

This is a sample copy of the Handbook and does not contain all of the information In the Handbook given to residents.

Welcome to **Fair Haven**



Handbook For Your New Home

About Fair Haven

Fair Haven is located at 23 Knyveton Road, Bournemouth, Dorset, BH1 3QQ. The building was commenced in 1964 and was developed as a purpose built residential care home. All rooms have en-suite facilities and are maintained to a very good standard.

A map is provided in this guide to help you locate us and some of the local amenities. We are close to the sea, shops and parks. Knyveton Road (pronounced “niverton”) is one of the many lovely tree lined roads to be found in Bournemouth.

Bournemouth generally has a very pleasant climate with mild winters and warm summers. As a result plants grow well here and we have a very attractive garden which residents enjoy throughout the year.



The Pier

The cliff top is just two roads away (about 10 minutes walk). From here, on a clear day, you can see the Isle of Wight in one direction and as far as the Purbeck Hills in the other direction.

There is a footpath down the cliffs or you can walk towards the town and catch a funicular lift down to the beach promenade.

The home has 24 rooms, some of which are doubles, and 1 apartment which consists of a kitchenette, lounge, bedroom and en-suite bathroom. There are 2 lounges: the smaller one which is located at the front of the home is the quiet lounge, whereas the larger one at the rear of the home is where most of the activities and meetings take place.

We also have a conservatory attached to the larger lounge and in the garden there are two summer houses.

All the meals are served in the dining room which is located between the large lounge and the kitchen.

A passenger lift serves all floors and we also have a stair lift on the rear staircase.



Trial Period

We want you to feel that moving to Fair Haven is right for you, so we encourage everyone to spend a month with us on a “try it and see” basis. This gives you ample opportunity to experience what living at Fair Haven is like.

It is good practice that you bring sufficient items with you to help you to settle and be as comfortable as possible. Advice on what to bring is provided in the “Moving In” section of this brochure.

During the trial period you will remain on the books of your current Doctor, so it is important that you bring ample medication to cover the month’s requirements. Should you need the services of a Doctor during this time we will organize it for you as a visitor to the area.

Make the most of this month stay to answer all the questions you had in your mind prior to coming to Fair Haven. If we can help please do not hesitate to ask.

You may wish to have post re-directed to you at Fair Haven. This can be arranged with your local Post Office for a very reasonable fee. The re-direction takes about a week to be put in place so make sure you don’t leave it to the last moment.

Below are both contact address and phone number should you need to pass these details on.

Fair Haven
23 Knyveton Road
Bournemouth
Dorset
BH1 3QQ

Tel: 01202 553503

Moving In

Suggestions which may help:

We have asked some of our residents for suggestions which may help you to decide what you need to do before leaving your home and what to bring with you. We have put these together with some of our own and this is the result. What you decide to bring will, of course, depend on the size of the room you are to occupy, your hobbies, and your individual personality and needs.

It is best not to have the room too cluttered, to allow ease of access and general mobility. It will also help if you do not make any final decisions until you are moved in, as there will always be things you wish you had brought and others that you realise that you do not need in your new environment.

Friends and relatives may help you in this by storing a few items until you are better able to make these decisions. For example, you may have difficulty deciding which pictures you wish to retain, whether a bureau or a bookcase will be of more use to you.

Your room will be carpeted but you may, if you wish, use your own or arrange for a new one of your own choice to be fitted. This should be done before you move in and will be at your own expense.

The choice of furniture is yours but we do need room for staff to clean safely. If your own furniture is unsuitable please inform the manager who will review the options with you.

The main items of furniture suggested are:-

- Bed
- Wardrobe
- Chest of drawers
- Small table or nest of coffee tables
- Table lamp
- Small bureau
- Easy chair
- Folding chairs for visitors
- Small bookcase
- Television, radio, video, cassette player or music centre

Other items:

- Pictures
- Favourite ornaments
- Cushions
- Bed linen – we do supply if you would rather.
- Clock
- Camera

Hobby items e.g. Knitting or sewing requisites, keyboard, paints, cassettes, writing paper and envelopes, pens, sewing machine, computer or whatever else interests you.

Clothes

Obviously these are a personal matter but the general advice is not to bring too many heavy jumpers and coats. Bournemouth has a very mild climate for most of the year and the house is kept at 70° or above as necessary.

