



Residents Handbook



Manager Mrs L June Haydon

A FAMILY-RUN 'HOME FROM HOME'

WELCOME to Green Trees, which is a small 16 bed family run Care Home situated in the conservation area of Hadley Wood. The building is of Edwardian origin, standing in $\frac{3}{4}$ of an acre of grounds, the rear garden of which has a large pond, complete with fish, that attracts local wildlife. The garden is secluded and sheltered by mature trees and shrubs and is wheelchair accessible.



We are a short distance from the local park, and a 5-minute car ride from Trent Park.

Within a few minutes' walk is Hadley Wood main line station, coffee shop, mini supermarket, newsagents etc. Barnet and Enfield shopping centres are a 10-minute car journey away.

OUR AIM is to make your stay with us as happy and as comfortable as possible and to give you a high level of care to enable you to have the best quality of life that your abilities will allow.

FIRE PROCEDURES

The home is fitted with a full fire alarm system and fire exits are clearly marked. All our staff are trained to react in the case of an emergency.

Fire procedures are placed at strategic parts of the building and residents and visitors are requested to familiarise themselves with these.

LIFE IN GREEN TREES

YOUR ROOM can be decorated to your own personal taste, and you may bring your own personal items of furniture, provided they are safe. All rooms have a call bell system, almost all with electric profiling beds, and some are en-suite. A television will be provided, if required.





MEALS are varied and nutritious and there are always choices at each meal. If the choices on offer do not suit you, talk to a member of staff and chef will cook you something else. We use mainly fresh fruit and vegetables, when in season, and fresh meat and fish, all sourced locally. Pre packed/frozen foods are kept to a minimum.

Relatives or friends are welcome to join you for a meal, at no cost, just give us a days notice.

Meal times vary, but are usually as follows.

Breakfast	6.30am - 9am
Morning Coffee/Tea	11.00am - 11.30am
Lunch	1.00pm - 2.00pm
Afternoon Tea	3.30pm - 4.00pm
Supper	5.30pm - 6.30pm
Evening Drinks	7.30pm - 8.30pm



Tea, coffee, fruit juices etc together with biscuits and snacks are always available, just ask a member of staff.

Special diets, i.e. medical, cultural, religious etc are catered for as well as residents own special preferences.

LAUNDRY is done for you by the staff as our equipment is of the commercial variety and is not suitable for your personal use.

DOMESTIC CHORES are undertaken by our staff, but you may, if you wish, help staff to keep your room clean and tidy, or help with any other activity, providing we feel it is safe for you to do so.

NEWSPAPERS are delivered daily, if you let us know your preference, we will arrange for them to be delivered.

TELEPHONE is available and is of the portable type to enable incoming and outgoing calls to be taken in your room.

POST is delivered daily, normally in the mornings and if you wish staff will post any outgoing letters for you. The last collection from our local post box is 5.30pm.

BIRTHDAYS are acknowledged, and your views respected as to how it is celebrated. Chef is always willing to bake a special cake.

SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

We aim, as far as possible to encourage our residents to continue their social, cultural, religious and leisure interests when they join us. We want our residents, relatives and friends to participate in all aspects of life in the home and welcome any comments or criticisms that will help to improve the quality of life. If we are not aware of what you want, it is difficult to provide it.

Details of all forthcoming activities and events are on the notice boards on the ground floor opposite the lift.

HEALTH AND PERSONAL HYGIENE

GENERAL PRACTITIONER

You may be able to keep your own GP providing that you are still in that surgery's catchment area. If not. You may choose your own GP within the catchment area of this home, or you can contact the NHS area team for assistance.



MEDICINES



We at Green Trees encourage you to administer your own medication where appropriate. Where, after assessment this is considered not possible, or you do not wish to do so, then we have staff fully trained in the administration of medication, clearly laid down

policies and procedures, and the home conforms to the Medicines Act 1968, the Controlled Drugs Regulations 2013 and guidelines issued by the Royal Pharmaceutical Society.

