

CARE FOR VETERANS POLICY

Policy Statement

Care for Veterans, formerly Queen Alexandra Hospital Home, believes that it is the legal and moral responsibility of everyone working in the Home to respect the rights of individual residents at all times. Care for Veterans fully adheres to the CQC's Fundamental Standards.

Care for Veterans accepts its legal responsibilities to uphold the rights of residents living in the Home under the Human Rights Act 1998. It recognises under the Health and Social Care Act 2008 that all care home residents, whether living in local authority or independent homes, are now protected by the Human Rights Act.

Care for Veterans accepts that it has a duty of care to uphold the rights of the people who live in the Home and exercise a level of care that reasonably avoids injury to them or their property.

Registration is Essential for All Providers and Managers

1. All providers and their managers must be registered by the regulator: The Care Quality Commission (CQC). To run a care home without being registered is unlawful. The CQC is also responsible for inspecting all care homes.
2. The home must be run by a provider or a nominated person who must be of good character. This must be "a fit and proper person" and have the necessary qualifications, skills and experience. The manager in charge of the home must meet the same standards of fitness.

Abuse

3. You must be kept safe from any risk of abuse, ill-treatment or neglect or degrading or improper treatment. Providers must have systems to prevent and investigate any allegation or evidence of abuse.
4. Abuse includes sexual, physical and psychological abuse as well as theft and neglect.
5. You must be protected from the threat or use of force, deprivation or restriction of liberty, restraint or control.

Assessment and Care Plan

6. You must get a proper assessment of your needs and a care plan that meets them.
7. Your safety and welfare must be ensured by the provider. Your care must also reflect best practice and avoid discrimination.

Choices, Communication, Dignity and Privacy

8. You must be treated with consideration, dignity and respect which protects your independence and privacy and enables you to make choices without discrimination due to your age, culture, disability, language, race, religion, sex or sexual orientation

Cleanliness of Premises and Infection Control

9. The home must be a safe and clean environment where you are protected from infection. Premises must be suitable and secure.

Complaints, Listening and Responding

10. The home must have a system to identify, receive, record, handle and respond effectively to complaints. The home must ensure that complaints are investigated and take steps to resolve them.

Consent

11. The home must get your consent to your care and treatment. Where you are unable to do this, they must ensure that they receive expert support to interpret what your consent would have been.

Equipment

12. All equipment used by the home must be clean, secure, suitable and properly maintained.

Feedback

13. The home must seek and act on feedback to continually evaluate and improve practice and the service.

Food and Drink

14. Your reasonable requirements and preferences must be catered for, which meet your needs, culture and religion. You must also receive suitable and nutritious food and drink and, if needed, help with eating or drinking.

Medicines

15. There must be proper and safe management of medicines. Medicines must also be provided safely and in sufficient quantities to ensure your needs are met safely.

Protecting the Resident

16. You must be protected from inappropriate or unsafe care.

17. Your welfare and safety must be ensured by the home. The home must see that your care reflects best practice and meets your needs and avoids unlawful discrimination.

18. The home must be open and honest about any incident affecting a resident which could result in moderate, severe or prolonged harm.

19. The home must display the rating given by the inspectorate, the CQC.

Records

20. All records relating to your care and treatment must be accurate, complete and up to date and kept securely.

Respecting and Involving Service Users



21. You must have your dignity, privacy and independence respected and your views, experiences and choices considered in all decisions about your care and treatment.

Staffing

22. The home must ensure that there are enough suitably qualified, skilled and experienced staff at all times to care for you. The home must also ensure staff are of good character, competent to carry out their work and properly trained and supervised.