



Assessment Questionnaire Pack

Nower House
Coldharbour Lane
DORKING • Surrey
RH4 3BL

01306-882 844

BP:025|EAP.19|R:43185



Thank you for your recent residency application



In order to receive this *Assessment Questionnaire Pack* you should have already received the *Nower House Profile (Marketing Information Pack)* and completed its attached *Form 1 (Residency Application ~ Request for Consideration)*.

We would also hope that you have visited Nower House yourselves to assess its suitability and wherever possible, with the proposed resident. If this is not the case, we would strongly advise you do so as soon as is possible.

The *Nower House Profile/Information Pack* contains basic information on:

- The facilities and services provided by Nower House.
- Our admission criteria and categories of resident catered for.
- The Nower House room schedule and relevant fee structure.
- Details of our CQC Registration, and other statutory information.

This document (*Assessment Questionnaire Pack*) contains details on the following:

- The Nower House "Waiting List" for residency policy
- Resident Risk Taking and Quality of Life information
- The Nower Care Resident Admission Policy
Needs Assessment
- The Next Stage
The forms that need to be completed prior to acceptance for admission
- Information Packs
- *Assessment Forms 2 to 8*

This document refers to more detailed information in the *Nower Care Policies & Procedures Folder*.

Nower Care has over 250 pages of recorded *Policies & Procedures* and these are available for inspection from Compliance filing at Reception. If required individual copies of P&P will be printed off upon formal request.

The Nower House "Waiting List" for Residency

Nower Care is not able to operate what is normally known as a "waiting list" of prospective residents, i.e. a list of applicants admitted in a strict chronological order. This is because the room that becomes available may not meet the assessed needs of those waiting longest.

When a room is vacated it is first offered to those existing resident's that have declared an interest in transferring rooms (e.g. to a private patio room). They may have been originally admitted to Nower House in a room grade that was not their first choice and were waiting for the room of their choice to become available.

Although the final criteria considered in selecting from a number of suitable applicants for a room is the respective dates of their original application, it is possible, that on occasion, the person selected for admission to a room may have only applied that week.

Risk Taking and the Quality of Life

Nower Care is conscious that the residents of Nower House are adults and should therefore be treated as such. They are free to make whatever decisions they choose about their own routines, activities and consequent safety.

It should be noted that Residents must be free to choose to:

- leave Nower House unaccompanied.
- undertake any activity or pursuit provided that it is not considered a potential risk to other residents or staff.
- manage their own medication (only if Risk-Assessed as suitable to do so).
- manage their own finances.

Residents are assessed individually as a part of the Admission Process as to the amount of acceptable risk they are able to take and this is discussed with them and their relatives or representatives. We operate a 'Use it or Lose it' policy where residents will be encouraged to continue walking and caring for themselves for as long as possible and they will be supported to maintain their independence, even where their respective chosen activities may incur a certain amount of personal risk.

If a resident insists on an otherwise rational course of action that staff consider may expose them to risk or endanger them, then staff should advise them of the inherent hazards they perceive. They may attempt to dissuade the resident, deflect them from taking the risk or attempt to lessen the risk (e.g. taking suitable clothing if leaving Nower House). However, under no circumstances will staff attempt to restrain them from undertaking the risk if they cannot be otherwise convinced.

Obviously, should a resident insist on leaving Nower House the resident's nominated Next of Kin will be informed of their decision and where there is serious concern, the relevant authorities (Police, CQC etc) will also be informed.

Please refer to: *Nower Care Policies & Procedures # 2.19 Risk Management*

Please refer to: *Nower Care Policies & Procedures # 2.56 Residents Lacking Mental Capacity*

Nower Care Resident Admission

Nower Care Resident Admission Policy

It is the stated policy of Nower Care to ensure that no resident is admitted to Nower House without their needs having been assessed and recorded. The management of Nower Care, service users and their relatives must be assured that Nower House can fully meet the service users needs as they enter the Home. To this end Assessment Day Care, Short Stay and initial Trial Periods will be utilised to assure that all needs can be met.

Needs Assessment

Nower Care will ensure that no potential resident is admitted to Nower House without having had their needs assessed and having been assured that these can be fully met.

