

Your Guide to Living in a Belong Household



Your life, your pace, your way.

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Welcome to Belong

Dear Customer

Thank you for choosing to live in this Belong community. We believe we deliver unrivalled support and quality of life for our customers, and we hope you will soon come to think so too.

To help you settle in, we have put together this guide, containing practical information about day-to-day life in our villages. We've included everything we could think of. However, if it does leave any questions unanswered, then please do not hesitate to ask any member of the Belong team and we will come back to you immediately. We hope you will enjoy living in your new home and we look forward to helping you make the most of life with us.

Martin Rix - Chief Executive

About Belong

The registered address of Belong Limited is: Pepper House, Market Street, Nantwich, Cheshire CW5 5DQ

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The organisation is operated on a not-for-profit basis and has charitable status. All surpluses generated are reinvested back into the organisation. The Board includes both Non-Executive and Executive members with a wide-ranging background of experience in business and care ensure that the organisation adheres to its aims and to its commitment to our customers.

Our award-winning villages are 'built for purpose' and provide a village-style community for people who live, work or visit. Each village provides a mix of accommodation within independent living apartments or private en-suite bedrooms that are located within open-plan households. We also offer use of a guest room for visitors. Details of all of our villages can be found in the appendix section at the back of this guide.

We are Registered to Care for You

Belong households are registered with the Care Quality Commission (CQC) as a 'care home with nursing' and we are registered to provide 24-hour nursing and personal care, specialising in supporting people with dementia. Our Belong at Home service is registered with the CQC as a domiciliary care provider and provides support to people in the apartments and wider community.

Belong customer commitments

Our customer commitments sum up the experience of a Belong village from the customer's perspective and how it should feel if we are achieving our vision of supporting older people to live their own lives in vibrant village communities.

Belonging to a vibrant community

A sense of belonging is fundamental to what Belong is about. We want our customers to feel at home - with everything that the word 'home' signifies - security, contentment and fulfilment. We promote a fun, vibrant and spontaneous environment where older people can feel part of something special.

Enjoying a home for life

We support people as their needs change, whether living independently in a Belong apartment or their own home, or in need of continuous care in a Belong household. Our skilled staff teams and nurses provide expert support, including high-quality palliative care if needed.

Living an active lifestyle

Belong villages offer richness of experience and wellbeing. We promote a vibrant programme of activities, with opportunities for interaction with animals, children and the outdoors. Our personalized exercise programmes use techniques which have been proven to maximize strength, balance and mobility.

Offering choices and independence

Our aim is to facilitate continued independence, dignity and the ability to live out personal preferences and goals. We agree boundaries with our customers and their families when risks are involved in maintaining freedoms, and offer as much choice as is practicable over how people live.

Nurturing relationships

Belong villages are designed to promote interaction through their facilities and open-plan layouts. We welcome family and visitors and have links with a wide range of community groups, promoting fulfilment through positive relationships.

Gaining peace of mind

Moving to Belong is designed to bring with it the sense of security that enables people to grow in confidence, while providing reassurance to relatives that their loved ones' best interests are at the heart of everything we do.

It is intended that the range of services provided by Belong will enable individuals to go on living a fulfilling life, despite any restrictions brought about by ill health or the ageing process.

As a customer of Belong you can expect to:

- ✓ Be consulted about the care and support you need and plan in partnership with staff.
- ✓ Have reasonable access to all information held about you.
- ✓ Actively participate in the development of your life plan.
- ✓ Have your affairs dealt with confidentially and your privacy respected.
- ✓ Always be treated with kindness, courtesy and respect.
- ✓ Welcome your family and friends to be a part of your life here.
- ✓ Have opportunities to fulfil your spiritual needs and to follow the religion or belief of your choice.
- ✓ Receive medical, personal and nursing care in privacy.
- ✓ Be provided with comfortable and clean accommodation.
- ✓ Bring personal items into your household (subject to them being safe).
- ✓ Keep your pet (subject to considerations of your neighbours).
- ✓ Be supported and cared for by properly trained staff.
- ✓ Have opportunities to fulfil your emotional and social needs.
- ✓ Be able to comment freely on, or complain about any aspect of the services provided, through informal or formal channels.
- ✓ Be kept safe from unwanted or unplanned risk.
- ✓ Participate fully in all aspects of citizenship, including the political process.
- ✓ Be involved in all decision-making about your care, support and finances.
- ✓ Be offered choice and control in all that you do.
- ✓ Be encouraged to live a lifestyle that is familiar, comfortable and safe.
- ✓ Be encouraged to explore and maintain your skills, abilities and interests.
- ✓ Be offered the opportunity to uphold your cultural identity.
- ✓ Be safeguarded from unlawful discrimination on any grounds whether it be sex, marital status, sexual orientation, gender reassignment, disability, religion or belief, ethnic origin or age.

