



# Anfield Manor Residential Care Home

## Residents Guide

*September 2016*

## Great Expectations

Anfield Manor exists for the benefit of its residents. This is your home, where you can rest assured of safety and comfort. Our objectives are to support you in enjoying life and in maintaining your dignity, independence and individuality.

### You're home

Anfield Manor is your home, and you are free to enjoy all of it as you wish - with any assistance you may require.

As well as your own room, there is plenty of communal space to make use of, including:

- TV Lounge
- Cosy 'quiet' lounge
- Dining room
- Large garden and outdoor patio
- Smoking room with TV

In addition to the en-suite facilities in your room there are also 2 specially adapted shower rooms and 2 shared bathrooms around the house, which have lifting equipment for extra support where needed and special toilet facilities.

To help you get around the house independently there is a passenger lift accessible by all four floors of the home.

As well as the garden and patio outside for recreation, there is also a car park at the side of the house which your friends or relatives are welcome to use.

### Stay in Touch

You are welcome to use the phone if you wish, when you want to make a call, just ask a member of staff for help. Friends and family can telephone you too - at any time. There is also a fax (within office hours) and a wireless internet connection.

## **At Your Service**

### **Your Care Plan**

Every resident at Anfield Manor has a Care Plan. Among things like your medical history and the names and addresses of your GP and relatives, it also serves as a reminder to the Care Staff of your preferences in general. If you want to see your Care Plan to discuss changes, please ask the Manager, the Responsible Person or the Senior on duty, and they will happily make it available for you.

### **Catering**

Anfield Manor has its own fully equipped kitchen so meals are cooked right here, as good old-fashioned home cooking. You are welcome to join in meals in the communal dining room; of course if you wish to eat in your own room, this can be arranged.

The dishes of the day are up on the Menu Board. If you have any favourites that are not already available, or ideas and suggestions for new dishes or improvements, please discuss with the Chef or the Manager, or raise them at the next Residents Meeting.

Breakfast is available in the Dining room at 8am - 9.30am; it can be taken earlier in your room if you wish. Lunch is at 12 noon and Tea at 4.30pm - 6.00pm. Drinks and snacks are available between meals and on request.

Birthdays are special and merit a cake, there's usually a special birthday buffet too.

### **Laundry**

The Anfield Manor laundry is located on the garden floor, however for health and safety reasons residents are not allowed there.

Linen and clothing are laundered by the Care Staff on a regular basis. Minor repairs to clothing are also carried out by staff. If you have any special requests or concerns about your laundry, please raise these with the Manager or the Senior on duty. Dry Cleaning can be arranged, at an extra cost.

### **Cleaning**

The housekeeping team cleans seven days a week all over the home. Your room should receive a thorough clean on a regular basis, when even the furniture is moved, as well as the day to day tidy-ups.

## **Security**

The safety and security of both you and the staff at Anfield Manor is paramount.

You are free to come and go, we just ask that you inform a member of staff when you go out and, if possible, let staff know an approximate time of return. This is purely in the interests of safety. Also, your visitors are asked to sign in and out, for security and fire safety.

There is a lockable facility for safe custody of medicines and valuables available for your bedroom if you feel you need it, just ask the Manager.

## **Management of Personal Monies**

Although a lockable facility is available, please don't keep sizeable amounts of cash in your room. The Manager, Mr Arnold Fantilanan, will hold money and keep an account on your behalf, or, for more substantial sums, it is preferable for a relative or person with power of attorney to be involved.

## **Complaints**

The management and staff of Anfield Manor sincerely hope you never have cause for complaint. However, it is policy to view complaints as an opportunity to learn, adapt and provide better services.

Whatever the issue, please speak out. If you want to make a complaint:

1. Talk to the Senior or any care assistant on duty; most issues can be sorted out this way, or
2. Talk to the Complaints Manager, Mr Fantilanan; if you don't agree with his response...
3. Put your complaint in writing to the home

If a complaint cannot be resolved internally, please contact:

Registration and Inspection Unit  
Department of Social Care  
4<sup>th</sup> Floor, Markwell House  
Douglas, IM1 2RZ

Telephone: 01624 642423

If you do not have a detailed copy of the Complaints Procedure please ask for one.