There can sometimes be a strong breeze on the coast so you may wish to bring some protection for the occasional cliff top walks.

Don't forget the little things like gloves, hankies and head scarves. The clothes and other things you bring with you are an expression of your personality as well as an answer to a practical need: they will help you settle in, feel more at home and maintain your individuality and independence. We are here to help and advise but the choice is yours.

Photographs

Nearly all our residents thought these were important. They can be looked through in a quiet moment and shared with others when you find that you know people in common, sometimes from as far back as Sunday School days. They are an expression of your life up to this point and should be treasured as they can give you a sense of identity when living with others.

Settling In

Everyone here will be willing to help you with the practicalities of settling in and everyday activities.

Here is some advice from residents. . .

“Think it over carefully, make sure it is for you and then go ahead with determination.”

“Say your goodbyes properly and let every one you care about know where you are going, how to contact you and that you want to keep in touch.”

“Acknowledge the problems solved by moving into Fair Haven and be outgoing.”

“Keep active, maintain your independence and have your own phone installed in your room.”

“Join in with activities and trips out so that you get to know people and places.”

Information

Bed-sitting Rooms

All rooms have en-suite facilities of at least a toilet, hand basin and shower. All have doors that can be locked for your privacy. There are some double rooms for married couples but most are singles and in some cases we are able to offer couples a bedroom and a sitting-room. Residents are encouraged to bring their own furniture when possible but we will supply a bed, wardrobe and chest of drawers if required. All upholstery must comply with the latest fire regulations and be labelled accordingly.

Communal Living Areas

The lounge opens off the dining room and is available for use at all times. There is also a smaller lounge area in the front of the home between the two offices. There is a communal television available in the main lounge. You are also welcome to bring your own television for your room. Please check with the Home Manager whether you require a television licence.

Adjoining the main lounge is the conservatory from which there is access to the garden for those who wish to enjoy our lovely grounds and fresh sea air.

The dining room is between the kitchen and the lounge and is used for all meals every day. There is a water fountain located in the dining room for all residents use.

There are two toilets and wash rooms off the main hallway.

Visitors

There are no limitations on visiting times but if people wish to stay late or are visiting in the early afternoon we do ask them for consideration of those who need to sleep.

Visitors are welcome for meals if they notify us in advance; the charges are available on request.

For visitors wishing to stay a few days, there are a number of Hotels and Guest Houses in the area. Just round the corner in Christchurch Road there is also a Travelodge.

Post

The post is usually given out at lunch time. Letters can be posted just up the road (see map) or they can be placed in the box near the front door. Stamps are available from the duty manager if you are unable to get them yourself.

Newspapers & Magazines

We can arrange for newspapers and magazines to be delivered to the home for you, just ask one of the staff if you would like this to be done. We collect the cost of these every Sunday.

Every day during the week the Daily Mail and Daily Telegraph are placed in the main lounge for all residents to read. All we ask is that you do not remove these from the lounge.

Smoking

Fair Haven is a non-smoking building; therefore all rooms are “no smoking”. There is a smoking area provided outside the building for use of any smokers, please ask if you want further information.

For your convenience and safety all rooms are protected by smoke alarms which are connected to the home's fire alarm system.

Banks

We can advise you where the nearest branch of your bank or building society is located and also tell you how to get there. Also, we are able to cash the occasional cheque for you, just contact the duty manager.

Pets

Fair Haven does allow pets and we currently have a fish tank with tropical fish and a goldfish pond in the garden. If you want to bring a pet with you to Fair Haven, please talk to us about it when you are making arrangements for your trial period.

Sometimes too, visitors will bring their dogs into the home to meet the residents and we will always welcome friendly pets. However, if you are afraid or allergic to pets, please let us know so we can make sure they are kept well away from you.

Meal Times

At Fair Haven we make every effort to provide good nutritional meals for all our residents. Should you have special dietary needs please let us know and our cook will be only too pleased to arrange meals suitable for your requirements. A bell sounds at lunch and tea times.

At Breakfast we provide a buffet style choice of cereal and fruit together with a hot meal, toast and tea or coffee. The lunch menu is varied with a wide selection of menus including a vegetarian day once a week. At tea time, the menu is also varied with hot and cold options. If you have any meals that you really like and which don't appear on the menu, please let us know and we will see if they can be added to our selection.