Whilst supporting you in promoting this it is expected that customers also refrain from all acts of a discriminatory nature. We believe that you should be able to influence the way in which your care is delivered and the way services and facilities are provided. We are committed to consulting with our customers and will actively seek feedback from you about the operation of all our services.

Households and Rooms

The Households

Each household comprises a number of private rooms and spacious open-plan shared living accommodation and facilities. The layout of the households has been designed to eliminate excessively long corridors, and bedrooms are easily accessible from the living area. The households have access secured by a fob which you will be provided with following an individual risk assessment.

Private Rooms

Rooms are tastefully decorated and there is a planned programme of redecoration; at the appropriate time, you will be consulted about the choice of colour schemes.

A television point is provided within your room which provides for connection to a television aerial, satellite, DAB and FM: TV subscriptions, such as SkyTV, should be arranged between you and the provider directly.

There is also a 'BT style' telephone socket which you can have connected to a telephone provider of your choice. Telephone line services should be arranged between you and your chosen provider.

Each room contains a sophisticated system with sensors that will enable you to remain independent and to support you in times of need.

Personal items may be brought in to enhance your room, albeit electrical items will need to be checked initially by our caretaker before being certified as safe by a qualified electrician during the next PAT test. Other items, such as soft furnishings, may need to be restricted due to the requirements of health and safety legislation, but please speak to the general manager for further information.

You will be provided with a key to the door of your room. There is also a lockable bedside cabinet in which you can store your personal items and a locking facility on the wardrobe, with a lockable cupboard inside, in which your personal medicines will be stored (staff may need access to this).

Shared Rooms

All rooms are designed to be large enough to accommodate a couple, should they choose to share, providing that Belong can still meet individual's needs within one room, taking into account beds and mobility equipment. If it is determined to be unsafe then we would advocate two bedrooms.

If it is determined through assessment in the future, that we are unable to meet the needs of two people within one bedroom, then we would be able to offer the guest suite in the short term, until a second room becomes available. Charges per customer remain the same.

Lounge, Dining and Kitchen Areas

Each household provides open plan living within which a wide range of domestic activities can be undertaken and supported. Lounges have patio doors providing access to the gardens on the ground floor and balconies on the upper floors. The fully equipped domestic style kitchen is available for use by everyone for the preparation of food and drink.

For the benefit of those customers who have the use of a hearing aid, the lounge and dining area has been equipped with a discreet device (known as a hearing loop) that amplifies sound direct to the aid and gives much clearer sound reception from the television. There is also a hearing loop installed in the village reception and in The Venue. Check with a member of staff that the system is switched on and how to adjust your hearing aid.

Other shared facilities

Each household has access to an assisted bathroom and separate toilet provided to support the needs of less able customers.

Household Services

The following services will be provided for each resident who lives in a household:

- Clean bed linen and towels as required.
- Personal laundry.
- A choice of wholesome and nutritious home-cooked food throughout the day from the household kitchen or the Bistro according to choice or preference.
- Drinks including fruit juice, tea and coffee, squashes and milk drinks.
- Assistance in arranging transport and access to the village and wider community facilities.
- Use of the gym facility with a personalised exercise programme.
- Access to village activity events.
- Access to library services and daily newspapers.
- Assistance with reading and writing letters.
- Access to telephone, fax, internet, TV and radio.
- Access to gardens, balconies and outside space.

The following items and services are available within the village at an extra cost:

- Professional hairdressing.
- Professional podiatrist services.
- Personal interest magazines, newspapers and stationery.
- Optical and dental services (if not available on the NHS).
- Dry cleaning.
- Alcoholic beverages.
- Entertainment provided both on and off-site.
- Confectionery and snacks.

Village facilities

Reception

Our reception team are available during the day, including weekends. Please ask a member of staff to confirm the times for your location.

There is a noticeboard in reception which displays details of special events taking place in the village.

Our reception and administration teams offer a 'cashless card' for customers in the village to use in the bistro, hair salon, the Venue bar and for pre-paid activities. The card is funded via a direct debit for your convenience. Please see reception for more information.

The Bistro

At the heart of every Belong village is a licensed bistro. These family-friendly cafés serve exceptional value food and snacks at all times of day. Our bistros act as relaxed and informal social hubs where residents, visitors and members of the local community can pop in to eat, drink and spend time with family and friends.

Hot and cold meals are freshly prepared on the premises of each bistro and all staff are trained to cater to the individual needs of Belong residents. With a wide range of drinks and daily specials there'll be something to tempt you every time you visit.

