



Royal Alfred Seafarers' Society

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Royal Alfred Seafarers' Society

About Us

The Royal Alfred Seafarers' Society is a registered Charity established in 1865 and incorporated under Royal Charter. The objects of the Society are:

- To provide, carry on and maintain Homes or housing for the care of aged, infirm or disabled seafarers, their widows or dependants.
- *To act as trustee or almoner for granting relief to seafarers as defined above or to the widows or dependants of any such seafarers. (This object is currently held in abeyance.)*

On New Year's Day 1867 "The Belvedere Institution" at Erith in Kent was opened and 11 Officers and 9 Ratings, all ex-Merchant Seamen, became its first residents. The Society continued to use this site until changing circumstances necessitated its closure and the Society purchased the Zachary Merton Convalescent Home in Holly Lane, Banstead, transferring its operations thereto in 1978. In the mid 1990s it became clear that the facilities provided by the Holly Lane premises were outdated and would have to be improved or replaced. In 1999 planning consent was obtained to build a new Home on the Society's nearby Weston Acres estate. The new Belvedere House opened in March 2001; it offers a very much higher standard of accommodation than its predecessors and it makes it much easier for our staff to deliver the excellent care standards of which we are so proud.

About Belvedere House

Belvedere House is a purpose built Home opened in March 2001 to meet the latest regulatory standards. We have 68 single bedrooms, all with en-suite toilet and wash-hand basin and some with showers. Each room is a minimum of 12 square metres excluding the en-suite facility and is equipped with a telephone socket to enable you to have your own telephone installed, at your own expense, should you so wish.

Once in the Home you will see how "Homely" and comfortable it is. The interior is furnished to a very high standard. There are four pleasant lounges with televisions and three spacious dining rooms. The Home also has a licensed bar where prices are kept as low as possible for the benefit of residents.



About Belvedere House (cont)

There is a large landscaped garden for your pleasure and enjoyment together with a specially landscaped courtyard garden for our residents suffering from dementia.

The Home is registered to accept male or female residents from a seafaring background who require nursing or residential care including those with Dementia. On occasions, we will also accept residents from a non-seafaring background.

The management of the Home recognises the right of the individual resident to live the lifestyle of his or her choosing. The key components of the minimum care that we provide are set out in the Residents' Charter of Rights.

Admission to Belvedere House

The Management recognises that the decision to move into our Home is a major event in your life. Admissions to the Home may be for a short respite break, or for long term care. However, we do not provide intermediate care. All residents are admitted for a trial period of one month after which time an assessment will be made jointly with the resident, his/her relatives and care manager to ensure that Belvedere House is the right place for that person. Admissions are carefully planned and staff are sensitive to the stresses that may arise.

You will be invited to visit the Home. During the visit, our terms and conditions of residency will be further explained and any questions you might have will be answered.

Each resident is allocated a keyworker. The keyworker is a member of the Nursing Staff with special responsibilities for your care arrangements, who will get to know your personal needs and preferences.



STATEMENT OF THE HOME'S AIMS & OBJECTIVES **(MISSION STATEMENT)**

It is the objective of Belvedere House to provide care for all residents to a standard of excellence. This embraces fundamental principles of Good Care Practice which is witnessed and evaluated through the practice, conduct and control of quality care in the Home. It is fundamental that those residents who live in the Home should be able to do so in accordance with the Home's Philosophy of Care. (ref. Policy Q201)

It is the objective of the Home that residents shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the Home.

To meet residents' needs the Care Service within the Home is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the resident's overall quality of life. In this respect the Care Service is designed to meet the Certification requirements of the ISO 9002 Quality Standard (latest edition), but in a people-oriented fashion.
2. To ensure that the Care Service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfilment and the rights to make informed choices and to take risks.
3. To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the Care Service in whole is delivered in accordance with agreed Contracts for Care.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable resident care needs to be met.
6. To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Service User.
7. To ensure that all residents / Service Users receive written information on the Home's Procedure for Handling Complaints, Comments and Compliments and how to use it.



Our Philosophy of Care

We believe Belvedere House to be a place where both residents and staff can feel at home in a friendly, safe and comfortable environment.

We maintain a high standard of individualised care provided by well trained and motivated staff. Residents are treated as individuals and encouraged to participate in their care and care planning. We also recognise that relatives have an important role to play in the residents' well-being and, at the end, in a peaceful and dignified death.

All staff are encouraged to develop their skills in clinical practice and communication. We believe that staff and residents should show appreciation to each other for their particular contributions to the Home, in order to maintain enthusiasm.

Quality Management System

The Society believes that Quality is about providing the **right service** to the **right resident**, at the **right time**. Quality is our way of life and it is practiced in everything that we do.