Our cooks are only too keen to help all the residents, so please let them know when you have particularly enjoyed a meal.

Lunch on Sunday is at 1.00pm as this gives those residents who have attended church services an opportunity to get back to the home before lunch.

We encourage everyone to come down to the dining room for their meals, however if you are unfortunate enough to be unwell or unable to join the other residents for meals, then we will bring a tray to your room for you.

Resident's birthdays are celebrated by a special meal which is chosen by that resident.

Water

It is very important that you drink plenty of water as it helps as part of a healthy living routine. A water cooler is located in the dining room for your use; just ask a member of staff if you need help using it.

Other Drinks & Snacks

Drinks and snacks are available anytime. Ask a member of staff or go to the kitchen door and speak to cook.

FAIR HAVEN MEAL TIMES:

6.30 am Early morning tea in your room (if wanted)

8.30 am onwards Breakfast in Dining Room

10.30 am Coffee and biscuits in Back Lounge

12.30 pm Lunch in Dining Room (Mon-Sat)

1.00 pm Lunch in Dining Room (Sunday only)

3.15 pm Cup of tea in Back Lounge

5.00 pm Tea in Dining Room

7.30-8.00 pm Supper

Drinks and snacks are available anytime. Please ask a member of staff or go to the kitchen door and speak to the cook.

Room Cleaning & Laundry

Rooms

Your room is cleaned once a week and we have provided details of when this is done in the list below:

Monday:	Rooms 1 – 7
Tuesday:	Rooms 8 – 17
Wednesday:	Rooms 18 – 27

If you accidentally spill something or have a cleaning need outside of your cleaning day please ask a member of staff or one of the management team for help.

We also change bed sheets once a week on the same day as your room is cleaned. Should you require your bed changing more often please do not hesitate to request help from one of the staff.

Laundry

We provide a laundry service for all residents. Your washing can be delivered to the laundry in a bag with your name on, or you can give the bag to a member of staff. It will be returned to you later when it has been washed and ironed.

To ensure washing can be easily identified, we request that you arrange for a name tag to be sewn in a suitable location on each item of clothing. Name tags can be obtained from -

Wovina, Tel: 01208 73484

Washing and drying of clothes and underclothes must not be done in a resident's room as it is unhygienic and can cause other associated problems.

Transport

Buses

There is a very good bus service in Bournemouth and the nearest bus stop into the town centre is located in Christchurch Road. Ask the driver for the Square when going into town and for Derby Road when coming back.

You can also catch buses from Christchurch Road in the opposite direction and these will take you to Boscombe and Christchurch.

Taxi

The local taxi service we use is Streamline Warrens and their telephone number is 01202 555511. Other taxi services are available in the town.

Activities & Events

Bible Readings

Bible readings and prayers are organized every weeknight evening at 6pm with the exception of Wednesday when Bible Class is held.

Activities

We provide a number of activities for our residents to participate in; these include outings, games and presentations. We also have music and movement sessions every Friday with Frank.

Our Activities Co-ordinator, the Welfare Committee and other local Volunteers arrange activities for us and we are always happy to include any activity that appeals to you. If this is the case, please let us know and we will try to organise it for you.

Welfare Committee

The local Welfare Committee is very supportive of the home and you will be given a list of events which they organize and run. These include trips to the shops and local supermarkets, coffee mornings, special Saturday presentations and outings to places of interest.

One of the committee members will also take you under their wing and visit you from time to time to see how you are.

Library

The Mobile Library visits once a month and brings a selection of books and audio tapes as requested by residents.

Health & Personal Hygiene

Illness

Residents are cared for by the care staff, if at all possible, but on occasion it may be necessary for a hospital stay. In these circumstances a room is kept for a month, after which it is reviewed in conjunction with the doctor. Occasionally a resident may need a higher level of care than we can safely provide and we may have to find alternative accommodation either temporary or permanent at a nursing home. Decisions of this nature are made between the doctor, patient, relatives, social workers and ourselves.

Continence

If you have trouble with continence, please try to overcome your natural embarrassment and ask for help, either from the care staff, manager or your doctor.

There is a special nurse designated to help with these problems and the earlier the problem is dealt with the more she can do to help. If it is only a slight problem we can deal with it "in house".

Chiropodist

A chiropodist is available on a monthly basis in the Home, or if you prefer there are others in the town.