The following are key points which are implemented to underpin the above policy:

- Nower Care will ensure that a potential service user is only admitted to Nower House on the basis of a full assessment of their individual needs. This assessment will be conducted by the Home Manager or a Duty Manager in their absence. The overall assessment decision will be based on information and assessments provided by the service users family, GP or relevant health or care professionals.
- where a prospective resident is referred via Social Services or a Hospital, Nower Care will obtain a summary of the Care Management Assessment and copy of any relevant Care Plan.
- Nower Care will ensure that its overall needs assessment will cover the following:
 - ▶ personal care and well-being
 - ▶ diet and weight, including dietary preferences
 - ▶ sight, hearing and communication
 - ▶ oral health & foot care
 - ▶ mobility and dexterity
 - ▶ history of falls
 - ▶ continence
 - ▶ mental health and cognition
 - ▶ social interests, hobbies, religious and cultural needs
 - ▶ personal safety and risk
 - ▶ carer and family involvement and other social contacts or relationships
- Nower Care will ensure that each new resident will have an individual Care Plan formulated to meet their own specific needs for daily living.

Please refer to: *Nower Care Policies & Procedures # 2.14 Resident Admission*

Assessment Forms

The following forms are provided to formulate and record the various needs assessments that are required to be conducted:

<i>Nower House Profile (Marketing Information Pack)</i>		<i>Completed by</i>	
Form 1	Request for Consideration	Applicant or Family	(Mandatory)
 <i>Nower Care Assessment Questionnaire Pack</i>			
Form 2	Financial Commitment Appraisal	Applicant or Family	(Mandatory)
Form 3	Relations Appraisal of Applicant's Needs	Applicant or Family	(Preferable)
Form 4	GP Suitability Assessment	Applicant's GP	(Mandatory)
Form 5	Residents Contact Addresses	Applicant or Family	(Mandatory)
Form 6	Top-Up Agreement (only where applicable)	Applicant or Family	(Mandatory)
Form 7	Resident's FIR Food Allergies	Applicant or Family	(Mandatory)
Form 8	Medication Administration Consent	Applicant or Family	(Mandatory)
	Nower Care Admission Form	Nower Care Manager	<i>Office Use</i>
	Resident Care Plan (Computer)	Nower Care Manager	<i>Office Use</i>
	Mental Capacity Profile	Nower Care Manager	<i>Office Use</i>
	Self-Medicating Assessment	Nower Care Manager	<i>Office Use</i>

Additional optional assessments

Resident Assessment (Needs)	Nower Care Manager
Resident Risk Assessments	Nower Care Manager
Resident Manual Handling Assessment	Nower Care Manager
Resident Changing Needs Assessment	Nower Care Manager

Please refer to: *Nower Care Policies & Procedures* # 3.7 Resident Assessments

- *Residency Application ~ Form 1 (Request for Consideration)*
This form should have already been completed and lodged with Nower Care in order to receive this Pre-Admission Pack.

The following forms are appended to this document for removal and use:

- **Residency Application ~ Form 2 (Financial Commitment Appraisal)**
This *1 page form* must be fully completed, signed, dated and forwarded to Nower Care before any prospective resident can be offered a vacant room. The details provided on this form will be for the information of the General Manager and Bursar ONLY, it will be treated as highly confidential, not duplicated or stored in any other format and will be safely filed in the General Manager's office.
- **Residency Application ~ Form 3 (Relation's appraisal of dependency needs)**
This *2 page form* should be completed as fully as possible by the prospective resident's close relatives. If this form cannot be completed the information will be ascertained by interview with the resident upon their admission.
- **Residency Application ~ Form 4 (GP Suitability Assessment)**
This *2 page form* should be detached and either taken or forwarded to the prospective resident's most recent GP for their completion. Nower House's Home Manager may send this form directly to local GP Practices on behalf of the applicant. It is imperative that we receive this form before an applicant is admitted.
Please complete the doctors name and address section (if known) and the applicants name and abbreviated address for accurate recognition purposes.

NB. Some GP's may make a charge for this confirmation. Please ensure that you enquire and that if this is the case, they have the details of who to invoice. Any cost incurred is the sole responsibility of the applicant or their representatives.

- **Residency Application ~ Form 5 (Resident's Contact Addresses)**

This *1 page form* must be fully completed and brought with a new resident on the day of their admission.

The *Financial Appointee* and *Nominated Next of Kin* fields must be fully completed and signed, all other fields are optional but may provide useful information during the applicants stay.