Our bistros are open from 8am every day. Takeaway service is available and many villages hold regular theme nights. To book a table or to order in advance, to eat in or take away, please contact reception.

The Salon

Every Belong village contains a fully fitted hairdressers and barbershop, with some villages also offering a wide range of beauty treatments. Our friendly team of professionals are on hand to offer a full range of services for residents and visitors.

For further information on the treatments provided, prices and details of special offers, please refer to the back of this guide. Alternatively, you can speak to a member of staff or contact reception to book an appointment.

Therapy Room

Therapy rooms are available at most Belong villages for visiting clinicians and therapists, enabling residents to have their needs seen to within the community and enjoy complete continuity of care. We also offer a range of complementary therapies to improve your health and wellbeing in natural, non-invasive ways.

The Studio

All Belong village members have access to a gym specially equipped to meet the exercise and activity needs of older people. A qualified fitness instructor, experienced in working with older people, helps develop personalised training programmes to improve mobility and wellbeing. Scope also exists for

Belong staff to support rehabilitation programmes, helping restore confidence and independence to residents wherever possible.

See further information in our 'Wellbeing section' later in this guide.

The Venue

No Belong village would be complete without The Venue, a multi-purpose room used by residents for social gatherings and events. The Venue is fully equipped with audio visual and sound equipment and a licensed bar.

Completely adaptable to meet your needs, The Venue offers Belong residents a programme of film screenings, arts and crafts events and much more. These events are also open to members of the public, with details advertised in the What's On guide in each local village. By opening our facilities to the wider community, we offer residents the opportunity to engage with people of all different ages.

The Venue is also used as a synagogue at Belong Morris Feinmann and is available for services on both Shabbat and Jewish holidays.

The Venue is also available to hire, please speak to a member of the reception team if you require more information.

Internet café

The internet café provides you with the opportunity of linking up with the world-wide web free of charge. We will provide help and support, and your own e-mail address so that you can speak to your family and friends, whichever corner of the world they live in. The village also has free wireless 'hot spots' that you may wish to use.

Wi-Fi internet

Wi-Fi Internet is available throughout the village, which you can use to connect your computers, laptops, tablets and TVs. Please ask at reception for the Wi-Fi password for your village.

Newspapers

We can arrange for newspapers and magazines of your choice to be delivered from the local newsagents and the cost of this will be charged to you on a weekly basis (note, service may not be available at all locations). Please speak to reception for more information. There is also a daily newspaper available to read in The Bistro.

Religious services and cultural activities

Links are established with a number of local churches, religious groups, Synagogues, Rabbis and church representatives will be invited to visit regularly.

All religious denominations will be recognised and we will assist you in maintaining contact. Please see the 'What's on' newsletter for details on church services.

At Belong Morris Feinmann, The Bistro and The Venue will be available for Shabbat services and Seder nights. The Morris Feinmann Chaplain, Rabbi Perez, together with continued input from Morris Feinmann Homes Trust, work together to create a strong Jewish ethos and a vibrant programme of Jewish cultural activities will be maintained.

Guest Suite

Overnight en-suite accommodation is available for family and friends (subject to availability). Local charges apply.

Consultation rooms and lounges

These rooms are made available for private meetings with visiting guests as and when required. Please speak to a member of the reception team to make a booking.

Gardens

If you wish to access the secure private garden area, please contact reception as you may need a fob for access through the gate. This is provided following an individual risk assessment. Please also ensure that the gate is closed behind you.

Please note, facilities and/or services are subject to change and not all facilities may be available at your chosen village. Please check with a member of the support team.

Your Wellbeing

Belong is committed to improving the wellbeing of customers through a range of meaningful initiatives to help with physical and mental wellbeing.

We have a great track record in achieving tremendous outcomes for individuals through exercise, art workshops, intergenerational activities and day-to-day activities. With a focus on meaningful occupation, activities are designed to provide fulfilment, social interaction and opportunities to regain lost skills or develop new ones.

Specialist Exercise

Belong's specialist exercise service delivers personalised exercise programmes for rehabilitation, independence and wellbeing. We have made exercise a fundamental part of our culture, so that it is a measurable key performance indicator, reported on at board level.

Benefits

Exercise brings a huge range of benefits for your physical and emotional wellbeing and Belong is committed to helping people stay active and independent for as long as possible.

The benefits of regular exercise include reducing the risk of falls and huge gains through every day living through: increased muscle strength, increased flexibility, improved balance, better coordination and much more.

What we provide

Belong's fitness instructors work alongside other health professionals to design a personalised exercise programme that is tailor made to you. All exercise sessions are supervised, and our specialist instructors are qualified and experienced both in fitness and supporting older people.