We have a self-assessment system, which requires all our work processes to be audited at least annually to ensure that all staff at Belvedere House are performing to the levels required.



The Belvedere House Team

Registered Provider: Commander Brian Boxall-Hunt OBE, MNI, Royal Navy
 Royal Alfred Seafarers' Society
 Head Office
 Weston Acres
 Woodmansterne Lane
 Banstead, Surrey SM7 3HA
 Tel: 01737 353763 Fax: 01737 362678

Registered/Clinical Manager: Anne Kasey RGN, RMA, Dip. HE
 Belvedere House
 Weston Acres
 Woodmansterne Lane
 Banstead, Surrey SM7 3HA
 Tel: 01737 360106 Fax: 01737 353436

Business Manager: Mrs Karen Goddard

Nursing Staff: We employ a total of 19 Registered Nurses. There are always 4 Registered Nurses on duty during the day and 2 Registered Nurses during the night. Mrs Dorota Serafin RGN is the Deputy Clinical Manager.

Care Staff: We employ a total of 44 Care Assistants, 17 of whom have completed a National Vocational Qualification (NVQ) in Care at Level 2, 18 who have completed NVQ Level 3 and three who are training.

Laundry Staff: We have 2 experienced Laundry Assistants supported by 3 part-time Assistants.

Domestic Staff: We employ 9 experienced domestic staff who clean your personal rooms and who ensure the communal areas are maintained to a high standard of cleanliness.



The Belvedere House Team (cont)

- Catering: The kitchen is run by Mrs Jenny O'Neil, Chef Manager.
- Chef Manager - City & Guilds 706/1-2, HND
 Chef – City & Guilds NVQ Level 2 & 3
 Kitchen Assistants
- At any one time there are a minimum of two staff in the kitchen.
- Administration
 Manager: Mrs Maria Jobson.
 Administration
 Assistant: Mrs Mary Snelling
- Maintenance Engineer: Mr Nick Potroanchenu.
- Porter/Driver: Mr Ian Farrell, who is licensed to drive our minibus
- Estate Manager: Mr Richard Condie.
- Estates Technican: Mr James Woodcraft
- Housekeeper: Mrs Shirley Campbell
 Deputy Housekeeper: Miss Louraine Murphy
- Activities Organisers: Mrs Pauline Holliman and Miss Louise Boxall, whose jobs it is to arrange social events and recreation within and without the Home.
- Bar Manager: Mrs Judy Condie ensures that the Bar is open for you to have your pre-lunch tipple.
- Scheme Manager: Mrs Judy Condie, who looks after our 22 Tenants.
- Staff Recruitment: Belvedere House operates a robust recruitment procedure with references and a DBS (Disclosure & Barring Services) check on all staff prior to commencing work. This includes volunteers.
- Staff Training and Supervision is an on-going procedure.



Residents Charter of Rights

This charter sets out those aspects of life that we believe should be the minimum entitlement of those who live in our Home, subject only to the constraints of their care needs and safety.

Residents in our Home shall have the right to:-

- Retain their personal dignity and independence notwithstanding the severity of their physical or mental infirmity.
- Have skilled sensitive care to enable them to achieve the highest possible quality of life.
- Have their personal privacy, social, emotional, religious, cultural, political and sexuality accepted and respected.
- Have their views about daily living arrangements in the Home taken into consideration and to participate in the discussions about any proposed changes to those arrangements.
- Be involved in and fully informed about their individual needs.
- Be involved in and make informed choices about their future personal care plans.
- Have a regular review of individual circumstances, at which they are present if they so wish.
- Be fully informed about the services provided by the Home.
- Choose their own medical practitioner and dentist and to consult with them in private.
- Make informed decisions about medical treatment in the light of sound medical advice given by their practitioner.
- Manage their own financial and personal affairs.
- Within the limitation of their clinical condition to have the same access to facilities and services in the community as any other citizen.
- Be consulted about proposed moves or changes in their accommodation.
- Have access to the formal complaints procedure and to be represented by a friend or adviser.
- Have the democratic right to vote in elections.

These rights will not be restricted except where necessary to provide the level of care needed by the Resident, and to ensure the health and safety of the individual and others in the Home. Any restriction will be fully recorded in the resident's plan of care.



Privacy

You may spend your day as you wish. Staff will always knock on the door and wait to be invited in. Rooms are cleaned daily, unless you do not wish to be disturbed. You may entertain visitors in private, if you wish. Please ask the Administrator who will arrange this for you.

Dignity

Staff will assist you to maintain your dignity by ensuring doors are shut and, if necessary, curtains are drawn whilst you receive personal care. You should always be addressed by the name of your choosing or preferred title.

