



Crossways Residential Home, 2 Sunte Avenue, Lindfield, West Sussex RH16 2AA

Telephone: 01444 416841 Fax: 01444 453830
Email: enquiries@crosswayscarehome.co.uk

Service user guide





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Welcome to Crossways Residential Home

Crossways is a privately owned residential care home, for 25 elderly people. It is situated approximately one mile from Lindfield. It is a large detached house and has been extended.

The accommodation is on the ground and first floors. The lounge and dining room are on the ground floor.

The first floor can be accessed by a passenger lift. A stair lift is available between steps on the first floors. It has 22 bedrooms, 19 of which are for single occupancy and 3 are for twin-bedded occupancy. 19 of these rooms are equipped with their own en-suite toilet and sink, and the remainder have a hand wash basin. The Home is equipped with assisted baths and toilets. It has an attractive enclosed garden. The Home and garden is accessible to wheelchairs.

What does Crossways aim to do?

It is to enable elderly people to continue living as independently as possible by receiving 24-hour care and support.

It aims to provide a high standard of accommodation and care. The Home's policy is to provide a secure, relaxed and homely environment in which the care, well-being and comfort of our residents are of prime importance.

We value each and every individual who comes to live in Crossways. We welcome applications from people from all walks of life. You are assured that you will be treated with respect and dignity according to your individual needs and wishes.

Who comes to live in Crossways?

Anyone over the age of 65 years, including married couples and/or partners who require long term residential help with daily living, are entitled to apply for a place in Crossways.

How do people apply?

You can contact the Administrator for enquiries, to request a brochure and to arrange a viewing.

What happens next?

If you are happy with the viewing and accept placement, a date is then arranged for admission. Prior to admission there will be an assessment of needs to justify placement. There is usually an option for a month's trial.

During this period your care and support requirements are assessed and discussed and developed into an agreed Care Plan. This will include discussion and assessment of any risks to which you or the staff may be exposed as a result of making your own choice and decisions. It may also include discussion, with your agreement, with any relatives or representatives who may be involved with your care needs and plans. The aim is to achieve a plan of care with which everyone involved is happy.



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How is Crossways organised?

Crossways is currently under the care of the Manager, Mr. Pramod Bucktwar. There are three shifts (7.30am – 2pm; 2pm – 7.30pm and 7.30pm – 7.30am). A typical shift pattern would be the Person-in-charge and 3 Care Assistants, complemented by ancillary staff (cooks, domestic staff, maintenance person and the administrative personnel).

What qualifications do staff have?

The Manager is Mr. Pramod Bucktwar. He took the role of Manager in January 2010. He has many years' experience in the care industry. The Home is fully committed to staff learning and development. The staff are working towards their NVQ qualifications and most have already achieved their qualification. Various training courses are carried out monthly. The staff are also trained to look after residents with mental frailties or disabilities.

How is the care provided?

The agreed plan of care provides the basis on which Crossways' care service is delivered. It will include your preference in respect of how you like to be addressed, and what dignity, respect and privacy means to you in terms of daily behaviour and actions.

We believe that it is important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The Care Plan includes details of health care needs, social interests and activities and how these are met, and any arrangements to attend religious services of your choice, and for contact with relatives, friends and representatives. The daily programme is organised as a response to your individual and combined needs of others.

All meal times are flexible and you can arrange to have your meal in your own bedroom or in the dining room. Menus will be varied. Favourite dishes and special diets can be catered for.

Medical care is provided by the local GP of your choice. Referrals to specialist services and facilities can be arranged through your own GP.

Crossways offers a wide range of activities designed for residents to take an interest in life. There is a weekly visiting hairdresser and six weekly visiting chiropodists.

Visitors are welcomed at all reasonable times.

How do we assure quality? User surveys and Views of the Home.

We are committed to maintaining and improving the quality of our service. We have a comprehensive quality Policies and Procedures manual, which is constantly under review and revision. All significant policies are contained here including our complaints procedure. An important part of our approach is to obtain the views of our residents, relatives and their representatives. We do this by regular reviews with individual residents and on more general matters through separate meetings with residents and relatives.



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COMPLAINTS PROCEDURE – INFORMATION ABOUT HOW TO MAKE A COMPLAINT

The owner, Manager and all staff of this home endeavour to provide a happy, caring and safe environment for all the residents, their relatives and friends.

However in the event of something going wrong, we would like the problem to be investigated as soon as possible.

In the event of a resident, relative or friend wishing to make a complaint, the following procedure should be provided:-

1. Speak to the senior person in charge of the shift who will report the matter to the Manager, who will action the investigation.
2. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.

Written complaints will be responded to by an acknowledgement letter within seven days. The Home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.

If the complainant is not satisfied, he or she should make an appointment with the Proprietor to discuss the matter further.

If the complainant is still not satisfied, he or she can write to:-

Care Quality Commission
South East
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: 03000 616161, Fax: 03000 616171
Email: enquiries.southeast@cqc.org.uk

We view complaints as an opportunity to reassess and rectify our policies and procedures to make an improvement, which can only better our organisation.



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KEY CONTRACT TERMS – ADMISSION, OCCUPANCY, TERMINATION OF CONTRACT

When people move into Crossways they have one month built into their occupancy agreement to decide whether “this is the place for them”. The first four weeks of residence is mutually agreed as a trial period.

You will be allocated a specific room and whilst every effort will be made to ensure that room remains available for your use, the Home reserves the right to substitute alternative accommodation should the need arise.

You can terminate your residence with Crossways or vice versa by giving each other one calendar month’s notice to expire at any time.

In the event of a death, one calendar month’s fees shall be payable to allow time for the accommodation to be vacated and refurbished as necessary.

FEES CHARGED - WHAT THEY COVER; COST OF EXTRAS.

The level of fees is dependent on the choice of rooms and level of care. Some of these fees may be met by the local authority / health service. Please contact the Administrator for information about the fees.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services the staff provide. Extras not included are newspapers, clothing, personal toiletries, books, magazines and for additional services provided at Crossways such as hairdressing, chiropody and transport for outings. Fees can be paid by monthly standing order or monthly invoice.

CARE AWARE

Care Aware is a public information and advisory service specialising in the issues of care for older people regarding benefits. They can be contacted at PO Box 8, Manchester, M30 9NY.
Telephone No: 0161 707 1107
Fax: 0161 787 8560
Website: www.careaware.co.uk

STANDARD FORM OF CONTRACT

A copy of Crossways’ Terms and Conditions of Residence is available if required.