

## OUR AIM

Is to allow all residents their rights, dignity and independence. We also wish to let them exploit fully their chosen physical, spiritual and emotional potential. Therefore we have a zero tolerance to abuse of any kind.

We would like to thank you for taking the time to read this information leaflet.

If at any time you have any queries or would like any more information, please do not hesitate to call us.

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## Information Sheet

for

## New Residents

March 2016

The information provided **will affect some of the things which you can and cannot do.** It will also inform you of what goes on behind the scenes at Corton House and may help to answer some of the most commonly asked questions by new residents.

#### ADMISSION AND TRIAL PERIOD

To help us to ensure that this goes smoothly we would ask you to assist us in the following.

Could you please bring with you **at least one month's supply of medication** or a repeat prescription which we will be able to ask our pharmacy to dispense. This gives us time to arrange a change of GP if needed and to ensure that your medication does not run out.

All clothes are to be named as they can get easily muddled when trying to sort laundry for 42 residents. Wovina is a company selling name tapes, their address is

Wovina		
1-3 Omaha Road	Telephone	01208 833070
Bodmin	Fax	01208 78158
Cornwall		
PL31 1ER	Email	info@wovina.com

These are reasonably priced and can be delivered to you via post.

If you are unable to purchase these, a laundry marker pen can be used as a temporary measure until we can purchase name tapes on your behalf.

If you have a particular dentist or optician that you wish to continue to use, could you please give us the name and address for our records.

Upon admission we are required to enter several details into your care plan. Some questions aim to improve the quality of care for residents nearing the end of their life. We like to be aware of your burial or cremation wishes and your choice of undertaker and any other wishes you have. If not already done so we also ask that you consider a living will and whether you have a 'DO not attempt resuscitation' directive in place. We can give you details if you require.

#### HAIRDRESSING

We have our own hairdressers who visit regularly. You may of course continue to have your own hairdresser visit but only upon receipt of their appropriate insurance cover.

#### ACTIVITIES AND LEISURE

A monthly newsletter called 'Neighbours' is given to every resident.

#### SHOPS

There is a chemist in Hall Road opposite the church. A post office and other shops can be found in Queens Road. The nearest banks are Lloyds TSB and Nat West, both in Surrey Street and Barclays which is in Red Lion Street opposite Debenhams.

#### CHURCHES

Church of England	St Marks (High) is opposite Corton House in City Road
Methodist	Chapel Field Road
Baptist	Norwich Central Baptist Church St Mary's Plain Duke Street
United Reformed Church	Princes Street Jessop Road
Roman Catholic	St John's Cathedral Earlham Road

#### TRANSPORT

Buses No X2/X22 (First Bus) run frequently to the bus station from Bracondale at the Corton Road Junction. Bus No 84 (Anglian Buses) also goes to the bus station from the stop on City Road near Cricket Ground Road but is less frequent. Change here to the No 7 bus for Thorpe Railway Station. More timetable information can be obtained from First Bus 0345 602 0121 or Anglian Buses 01502 711109.

Taxis	Beeline	01603 767676
	Goldstar	01603 700700
	Kestral	01603 666611

## **CHIROPODIST**

A chiropodist visits weekly and is available if needed.

## **TV/RADIO**

You are welcome to bring your own TV/radio but we do ask that for the comfort of other residents you use earphones if you are hard of hearing.

## **BED LINEN**

All bed linen is supplied but if you wish to bring your own duvet/cover please do so; however this will need to be labelled. Towels are also supplied.

## **LAUNDRY**

Your laundry will be collected from your room on selected days.

## **TELEPHONE**

A telephone point is in place in your room but the cost of installing a personal line is at your expense as is the line rental.

## **NEWSPAPERS**

Newspapers can be ordered for you, the cost of which is payable weekly.

## **MEALS**

Should your close family wish to visit and share lunch or tea with you this can be arranged with the Care Supervisor. A small charge is made.

Should you be taken out for a meal or for periods of time with family or friends please record this in the signing out book.

Because unexpected events could happen we would also ask to be advised of the person to be the primary contact should an emergency occur.

## **CARE PLANS**

All our residents have their own personal care plan which contains all the information needed for us to provide the best care possible.

The document records everything that happens, including bathing, bed changes, hair appointments, GP visits and a record of all medication. An assessment of mental capacity is also made. Families may refer to the care plan if they wish, but only with the permission of the resident (if appropriate) and the Care Supervisor on duty. You will also be asked to sign a consent form to enable us to share the information held.

All residents have a personal risk assessment completed with regard to their abilities for walking, moving etc. This helps make staff aware of any equipment or technique that may be needed and what the resident can or cannot do for themselves.

## **TRAINING**

All our staff are given training which consists of topics such as manual handling, infection control, health and safety. They all receive supervisory sessions through the year which are a requirement of our regulator.

## **HEALTH AND SAFETY FORUM**

We have an active Health and Safety Forum which consists of various members of staff and the manager. We meet every six weeks to discuss related issues and to ensure the home is safe for all.

We therefore have several procedures regarding health and safety and would like to make you aware of those which will concern the resident or his or her family in particular.

When a person has to leave their home, it can be a difficult time trying to decide what to bring and what to leave. As you will be aware the bedrooms will not accommodate the furniture of a flat or house. We ask therefore, that **before any furniture is brought in the Manager or Head of Care are made aware of, and agree to it.**

We do not allow glass-fronted cabinets in bedrooms as these could cause a serious injury if someone were to fall against the glass. If you have a favourite chair, with a fire-retardant label, or other item that will fit in the room and replace those provided during the trial period, you are welcome to have them brought in for you. Pictures or ornaments that are special to you will make your room feel like home.

At times in a person's life it may become necessary for us to use equipment to move him/her. It is at this time that we reserve the right to remove any furniture from the room that hinders us from doing this safely. If this is only for a short period of time, we will store the item, if not we may ask families to collect the item within a month, given our limited storage space.

## **FIRE**

All staff have annual fire training. All instructions for residents and visitors are located on the back of the bedroom doors.

It would be useful to read these so you know what to do should the alarm sound.

Visitors are asked to sign the visitors' book on arrival and departure; this is so we know who is in the building should the fire alarm sound.

## **TAKING A RESIDENT OUT**

Residents are welcome to go out when they wish, but we do ask them to let staff know. If you are taking someone out and they are not able to tell us, please write this in the residents' signing out book located with the visitors' book.

## **FIRST AID**

All senior staff receive first aid training and can deal with any resident who is found on the floor. We assess the situation first and if we are unsure if there is an injury, we will call for an ambulance. If no injury has occurred then we will use a lifting aid to assist this person from the floor.

Therefore if you were to find anyone on the floor, please do not try to help but ring for a member of staff, via the residents' call bell system.

## **FOOD**

Should you wish to bring in any food for a resident we ask that staff are made aware of this. Should the food need refrigeration the cook will ensure this is done and is not eaten 'out of date'. We also ask that you do not bring any precooked food in for a resident. **Food safety is very important so as to minimise any related illness.**

## **VISITING**

There is no set times for visiting, however lunch is served at 12.30 and tea at 5.15pm. We would also be grateful if visitors would refrain from coming in after 9.00pm.

## **ANY COMPLAINTS**

If a resident or their family has a complaint please see either the Head of Care or the Manager. Further information is detailed in the resident's room.

## **DOCTOR**

Our GP surgery is the Castle Partnership at Tuckswold Surgery, Hall Road, Norwich and our Head of Care will arrange registration after permanent residence is established or in the case of an emergency.