With regard to the *Alternative Contact* details, it should be noted that as with most hospitals, Nower Care will only commit to informing the *Nominated Next of Kin*, or in the case of their indisposition, someone they have in turn nominated, of any changing circumstances regarding their respective relative. This is because past experience has shown that the delivery and dissemination of potentially bad news is best left to a single 'next of kin' to avoid Nower Care becoming embroiled in potential family politics and misunderstandings.

- **Residency Application ~ Form 6 (Medication Administration Assessment)**

This *2 page form* must be fully completed and signed and brought with a new resident on the day of their admission. The vast majority of incoming residents want *Nower Care to Administer* and supply their medication for them and this form confirms the options available with regard to Medication Administration. A selection from the 3 options provided must be made before admission, and if *Self-Medication* or *Self-Administration* are selected a further *Risk Assessment* will need to be conducted before admission can be considered. NO Resident will be accepted without a signed copy of this form. The form includes a transcript of the *Nower Care: Residents Guidance Notes - Medicines; Self-Medication & Administration*.

- **Residency Application ~ Form 7 (Resident Allergies)**

This *1 page form* must be fully completed and signed and brought with a new resident on the day of their admission. The form should be completed to confirm that for each of the 14 designated food allergens you are unaware of any allergic reaction on behalf of the Resident. Where an allergic reaction is known please indicate the severity of this potential allergic reaction. Nower Care cannot be held responsible for a failure to advise a Resident of a potential allergen in their food if we are not made aware on this form of the Resident's propensity to allergic reaction.

- **Residency Application ~ Form 8 (Top-Up Agreement)**

Where the incoming resident will be in receipt of Social Service (State) funding via a Local Authority and have a Third Party (e.g. relative) paying a *Top-Up* payment to meet the prescribed room fee they will be asked to complete and sign this *2 page form* to confirm their understanding of the issues involved, responsibilities, commitment and agreement before being admitted. The form includes a transcript of the *Nower Care: Residents Guidance Notes - Top-Up Payments*.

The Next Stage

Please ensure that Forms 2; 3; 4; 5; 6; 7 & possibly 8 are fully completed and returned to Nower Care.

When you have been offered and accepted admission to a suitable room you will be issued with ***Information Pack 3 ~ Nower House Pre-Admission Pack*** as detailed below.

Information Packs

- *1 ~ Nower House Profile (Marketing Information Pack)*
 - 1a Frequently Asked Questions (FAQ's) [Optional]*
- *2 ~ Nower Care Assessment Questionnaire Pack*

This includes general information on the assessment process of Nower Care, and a number of assessment forms for completion before admission can be considered. (This pack is issued when Residency Application ~ Form 1 has been received and a suitable room has become available
- **3 ~ Nower House Pre-Admission Pack**

This includes general information on admission to Nower House, an explanation of the mandatory requirement for various nominated individuals, and 2 forms that can

be completed upon admission. (*This pack is issued when an admission date has been confirmed*)

- **4 ~ Nower House Welcome Pack**

This details general information about the 'day to day' activities of Nower House, its facilities, services, timings, and routines. (*This pack is issued on or just after admission and should then be located in each room for resident referral*)

- **5 ~ Contractual Agreement Packs (to both Resident and Financial Appointee)**

This contains copies of the contractual documents required for signature and return. Together with specific information regarding the *General Terms and Conditions of Residency* and the consequent responsibilities and potential liabilities of the Resident, their nominated Financial Appointee and Nower Care. (*This pack is distributed when a resident completes their trial period and becomes a 'permanent' resident*)

You must ensure that you have requested and received all of the *Information Packs* listed above in 'italics' as and the details contained therein, will form a part of the understanding and subsequent contract that may be made between Nower Care, the Resident and their nominated *Financial Appointee* (Guarantor).

It is therefore essential that the prospective resident requests and receives packs 1 to 4, and that their nominated *Financial Appointee* receives pack 5.

It is the responsibility of the resident or their representatives to ensure that they both request and receive the *Information Packs* detailed above.

