



Relatives' Welcome Guide

HAMMERSON HOUSE, WOHL CAMPUS

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Hammerson House Main Contacts

Hammerson House Reception:

020 3838 8090

Hammerson House Registered Manager:

Aaron Edwards: AEdwards@nightingalehammerson.org

Wigoder Household:

020 4542 3772

Isaac Wolfson Household:

020 4542 3764

Edith Wolfson Household:

020 4542 3766

Ronson Household:

020 4542 3774

Pat Household – The Matthews Floor:

020 4542 3768

Audrey Household – The Matthews Floor:

020 4542 3770

Hospitality and Operations Manager:

Aga Lorek: alorek@nightingalehammerson.org

Hospitality Consultant:

Hugo Brooks: hbrooks@nightingalehammerson.org

Should you need to raise any non-clinical issues please contact the residents' services team at: **residentsservices@nightingalehammerson.org**

Any clinical queries should be addressed with the household team or registered manager.

Nightingale Hammerson Relatives' Support Guide

INTRODUCTION

Nightingale Hammerson warmly welcomes you to our home, Hammerson House, Wohl Campus.

At Hammerson House, we create a warm and inviting home-like environment where everyone feels welcomed, appreciated and cared for with compassion. We strive to provide the best care possible, regardless of whether there are residential, dementia, nursing, respite, rehabilitation or palliative care needs.

We provide a relationship-centered care model that promotes open and positive communication amongst care teams, Residents, relatives and volunteers. Our exceptional personalised care approach ensures all Residents can maximise their quality of life and retain a sense of dignity.

We believe family has a key role to play. Relatives can offer valuable insights about Residents' preferences based on their personal life experience. This is particularly important when a Resident is unable to articulate choices for themselves.

A lot of emphasis is placed on the relationships that we build between the Resident, relatives, our care teams and volunteers. It is the strength of these relationships that is key to providing good communication and as a result, the best care. You may find your relative settles quickly, immersing themselves with energy into the activities and hustle and bustle of the home. However, you may find it takes your loved one much longer to settle (this can happen on the dementia households in particular). We will always do our best to support you and your family member.

We want relatives to feel at home and be part of the wider Nightingale Hammerson community. To keep everyone informed, we provide a regular newsletter to all relatives, highlighting the events and activities happening at Hammerson House for the upcoming week.

Hammerson House, Wohl Campus

Hammerson House has six households arranged over four floors: three residential care households, two dementia care households and one nursing care household. Each household has a dining room, communal lounge with a TV and music area. There is a library or quiet room, also known as the Namaste room, where you can spend some quiet, peaceful time with your relative or simply listen to music together. Ronson Household has direct access to the garden. All other households have an outside balcony which is a beautiful place to sit in warm weather and enjoy the fresh air.

On the ground floor you will find the Freed café where you can enjoy lunch or cup of coffee, the shop, Sylvia's Salon, therapy suite, the Pears communal hall and main reception.

Residential Care Households

- (i) Wigoder Household
- (ii) Edith Wolfson Household
- (iii) Isaac Wolfson Household

Residential care needs are specifically tailored for each Resident. This support can vary, with personal care and medication management to more complex care requirements.

Residents enjoy an engaging and sociable environment at Hammerson House, which supports and enables independence. This includes inviting friends for lunch in the café, visiting the salon or shop, joining a club, taking part in the many engagement activities on offer or simply enjoying our beautiful garden.

Hammerson House, Wohl Campus

Wigoder Household

Jaccuilyn Morrison, Household Manager:
jmorison@nightingalehammerson.org

Wigoder Email:
wigoder.household@nightingalehammerson.org

Tel Number:
020 4542 3772

Isaac and Edith Wolfson Households

Fatima Dos Santos, Household Manager:
fdossantos@nightingalehammerson.org

Edith Email:
edith.household@nightingalehammerson.org

Tel number:
020 4542 3766

Isaac Email:
isaac.household@nightingalehammerson.org

Tel number:
020 4542 3766

Hammerson House, Wohl Campus

Dementia Care Households: Pat and Audrey Households – The Matthews Floor

All care team members attend our educational programmes, so they are able to continually provide the best care for those living with dementia. Our facilities and households are designed to provide a dementia friendly environment.