Meals

We have a team of excellent, highly trained chefs who offer “home cooking” type meals, providing a well balanced diet. Special diets can be catered for, as can your likes and dislikes. The weekly menu is displayed in the dining room so that residents and relatives can see what is on offer. There is always a choice of meals and soup, sandwiches, omelette, ice cream and yoghurt are available on request.

The following meal times are defined primarily to enable Catering Staff to plan the meals for the day.

Breakfast:	8.30am
Lunch:	12.30pm
Dinner:	5pm
Sandwiches:	8pm – 8.45pm
Tea & Coffee:	10.00 / 14.30 / 19.30 / 21.00 or at any other time on request.

Meals will be served in the Dining Room unless you choose to eat in your room.



Laundry

All laundry is undertaken on the premises using modern commercial equipment, charged as part of your weekly fee rate. Garments are collected and returned to your room within 48 hours. Items requiring dry cleaning will be taken to the local facility and charged to you at cost.

Health and Safety

Fire Precautions

You are requested to familiarise yourself with the Fire Safety procedures, which are posted in your room and next to the fire alarm call points, and to be aware of the various fire exit routes. In the event of the alarm sounding, wait where you are until staff arrive to tell you where to go.

Consultation and Feedback

To enable the management of the Home to assess your satisfaction with the services provided, we undertake the following consultations with you and your relatives or your representatives:

On Admission:	a thorough assessment of care needs and development of care plans will be undertaken as identified in the categories of the Home's Registration.
After One Month:	a formal review of the care plan to ensure that your needs and preferences are being met.
Each 6 months	a formal review of care and services provided. thereafter:

Six times each year we hold Residents' Meetings where you can attend to air your views and hear about any changes that may be proposed.

Resident surveys are circulated annually as part of our Quality Management System, the results of which are fed back via the Residents' Meetings.

Additionally, the Manager's door is always open to you if you wish to have a discussion on an individual and private basis.



Compliments and Complaints

We always welcome compliments and appropriate comments on how we can improve our service. We may not get things right all of the time, so if you have a complaint then please speak to the senior person on duty. If they cannot solve the problem, then please speak to the Manager. A full copy of our complaints procedure is available on request and the Manager will endeavour to resolve all complaints within 28 days of the complaint being made. You have the right to contact the Registering Authority at any time. Their address is: Regulation Inspector, Care Quality Commission, South East Region, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel: 03000 616161 Fax: 03000 616172 email: enquiries.southeast@cqc.org.uk, registration.southeast@cqc.org.uk, southeast@cqc.org.uk

Visitors

Visitors are welcome any day at any reasonable time. All we ask is that for fire safety reasons, guests sign in and out using the Visitor's Book in the entrance hall.

Residents' Property

We wish to create a safe, warm and friendly environment and would like you to bring your own personal possessions into your room. Please make a complete list of the belongings you bring with you, for our records and to compile a property sheet.

The following guidelines are for your information:

Money - It is inadvisable to keep large amounts of money in your room. Five to ten pounds would be appropriate; this can be topped up as necessary from your own resources.

Insurance - Your clothing and personal belongings are insured by the Society up to a maximum sum of £2,500 . Insurance cover does not extend to residents' cash securities and monies or any item with an individual value exceeding £1,000.00.

We also have the following compulsory insurance cover and we also have buildings and contents insurance:-

- Employers liability £10 million
- Public Liability £ 5 million



Residents Property (cont)

Valuables - Whilst we have a policy of freedom of choice, it is not practicable to bring pieces of treasured jewellery or works of art into the Home. The loss of such items can be very distressing and you are, therefore, encouraged to deposit items with relatives or friends. If valuables do accompany you then you must make suitable insurance arrangements.

Clothing - Prior to coming into the Home, your belongings should be labelled with your full name e.g. Mabel Smith not Mrs Smith.

Furniture - Small pieces of furniture, which can be accommodated in your room, may be brought into the Home at the discretion of the Manager. Furniture should be of sound quality and meet current fire safety regulations. Each item should be labelled and will be recorded along with your other possessions.

Pictures and Ornaments - We encourage you to personalise your room with the introduction of pictures and ornaments. As with all of your property, these should be labelled and will be recorded on your property sheet.

Aids and Appliances - You may wish to continue using the aids or equipment you had at home. These items should also be labelled and recorded on your property sheet.

Electrical Equipment - Electrical equipment must not be brought into the Home without the permission of the Manager. For reasons of health and safety all electrical items will be examined and tested by our maintenance engineer before being used. These items should also be labelled and will be recorded on your property sheet. All electrical items within the Home are checked by an electrician annually.