Optician

We encourage everyone to visit an optician annually, the eye test is free, and this ensures that if any disease or pressure is found it is treated early which lessens the risk of sight loss. Our opticians have an excellent reputation.

Dentist

There are several dentists to choose from in the town or there is a "flying dentist" who will visit on request for those unable to go out to undertake denture repairs only. We encourage regular check

ups at the dentist to ensure that the health of your mouth is regularly monitored.

More detail about medical requirements can be found in the “Medical” section of this guide.

Hearing

If you wear a hearing aid and it requires attention, this can be arranged at the clinic in Shelley Road, Boscombe. They provide a walk-in-and-wait service.

Some minor repairs and cleaning can be undertaken “in house”.

We have a loop system installed in both our lounges and the dining room.

Hairdresser

There is a visiting hairdresser, who comes each week and with whom you can make an appointment. Her charges are very reasonable.

Bathing

All rooms have their own shower and residents are of course at liberty to use them as often as they wish, but those needing assistance can use one of the main bathrooms, which have a seat lift for easier access.

We will put you on the assisted bath rota on request. The bath seat will lift you up slowly and over the side of the bath and then slowly down into the water. Assistance will be provided to whatever level is necessary while respecting your privacy, dignity and independence. Grab rails are also in situ.

Some toiletries are supplied but you may prefer to use your own. Times of baths and showers in main bathrooms are arranged on a regular basis and are open to negotiation.

Medical

Doctors

Don't worry about moving to a new Doctor: during your trial month you will stay on with your existing Doctor. In the event that you should require treatment during this period, we will arrange this for you with our local practice as a visiting patient.

Please ensure that you bring sufficient medication with you to cover your month trial period. We hope that after the trial period you will want to stay with us and at this stage we will arrange for your transfer to one of the local Doctors.

Most of our residents are registered with the Shelley Manor Medical Centre in Beechwood Avenue, details below. Why not talk to other residents to find out their opinions before committing to a new Doctor.

If you would like us to arrange for you to be registered with the local practice shown below, please let us know. When we register you, we will need to advise the surgery of any outstanding appointments that may have been made for you in your home area. They will then discuss these with you and decide what action to take.

Shelley Manor Medical Centre,
Beechwood Avenue,
Boscombe,
Bournemouth,
Dorset, BH5 1LX Tel: 01202 309421

Alternative medical practices in the area are shown below:

Holdenhurst Road Practice, 199 Holdenhurst Road, Bournemouth,
Dorset, BH8 8DE, Tel: 01202 558337

Gervis Road Practice, 14 Gervis Road, Bournemouth, Dorset,
BH1 3EG Tel: 01202 293418

Providence Practice 12 Walpole Road, Boscombe, Bournemouth,
Dorset, BH1 4HA Tel: 01202 395195

Dr Moreland's Practice, 3 The Crescent, Boscombe, Bournemouth,
Dorset, BH1 4EX, Tel: 01202 393755

Dentists

Finding a NHS dentist can prove difficult. Please let us know as soon as possible and we will try to locate one for you.

Opticians

Our residents generally use:

Classic Eyes, 55 Bourne Avenue, Bournemouth
BH2 6DW, Tel: 01202 317313

We are happy to help you find alternative opticians if you would prefer to go elsewhere.

Chiropodists

We have a Chiropodist who visits the home and we can arrange an appointment for you with them during their next visit. The current charges for this service range from £25.

Hospitals

Hopefully you will never have to visit one of the local hospitals, however the three main NHS hospitals in the area are:

The Royal Bournemouth Hospital
Castle Lane East, Bournemouth
Dorset, BH7 7DW

Main Switchboard: 01202 303626

Poole General Hospital NHS Trust HQ
Longfleet Road, Poole, BH15 2JB

Main Switchboard: 01202 665511

Christchurch Hospital
Fairmile Road, Christchurch, BH23 2JX

Main Switchboard: 01202 486361

Private Hospitals

There are also a number of private hospitals in the area and we will be only too pleased to provide contact details for any of these should you require them.

Medication

Residents may choose to be in control of their own medication. All medications must be locked away at all times in the box provided.

If however, the resident's doctor and the managers consider it advisable, then the prescribed medicines will be kept in a locked cabinet and controlled by the managers. They will then be delivered in the correct dosages and at the correct times. Many of our residents choose this service for themselves. This must be risk assessed by the management team.