Abbie Sule, Pat Household Manager:

asule@nightingalehammerson.org

Pat Email:

pat.household@nightingalehammerson.org

Tel number:

020 4542 3768

Kathlyn Addo, Audrey Household Manager:

KAddo@nightingalehammerson.org

Audrey Email:

audrey.household@nightingalehammerson.org

Tel number:

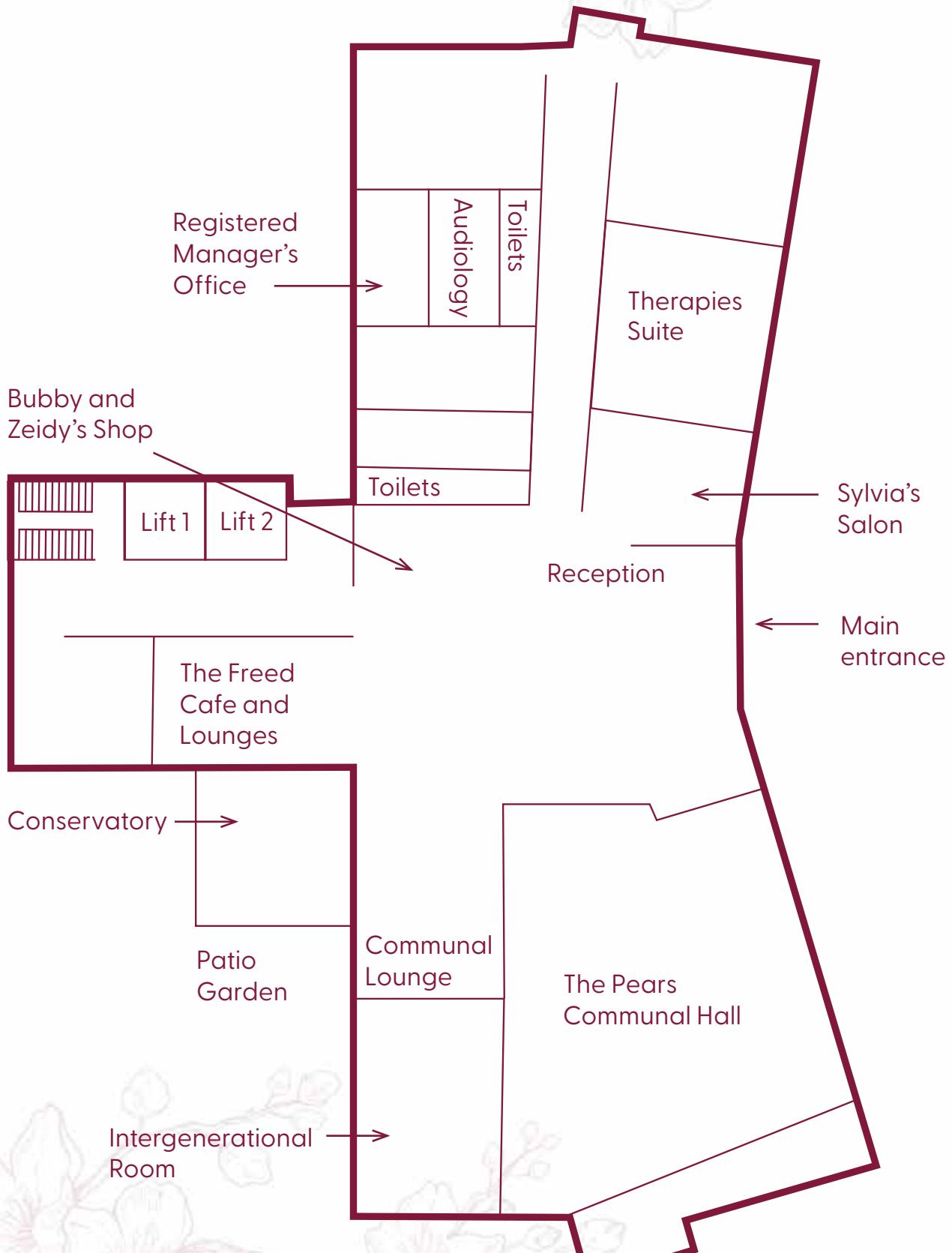
020 4542 3770

Raising non-clinical issues

Should you need to raise any non-clinical issues please contact the residents' services team at **residentsservices@nightingalehammerson.org**. Any clinical queries should be addressed with the household team or registered manager.

Hammerson House, Wohl Campus map

GROUND FLOOR



Hammerson House, Wohl Campus

SERVICES AVAILABLE

At Hammerson House, Wohl Campus, permanent Residents can arrange/book appointments with the GP, podiatrist, audiologist and optician via the Household Team.

GP

Our Residents are registered with Temple Fortune Medical Centre on admission. A GP is available on-site Monday-Friday to see Residents. In the event that medical attention is required outside of these days the care team will call 111 or 999.

