

A Guide for Service Users.



MISTLEY MANOR

A STOUR VALLEY CARE GROUP PROPERTY

A Guide for People Living In Mistley Manor or Thinking About Living in Mistley Manor

At the moment this guide is available in printed word but can be made available in audio file format if required.

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This guide will help to explain a little about Mistley Manor.

It will tell you about the following:

- What the staff of Mistley Manor will do to help you.
- What Mistley Manor is like.
- The people and services that can help you when you live at Mistley Manor.
- The number of people living in Mistley Manor.
- A little about the people who live in Mistley Manor.
- The people that run Mistley Manor.
- A little about the staff who work and support the people who live in Mistley Manor.
- Important parts of the agreement about living in Mistley Manor.
- What is included in the fees charged. And what would cost extra.
- What people say about living in Mistley Manor.
- How you can be helped to make things better if you are unhappy about something at Mistley Manor.

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What the staff of Mistley Manor will do to help you.

Within Mistley Manor, the staff will help and support you in your daily living and leisure activities.

The aim will be to help you to maintain your skills and abilities.

As a resident of Mistley Manor, you will be:

- Supported to receive care that is specific to your needs.
- Supported to receive care, help and support based on an assessment of your needs.
- Supported to receive care that is planned in a way that makes sure all care staff support you in the same way.
- Support you in respecting and promoting your rights as an individual.
- Support you in making choices as part of your everyday living activities.
- Helped to have privacy when you need and want it.
- Helped and supported to do things for yourself.
- Helped and supported to make decisions that affect your life.
- Treated with dignity and respect.

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What Mistley Manor is like.

Mistley Manor is offered as a 'home' for as long as you wish to live here and the staff are able to meet your needs.

It is relaxed and homely.

Some of the bedrooms are on the ground floor and some are on the first floor with larger suites on the top floor.

There are two lifts to the upstairs bedrooms, one at the front of the building and one to the rear.

Mistley Manor has sixty-nine single bedrooms and six double bedrooms.

All bedrooms have their own toilet, wash basin and shower in a small room next to the bedroom.

All the bedrooms and the toilets have a call bell system which can be used if you need help.

Mistley Manor has two lounges, a dining room, bar, cinema room, hairdressing salon, therapy room, library, bathroom, toilets and cinema room on the ground floor.

It also has two lounges, a kitchen, bathroom and an outside patio on the first floor.

The top floor has a lounge, kitchen and bathroom.

There is a large kitchen on the ground floor which prepares all your meals.

There is access to a large patio area on the ground floor and some rooms have their own patio areas.

Outside the home there is a large garden, with lawns, flowers, trees and a fountain.

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The people and services that can help you when you live at Mistley Manor.

The GP service is provided by doctors that have a surgery in a nearby town of Manningtree.

Our GP visits Mistley Manor once a week.

You will be supported by staff from Mistley Manor when you need to see the doctor.

You can be helped to have access to other health services provided by the National Health Service if you need it. These include:

- Community Nurses.
- Physiotherapist.
- Speech and Language Therapist.
- Psychologist.
- Consultant Psychiatrist.
- Dietician.
- Music / Drama Therapist.
- Occupational Therapist.

A Chiropodist also visits Mistley Manor regularly to help with care of the feet.

You will also be supported to visit a local dentist and optician regularly.

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The number of people living in Mistley Manor.

There can be up to 83 people living in Mistley Manor.

A little about the people who live in Mistley Manor

Mistley Manor provides a home for people who are over 16 years of age and who are Elderly or suffer from Dementia.

Additionally, some people living in Mistley Manor may have a physical disability.

The people that own Mistley Manor.

The people that own Mistley Manor are: Mrs Jacqui Volf and Mr Mike Volf.

Both Mr. and Mrs. Volf have owned and managed Stour Valley Care Group since 1991.

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A little about the staff who work and support the people who live in Mistley Manor.

There are two Home Managers called Lisa Bartlett and Joe Volf who are in overall charge of Mistley Manor and report to Jacqui and Mike Volf.

There are two team leaders called Christine Parks and Sophie Dale and also Senior Carer Officers in Mistley Manor who are responsible for the day to day running of the home.

There are others carers within Mistley Manor to help you during the day.

There are awake night staff on duty each night in Mistley Manor.

There is an Administration Manager called Emmie Volf and Accounts Manager called Jane Nice who are in charge of all the administration staff and accounts staff.

There is a maintenance team who will fix anything that is broken and will ensure that Mistley Manor is safe for you to live in.

There are laundry and cleaning staff to make sure your room is clean and Mistley Manor is a clean and tidy place for you to live in.

There are Chefs and Waiting staff to cook and serve you your meals.

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Important parts of the agreement about living in Mistley Manor.

Before coming to Mistley Manor, Lisa Bartlett, Joe Volf or one of the Team Leaders will meet with you and your carers in your current home so that we can find out as much as we can about your needs.

If we feel that Mistley Manor may be able to meet your needs, we will arrange for you to come and visit Mistley Manor and meet the staff. You can arrange as many visits as you like.

An agreement will be made between Stour Valley Care Group and yourself or your representatives when you come to live at Mistley Manor.

If you are unable to understand or sign the written agreement, a relative or representative will help you and may be prepared to sign the agreement on your behalf if you wish.

The agreement will say:

- How your fees are to be paid.
- How much time must be given by Stour Valley Care Group or you if either wants you to leave Mistley Manor.
- Something about the arrangements if you take or need medication.
- Something about you or your carers giving Stour Valley Care Group information about your health.
- Something about bringing with you to Mistley Manor, your personal belongings.

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- The agreement will tell you what room in Mistley Manor will be yours.
- The agreement will say if you need additional support and if so how much.
- The agreement will say if there are to be any rules which will limit your personal freedom.
- The agreement will explain what the rules are for those who smoke cigarettes in Mistley Manor.

What is included in the fees charged and any extra costs.

Fees – What is included

- Full board residence including 24 hour care.
- Good home cooking.
- Special diets if required
- We will wash and iron your clothes and bed linen.
- Call bell system in your bedroom if you need help.
- Full central heating.
- Individual care plan.
- Your own Keyworker.
- Regular care reviews.
- In-house activities.
- Use of all communal areas

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Fees – What is not included.

- Dry cleaning
- Hairdresser costs.
- Chiropodist costs.
- Transport
- Massages.
- Personal items e.g. alcohol, newspapers, toiletries.
- Personal clothing.

What people say about living in Mistley Manor.

Sometimes people will ask you about living in Mistley Manor.

They will write down what you say and it will be included in a file with other Service User's comments.

You can look at what other Service Users have said about living in Mistley Manor.

Ask the Home Managers or Team Leaders for the file called 'Service User Satisfaction Questionnaire'.

How you can be helped to make things better if you are unhappy about something at Mistley Manor.

We hope very much that whilst you live in Mistley Manor, you are happy with the way in which you are supported and helped by staff.

Sometimes though things may go wrong for you that may make you feel unhappy. If you are unhappy with anything that affects you, please talk to one of the carers, senior carers, team leaders or managers who will help you.