Nower Care is the registered business name of Dorking Residential Care Homes Limited
Registered as a charitable society under the Co-operative and Community Benefit Societies Act 2014
Registered Office: Nower House, Coldharbour Lane, Dorking, Surrey. RH4 3BL

Residency Application ~ Form 2
Financial Commitment Appraisal

Nower Care

Applicant's Name:

PRIVATELY FUNDED

Does the Residency Applicant intend to pay their fees from personal resources:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Has the Residency Applicant owned a property during the last ten years:

If Yes complete the following section

Home Add L1:		Bungalow:	<input type="checkbox"/>	House:	<input type="checkbox"/>
Home Add L2:		Flat:	<input type="checkbox"/>	Maisonette:	<input type="checkbox"/>
Town:	County:		<i>Detached Semi-Det. Terraced</i>		
Post Code:	Freehold:	<input type="checkbox"/>	Leasehold:	<input type="checkbox"/>	<input type="checkbox"/>
The property was sold in:	Year:	Sold for:	£	Was it Sheltered Housing:	<input type="checkbox"/>

Is the property on the market:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Which Estate Agents:

What is the proposed asking price:

£

What is the anticipated sale price:

£

For how long has the applicant been a resident of Mole Valley or Dorking:

Yrs

Please list all assets and income below and then assess the length of time [in years] private funding will support the applicant until a Capital level of £27,500 is reached when Social Services may take over responsibility for funding.

Property value:	£	<input type="text"/>
Capital & Assets value:	£	<input type="text"/>
State Pension Income:	£	<input type="text"/> :per week
Private Pension Income:	£	<input type="text"/> :per week
Benefit Income:	£	<input type="text"/> :per week
Investment Income:	£	<input type="text"/> :per week
Total Income:	£	<input type="text"/> :per week

At the current appropriate weekly fee I estimate that the applicants Capital and Income will last for:

Yrs

Annuity funding

Have you or the applicant purchased an annuity to cover the on-going cost of fees:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

What weekly fee does it currently provide for:

£ :per week

Is it index linked:

✓

Which Company is providing the Annuity cover:

SOCIAL SERVICES FUNDED

Has the applicant been accepted for Social Services funding in respect of on-going fees:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Which Borough Council's Social Services Department is involved:

The Case Manager's name is:

Telephone:

Their current level of funding is:

£ per week

The applicant is able to Top-Up by:

£ per week

For how long has the applicant been a resident of Mole Valley or Dorking:

Yrs

THE INFORMATION ON THIS FORM WILL BE TREATED AS HIGHLY CONFIDENTIAL

Consideration for residency can only be given if the relevant sections above are fully completed.

Completed By:	Signed:	Relationship to applicant:	Dated:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Residency Application ~ Form 4
GP Applicant Suitability Assessment

Nower Care

Dr	Initial:	Surname:
Surgery:		
Add L1:		
Add L2:		
Town:		County:
Post Code:		Tele No:

Nower House
Coldharbour Lane
DORKING • Surrey
RH4 3BL
Tel: 01306 882 844
Fax: 01306 875 513

Dear Doctor

Applicants Name:

Address:

The above named is a patient of your practice and has made an application for residency at Nower House. Nower Care would value your professional opinion as to the potential suitability of this applicant for permanent residency. If you are unaware of our Home we submit the following details to help you reach an informed judgement.

Level of Care:

The regime at Nower House is specifically designed as a 1st stage Care Home for relatively low dependency service users, although the average age of the residents of Nower House is presently 89 years.

Many private residential homes are perceived to have blurred the distinction between dementia, nursing and EMI units, and as such their new residents can be placed with a majority of either mentally or physically infirm individuals, with whom they may have little in common.

As a *Not for Profit* organisation Nower Care is ideally placed to meet the need to create a residential home that offers a clear differentiation. Our mission is therefore to offer service users a homely yet stimulating environment with like minded, independent individuals and to operate with the minimum of constraints.

Whenever possible it is our intention to be a "home for life" for the majority of our service users. However, if during their stay it should be assessed that we can no longer fully meet their dependency needs, then regrettably, it will be necessary for that individual to be found a more suitable environment. Thereby in doing so, protecting the unique character of Nower House for the remaining residents.

Staffing:

Nower Care is registered with the CQC as a Care Home offering "personal care only" to some 50 residents in total. The Home is operated as two sections of 25 residents, under the overall control of a Duty Manager with 3 Day Care Staff in each section, making a total of 6 Day Care Staff on duty each shift. In addition there is a Home Manager, Compliance Manager and Activities Staff on duty Monday to Friday, and there are also numerous ancillary staff to cover catering, cleaning, laundry and maintenance etc. The night staffing currently consists of 2 *Awake* Senior Night Carers and 1 *Awake* Junior Night Carer across both annexes.

Duty Managers, Duty Seniors and Senior Night staff are all trained in the MDS Vennalink medicine administration system.

If you have any queries please contact Wendy Sharples (Registered Home Manager) on the above number.