Podiatry

Excellent Care 1st Podiatry visits one household each Monday, and if required will also attend on a Tuesday. Each household is seen on a 6–8 week cycle. Residents are also reviewed earlier than their scheduled cycle if individual health needs require, to prevent foot complications or to relieve discomfort. Emergency visits are arranged, when necessary, always in agreement with the Resident, their family or the household team leader. Email: info@excellentcare1st.co.uk | Tel: 020 8850 7623

Audiology

An audiologist is present on-site and we work closely with the JDA (Jewish Deaf Association) which provides support and understanding of hearing impairment. Email: enquiries@audiologicalscience.com

Optician

We have a service level agreement with the Outside Clinic who provide NHS annual eye checks. Payment for glasses must be made before Outside Clinic opticians can process a prescription. Relatives are free to contact Outside Clinic opticians on any aspect of the consultation. Email: chscheduling@outsideclinic.com

Residents are not restricted to any of these services. They can make appointments with any preferred practitioner of their choice. The advantage of the services on offer is the convenience to be visited at Hammerson House, Wohl Campus, for a check-up and treatment.

Hammerson House, Wohl Campus

SERVICES AVAILABLE

Paying for services: Resident Safekeeping Account (RSK)

This is an individual Resident account, managed by the finance department and used for extras that are not included in the care package. An RSK account will be set up when your relative is admitted. You can choose to add funds each month or arrange payment by direct debit. To help you keep track, we'll provide a clear, itemised invoice each month.

The Freed Café

The café serves a variety of deli-style food, soups and hot lunches as well as tea, coffee and cakes. As we are cashless, purchases can be added to your Relative's RSK account, or you can pay by credit/debit card.

The Garden

We have a wonderful garden at Hammerson House that includes a green house and a play area for children. There are benches in the gardens if you wish to sit with your relative and enjoy the sunshine or walk along the wheelchair friendly paths that loop through the woodland walk and different landscaped areas.

Sylvia's Salon

The hairdresser and nail technician are available twice a week and appointments can be booked through reception. The payment is taken from the Resident's RSK (Resident Safe Keeping account).

Café Opening Hours:

10.00am to 5.00pm: Sunday to Thursday

10.00am to 2.00pm: Friday (changes with Shabbat times)

Closed: Saturday and Jewish festivals but tea and coffee stations will be available and urns will be provided

General Information

NUTRITION

We take nutrition and hydration very seriously at Nightingale Hammerson. Good food brings a sense of pleasure to our Residents and a feeling of a true home environment. Choice, varieties of taste, texture and presentation, as well as the social benefits mealtimes offer are all fundamental for well-being. Meals are provided in the dining room of each household, or Residents have the option to enjoy their meals in the comfort of their own rooms.

Food choices are always Resident led. Our menus change seasonally, and tastings are arranged for Residents to test the new menus and provide their input. Vegetarian menus are offered for lunch and dinner. Food is kosher and supervised by our spiritual care lead. Throughout the day, food and snacks are available and there are grazing fridges on each household if Residents fancy a little snack.

If Residents are having difficulties around eating, drinking and swallowing, our in-house Dietitian and Speech and Language Therapist are here to support with the management of this.

Vouchers can be purchased for relatives to join Residents at mealtimes. Please contact reception for vouchers.

Catering, Maintenance and Housekeeping at Hammerson House

Should you need to contact one of the team, please contact:

Aga Lorek, Hospitality and Operations Manager:
alorek@nightingalehammerson.org

Hugo Brooks, Catering Manager:
Hbrooks@nightingalehammerson.org

Hammerson House follows a strict kosher policy, ensuring that all food served is kosher. We kindly request that you refrain from bringing any food into the home, except for fruits and vegetables.

General Information

ENGAGEMENT ACTIVITIES

Our wonderful engagement team is an incredibly dedicated and highly skilled group, held with much affection in our homes. Their hard work goes a long way to supporting the care teams and providing stimulation, interest, companionship and much enjoyment for the Residents in our homes. The team currently comprises 11 engagement staff, 2 spiritual care leads and over 50 engagement volunteers. They seek to understand each Resident's individual motivators and interests, to form a bespoke engagement strategy. Becoming familiar with every Resident, through their life stories, interests and relationships is at the heart of our engagement programme. We specialise in inclusive and person-centred activities, led by our highly trained engagement team. Activities take place on the households, in the gardens and on the ground floor communal areas. Engagement is integral to the well-being of our Residents and an indispensable part of the holistic care we provide at Nightingale Hammerson.

