



Venn House

RESIDENTIAL RETIREMENT VILLAGE

SERVICE USER GUIDE

SUMMARY OF STATEMENT OF PURPOSE

Every older person in our care has a right to a quality of life that offers informed choices, safeguards privacy and dignity, and provides opportunities to enjoy and contribute to their environment as fully as possible and meets their social, cultural and individual needs.

As a residential home we aim to maintain your level of independence. If this involves a degree of risk that you accept, this will be respected and supported wherever possible.

We are situated in Lamerton, a rural village two miles from the market town of Tavistock in Devon.

Venn House is an attractive old Jacobean manor house built around 1635 and situated in 6 acres of park like grounds and surrounded by countryside.

There is a local 'ring and ride' bus service and a weekly taxi into the town.

Hairdressers, chiropodists, dentists, doctors and clergy visit regularly.

There is a visiting weekly mobile post office and library.

The grounds are extensive with plenty of sitting areas and a patio.

When the weather permits we hold barbecues, and have a summer garden party, the proceeds of which go to a local charity.

We have 6 assisted baths/showers. We have a range of aids for our less independent residents. These include wheelchairs, walking frames, whirlpool baths with powered seat lift, bath hoists and lifting and handling equipment.

We offer single and double rooms, most with en suite facilities.

Our home is registered for 25 service users, with 3 double and 19 single bedrooms.

The range of needs catered for are the frail elderly, aged 65 years and over.

We try to offer you a 'real' home for the rest of your life, with the minimum of rules and regulations.

We believe you should be given choices wherever possible in all aspects of daily living, and encouraged to maintain your independence.

Venn House is primarily a residential care home, but there are also 19 privately owned retirement cottages in the grounds.

No nursing care is provided.

A prospective service user is assessed by the Manager before admission.

A legal contract will be issued and signed before admission.

It will include terms and conditions.

All service users have a resident's charter of rights encompassing the core values of the home.

AIMS and OBJECTIVES

The owners and staff work as a team to provide a happy, friendly and caring home as close to your home life as possible.

We encourage you to take part in discussions at informal meetings, and welcome suggestions to further the aims of the home.

FRIENDS AND RELATIVES

Friends and relatives are welcomed and actively encouraged to get involved with life at Venn. We allow visiting at any time.

A quiet area situated on the first floor of the 'bell tower' is available if you wish. A visitor's book is to be found in the hall. It is requested that visitors sign in and out here and also let us know that they are in the building and whom they are visiting.

TERMS and CONDITIONS

The sizes of the rooms and the facilities are reflected in the fees charged, in conjunction with the care needs of the user.

Fees cover 24-hour care and full board and accommodation, but not items of a luxury nature such as toiletries, hairdressing, newspapers, etc.

Currently, our fees start at £475.00 per week, rising to £700.00 depending on care needs and size of room.

Payment is through the Bank or Building society by standing order, monthly in advance.

COMPLAINTS PROCEDURE.

This is found in situ, in the resident's contract and in the policies folder.

If you have a complaint, it should, in the first instance, be taken up with the Provider.

If you are not satisfied, you may complain to:

Commission for Social Care Inspection (CSCI):

CSCI (Ashburton)

Unit D1

Linhay Business Park

Ashburton

Devon

TQ13 7UP. Tel: 01364 651800 Fax: 01364 651856

If you are dissatisfied by the response from CSCI, you can complain to the Parliamentary Ombudsman. (The Parliamentary Ombudsman will only deal with complaints that have been referred to him by an MP).

ORGANISATION

Mr John Widders is the owner of the Home and service provider.

He is on-site at Venn House several week days.

Mr Widders has been involved in the care home industry since 1992, having previously operated a 30 bed nursing home for 13 years. He acquired Venn House in December 2005.

The manager is Mr Paul Rielly who has a variety of experience in the care home sector. He is responsible for the day to day care management within the home. He has a team of over 20 staff covering day and night duties ensuring continuity of care. The staff includes supervisory care staff, care assistants, full time cook, domestics, handyman and gardener.

Staff receive annual statutory training in First Aid, Fire Training, Client Handling and Health and Safety. Specialized courses are also available to all staff at Venn House and staff are encouraged to attend. The staff have a wide range of experience to cover the needs of each service user, and offer a high quality of care to all.

All senior staff are NVQ qualified, and may continue to advance with further qualifications.

All staff undergo a C R B check, to ensure they have no criminal convictions.

USEFUL ADDRESSES

The Commission for Social Care Inspection are the registration authority who inspect our home twice a year.

A copy of their report is available for inspection in the home.

They can be contacted at: CSCI (Asburton), Unit D 1, Linhay Business Park, Ashburton, Devon. TQ13 7UP

Social Services and health authority addresses are available from the managers office.

SERVICE USERS VIEW OF THE HOME

All residents are encouraged to take an active part in the decisions that affect all aspects of their life at Venn House.

We carry out an annual survey soliciting resident's views, a summary of which is attached for your information.

The Statement of Purpose can be found in the office.

Both this document and the statement of purpose are available in large print or on computer disc if required.

7 January 2007