With regard to the above information and your specific medical knowledge of the applicant, do you consider them to be suitable for residency at Nower House:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Completed By:	Signed:	Dated:

BP:025|EAF.09|R:43185

Residency Application ~ Form 5
Resident's Contact Addresses

Applicant's Name:

The Financial Appointee will be responsible for any shortfall and/or all unpaid fees, either private or Social Service funded, until such time as the applicant's room has been completely vacated and emptied of all possessions.

Financial Appointee

Title:	1st Name:	Surname:	Relationship:	
Home Add L1:				
Home Add L2:			Financial Guarantor:	Yes
Town:	County:		Signed:	
Post Code:	Home Tel:			
email:				

No application can proceed until a Financial Appointee has been selected and signed as Financial Guarantor. It is a condition of any offer of residency that this named Financial Guarantor also signs the residency contract issued.

Nominated Next of Kin

Title:	1st Name:	Surname:	Relationship:	
Home Add L1:			LPA Health:	<input checked="" type="checkbox"/>
Home Add L2:			LPA Finance:	<input checked="" type="checkbox"/>
Town:	County:		Work Tel:	
Post Code:	Home Tel:		Mob Tel:	
email:				

The person listed as Next of Kin will be the sole point of contact used to impart any information about the resident. The Appointed Next of Kin need not be a close relative and can be the same individual as the Financial Appointee

Alternative Contact 1 or Advocate

Title:	1st Name:	Surname:	Relationship:	
Home Add L1:			LPA Health:	<input checked="" type="checkbox"/>
Home Add L2:			LPA Finance:	<input checked="" type="checkbox"/>
Town:	County:		Work Tel:	
Post Code:	Home Tel:		Mob Tel:	
email:				

Alternative Contact 2

Please complete additional sheets if required

Title:	1st Name:	Surname:	Relationship:	
Home Add L1:			LPA Health:	<input checked="" type="checkbox"/>
Home Add L2:			LPA Finance:	<input checked="" type="checkbox"/>
Town:	County:		Work Tel:	
Post Code:	Home Tel:		Mob Tel:	
email:				

Solicitor

Nower Care is unable to store any Last Will & Testament

Title:	Initial:	Surname:	Will lodged with:	<input checked="" type="checkbox"/>
Company:			Tele No:	

Clergy

Title:	Initial:	Surname:	To be informed for LR:	<input checked="" type="checkbox"/>
Organisation:			Tele No:	

Nominated Funeral Directors

Title:	Initial:	Surname:	To be used if required:	<input checked="" type="checkbox"/>
Company:			Tele No:	
Specific Instruction:	Burial:	Cremation:	Other:	

Residency Application ~ Form 6
Medication Administration Consent

Potential Resident's Name:

The options available for the Administration of Medicines as specified in the Nower Care Policy & Procedure~2.32 Medication Safety are: ✓

<p>1 Nower Care Administration - Trained and supervised Nower Care staff to organise and control the entire process of necessary medication provision, supply, storage, administration using the MDS Vennalink security system and accurate record keeping using the MAR record system.</p>	
<p>2 Resident Self-Medication - The individual resident is responsible for obtaining their own prescriptions and medications, and also for their safe storage and personal administration. Nower Care would attempt to ensure accurate recording, but this cannot be guaranteed.</p>	
<p>3 Resident Self-Administration - Nower Care are responsible for obtaining a resident's prescriptions and the pharmacist dispensing of the subsequent medications, while the resident themselves retains responsibility for safe storage and personal administration. Nower Care would attempt to ensure accurate recording, but this cannot be guaranteed.</p>	

Where the resident's choice is **1. Nower Care Administration** 'tick' the relevant box and complete the below Understanding and Consent which must be signed by the Nominated Next of Kin (for the purposes of this document they are also the Relevant Persons Representative) and by any potential resident of Nower House before they can be admitted, whether they are Short Stay, Permanent or Day Care.

A resident that wishes to pursue options **2. Resident Self-Medication** or **3. Resident Self-Administration** above will need to undergo an initial Assessment process followed, where applicable, by a thorough Health & Safety Risk Assessment. You should return this form unsigned having 'ticked' the relevant box above to indicate their preference selection.

We attach a hopefully self-explanatory copy of our Residents Guidance Notes with regard to Resident's Self Medication or Administration. A copy of the full Nower Care Policy and Procedure (2.32~Medication Safety) is available to review from the Compliance Filing which is stored behind the reception desk, please ask Tracy Campbell our Compliance Manager for assistance. If you require any further information or wish to discuss in more detail, please contact Wendy Sharples (Registered Home Manager) on 01306 882 844.