Working collaboratively with our therapy and clinical teams, the engagement team deliver a programme that offers each Resident:

Sense of purpose	Improved emotional well-being
Sensory stimulation	Maintaining independence.
Enjoyment	
Improved mobility & dexterity	

Activities include

Arts & Crafts	Foreign language classes & discussion groups
Baking	Outings & excursions
Gardening	Quizzes, bingo & debates
Board games, cards, bridge	Jewish celebrations & commemorations
Group exercise classes	Music events, concerts and music therapy
Intergenerational activities	Days out, movie nights, and concerts.
Talks and lectures	

Birthdays and Celebrations:

If you would like to organise a celebration such as an afternoon tea, Bar/Bat Mitzvah, wedding anniversary etc, we would be delighted to assist you with booking an event space and catering within our Home. Please contact:

Aga Lorek: alorek@nightingalehammerson.org

General Information

SPIRITUAL CARE

Nightingale Hammerson offers an inclusive and welcoming Jewish environment respecting everyone's religious traditions, as well as those who consider themselves non-religious cultural Jews. We incorporate many Jewish themes in our Engagement and Reminiscence Programmes. Shabbat and Festival services are held in the Pears Communal Hall on the ground floor.

We hold abbreviated services every Shabbat and on all Jewish holidays. We warmly welcome all Residents, as well as Family and Friends, to join us at our services. Shabbat candles are lit by residents and are present on all households, and Kiddush and Hamotzi are recited.

Our Spiritual Care Lead provides religious and spiritual support as well as befriending for Residents, their Families and Friends.

All major festivals are marked in traditional ways, such as the lighting of the menorah each night of Chanukah, having a Succah and the Four Species on Succos, and 2 Seders at Passover. These, as well as many other activities and events, are available to all Residents.

Nightingale Hammerson has a strictly kosher policy, all food is kosher, and we ask that you do not bring any food into the Homes, apart from fruit and vegetables. Hammerson House is under the supervision of the London Beit Din, including the Café, and is KLBD-Kosher London Beit Din.

General Information

THERAPIES

With one of the largest in-house, multi-disciplinary therapy teams in the country, our aim is to ensure our Residents can all maximise their quality of life and participation in what matters to them.

This includes gaining or maintaining independence, rehabilitation and preventative work which can include various interventions such as exercise classes, cognitive strategies, specialist seating, adapted environments and personalised programmes.

Our highly specialised team consists of in-house occupational therapists, physiotherapists, a dietitian, a moving and handling advisor, and a clinical psychologist. This incredible team is essential for supporting independence and enhancing the lives of our Residents. Having an in-house therapy team is fundamental for the health and well-being of our Residents. With extended waiting lists spanning months and years within the NHS, our therapy team continues to see Residents face to face and ensures their needs are met.

This includes supporting:

- Mobility
- Balance & strength
- Motor skills
- Managing cognitive changes & mental health
- Rehabilitation
- Holistic well-being
- Hydration & nutrition
- Daily tasks and activities to ensure ease and safety
- Mental well-being

Our multi-disciplinary therapy team assess every single Resident within the first few days of admission. An individual care plan is tailored for each Resident and includes functional rehabilitation, engagement, maintenance programmes and holistic well-being. Therapy sessions are offered to each Resident according to their needs. These can be supplemented by one-to-one (at an additional cost) or group therapeutic exercise sessions. For Residents unable to leave their room, we offer personalised therapeutic support. This enables them to feel part of a community, minimising isolation, improving mental health and ensuring continued mobility.

The therapy team provide education and training to the care teams, enabling them to implement safe practice when using equipment. Working with Residents' families and the care team is essential to apply post-hospitalisation strategies and to facilitate on-site appointments with other practitioners.

General Information

RELATIONSHIP-CENTRED CARE

How to help a Relative settle into a new way of life

For some Residents, adjusting to this significant change in their lives and feeling at home in their new environment can take a while. When a Resident has participated in selecting their new home, the transition may be smoother. However, it's often a challenge to establish a sense of belonging in a new community.

When a person has cognitive impairment and a short-term memory loss, they may find it even harder to settle. They may feel confused, upset, disoriented and displaced. This can be extremely challenging for family and friends as there are often feelings of guilt and loss.

A psychology support group for relatives meets regularly to enable reflection on some of those changes. Specialist clinical psychologist and psychology trainees are employed across both homes to support relatives and their loved ones beyond the support received by the Hammerson House team. Please speak to your household team to find out when the next meeting will be taking place.