Exercise programmes are regularly reviewed and updated, and correct techniques in posture, walking and safe transferring are taught and maintained.

Multi-professional

Local health professionals and organisations are very supportive of Belong's award-winning service, which was developed within the framework of existing NHS initiatives and in line with accepted health and fitness ethics.

There is an effective system of referral, consultation and communication in place, and we work closely with GPs, physiotherapists and others, to develop a programme of exercise that is personalised to individual customers and appropriate to their health and fitness level.

Specialist gym equipment

We use specialist gym equipment for older people. This includes large mobile screens, viewed by residents while participating in exercise. The gyms also include virtual reality games to help give individuals targeted support to stimulate brain function, with different patterns for people living with dementia, Parkinson's or recovering from a stroke.

To find out how our exercise service could help you, speak to a member of the team or your village's fitness instructor, to arrange an assessment.

Where the Arts Belong

Belong is a partner Bluecoat, collaborating with Liverpool's centre for the contemporary arts on a range of projects to provide artist-led activities for Belong customers and promote wellbeing through creativity.

Artist 'residencies'

As part of the collaboration, named 'Where the Arts Belong', Bluecoat commissioned six critically acclaimed artists, with many years of nationally recognised practice between them, to work in 'residency' at our village in Crewe. Here, they engaged residents, family members and support teams in a bespoke six-month art programme, boasting over 70 different workshops ranging from storytelling and sculpture to music and dance.

Evaluation showed that these initiatives improved the lives of the individuals involved, especially those living with dementia. Early results included high participation, enhanced cognitive capacity, improved mood and an increased sense of community amongst previously isolated individuals.

As the first stage in a three-year research project, the learnings from these artist residencies have been adopted to inform arts provision across Belong villages, as well as informing the ongoing roll-out of the Bluecoat research project.

Adapting to the context of the Covid-19 pandemic, this has included the provision of collaborations with artists via video call technology and taken the project out to Belong's home care customers, tackling isolation in the wider community.

We Belong Together

The latest collaboration with Bluecoat extends the provision of arts to tenants of Belong's independent living apartments. In the 'We Belong Together' project, artists are leading regular virtual art sessions for small cohorts of apartment tenants, with the initiative also serving to help tackle isolation by providing a vehicle for wellbeing and social interaction within the tenants' support bubbles.

Customers are being trained in storytelling and sound recording to create a radio programme by artists Alan Dunn and Roger Hill. Inspired by Wigan comedian Ted Ray and his 'Ray's a Laugh' radio show, participants will create sounds using their voice and objects from the home, such as telling jokes and rattling keys, and play them down the telephone as part of a live 'concert'.

Meaningful occupation

People make a community; given the right environment, they thrive and blossom. That's why, at Belong villages, we actively encourage residents, family, friends, colleagues and visitors from the local community, to combine and create a vibrant neighbourhood that's beneficial to everyone.

Like any other close community, Belong villages generate a nurturing atmosphere which permeates all aspects of village life.

A broader view

Village facilities are available to visitors and members of the community. The village bistro, for example, creates a vibrant hub where residents meet and mix with local people.

This intertwining with the wider community enhances and underlines Belong's commitment to providing the same richness of experiences residents have known throughout their lives (since March 2020, this has been assessed in line with national guidance on covid-safe practice).

Bringing the outside in

Residents and employees regularly organise events and functions which entertain, engage and enrich. Cinema evenings, dance classes, lectures, Christmas markets and more – they all take place at Belong.

Just like any other family, we celebrate birthdays, anniversaries and other special times. We encourage residents, if they wish, to get involved in everything from craft sessions making greetings cards, to helping decide on and organise events.

Although the covid pandemic has restricted access to villages, we have continued to keep customers meaningfully occupied through exercise sessions, afternoon tea events, breakfast clubs, cheese and wine evenings, indoor bowls, arts and craft sessions and more.

We also host events in The Venue, linking up with entertainers through Zoom and Facebook portals.

Intergenerational activity

Belong is committed to connecting people of all ages to enable meaningful interactions and relationships, which reduce loneliness and bring joy to people's lives.

Actively seeking to create opportunities for people to engage with children and young people, Belong has adopted a holistic approach to integrating generations within the Belong environment, including connecting with nature and the outdoors.

From internal and external play areas, through highchairs and baby changing facilities, to a range of partnerships with schools, colleges, nurseries, scouts and brownies, Belong positively encourages formal and informal opportunities for children and grandchildren to be part of life in its villages. It is these relationships that help provide the young and old alike with the positivity, social interaction and meaningful experiences that make life a joyful experience.

