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# **Manor House**

## **Christian Rest Home**



**Opened in 1977  
For the Glory of God  
and the care of His people**

**RESIDENT'S HANDBOOK**

**February 2012**

## **Introduction**

This booklet is designed to give further information about the Manor House Christian Rest Home than is contained in our brochure. It is intended to give a brief overview of the home. Further and more detailed information is available from the trustees or the staff of the home.

## **Objectives**

The Manor House Christian Trust was established with the express purpose of providing a Christian care home for elderly believers. The declaration of trust states that “the home is for the benefit of elderly Christian persons who have need of the facilities provided at the home by reason of their age or infirmity”.

In accordance with the declaration of the trust, the overall aim of the home is to give the best care, with Christian love, as is possible. It is our purpose to provide the opportunity for the elderly committed Christian to live in a home governed by Christian principles, whilst enabling them to attend a local place of worship.

The Manor House seeks to provide a high quality care service to all its residents who have need for it. The Manor House seeks to live as a family and it is our aim to provide as homely accommodation and atmosphere as is possible.

We also seek to enable each of our residents to live with dignity and respect in clean, comfortable surroundings that offer them the privacy and social interaction they desire.

The only additional charges are for private purchases such as hairdressing or newspapers at cost.

Four weeks notice is required for any resident who wishes to leave the home. Where hospitalisation occurs a reduced fee is payable to reserve the room. In the case of short-term respite care or death, then charges are made on a daily basis without requirement for notice.

## **Documentation**

This booklet gives a general summary of the information required for our residents and prospective residents. Full documentation is provided to all residents and is made available to all prospective residents.

The Manor House is required to have numerous policy and procedure documents and these, together with the Statement of Purpose and the full Service User Guide pack, are available from the office.

In addition a copy of the latest inspection report on the home is available for all to view in the home’s front hall.

A copy of this handbook is available in large print on request.

## Terms and Conditions

The Manor House, as a registered charity, seeks to set its charges to cover the costs of running the home and to allow investment to ensure compliance with the standards required by the regulatory bodies.

The trustees act in a voluntary capacity and do not draw any reward for their service as trustees. Any trustee who provides a chargeable service to the home does so at a market rate and in competition with other trades or services.

A detailed copy of the terms and conditions is provided to all residents and copies are available from the office.

Fees are payable monthly in advance on receipt of invoice. Any cheques that are returned due to insufficient funds, will incur a £25 admin. fee from our bank.

Where fees are paid by Social Services or other benefits providers, payment will be in line with benefit payment.

Fee rates may be amended on one month's notice and are usually reviewed annually to coincide with the review of benefits by the statutory authorities.

The weekly fee for the financial year commencing 1 April 2011 is £527 per week for 52 weeks plus one day. However, for residents funded by Suffolk Social Services we would like to make you aware there is a shortfall in excess of £165 per week.

For our Christian residents, additional funding may be available from a Bursary Fund provided by the Golden Sunset Homes Trust to offer financial assistance in meeting the cost of care. Further information is available on request from our Manager.

The contribution of family and relatives is important in the care of residents, and we welcome their involvement in your care.



## **The Manor House**

The Manor House was originally built in 1714 and stands in three acres of grounds in the village of Bacton. Since it opened as a care home in 1977 it has been extended and upgraded to provide a well equipped home.

A large lounge together with a dining room and a smaller sitting area with television facility, provide the communal accommodation on the ground floor.

There are twelve single bedrooms and two shared rooms on both ground and first floor. Each room has its own washing facility and shares the use of bathrooms and toilets, except for one single room which has en-suite facilities. All bedrooms comply with at least the minimum required size, as stipulated by the Care Quality Commission. All parts of the home are centrally heated.

The home has been adapted and equipped to ensure that all facilities and the accommodation are accessible.

There is a chair lift and a passenger lift providing access to the first floor. If a resident becomes unable to use either lift, a ground floor room will be made available to them at the earliest opportunity.

Outside there are attractive gardens near to the house and a large orchard area to the rear.

The Manor House is in the centre of the village of Bacton and village facilities are close by.

All complaints made known to the home will be investigated, and the complainant(s) will be advised of the outcome of the investigation within 28 days.

## **Your responsibilities**

As in any part of life, living at The Manor House requires you to undertake some responsibility.

Your personal choices and actions cannot be exercised in isolation as they impact upon others around you.

Whilst living at The Manor House we expect you to exercise care and to be aware of those around you.

Whilst we seek to provide a safe environment for you to live in, the exercise of independence by those affected by illness, age and disability will bring an element of risk to any activity. It is important you acknowledge this risk and seek to minimise it at all times.