RCC co-ordinator, Caroline Ashton, also offers Namaste care workshops on sensory engagement and dementia awareness sessions for anyone interested. Contact Caroline on CAshton@nightingalehammerson.org

Considerations during the care of your relative

- How your Relative would like to be looked after?
- Any spiritual or religious beliefs your Relative would like considered?
- Who you want to spend time with?
- Who the doctors or nurses should talk to if your Relative does not have capacity to make decisions?
- The name of the person appointed to make decisions on your Relative's behalf (your lasting Power of Attorney)?
- How you would like practical matters to be dealt with?

General Information

FEES AND CHARGES

What is included within the weekly fee at Nightingale Hammerson

- Assistance with care as assessed and agreed with you in advance and recorded in the care plan. A change in the care plan due to newly assessed care needs may result in an increased care fee
- NHS GP surgery consultations, on-site and referrals to NHS specialist clinics
- Initial physiotherapy and occupational therapy assessments and participation in exercise classes
- Assistance to book a carer to escort to hospital outpatient appointments. There is an additional charge for the escort
- All food, drink, snacks between meals and special diets
- Participation in the engagement programme (there may be an additional charge for entrance tickets to excursions such as theatre and cinema outings)
- Access and use of the communal facilities Wi-Fi access
- In-house laundry services. There is no dry cleaning service.

What is not included in the weekly fee and is available at an additional cost

- One-to-one physiotherapy sessions at a cost of £75 per 45 minutes
- One-to-one occupational therapy sessions
- Chiropody charges in addition to the NHS service charges
- Charges for glasses, hearing aids and dentistry when not covered by the NHS
- Staff escort charges to medical and out-patient appointments
- Additional team member(s) to provide one-to-one care or other care above the standard assessed level of care
- If required, specialised occupational therapy equipment such as specialist wheelchairs, recliner chairs and other aids
- Personal purchases such as toiletries, newspapers and confectionary available at the in-house shop
- Hairdressing and manicure charges
- Telephone line rental. All calls to UK mobile and landlines excluding premium rate numbers are free
- Television subscriptions to streaming services other than those channels provided by Freeview.

General Information

FEES AND CHARGES

Top-up payments

If a Resident's assets fall below £23,500 they can apply for funding from the local authority. This funding does not cover the full cost of care. Nightingale Hammerson charity will ask relatives to complete an application to request support from the charity to cover this shortfall. Where it is possible the charity will ask relatives to make a contribution towards this.

Where permitted by law, the Resident may top-up instead of a close relative. This includes where fees are paid by a Local Authority under a deferred payment scheme, where the Local Authority is paying the Resident's fees during a period when property is disregarded for the purposes of a financial assessment or where the Resident is receiving aftercare under the Mental Health Act.

Tips, gratuities and gifts

We do not believe it is appropriate for our team members to accept tips, gratuities or gifts from Residents, relatives and friends. Care team contracts state that they must politely decline any gratuities or gifts. Should you wish to show your appreciation of any team members, contributions can be made to our 'Staff Amenities Fund'. This fund supports various team member initiatives and engagement activities. If you would like to make a donation, please do so here: nightingalehammerson.org/donate.

Visitors

Visitors are welcome 24 hours a day. For security reasons, you will always be asked to sign in on arrival. We ask you to respect mealtimes as non-visiting times as much as possible, unless you have pre-arranged to eat with your relative.

Smoking

For the safety and well-being of all our Residents and care teams, we operate a non-smoking policy throughout Hammerson House.

Laundry

It would be great if you could label Residents' clothing before they arrive, but we will take care of it upon admission if needed. If we are not made aware of new items, we cannot accept liability if they are lost.

For infection control purposes, soiled clothing is washed at a high temperature. Delicate clothing, including cashmere, can be damaged at high temperatures and we advise that they are not brought into the home. We cannot accept liability for damage in our laundry. We are unable to offer a dry cleaning service.

General Information

FEEDBACK

Feedback

At Nightingale Hammerson we believe feedback is essential to provide outstanding care. We will always listen to our Residents and their families and speaking to your household team is very much encouraged. We record both compliments and complaints and are open to suggestions for improvement. Our chief executive holds interactive forums with Residents and relatives. Regular audits and satisfaction surveys take place, and we encourage everyone to take part. Visit nightingalehammerson.org/feedback for more information.

Compliments, Comments and Complaints

Nightingale Hammerson is committed to providing the best possible care to our Residents. We guarantee that all complaints will be thoroughly and promptly investigated.

The formal procedure for making a complaint is as follows:

Stage 1

It is preferable to pass any comments about our services to the household manager or senior person in charge of the household where your relative lives. If the complaint is about the household manager, please contact the Hammerson House registered manager.