We the undersigned, have read the attached Residents Guidance Notes - Medicines - Self Medication & Administration, and confirm that we understand them, are fully aware of the medication options available as detailed above and within the Nower Care Policy & Procedure 2.32~Medication Safety. We are signing this agreement as the above mentioned resident about to be admitted to Nower House and as the nominated Next of Kin in the role of the Relevant Persons Representative. We hereby confirm, that we both consent to Nower Care organising the ordering of GP or consulting physician derived prescriptions, their dispensing through our nominated pharmacy, their subsequent safe storage, distribution and administration to the resident and consequent statutory recording of the process. We further confirm that we are in complete agreement with this course of action as taken by Nower Care and do not consider it to be a breach of the above mentioned resident's rights under the Mental Capacity Act.

Resident's Name:
Signed:
Dated:

Next of Kin's (RRP) Name:
Signed:
Dated:

Medicines: Self-Medication & Administration

With particular reference to Nower Care as a Residential Care Home offering personal care only (no nursing) and not relating to any alternative type of care, Nower Care would make the following observations on Resident Self Medication.

One of the most common reasons given by potential residents and more especially their relatives, for seeking a Residential Care Home placement, are their concerns with regard to the safety of them taking their own medication regularly and accurately. Nower Care therefore implements a set of *Policies & Procedures* for the safe, reliable and accurate administration of medication to residents. This uses GP prescribing, professional pharmacist dispensing, utilising the proprietary MDS (Vennalink blister pack storage) and MAR (record sheets) systems and then only administered by specialist senior staff, trained by accredited providers and supervised on an ongoing basis.

The vast majority of our residents actively request and allow Nower Care to control the administration of their prescribed medication, despite having a parallel *Self Medication Policy, Self Medication and Administration Assessment Form*, with an Assessment Checklist and where approved, the consequent *Agreement to Self Medicate/Administer Statement*.

Self-medication is where the resident is responsible for obtaining their own prescriptions and medications, and also for their safe storage and personal administration.

Self-administration is where Nower Care are responsible for obtaining a resident's prescriptions and subsequent medications, while the resident themselves retains responsibility for safe storage and personal administration.

The *National Institute for Health Excellence (NICE)* and consequently Care Home regulators the *Care Quality Commission (CQC)* are now promoting the policy that everyone going into a Care Home should be offered the opportunity on admission, to manage their own medications with the inference that this should be actively encouraged. The original CQC guidance stating '*everyone going into a Care Home should be offered the opportunity on admission to manage their own medicines...*' and then went on to state '*Any process involving self medication must be subject to a robust Risk Assessment...*'

The assessment process normally promoted (which forms part of the Nower Care - ***Self Medication and Administration Assessment Form***) is actually a resident questionnaire which contains the following questions:

- Are you able to recognise your different tablets individually?
- Do you understand what the different tablets are for?
- Are you able to read the list of medications stating what is to be taken and when?
- Are you able to maintain the security of your own medications?

This is not a formal *Risk Assessment*, but simply an assessment based on their personal opinion as to their ability to safely self medicate. It is therefore only an indication as to their potential competency to safely self medicate and does not directly compare this to the level of safety to that of the Nower Care medication administration process.

When a resident is allowed to self medicate Nower Care still has a duty of care and is ultimately responsible for the resident's safety. There is a CQC requirement for Nower Care to produce *Policies & Procedures* and *Care Plans* to indicate what processes we use to confirm that the resident is managing their medication successfully together with the frequency of checks to confirm this. *Back in the real world - I can conceive of no realistic scheme, other than having a member of staff watching a resident for most of the day, that would guarantee that their medication is actually being taken, at the right dosage, at the right time and not simply being discarded.*

The HSE and our insurers rightly insist that any risk is formally assessed for its likelihood and potential severity. In the case of Resident's Self Medicating this would obviously include; the risk of:

- all potential instances of over or under medicating the prescribed doses
- concealing true dosages taken by disposal methods that may be inherently dangerous
- not securely storing the medication with the risk of:
 - ▶ other resident's mistakenly taking the medication as their own or sweets etc.
 - ▶ increased risk of theft from their room, whether secured or not

The likelihood of the potential risk, even without individual specifics, is obviously reflected in the fact that all incoming residents only ever come into care for a reason and must pay due deference to their incoming age (average 89), their general frailty, consequent mental faculties, acuity, eyesight and general disposition.

