sponsor or

Shadow, friends and/or relatives, as well as the Housekeeper and Relief Housekeeper.

The comments of such key people should be used as the basis for a preliminary Risk Assessment (recording both the positive and negative points made) as an input to the review meeting.

Support Plans should always be tailored to the Resident's requirements taking into account wherever reasonable and practicable, their personal preferences.

Risk Assessments are means of identifying the likely risks, working out which are important enough to be cause for concern and putting measures in place to reduce or negate the harmful effects of these risks.

How to assess needs and risks:

- **Identify the key needs and risks (by enquiry, talking with the key people and personal observation).**
- **Consider the existing Support Plan and identify those areas that are not sufficiently responsive to your current assessment of needs and risks.**
- **Develop new and enhanced Support Plans designed to meet unsatisfied needs and mitigate risks to an acceptable level.**
- **Agree these new Support Plans in principle with the Resident.**
- **Document an updated Support Plan and Risk Assessment and complete the Review notes.**
- **There should be no confidential matter recorded in the Support Plan.**
- **With the Resident's consent, the Housekeeper and Relief, any friend(s) who cooks and the cleaner should be made aware of and have access to the Support Plan.**
- **The information contained within the Support Plan must be kept in strict confidence by those who have access to it.**
- **There should be two copies of the plan, one for the Resident the other to be returned signed and dated and kept securely on file.**

Review Procedures

- **It is the responsibility of the House Convenor or Resident Welfare Officer (where there is one) to schedule Resident Reviews and to ensure that they are held as frequently as specified in this policy.**
- **Before the meeting, the Resident Welfare Officer (RWO) or Convenor should consult the Housekeeper and key members of the House Staff or Committee as well as the Resident's sponsor, friends or family for their views concerning the needs of the Resident.**
- **The RWO or Convenor should then do a preliminary risk assessment to provide a basis for discussion at the Resident's Review.**
- **The RWO or House Convenor will chair the Review, covering the specified topics on the Resident Review Form and every effort will be made to resolve any issues arising from the Review during the meeting or as quickly as possible afterwards.**
- **If a satisfactory resolution to any dispute has not been reached the Resident should be referred to Nonsuch Abbeyfield's Complaints procedures.**
- **At the Review, time will be allowed for any topics that the Resident themselves or their representative(s) wishes to discuss from a wide**

range of issues (e.g. might include those mentioned under the list of 'Topics to be discussed' above).

- **At the Resident's Review any key matters raised by these preliminary findings should be discussed and any positive or negative comments made by the Resident or their representative(s) should be recorded.**
- **Notes of the Resident's Review may be taken by the Reviewer, or another member of the House Committee, or an administrator or secretary. A signed copy of these notes should be kept on file and another copy should be sent to the Resident's sponsor.**
- **The post review documentation should comprise a copy of the Review Notes and 2 appendices (a draft of the Support Plan and an updated Risk Assessment).**
- **The Resident should sign and keep a copy of the Review Notes, together with an agreement to permit their Support Plan to be shared with their Sponsors, key members of the House Committee and House Staff and Volunteers.**
- **A copy of the Support Plan and Risk Assessment should be filed in a secure location accessible only by House Staff and Volunteers.**

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18 Attendees

Each Review will be attended by the RWO and/or House Convenor and any other Committee member, Resident or individual the Resident would like to invite to accompany them, such as their Shadow, sponsor, friend, or relative.

Forms:

The aim is to keep documentation simple and enable easy access to information by the Residents. An example of each of the main forms used is attached.

In order for the frequency of Resident's Reviews, Support Plans and Risk Assessments to be monitored and managed, a schedule should be maintained of when the last was completed and when the next is due.