It may, because of your physical or mental condition, not be possible for you to exercise your rights in full. Any restriction that becomes necessary will be strictly limited and reviewed frequently to ensure that your freedoms are not unduly imposed on.

## Complaints Procedure

The Manor House Christian Trust's aim is to give the best care with christian love that is possible. If you, or your relatives, should have reason to complain about our service the procedure is as follows:

**First Contact:** Any member of staff  
**Second Contact:** Registered Manager  
Sarah Harris

If you should wish to discuss the matter further, then please contact a representative from the Trustees:

Mr A Harris  
53 Pound Hill  
Bacton  
Stowmarket  
Suffolk  
IP14 4LP

Tel: 01449 781968

In the event of the matter not being satisfactorily resolved, then please contact the Standards Officer at anytime during investigation of the complaint. This does not affect your statutory rights. The Officer's address:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

[www.cqc.org.uk](http://www.cqc.org.uk)  
Tel: 03000 616161

Email: [enquiries.eastern@cqc.org.uk](mailto:enquiries.eastern@cqc.org.uk)

## The Manor House Team

The Manor House Christian Trust is registered as a charity with the Charity Commission. The trust is operated by a committee of trustees. The current trustees are Mr Andy and Mrs Sarah Harris and Mr Lloyd Stock.

The trustees bear the legal responsibility for the running and welfare of the home and seek to uphold and maintain the original objectives of the founding trustees, Don and Beryl Harris.

Day to day operation of the home is undertaken by a team of staff. The Home's Manager, Mrs Sarah Harris, is a committed Christian and a Trustee who has been closely involved with the Home for the past 8 years. Sarah is assisted by a team of senior carers, carers and domestic staff, several of whom have been committed to the home for more than 17 years.

Supporting the Management are senior carers; Joy Gosling, Elena Warren and Christina Dickinson. The senior carers take responsibility for the carers on duty and the implementation of care plans.

A senior carer has additional responsibility for medication lists and ordering, care plan review and deputising for the manager.

In addition to the care teams, a team of kitchen, domestic, administration and ancillary staff are employed to prepare and serve meals, clean and to look after the running and upkeep of the Manor House.



## **Feedback and Complaints**

We always welcome your feedback on The Manor House and how the care you are receiving suits your needs and is perceived by your relatives and friends. Feedback is essential on both good and bad points so that we can ensure we operate the home in the best possible way.

If you are deeply unhappy about any aspect of the home, The Manor House operates a complaints procedure. The guidance issued by government states that the complaints procedure is “most likely to ensure quality and protect individuals when they stem from recognition of users’ needs and rights” and recommends that problems are resolved before they become complaints. We welcome therefore, you to voice concern about a perceived problem as soon as it rears its head.

If the problem cannot be resolved then you should request that The Manor House complaints procedure is implemented. The complaints system is designed to be most effective when it is dealt with as close to the source of the complaint as possible.

Where the immediate staff cannot resolve the complaint, then the manager or the trustees will seek to address the issues. Reference, where necessary, can be made to Social Services and the Care Quality Commission. Telephone: 03000 616161 Email: [enquiries.eastern@cqc.org.uk](mailto:enquiries.eastern@cqc.org.uk)

## **Visitors**

Visitors are welcome to The Manor House at anytime and we encourage family and friends to visit as often as is possible. If we have prior notice and subject to a small charge, meals can be provided. All visitors are required to contact a member of the care team on arrival and to sign the visitor's book.

Residents are free to be taken out by their relatives and friends. We will seek to assist this by providing the appropriate medicines and care products required for the period of the visit.

## **Pre-Admission Visits**

We encourage all our residents to visit The Manor House before they move into the home. This visit should be long enough for you to feel comfortable with your choice and we would recommend a day visit where possible.

A trial period of residency in the home of four weeks is available to ensure you feel happy and at home before committing yourself to make The Manor House your home.

## **Bus Service**

A local bus service travels to Stowmarket and Diss on a daily basis from the nearby village shop. Also a bus service operates regularly from Stowmarket to Ipswich, and also to Diss. Stowmarket also has a comprehensive train service.

## **The Care Service**

Registered for Residential Care for older people and with Approved Care Provider status, The Manor House offers twenty four hour care for sixteen long or short-stay residents, together with respite care. In compliance with our residential status, we are unable to cater for any emergency admissions. The Manor House is regulated by the Care Quality Commission and meets the requirements of the Care Standards Act 2000.

The Manor House is not registered to provide nursing care nor is it able to provide specialist care but loving care will be provided until the end of life.