A partnership between Belong and Ready Generations

Belong is working with the charity, Ready Generations, to change the lives of children, families and older people by promoting the power of intergenerational relationships and creating experiences that help generations to understand each other better and enjoy being connected.

With a focus on the relational nature of human life, both organisations are committed to supporting individuals, of all ages, to benefit from interacting, learning and connecting together.

Working together, our aim is to create authentic intergenerational communities, with permanent on-site nursery provision for children integrated within Belong villages.

The intergenerational, community-centred approach is designed to:

- enhance individual and community capabilities, reduce loneliness and support mental health and wellbeing
- support learning and development of children and older people
- create healthier places to live and work

- bring together people of all ages to foster and strengthen human relationships.

The Nursery in Belong Chester

The Nursery at Belong Chester, the village's 25-place intergenerational nursery, featuring a secure sensory nature and play garden, will provide a high-quality care and learning environment for children from birth to five years, designed to offer shared learning experiences and opportunities for children, families and older people.

Belong at Home

When you move in, we will discuss your requirements for your personal support. Belong has a registered domiciliary service: Belong at Home, and our Belong at Home team offer care and companionship, one-to-one support, plus help with attending appointments or outings; whether living in a Belong village or the wider community.

If you are interested in this extra service at any time, please contact reception and we will arrange for a Belong at Home Manager to discuss this with you.

Admiral Nurse Service

Belong offers a free Admiral Nurse service to all Belong customers and their family members and carers.

Admiral Nurses are mental health nurses specialising in dementia care. They provide individualised support for family members, carers and people who have been medically diagnosed with any form of dementia. This includes Alzheimer's disease, vascular dementia, Lewy Body dementia and fronto-temporal dementia.

Services offered by the Admiral Nurse include:

- Skilled, person-centred assessments of the needs of family carers and Belong customers with dementia.
- Provision of a range of therapeutic approaches designed to promote emotional well-being.
- Helping family carers and customers newly diagnosed with dementia to come to terms with their diagnosis.
- Helping family carers to develop and improve skills in care-giving, and to promote best practice.
- Providing customers, carers and family members with an appropriate amount of relevant information that can be easily understood.
- Liaison with other professionals and organisations to ensure that families receive co-ordinated support.
- Providing dementia cafés to help carers to meet each other and provide a safe haven to access advice and support in the community.

Established as a result of the experiences of family carers, Admiral Nurses are named after Joseph Levy who had vascular dementia and was known as Admiral Joe because of his keen interest in sailing.

Dementia UK works in partnership with NHS providers and commissioners, social care authorities and voluntary sector organisations, and is responsible for upholding the standards of Admiral Nurses nationwide; it provides support to Belong's Admiral Nurses in the villages.

Belong's Admiral Nurses

Caroline Clifton - Mental health nurse, Caroline Clifton, was recruited as Belong's first Admiral Nurse following a new partnership with Dementia UK, designed to further enhance the organisation's expertise and resources in this area.

Bridget Lawler - Bridget qualified as a Registered General Nurse and Midwife in 1979 and has a Diploma in Community Nursing Science and a Degree in Nursing Administration and Nursing Education. She has worked in various areas of nursing such as medical and surgical units, primary health care and contraceptive services.

Please speak to a member of the team if you would like more information or to make a referral.

Your Life Plan

Your life plan outlines how you would like us to meet your needs and wishes. This plan forms the basis of the contract that we have with you to support your life at Belong.

You will be fully involved in your life plan and you may wish to involve relatives and/or friends in this. Please make sure that your wishes and needs are explicit.

Your life plan will cover the following areas:

- Your past experiences.
- Your health needs.
- Getting ready for the day ahead.
- Getting out and about.
- Preparing for sleep.
- Food and drink.
- Communication.
- Going to the toilet.
- Your skin, hair and nails.
- Comfort, rest and relaxation.
- Occupying the day.
- Emotions.
- End of life.

- Culture and religion.

Your life plan reflects your needs and aspirations and therefore will be reviewed approximately every four weeks.

Once again we will need you to be fully involved, along with your relatives and/or friends.

Belong villages have fully computerised Life Plans for all residents, with a facility for your family and friends to access your records at any time and from anywhere. This is strictly subject to your consent or a best interest decision, if you have not appointed a Lasting Power of Attorney (LPA) for health and welfare. If you would like to arrange for your family to have access to your records, this can be arranged with your companion or the Lead Senior Support Worker on the household.

Life Story

We would like to invite you and your family/friends to complete the Life Story book prior to moving into Belong to help us get to know you and increase our understanding of you as an individual. This involves aspects of your past and present life that will benefit your current situation. Your Life Story helps staff to assess your needs and wishes and provide individualised care and build relationships with you and your family.