The severity of the potential risk is also increased by their age and general condition, coupled with the implicit dangers of the individual medications involved with regard to under or over dose reactions, which could logically extend to emergency medical intervention, hospitalisation and even death.

The generally accepted principle of *Health & Safety Risk Assessment* is that procedures should be put in place that reduce risk, more specifically NOT increase risk. With reference to the Home's medication operations, having set up what we consider to be, 'safe systems' of work, any increase of potential risk, especially by a diminution or degradation of the use of 'safe systems' must be considered as unacceptable.

The *Risk Assessment* procedure used by Nower Care will be thorough and involve the Resident and possibly their family, friends and/or representative, nominated GP, and Nower Care Home Manager and staff. The assessment will concentrate on the potential efficacy, reliability and safety of Self Medication. The ultimate decision will be solely that of the General or Home Manager who undertakes the *Risk Assessment*, if unhappy the resident can refer the decision for ratification by the Chairman of the Management Committee, whose decision will be binding and final.

Although, I am obviously unable and unwilling to prejudge any actual individual *Risk Assessment*, I think it is reasonable to comment, that where an 'average' resident upon admission to Nower House, requests the right to self medicate or administer anything other than, verifiably, completely 'safe' medicines (even Aspirin and Paracetamol would carry a severe risk), I find it hard to envisage a situation where this action, if approved, would not significantly increase the safety risk profile of Nower House as against Nower Care controlled administration of a resident's medication.

Obviously, where there is minimal risk, short stay or respite care residents are likely to be assessed as suitable to continue to Self Administer their medications if they so wish, because they would not initially be using our pharmacist dispenser and MDS system, and therefore would be at no greater risk than they were at home.

***Please also refer to the full:
Nower Care Policies & Procedures ~ 2.32 Medication Safety***

HM Admission Forms/Residency Application ~ Form 6 > [Excel transcript] RGN Med_Self-Med & Admin.wpd	2 (Excel Copy)		
Devised: 09 Feb 2016	By: Chris Horwood	<i>Copy date: As Below</i>	
Revised: 26 Mar 2018	By: Chris Horwood	Issue No: 4	CDCS: BP:025 S_EAF.13 R:43185

Residency Application ~ Form 7
Resident FIR Food Allergies

Resident's Name:

Under the EU Food Information Regulations (FIR), it is a legal requirement that Nower Care advises all residents of the potential for allergic reactions to 14 common food additives that may be present in the food served at Nower House. In order for us to be able to do this efficiently, we need to have accurate information as to what, if any, of the specified 14 allergens they are allergic to and the potential severity of any reaction.

Specified Allergens		No Known Reaction	Allergic Reaction Severity		
			Mild	Moderate	Severe
Cereals		✓	✓	✓	✓
1	Barley (Gluten)				
1a	Oats (Gluten)				
1b	Rye (Gluten)				
1c	Wheat (Gluten)				
Dairy					
2	Milk				
3	Eggs				
Fish					
4	Fish				
5	Crustacea (Sea food, prawns, crab, etc.)				
6	Molluscs (Shell fish etc.)				
Seeds					
7	Lupin				
8	Mustard				
8	Sesame seeds				
10	Soybean				
Nuts					
11	Peanuts (Groundnuts)				
12	Tree Nuts <small>(Almond; Brazil; Cashew; Hazlenut; Macadamia; Pecan; Pistachio; Walnuts)</small>				
Other					
13	Celery or Celeriac				
14	Sulphur Dioxide & Sulphites				

You must complete (tick ✓) either the No Known Reaction or where an allergic reaction is known of, the Potential Severity for each of the listed 17 allergens. This form must be completed in full before admission.

Resident's Name:
signed:
Dated:

Next of Kin's (RRP) Name:
signed:
Dated:

Residency Application ~ Form 8
Top-Up Agreement

The below Agreement and Understanding must be signed by the Third Party (responsible for the Top-Up payment, normally the nominated Financial Appointee and Guarantor) and by any potential resident of Nower House before they can be admitted, where the resident is Social Services (State) funded and requires an additional Top-Up payment whether they are Short Stay, Permanent or Day Care.

We attach a hopefully, self-explanatory copy of our Residents Guidance Notes with regard to our Top-Up Payments Policy. If you require any further information or wish to discuss in more detail, please contact Wendy Sharples (Registered Home Manager) on 01306 882 844.