Prescriptions can be sent, either by the surgery or via the home to our local Pharmacy who will then deliver them to our door. Repeat prescriptions are ordered each month by the staff and are stored safely until required.

Security & Safety

Valuables

Every room has a small safe for you to lock away any items you wish to keep safe. The safe is opened by an individually selected combination number.

We also have a Office safe where we are willing to keep valuables for you; however we would suggest that you consider giving any items you value but do not wish to keep yourself to a member of your family.

Document Security

Please do not throw out old bank statements or confidential waste with your regular waste items. For your protection we have a document shredder in both offices and we recommend all residents use one of these to dispose of any documents of a confidential nature.

For Your Safety

ALARM CORDS are in all rooms, bathrooms and toilets

PRESS BUTTONS are in all bedrooms and main rooms and are linked to a call system.

If you are given a personal alarm to use it must be worn at all times.

ALL THESE ALARMS ARE FOR EMERGENCY USE ONLY.

A MEMBER OF THE CARE STAFF WILL COME IMMEDIATELY IF ONE OF THESE IS ACTIVATED.

We ask all residents to use the alarm system responsibly, as indiscriminate use can cause difficulties for all concerned.

For daily use there are handrails on all stairs. The public areas are well lit and there are emergency lights.

Please do not turn any lights or other equipment off.

Fire Safety

The Home is well equipped with fire extinguishers and alarm points on every floor.

The alarm system is checked by our staff every Friday between 3.15 and 3.45 p.m.

The staff have regular training sessions and twice a year we have a fire drill.

IF THE FIRE ALARM SOUNDS WHILE YOU ARE IN YOUR ROOM, PLEASE MAKE SURE YOUR DOOR IS CLOSED PROPERLY AND STAY THERE AND AWAIT STAFF INSTRUCTIONS.

IF THE FIRE ALARM SOUNDS AND YOU ARE IN A PUBLIC AREA LEAVE BY THE NEAREST FIRE DOOR AND MAKE YOUR WAY TO THE REAR GARDEN.

There are fire doors on all rooms and separating all public areas. The fire alarm system and equipment is regularly inspected and maintained.

Food Hygiene

All members of staff handling food have food hygiene certificates.

There is a cleaning rota for all kitchen equipment and all kitchen areas are fully cleaned at the end of each session.

All cleaning fluids/powders must always be stored in their original containers and are kept in a locked cupboard.

Electrical Appliance Checks

Televisions, radios, lights etc. should always be switched off at the socket (or the plug removed) when they are not in use or when you are out of the room for any length of time. All electrical appliances have to be checked once a year to confirm they meet the home's safety requirements and any faults should be reported immediately.

Courtesy & Consideration

Introduction

You may feel that this goes without saying, but wherever you have a group of people tensions and difficulties can occur which lead to divisions or unpleasantness. Differences of opinion can turn from minor disagreements to major issues over a very short period.

We all want Fair Haven to be a happy home where everyone enjoys the facilities provided. Living in a communal environment sometimes takes time to adjust to. Below are list of thought starters to help you make this adjustment:

1. Remember Our Heavenly Father is the head of this home
2. Respect one another's privacy
3. Remain even tempered, even if things don't go your way
4. Be positive about your situation
5. Show politeness one to another
6. Welcome all new residents and help them settle in
7. Show understanding of each others needs
8. Love and be compassionate to one another

Other Residents

Please remember that your new home is also other residents' home as well. It is only right that courtesy and consideration should be shown to your neighbours in the home. Everyone has the right to enjoy their surroundings and make the most of the facilities and care provided.

Remember, Jesus told us that we should love our neighbours. In Hebrews 13 we are told that we should let brotherly love continue and James tells us, "Who is a wise man and endowed with knowledge among you? Let him show out of a good conversation his works with meekness of wisdom".

Staff

The staff also should be treated in the same way; they are here to help and care for you so please respect them and help them as they try to help you.

Abuse

We want you, our visitors and staff to feel safe and secure in the home. In the unlikely event that you suspect or witness any form of abuse, please report it immediately to the home manager to investigate and take appropriate action in line with the CCH policies and procedures.

If you would like to see a complete set of the latest CCH policies you will be able to find them in a binder located in the main lounge bookcase or the Manager's office.