Belong Companion

Every Belong customer will be appointed a 'Companion'. This person will pay particularly close attention to your individual needs and wishes, whilst acting as a support and a friend to you and your family – guided by your life plan and Life Story.

Urgent Moves

If you have to move in to Belong, as a result of an emergency or an unplanned development, you can be assured that within forty-eight hours you will have been informed about all the key aspects of living in Belong and your full assessment will be completed within five days of your arrival.

Meeting Your Needs

We need to complete this individual assessment so that we can give assurances that we are able to meet your needs and aspirations. Our initial assessment will cover all aspects of personal care, physical and mental wellbeing as outlined above, and if necessary, will include a plan for your nursing care.

Your Health Needs

There may be occasions when you require the assistance of a healthcare professional and we believe it is important that any developing health care needs are identified and treated as soon as possible.

According to your needs, you will be assisted to receive the full range of NHS services and benefits, or a private alternative if this is your preference. Healthcare arrangements are an integral part of your life plan. You can be assured that any consultation or treatment you receive will be administered in the privacy of your own room or the consultation rooms.

Doctor

Your own doctor may be able to continue to visit you whilst you are in the village, or we will offer to help you to visit your doctor if that is your preference. We will arrange for you to be registered with an alternative practice of your choice if necessary.

Dentist

Arrangements can be made for the dentist of your choice to visit (if available / appropriate).

Nursing care

There are times in our lives when we may experience a difficult period of ill health and it's at times like this we may need the expert help of a nurse. Our nurses at Belong are able to step in for a short or longer period of time, if appropriate, and will use their clinical judgement to help you to improve, maintain or recover from your health problems. Nurses play a very important role within Belong, offering leadership, advice, teaching and supervision of our wider team of staff when necessary.

Here at Belong we recognise that everyone is unique and as such each person will require an individual assessment of their nursing needs. Personal care and support will be prescribed, delegated and supervised by our team of nurses who are available 24 hours per day for those who have been assessed as requiring this level of need.

Our Belong nurses and team of support workers are committed to working in partnership with residents, families and professional colleagues from the local Clinical Commission Group (CCG). Our aim is to ensure that together we develop an individual plan of care that reflects and respects the uniqueness of each person and is responsive to changing health needs.

Podiatrist

We arrange for a registered chiropodist to visit the villages regularly. You may access this service if you so wish (charges apply) or you can see your own chiropodist, which we can help to arrange.

Planned Hospital Visits or Admissions

If you have an outpatient appointment or hospital admission planned in advance, we request that a family member or friend accompany you. Belong will help to make all of the necessary arrangements with regard to transport if required.

If a relative is not available and you would like us to arrange for a companion to accompany you, we are more than happy to do this but please note there is a charge for this service. If you are admitted to hospital, the companion will stay with you until you are fully settled and all of the necessary information has been transmitted.

Emergency Admissions

We will always try to ensure there is someone to accompany you in the ambulance in the case of emergency attendance to hospital. If no family member is available, this will be a member of our staff. We will always supply the necessary information to receiving healthcare professionals.

Moving Out of Belong

If for any reason you make the decision to leave Belong, we will ensure that we support you and your family with the next steps and that any other form of support you require for the future is well planned and communicated with other health and social care professionals.

Village Life and Social Activities

We want you to spend your time doing the things that you most want to do; we want to help you to be involved socially in as much or as little as you wish and for you to be as active or relaxed as you want to be.

We have an experience coordinator, who will be introduced to you when you move in and let you know about the current programme of activities. There is a 'What's On' village newsletter that is circulated to all customers to keep you informed of events.

Our activities programme is very flexible, offering opportunities for our customers living in the village and in the local community to get together, make friends and spend time doing things they would like to do.

We value feedback from our customers on current activities, ideas for new ones, and are always looking for volunteers to help run particular activities and to help promote them in the village and the local community.

We are always recruiting volunteers from the community to support Belong villages in creating ever more vibrant communities. Please ask at reception or visit our website if you would like more information on volunteering with Belong.

Various special occasions throughout the year will be celebrated and we have regular tea dances, movies and pub nights. Of course, as in life, many things happen spontaneously and we are always looking for opportunities to have fun!

Food and Drink

For many people, mealtimes are a focal point of the day. We will ensure you enjoy a wholesome, balanced, nutritional meal in a comfortable social setting.

One benefit of living at Belong is that you have a wider choice of meals and indeed where you choose to eat. Our catering team provides food throughout the day in the bistro, and can deliver food up to the households as per individual or household requests.

In addition to this we cook and prepare food on each household served at times to suit each person. Often residents and staff prepare food together, generating smells and sounds that help to stimulate hearty appetites.