At any time, you can get a relative or friend to act for you, but it must be clear they are acting with your permission, ideally given in writing.

## **Life at Anfield Manor**

### **Activities and Participation**

There is a range of organised activities in which you are welcome to take part. These include a film club, bingo, sing-songs, visits from professional entertainers, as well as staff-organised entertainment.

Main holidays and Birthdays merit special celebrations, and there are tri-annual parties where everyone, including the local community, is invited to join in. If you have any suggestions for activities please tell our activities coordinator Judith Porter or Mr Arnold Fantilanan.

Forthcoming events are announced on the notice board (along with photographs and reports of recent events). Make sure our activities coordinator Ms Porter, or the Manager Mr Fantilanan, know of any help you may need to pursue your hobbies (special shopping etc.)

The Residents' Meeting held every 6 months provides a forum for debate where you are invited to express ideas, suggestions and criticisms, and also includes issues such as activities and special trips out.

### **Visitors**

Visitors are welcome; you can choose to entertain in the communal areas, or in your own room as you prefer. Guests are welcome to join in meals if you wish. If you are expecting visitors who may arrive after 9pm, please ask them to make a prior arrangement with the staff.

### **Relatives' Inclusion**

Your relatives have access to the Management and Care Team if they wish. This can take the shape of a formal, pre-arranged meeting, or just a friendly chat. There is an official bi-annual meeting, where relatives are invited to share their thoughts and feelings about the services and care at Anfield Manor and discuss any changes or improvements they would wish to make.

### **Religious Observance**

Anfield Manor respects all religious convictions. If you wish to attend a religious service, or to receive a visit from a representative of your faith, this can be arranged, please make your wishes known to the staff.

## **Privacy and Dignity**

You have a right to respect, and it is Anfield Manor policy to treat you accordingly.

If you feel that your privacy or dignity are being compromised, this is the basis for complaint, please do not hesitate to bring this to the attention of staff or to the complaints manager Mr Fantilanan.

## **Fire Precautions and Emergencies**

Anfield Manor meets the most stringent Fire Safety regulations. There is an integrated fire-alarm system, with smoke detectors in every bedroom in addition to smoke or heat detectors, emergency lighting, clearly marked emergency exits, fire doors and alarm call points throughout the building.

Every bedroom, including yours, has a special fire resistant door. You'll also find on the back of your door what to do if a fire alarm sounds. Fire plans are by the main entrance, these show where emergency exits, extinguishers etc. are located.

All members of staff receive regular training and practice in fire containment and evacuation procedures, and take part in fire drills. Staff are also trained in the handling of other emergencies, such as enlisting the assistance of ambulance or police services.

There are regular fire drills, and you will be informed well in advance - to avoid an unpleasant surprise! In the unlikely event of a fire: stay calm. If you are in one of the communal areas, a member of staff will guide you to safety. If you are in your bedroom, stay there; a member of staff will come and take you to safety.

## **Placement Reviews**

Your placement and Care Plan is reviewed monthly. Where appropriate, and with your agreement, your relatives are welcome to be involved. The Manager carries out a satisfaction survey annually, and you or your relatives are free to speak to the Registration Authority at their annual inspection, if you so wish.

## **Outside services**

A number of community services are available on a regular basis, including GP and District Nurse visits, plus community health care services as and when required, with weekly visits by private chiropodists (together with the NHS nail care service) and hairdressers.

Any regular special services you require for your health should be noted on your Care Plan. To arrange services such as hairdressing, just talk to the Senior on duty, or Judith Porter, or Mr Fantilanan.

**Anfield Manor Residential Care Home**  
**46-48 Victoria Road**  
**Douglas**  
**Isle of Man**  
**IM2 4HQ**

**Telephone: 01624 624147**  
**Fax: 01624 626755**

**Email: [anfieldmanor@aol.com](mailto:anfieldmanor@aol.com)**

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