Stage 2

If you are not satisfied with the response you receive from the first stage, you may put your comments in writing to the Hammerson House registered manager who will handle the matter directly or refer it to another member of the senior leadership team. Having received your comments, you may be invited to meet the director of care and discuss your concerns. Alternatively, you may wish to write to the chief executive of Nightingale Hammerson. Every effort will be made to investigate the complaint within 28 days. You will be kept up to date with the progress throughout the period of investigation and your complaint will be dealt with in confidence. If your Relative is funded by social services at Hammerson House, you can make the complaint directly to: Adult Social Services, Barnet Council, 2 Bristol Avenue, Colindale, London, NW9 4EW.

Barnet Council will aim to acknowledge your complaint no later than 3 working days after receipt and will contact you to understand the concerns raised. All new complaints will be assessed in relation to their seriousness and the likelihood of recurrence, and appropriate and proportionate action will be taken in response. Barnet Council aims to respond to most complaints within 20 working days. If you are dissatisfied with the outcome of your complaint, please inform Barnet Council within 20 working days and they will contact you to seek a resolution.

General Information

FEEDBACK

Barnet Council have published a useful booklet which can be downloaded from their website on barnet.gov.uk/adult-social-care/have-your-say/adult-social-care-comments-and-complaints

Stage 3

If you remain dissatisfied, you can contact: the Local Government Ombudsman (LGO). The LGO must be satisfied that all reasonable attempts have been made to resolve the complaint within Nightingale Hammerson. Further information can be found at www.lgo.org.uk or by calling the LGO helpline on **0300 061 0614**.

General Information

DOGS IN THE HOME

We love having dogs visit our care home – they bring comfort and smiles to many residents.

To keep everyone happy and safe, please follow these simple rules:

- Dogs must be friendly, clean, and kept on a lead at all times.
- Owners must clean up after their dogs and use the outdoor waste bins.
- Dogs are not allowed in kitchens or dining areas during mealtimes.
- Please make sure your dog does not block walkways or get in the way of residents using mobility aids.
- Dogs should not disturb or frighten other residents or staff.
- If a dog shows aggressive or unsafe behaviour, it may no longer be allowed to visit.
- The care home cannot take responsibility for any damage or injury caused by visiting dogs.

Thank you for helping us keep our home safe and welcoming for everyone – people and pets alike!

Appendix: Escort Policy

1. Introduction

1.1 The purpose of this policy is to outline how Nightingale Hammerson will ensure the provision of an escort for residents either going to hospital in an emergency or for a planned appointment/other planned health appointments or on social outings. It identifies when the escort could be a family member or a staff member. The policy outlines the role of the accompanying staff, when this is the case and further details how such arrangements are funded in a non-emergency situation.

2. Nightingale Hammersons responsibilities (Emergency and non-Emergency)

2.1 The Household Manager is responsible for implementing this policy within the household and for ensuring that anyone acting as an escort is competent to do so.

2.2 The decision to provide an escort will rest with the most senior staff member on duty. Arrangements for escorts will differ for a planned appointment, health or social and in an emergency situation.

3. In an emergency situation

3.1 Once a decision has been made for a resident to be transferred to hospital in an emergency, either by front line ambulance or urgent car transportation, the responsibility for escorting the resident will lie with the staff team at Nightingale House or Hammerson House.

3.2 If a family member is present at the time of the decision to transfer to hospital for urgent care then that family member may choose to accompany their relative also. The household manager will decide in this instance if a staff member should also accompany the resident for transfer of information.

3.3 It will be the decision of the Paramedic as to who can travel in the ambulance. If the family member only travels with the resident for urgent care than the staff will ensure that all relevant documentation is sent with the resident in the care of the paramedics.

3.4 If a staff escort cannot be safely provided due to the needs of other residents and safe staffing levels, and no relative is available, the resident will travel to hospital in the care of the paramedics. All efforts will be made to send a staff member as soon as safe to do so to support the resident, if there is no family member available to join the resident at the hospital. All the relevant documentation will be sent with the resident in the care of the paramedics.

3.5 Once the resident is in the ambulance, the welfare and wellbeing of the resident legally rests with the ambulance personnel

3.6 Once the escort has confirmed with medical staff that the resident is safely in the care of the hospital, the staff member may return to the Home.

Appendix: Escort Policy

3.7 In all instances the next of kin must be informed if a resident is attending the hospital for urgent medical care.

4. Planned Hospital and other health appointments

4.1 Wherever practical relatives should be requested to escort the resident to a planned hospital or other health appointment ensuring that appropriate prior notice is given.