Staff will support you to make food choices and will encourage you to participate in the weekly shopping if you so choose. We will help to select a well-balanced and nutritious diet to maintain your health and well-being. Menus are available on each household and are changed and adapted throughout the year.

You are always welcome to invite your visitors to join you in the household or in the bistro which provides spacious facilities for large groups of guests. You may of course choose to dine in your room and that's fine.

Mealtimes

We aim to make mealtimes a special part of the day and welcome feedback from customers.

We aim to achieve the following:

- Smart table preparation so the tables look inviting to sit at.
- Opportunities for customers to be involved with the preparation of the meal, such as peeling vegetables, buttering bread, slicing fruit.
- Staff will take the opportunity to sit down with residents and enjoy a meal together.
- Mealtimes will be conducted in such a way as to allow you time to savour your food and not rush the next course until you are ready.

We recognise that some residents will need support to ensure they receive well-balanced and nutritious food and adequate drinks. We will ensure that these needs are practically supported.

Belong Morris Feinmann is a kosher village. This means that our supplies are kosher and we follow the separation of milky and meaty foods. We do not have any pork or shellfish in the village.

Special Diets and Menus

Special menus are available if you have particular religious, cultural, health or other needs.

Your dietary requirements will be discussed with you when you move in, and will be recorded on your life plan, or as your needs change.

Household Meals

- Breakfast – choice of cereals, porridge, grapefruit, fruit juice, beverages, toast and preserves, English breakfast
- Lunch / Evening Meals – a variety of home-cooked hot meals and lighter snacks will be available
- Supper – a choice of beverage, including milky drinks and a range of light snacks are readily available
- Beverages – hot and cold drinks are offered throughout the day. You are welcome to help yourself to drinks at any time

A sample menu is available in the appendix section at the end of this guide.

Housekeeping and Laundry

Staff will ensure that all of the facilities within Belong are kept clean, hygienic and as comfortable as possible. Whilst every effort is made to ensure cleanliness, we ask that you notify a member of staff if you notice any area that requires additional attention.

We provide a full laundry service for your personal clothing, bedding and towels. Dry cleaning can be arranged on request (a charge will apply).

In order to easily identify your clothing and return it to you quickly, we advise that you identify each item of your laundry prior to reaching our laundry service. If you require assistance with this, a member of staff will be happy to help. We use a label system to identify your clothing in a discreet and sensitive manner (a charge will apply).

Our laundry teams will endeavour to follow the washing instructions providing the labels are visible.

Keeping in Touch

Visiting

Families and friends are also welcome in Belong villages. We extend our welcome in particular to children and pets that often bright up our days.

You have the option of entertaining your visitors in your household lounge or in your own room, dependent upon your preference.

Visitors will have to announce themselves either in reception or at the secure household door.

Of course your visitors are welcome to use all of the village facilities and join in events of their choice. Overnight accommodation is available in our guest suite.

Phones

There is a telephone on each household and a member of staff will be more than happy to assist you with calls.

Letters

Personal letters will normally be distributed unopened directly to you unless a prior arrangement has been made, in which case it will be dealt with accordingly. Assistance can be offered with the reading and writing of correspondence if requested.

Digital

You can also keep in touch by digital methods, for example, Skype, Email, Facebook Portals etc. and there is WiFi throughout the village for you to connect your own devices.

Your Personal Finances and Possessions

Finances

Wherever possible, your private finances should be managed by yourself, your family, or a properly appointed representative. Belong staff will not act on behalf of a customer for the management of their personal finances.

We do have a Belong card available for all Belong customers. This card can be funded by Direct Debit and be used to pay for items in The Bistro, The Venue and The Salon.

Please see card conditions or speak to the general manager for further information about the Belong card and the management of your services.

Safekeeping of Money

We ask that you only keep small amounts of cash and do not leave money visible, particularly if you leave your room unlocked, or you are in a communal area. A lockable drawer is provided in your room for the safekeeping of cash and valuables.

Possessions

We ask that you do not leave possessions of value laying around unlocked in your room, or in communal areas of the household.

We suggest these items are kept locked within the lockable compartment of your wardrobe or within your lockable bedside cabinet.

Insurance of residents' personal effects

When you move into a household in a Belong village, most belongings and personal effects that you bring with you are automatically insured by Belong against damage or theft. This includes your own furniture, furnishings and possessions, e.g. clothes, hearing aids, dentures, glasses, mobility aids / scooters, etc.

Please note that the insurance policy does not cover money, unless this is in the custody or control of the village, or jewellery and watches.

There is a limit on the insurance we take out on your behalf, as follows:

The maximum amount of insurance cover for damage to / theft of your personal belongings, as described above, for any one claim is £2,500.