Health Care

Care Planning - A care plan is a document which clearly states any assessed risk and your identified needs and how the staff should meet those needs. To ensure we identify your needs properly we will invite you and your relatives (or other representatives) to be involved in this process. Care planning is a continuous cycle, which will be evaluated and reviewed at set points during your stay, e.g. monthly then at 6 monthly intervals.

Medication - You may if you wish continue to administer your own medication; there is a lockable drawer in your room to keep your medicines safe and secure. However, the nursing staff are willing to take on this responsibility for you.

Medical Care - You may retain the services of your own General Practitioner if he/she will visit you at Belvedere House. Alternatively, we have visiting General Practitioners who will be willing to attend to your needs. They visit regularly three times each week for routine matters and will deal with all your prescription needs.

Further medical assistance and advice is available from our local hospitals: Epsom General Hospital, St Helier Hospital (Sutton) and East Surrey Hospital (Redhill).

The following professionals regularly visit the Home. Inform the care staff if you wish to see them. The services are available:.

Chiropodist - Optician – Dentist – Reflexologist – Hand & Foot Massage

Visits may also be arranged, according to the needs of our residents, from outside professionals such as Occupational Therapists, Physiotherapists, Hospice workers and other agencies.

Equipment - We have a full range of nursing equipment and aids if you need them. They include special pressure relieving mattresses, hoists etc.



Recreational Activities

We have 2 activities organisers who run an extensive programme of entertainment within the Home as well as organising trips outside. They will introduce themselves to you shortly after admission, establish your leisure interests and hobbies and encourage you to participate in our social activities. The programme is posted on the Notice Board for you and your family to view. We organise a wide range of excursions throughout the year, often in conjunction with support agencies such as the Not Forgotten Association and Lest We Forget Association.

Spiritual Needs - We encourage you to attend religious services of your choosing. Several Religious denominations visit the Home regularly. If you wish to meet with them, please ask.

Internet Café - we have two computer stations, complete with 'Skype' for the use of our Residents. A WiFi network for the internet is also available.

Newspapers - These can be delivered as required.

Smoking - From 1st July 2007, due to new legislation, Belvedere House will only allow smoking in the designated areas outside the buildings. Residents are not permitted to smoke in their bedrooms, for reasons of safety.

Freedom of Movement - We do not restrict your freedom but we cannot accept responsibility for your safety when you are away from the Home unless we have arranged the journey and any supervision.

Open Access - You will have unrestricted use of communal areas provided within the Home and gardens.

Hairdressing - Our Hairdressing Salon is on the Ground Floor and Mrs Lyn Carlile, our Hairdresser, visits at least once a week. The price list for hairdressing is displayed on the wall in the corridor outside the salon. If you have your own hairdresser who will visit the Home, this can be arranged.

Pets - There is a 'no pets' policy.

Television - If you have your own television and are under the age of 75 years, a licence concession of £7.50 will be payable. The Home administrator will arrange this for you. If you are aged over 75 years, proof of your National Insurance number will enable you to be exempt from this fee; please refer to the administrator for further advice. Residents with their own Skybox who take out a Sky subscription, are able to access Sky TV.



Schedule of Fees

The fee for a room and care at Belvedere House is currently £820 per week, and £975.00 per week for dementia care.

You will be given not less than four weeks notice of any variation in the charge and will have the opportunity to discuss the matter if you have any concerns.

Method of Payment

One month in advance by cheque or bankers' order. The charge will remain unchanged unless one month's written notice is given by The Society.

If necessary, the Society will, on your behalf, arrange for Head Office Staff to collect pensions and deal with Local Authorities and the DSS.

Other charges that you may incur are:-

- Newspapers
- Hairdressing
- Drinks at the Bar
- Meals for Visitors
- Dental costs outside those of the National Health Service
- Optical costs outside those of the National Health Service

Trial Period

The first four weeks of any admission will be regarded as a "Trial Period" in order to ensure that the placement is fully adequate and satisfactory to all parties concerned.

Wills

If necessary, our Head Office staff will assist you to meet a Solicitor who will, for a reasonable fee, draw up a Will for you.

Data Protection

You have the right to access any records, paper or computerised, held on file relating to you personally. There is a charge of £10.00 for this service.

Confidentiality

You have the right to expect all information relating to you personally to be maintained confidentially and only shared with others on a 'need to know' basis.

Inspection Report

A copy of our latest Inspection report from the Care Quality Commission is available from the Administration Office.



Welcome to Belvedere House.

**The Society aims to provide homely
accommodation offering our residents
the best possible quality of care and
life style.**

**If you have any queries, comments or
concerns about the contents of this
document on the Home, please contact us.**

**Anne Kasey / Karen Goddard
Clinical Manager Business Manager
Belvedere House
Tel: 01737 360106**