Emphasis is placed on individual care and attention to each resident in order to preserve their dignity and their own identity. Privacy and independence is encouraged for each resident at all times.

All staff employed by The Manor House are required to undergo a comprehensive induction and training programme to ensure that care standards are kept as high as possible.

In addition, all staff are encouraged to seek qualification in Care. All staff are trained or in the process of obtaining NVQ Level 2 Apprenticeships in Care, and staff training and development is ongoing at Manor House.



### **The Care Ethic**

The Manor House is established for the care of Christian believers. A team of loving and devoted carers provide individual care for both men and women in a homely atmosphere based on individual care plans that are regularly assessed and updated.

### **Social Activities**

The social activities provided within the home are largely determined by our residents.

We regularly seek your views to ensure we are providing activities and events that meet your requirements.

As a Christian home, regular devotions and services are held.

Morning devotions are held in the lounge every morning and a service is held on Sunday afternoons and on Wednesday afternoons or evenings.

Typical activities in the home include armchair aerobics, knitting, crocheting, sewing and embroidery, craft work, games, quizzes, puzzles, reading, painting, television and DVDs. In addition events such as visiting choirs, school children and carol singing are arranged as appropriate.



## Environment

The Manor House is your home and nowhere will this be more obvious than in your room. We will respect your privacy in your room and will not intrude unless you require or as is necessary for your well-being.

Whilst all the rooms and facilities are furnished and decorated to provide a bright, attractive environment in which to live, you may wish to make your room your own by the addition of articles and furniture from your home.

Whilst we will seek to accommodate all reasonable requests in this respect, we would remind you that personal effects are your responsibility and we cannot accept liability for them. Valuable items should be covered through your own insurance.

Where you occupy a shared room, then your privacy will be maintained by appropriate curtaining and screening. Your room companion will be chosen, if you are not a couple, on the basis of your compatibility as individuals.

In the interests of the health and safety of our residents, staff and visitors The Manor House operates a NO SMOKING policy.

Our endeavour is to make this your home. It is our desire to make you feel comfortable and 'at home' whilst you are living at The Manor House. We will take your views into account as much as possible on the running and operation of the home.

We believe that all our residents are entitled to:

- ❖ Dignity and respect in all circumstances of their residence and care, together with kindness.
- ❖ Be treated and valued as an individual.
- ❖ Privacy and confidentiality in all matters and protection for their interests.
- ❖ A high standard of care and support and to be treated with kindness as an individual through care plans tailored to their needs.
- ❖ Regular and full review of their care plan and needs, and care that is tailored to meet their needs and agreed with them.
- ❖ Have freedom of choice in lifestyle, movement and activity subject only to safety.
- ❖ Live in a homely and safe environment and to be able to share it with visitors.
- ❖ Associate with others and build relationships both inside and outside of the home.
- ❖ Have their cultural, spiritual, emotional and physical needs respected and met.

- ❖ Full access to medical care provided by professionals outside of the home, including registering with practitioners of their choice.
- ❖ Be consulted on every aspect of living in the home, including their own care plan and risk assessment.
- ❖ Their views, concerns and complaints taken seriously, and investigated promptly and fully.
- ❖ Have reasonable access to the management and trustees of the home.

The Manor House will seek to provide a secure, stable environment which will stimulate and maintain physical and mental activity, and spiritual and social well-being.

### **Medical Support**

The Manor House is well served by medical care. The doctors' surgery provides an excellent service to the home, and the modern, purpose-built surgery is situated next door to the Manor House.

Consultation with a GP or any other medical visit will be conducted in the privacy of the resident's room.

All medicines are ordered, stored and administered by senior members of staff. Other health needs such as opticians and chiropodist are met by visits to the home.

### **Independence**

Residents are encouraged to be as independent as is possible. Although there is a routine to the running of the home, residents are free to use their room as they feel appropriate. Residents are encouraged to use the communal facilities of The Manor House for the communal activities and for social interaction and stimulation.

We encourage our residents to participate in the organised activity and social programme within the home.

We consult our residents on an ongoing basis to assess their needs and a programme is provided in accordance with the resident's requirements.

### **Choice**

Residents are encouraged to exercise their freedom of choice wherever is possible. This is given opportunity in the menu of home-cooked meals The Manor House provides. The freedom to choose must, however, be countered by the need to provide a varied, balanced and nutritional diet that meets any medical or dietary requirements.

Meals can be taken in the resident's room or in the communal dining room and, within reasonable constraints, when suits the resident.

Residents are encouraged to choose the clothes they wear from their own wardrobe. Clothes should, wherever possible be washable and clearly marked with the resident's name, so they can be laundered and returned correctly.