Please note the following insurance policy conditions:

- a. Any payments made under the policy will be based on the current value of the items concerned, i.e. after deductions for wear and tear.
- b. The policy covers are subject to an excess of £100 for each and every claim.
- c. The cover provided only operates for losses occurring at the Village, i.e. on the premises.
- d. The maximum amount payable for any **single** item is £1,000.

It is your responsibility to inform the village management if you have any item(s) valued at £250 and above, and a receipt/valuation should be provided in respect of the item(s).

You should take out additional insurance cover if the total value of your possessions is more than £2,500. **Any additional insurance cover would be taken out at your own expense.**

If you wish to claim under the Belong Limited insurance policy, **it is your responsibility to meet the excess payment detailed above.** In exceptional circumstances or in cases of extreme hardship, Belong will consider whether it may be possible to assist you in meeting this excess payment. You should speak to the village management in this eventuality.

Please note that this insurance cover does not extend to Belong apartments. Apartment tenants/owners are responsible for arranging their own contents insurance cover.

Gifts

Belong staff are not permitted to accept gifts of money including tokens, gift vouchers or money. We do realise that at certain times of the year, such as Christmas, it is customary to give gifts therefore if you choose to do so it must have a value of no more than £20.

Staff will need to report the gifts to their manager and this will then be recorded, and a thank you note be written. Staff are not permitted to accept loans from customers. Gifts (including money) that are made to the Belong village may be accepted to be spent for the benefit of residents only following certain criteria.

Unfortunately, our staff will be unable to witness the signature of a will or other legal documents. However, we will be happy to help to organise an independent advocate should you require one to be appointed.

It is very important to us that you have the opportunities to comment about life within Belong and the standards of service you receive; we offer a number of ways for you to do this.

Resident Forums

Group meetings are held on a regular basis to discuss the everyday running of your household and village. One of the aims of the meetings is to provide you, your family and the staff with an opportunity to express any views you may have on the running of the household or the facilities available in Belong. Notes are taken of these meetings which are available to everyone living in the households.

Satisfaction Surveys

Annually, we will ask you to complete a short questionnaire that will seek your view of the services you receive. The results of these are published and made available to you. The results of future surveys are available at each village or on the internet. We will ensure that each Belong customer has their own personal copy.

Recruiting our Staff

At Belong we like to encourage customers and families to participate in the recruitment and selection of our new staff. We believe that it is really important that you are involved in this process and have a say in the people who will be supporting you. Of course this is your choice and we will discuss with you when the opportunity arises.

Comments

In the first instance we would always encourage you to share your comments or complaints with staff. Alternatively, we have a supply of feedback forms which are also available in the village or from reception. These forms are available in order that you can put your comment or complaint in writing, if you prefer.

Quality Assurance

It is essential that we continue to provide you with the level of service that we have promised. Additionally, we have to meet the standards of care and support that are set at a local and national level by other regulatory bodies.

Inspection Reports

The Care Quality Commission (CQC) has the responsibility of inspecting standards in care homes. Their report will provide you with an unbiased view of how each Belong village and community service are meeting these standards. A copy of the latest inspection report (once available) will be displayed in reception, or is available to download from our website ww.belong.org.uk. If you require your own copy, a member of staff will be happy to help.

Internal Systems

Practice, policies and procedures

The support manager and practice development facilitator are responsible for checking that all care practices, policies and procedures are followed according to the agreed organisational standard and meet with legislation. Audit tools and observations are used for this process. The audits cover such areas as life plans, medicines management, incident (falls and accidents) management, mealtimes, health and safety, kitchen and environment.

Village reviews

A member of the Belong management team will carry out a monthly review of each village and service. A report is provided to the general manager and an action plan agreed.

Dementia care mapping

Dementia care mapping is used as an observation tool to monitor wellbeing in the households, and the impact of staff interaction. A report is provided to the support manager and action plans are developed.

External Systems

Investors in People (IiP)

Investors in People (IiP) is an international quality standard for improving all aspects of a business by focusing on its most key resource – its people. Belong holds a Gold accreditation with IiP.

Food safety

Belong undertakes Food Safety Audits internally. The Local Authority and the Clinical Commissioning Group monitor the service specification according to the agreed contract.

How to Make a Complaint

Please let us know if you are unhappy about any aspect of our service so that we can do our best to put it right.

All comments and complaints are welcomed - it is one of the ways in which we can improve.

You can complain in a number of ways:

- In the first instance please speak with a member of staff who will try their best to resolve it for you. You will be informed if your complaint cannot be dealt with immediately.
- Alternatively speak with the **Support Manager** or the **General Manager** who are best placed to address your concerns and to put things right for you.