4.2 In the event that there is not a relative able to accompany the person, the household manager will make a judgement about whether an escort can be provided and what extra staffing resources are required to enable an escort. Consideration will be given to the length of time it is anticipated an escort will be needed, the mental and physical condition of the resident attending the appointment, as well as the needs of other residents and the safety and security of the household as a whole.

4.3 If the household manager judges that an escort is necessary and can safely be provided without compromising the care and safety of other residents, they will designate a carer with appropriate experience and knowledge to escort the resident.

4.4 Staff are not permitted to make private arrangements with family members for escort duty without prior knowledge of the household manager.

4.5 The household manager will be responsible for making sure that suitable pre-arranged transport is available for the resident to travel to and from their appointment.

4.6 Where hospital transport is not available and arrangements need to be made for taxis, these will be chargeable to residents/next of kin.

4.7 Taxi's will be booked for all journeys to private (non NHS) appointments. The Finance department will need to be informed by the household as soon as possible so that appropriate charges can be applied. This should be done by completing the Escort and 1-2-1 form with details of who to invoice, rate based on qualification of escorting staff (Non-Nurse £20.00 per hour; Nurse £36.00 per hour) and details of the number of hours.

4.8 A risk assessment will be carried out to identify any risk to the resident and the escort.

4.9 If necessary the escort will be given the appropriate supply of the resident's due medication in a suitable container supplied by the pharmacy.

4.10 The household manager/person in charge will ensure that necessary documents are taken in a sealed envelope by the escort to the appointment, including, where appropriate:

- A completed transfer form
- General Practitioner's letter if available
- Outpatient appointment card.
- A photocopy of the MAR sheet
- A copy of the record of resident's belongings if the resident is likely to be admitted (the original to be put on the resident's care file)

Appendix: Escort Policy

5. Escort to social events

5.1 The resident/relative/representative of the resident should discuss the initial idea with the household manager a minimum of 2 weeks prior to the trip.

5.2 It is important to remember that many families play an active role in the care of resident and a family member may be able to accompany resident on social outings. For the social activity to have maximum benefit for the resident they may require the support of a staff escort in addition.

5.3 The decision to provide an escort rests with the household manager, taking into account the needs of the resident, the activity, other residents on the household and safe staffing levels.

5.4 The household manager must carry out a risk assessment to identify any hazards the trip may pose to the resident and the escort.

5.5 The resident/relative/representative must take responsibility for the organisation and payment of any transport required both to and from the activity.

6. The role of an escort

6.1 A staff on escort duty will be expected to:

- Familiarise themselves with the resident's care needs and provide support for their activities for daily living;
- Ensure adequate medication, continence products, clothing and mobility aids are taken with the resident for the duration of the trip;
- Check the resident is suitably dressed for the journey and the activity, taking into account the prevailing weather conditions;
- Ensure they have all the necessary documentation if they are accompanying the resident to hospital;
- Support the resident in taking their medications as required;
- Ensure that suitable refreshments for the trip are taken;
- Ensure that a wheelchair is available as required;
- Ensure that they have the contact details for Nightingale Hammerson in case of emergency;
- Reassure the resident prior to and during the journey, responding to any request for help, and dealing with any care needs as they arise;
- Ensure that the Resident's privacy and dignity are maintained at all times;
- Ensure they remain with the resident until he/she is safely in the care of the staff at the required destination or until the resident has returned to the household;
- Report all incidents that may affect the health and safety of themselves or others;
- Report any dangers they identify or concerns that they may have in respect of lone working.

Appendix: Escort Policy

6.2 If it is necessary for the staff member to stay with the resident while receiving active treatment, the staff should contact the Home to give the person in charge an update on the situation.

6.3 On return from hospital or other health appointment the escort should make appropriate entries in the resident's daily report record which relate to observations, the service user's needs, physical condition, actions carried out or actions required. The escort should also make the person in charge aware of any immediate changes in care or treatment and any other concerns.

6.4 Where it is anticipated that the resident will remain in hospital, the person in charge will implement the procedure for a resident discharge. See the Discharge Policy for further information.

7. Escort charges

7.1 If it is deemed that an escort is necessary for a planned appointment and a relative is unavailable, the cost of the escort will be payable by the resident/family member at the rate of **non-Nurse £20 per hour and Nurse £36.00 per hour** up to a maximum of 4 hours. This rate reflects the cost of the escort administration and ensuring the continuation of safe staffing levels on the household in their absence.