HEALTH – OTHER VISITING SERVICES

Our Podiatrist visits every 6 weeks (this service is included in our fees)

Our Physiotherapist visits normally every 2 weeks to give an hour's gentle exercise class (this service is included in our fees)

Our Hairdresser visits every 2 weeks (this service is included in our fees)

Our Manicurist visits every 2 weeks (this service is included in our fees)

Our Holistic Hand Masseuse visits every 2 weeks (this service is included in our fees)

TOILETRIES

All toiletries, i.e. wash lotion, shampoo, deodorants, sterident / toothpaste, and depilatory products are supplied at no charge.

SHOWERING

You may use our purpose built wet room as and when you wish. It is fully equipped with a fail safe shower unit, thus alleviating any possibility of you being scalded. There is also a tilt in space shower chair for the less mobile. Carers are always available to help and emphasis is placed on your privacy and dignity during all procedures concerning assistance with all aspects of personal hygiene.

LEAVING THE HOME

If it becomes necessary to leave the home for whatever reason, we will make every endeavour to ensure that you are correctly placed in an environment that can meet your needs.

VISITORS - SAFETY AND INFECTION CONTROL

We have no visiting restrictions, as to times etc, (other than we prefer our residents to have lunch in peace), but we do have to lay down certain guidelines to protect both our residents and visitors. These are as follows: -

All visitors must

- Sign the visitor's book on admission to and leaving from the home.
- Follow security procedures designed to protect everybody.
- Follow any instructions given by any member of staff, following procedures in an emergency situation. Please acquaint yourselves with the floor plan and emergency exits, found in the Fire Book on the wall just inside the front door.
- Respect the privacy of others by keeping their personal and/or medical information (verbal or written) private and confidential. All interactions with residents, staff or other visitors must be conducted with respect, Green Trees Care Home has a zero-tolerance attitude towards any form of abusive behaviour.

General

- All visitors to sanitise their hands using alcohol rub on entering and leaving the home.
- All visitors to identify themselves to staff and clarify with staff any appropriate aspects of care pertaining to the resident they are visiting.
- If the home is experiencing isolated cases of infection, such as gastrointestinal or respiratory infections, then all visitors will practice

infection prevention and control measures as advised by the management or staff.

- In the event of an outbreak, visits to the home may be restricted.
- Visitors who are unwell should contact the manager before visiting.
- Children accompanying visitors must be supervised at all times
- Pets accompanying visitors must be leashed and in control.
- Any injury sustained or any hazard or problem, no matter how minor must be reported to staff immediately.
- All visitors must use or wear personal protective equipment as required by Health and Safety regulations.
- Visitors are encouraged to share any concerns, complaints, compliments or make any comments to staff or the management. A copy of our complaints procedure is on the wall in the front hall and also in the residents handbook, or available on request.
- Visitors who do not follow these guidelines may be asked to leave the premises.
- Green Trees Care Home will not be responsible for injuries suffered as a result of violating these rules.
- Our Infection Control Lead is Michele Kirby.

Note: In an effort to maintain a home like environment for our residents, Green Trees Care Home may house such pets as cats, dogs, fish etc.

LIST OF USEFUL ORGANISATIONS



Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone 03000 616161



Social Services
London Borough of Enfield
Civic Centre
Silver Street
Enfield EN1 3AX
Telephone 020 8379 1000



NHS Enfield CCG
116 Cockfosters Road
Barnet
EN4 ODR
Telephone 0203 688 2000



Action on Elder Abuse
Telephone 0800 808 8141



Age UK
Telephone 0800 678 1602



Alzheimer's Society
Telephone 0300 222 1122



CareAware
Telephone 0300 303 3858



Diabetes UK
Telephone 0500 018 0527



Independent Age
Telephone 0800 319 6789

PARKINSON'S^{UK}

Parkinsons UK
Telephone 0808 800 0303

R&RA

Relatives and Residents Association
Telephone 020 7359 8136