



The Millfield

Residents
Guide

September 2016

Great Expectations

The Millfield 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

The Millfield 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:

- The Garden Lounge
- The 'pink' lounge
- Dining room
- Conservatory
- Gardens and patio areas

In addition to the facilities in your room there are 2 assisted bathrooms in the house (one on each of the first and second floors that have special hydraulic lifting baths for extra support), specially adapted lavatories on every floor and a large shower room on the ground floor.

To help you get around the house independently there is a passenger lift accessible by all three floors of the home. There are also stair lifts connecting all three floors.

When your friends or relatives come to visit and need a place to park there is plenty of free parking on Brackenrigg Drive or Blencathra St at the sides of the main building.

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 an internet connection.

At Your Service

Your Care Plan

Every resident at The Millfield 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 Deputy Manager or the Team Leader on duty, and they will happily make it available for you.

Catering

The Millfield has its own fully equipped kitchen so meals are cooked right here, from fresh, natural and local produce as far as possible. You are welcome to join in meals in the dining room, where you may choose to share a table or sit alone if you prefer; 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, one of the chefs usually comes around at lunchtime to offer a choice for the next day, and take your order. If you have any favourites that are not already available, or ideas and suggestions for new dishes or improvements, please drop a note of these into the Suggestions Box or raise these at the Residents Meeting.

Breakfast is available from 6am in your bedroom. Lunch is served in the dining room at 12 noon, Tea at around 5:00pm, and there is a late drinks round (with cakes) at 8.30pm. Drinks and snacks are available at certain times between meals and on request.

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

Laundry

The laundry is on the ground floor adjacent to the kitchens, however for health and safety reasons residents are not allowed in these areas. 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 your Key Worker. (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 the Millfield 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 your Key Worker.

Management of Personal Monies

Although a lockable facility is available, please don't keep sizeable amounts of cash in your room. The Manager, Mrs Val Loan, 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 The Millfield 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 Team Leader or any care assistant on duty; most issues can be sorted out this way, or
2. Talk to the Complaints Manager, Mrs Val Loan , if you don't agree with her response...
3. Put your complaint in writing to the home

If a complaint cannot be resolved internally, please contact the Care Quality Commission, North West Region, City Gate, Gallowgate, Newcastle upon Tyne, NE1 4PA.
Telephone: 03000 616161.

Residents placed at the Millfield by Adult Social Care can also complain direct to:

Complaints Dept, Adult Social Care
Adult and Local Services Directorate
Cumbria County Council
3rd Floor, Civic Centre
Rickergate
Carlisle, CA3 8QG
Telephone: 01228 227140

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 The Millfield

Activities and Participation

There is a range of organised activities in which you are welcome to take part. These include a library service, dominoes and scrabble groups, weekly exercise classes, regular 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 or Mrs Val Loan.

Forthcoming events are announced on the notice board (along with photographs and reports of recent events). Make sure our activities coordinator or Mrs Val Loan 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 The Millfield and discuss any changes or improvements they would wish to make.

Religious Observance

The Millfield 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 Millfield 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 Mrs Val Loan.

Advocacy

For any resident who may require external advocacy services, the following local bodies may be able to provide these:

C.A.B. Advocacy Services
2 Sandgate
Penrith
Cumbria
CA11 7TP
Telephone: 017688 99070

People First
4-6 Oxford Street
Workington
Cumbria
CA14 2AH
Telephone: 01900 607208
Email: west@peoplefirst.me.uk

Carlisle Eden Mind
Rowan House
St Andrews Place
Penrith
Cumbria
CA11 7X2
Telephone: 03000 120103

Fire Precautions and Emergencies

The Millfield 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 Team Leader on duty or Mrs Val Loan.

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