7.2 Once a risk assessment has been carried out and it has been agreed that the trip is appropriate and a member of staff is required to accompany the resident, the cost will be agreed with the family in writing, preferably by email.

7.3 Residents/relatives/representatives must not give money directly to members of staff in relation to a trip. The Finance Department will generate an invoice to the resident/relative/representative or relatives/residents should give authority that the agreed cost should be charged to the Residents Safekeeping account (RSK).

7.4 It will be the responsibility of the Household manager to notify the Finance Department details of the escort duty including the number of hours spent.

8. Dissemination

8.1 This policy will also be communicated via the induction process for all new staff and through staff meetings for existing staff. Copies can be found in the policy folder on each household, nursing office and the Nightingale Hammerson intranet.

8.2 All information will be provided through relatives and residents meetings, newsletters and admission information packs.

Appendix: RSK (Resident Safekeeping)

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- 3. How you know what has been spent and what is left?**
- 4. What happens if a resident's RSK Account amount is empty**
- 5. Residents living with dementia**
- 6. Respite residents**
- 7. A word on security**

1. Purpose and scope

The purpose of this document is to provide clarity for residents, relatives / powers of attorney and staff concerning the management and payment of incidental expenses by residents. The document will explain Resident Safekeeping, or RSK, Accounts (which are individual resident accounts managed by the Finance Department). It is designed to be read by relatives, powers of attorney and staff, as well as residents who manage their own finances.

2. How they operate

We encourage residents / relatives to open an RSK account to cover the small items of expenditure they wish to make (hairdresser, shop, café, cash for outings etc.). Either the resident or their relative can pay money into the account by a simple bank transfer or cheque to Nightingale Hammerson. The money is then available for the resident to draw upon. Expenses within the Home can be signed for and deducted. Should a resident require cash, for example for a shopping trip, they can withdraw that as needed. It minimises the need for cash to be kept in residents' rooms and thus any risk of loss.

3. How do you know what's being spent and what's left?

A statement is regularly sent out to the designated relative / power of attorney (or in some cases resident) detailing all expenditure since the last statement and showing the balance outstanding. This ensures that when the funds are running low, it is clear if a top-up payment is required. The Finance team are always happy to answer questions on expenditure. They can be contacted on Accounts@nightingalehammerson.org.

Appendix: RSK (Resident Safekeeping)

4. What happens if a resident RSK account is empty?

We do ask that RSK accounts are kept in credit and, in addition to sending monthly statements, will always do our best to contact the designated relative / POA if funds run out. However, we do know that sometimes relatives and POAs are busy and can miss these reminders, providing there is a history of the account being topped up regularly, we do not put a stop on items being charged against it, although cash withdrawals are generally not possible on an overdrawn account. However, we do need to protect the interests of the charity and if an account remains overdrawn for an excessive period and / or by too high an amount we may, regrettably, have to put a temporary stop on it until the balance is cleared.

5. Residents living with dementia

We ask that relatives / POAs of those living with dementia to keep an eye on expenditure and perhaps keep a relatively small balance in the account. Where a resident has no capacity then instructions must be received from the POAs as whether withdrawals should be allowed and the accepted limit.

***Note that this can only be done via RSK and not using cash.**

You can also state what expenditure is and is not allowed. For example, a resident may have no capacity for decision making, even for very small matters, but may have always prided themselves on their appearance; you may prefer to supply any small items yourself but have an RSK account to allow a weekly visit to the hairdresser.

6. Respite residents

Residents on respite stays must set up RSK accounts to take into account incidental purchases during their visits. A balance of £100 needs to be paid on admission.

7. A word on security

RSK accounts are very secure, far more so than cash. Only the resident can charge items to the account. Staff in the café, shop and hairdresser know residents by name and will ensure the records are correct, even if a resident is confused. An RSK account can be closed at any time, and the monies returned to you. The money is kept in a separate account from the normal trading money of the charity and the system is audited each year. Mistakes do happen occasionally, of course, and we ask relatives and POAs to be vigilant and query any uncharacteristic expenditure promptly.

The Gift of Care

FOR FUTURE GENERATIONS

A gift in your Will can help families in the years to come. Nightingale Hammerson cares for over 250 Residents at Nightingale House in Clapham and Hammerson House in Hampstead.

Our charity's future will always rely on the generosity of the community to ensure our care will continue for generations to come.

If you are able to support our fundraising by making a donation, join one of our events or perhaps consider us in your Will, we'd love to hear from you. To find out how to donate or learn how your legacy can make a huge difference, please contact David in our Fundraising Department.



FIND OUT MORE AT

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