Resident's Name: Room No.: Room Fee: (per/week)

It has been explained to me and I understand, that the set fees that my local Social Services (as below) are providing are less than the prescribed fees for my room at Nower House. I am aware that I can still occupy this room providing a Third Party is willing to pay the difference in costs (Top-Up Fee) which is currently:

Social Services Payor: Fee: (p/w) Top-Up Fee: (per/week)

The nominated Third Party who is prepared to meet this extra cost for the duration of my stay is:

Third Party's Name: Fees as at:

Also Nominated Financial Appointee: 'T/X'

Both the Resident (Jane Doe) and the nominated Third Party (A N Other) understand that: if for any reason payment of this extra cost (the Top-Up fee) ceases or falls below the required level, the Social Services department indicated above, is not required to maintain the resident within Nower House and they can seek to immediately transfer the resident to another Home of their choice, providing in their opinion the new accommodation meets the assessed needs of the individual.

Equally, all parties recognise that any subsequent increase in Nower Care fee levels (e.g. Yearly inflationary increase) may not necessarily be shared equally between the Social Services and the Third Party.

I, A N Other agree to pay the above specified Top-Up contribution to Nower Care for the duration of Jane Doe's stay at Nower House and acknowledge that the Top-Up fee may be increased on an annual basis.

We the undersigned, have read the above and the attached Residents Guidance Notes - Top-Up Policy, and confirm that we understand them, are fully aware of the financial responsibilities and their personal ramifications.

Resident's Name: Jane Doe
signed:

Dated:

Third Party's Name: A N Other
signed:

Dated:

These matters will be further confirmed upon the issue of our contractual Service Users Agreement Pack which will be issued when the residency becomes 'permanent', which is usually within two months of admission.

Top-Up Payments

Where an incoming resident to Nower House is to be in receipt of Social Services (State) funding via the local County Council or Local Authority (hereinafter referred to as: paying Council) from their previous place of residence, they will be required to provide a Third Party and Financial Guarantor who is willing and able, to pay a *Top-Up* fee to Nower Care equivalent to the difference between the amount the Council is willing to pay and the agreed prescribed room fee, for the duration of the resident's stay.

It should be noted that the paying Council will insist that the resident's own capital should not be used after they have reached the threshold amount. Any Attendance Allowance or other relevant benefit the resident has previously received will be rescinded as the payment of residential care fees is technically considered to be an 'Overarching' (superseding) benefit payment. The paying Council will also calculate the Resident's Contribution to their agreed fee paid to Nower Care which they will normally invoice monthly to the resident. This contribution will be calculated from the amount the Resident receives in State pension, other than a small allowance for personal spending money, and in certain circumstances a proportion of any Private Pension received.

It should also be noted that if for any reason the payment of the extra cost (Top-Up payment) ceases or falls below the required level, the paying Council is not legally required to maintain the individual at Nower House and they can and will enforce a transfer to an alternative Home with less expensive accommodation providing that Home can, in the opinion of the Council, meet the assessed needs of the individual.

Nower Care has no legal or in our opinion, moral responsibility to house any resident who is unable or unwilling to pay the total residential fees as previously agreed between ourselves, including any reasonable yearly increase (January) to account for inflationary or other incurred cost increases. Where a yearly fee increase is imposed the paying Council may offer no increase at all (from April) or a smaller amount. In this case the Third Party *Top-Up* payer will be wholly responsible for any shortfall not covered by the paying Council and this increase may well be disproportionate in terms of the yearly percentage fee increase.

Where an agreement with regard to the payment of any outstanding *Top-Up* fees cannot be reached, Nower Care will regretfully, be forced to issue a Termination of Contract notice giving the contractual notice period (7 days for trial and 14 days for permanent residents). If the resident's family cannot find an alternative Home within that time frame, Surrey Social Services will be asked to instigate an immediate, emergency transfer to a Home of their choice which is willing and able to accept the current fee that they offer.

In practise, Surrey County Council has an emergency two week, process and procedure to remove any non-paying resident to an alternative Home of their choice. The resident and their nominated *Financial Appointee* will continue to be jointly and individually, responsible for the payment of any shortfall the full room fees accruing up to and until the date of transfer and such time thereafter, as the resident's room is completely cleared of all their personal clothes, furniture and belongings. Nower Care has and will, instigate legal recovery processes for any and all outstanding fees still remaining unpaid.