



Ealing House

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POLICY ON COMMUNITY CONTACT

Policy Statement

Ealing House believes that its service users should be able to maintain contacts with their families friends, representatives and local community groups and volunteers as they wish, with no official restrictions placed on visits by the home, with appropriate support from the home and with appropriate arrangements made for privacy.

Ealing House adheres fully to *Standard 13 - Community Contact of the National Minimum Standards for Care Homes for Older People*.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this home's approach to the community contacts of its service users.

Policy on Community Contacts

1. Ealing House believes that having regular contact with family, friends and the wider community outside of the home is a crucial part of living a fulfilled and healthy life.
2. The home will do its best to provide ample opportunities for its service users to maintain and develop such outside contacts if desired.
3. The home also believes that privacy and choice are absolute rights of every service user and with this in mind all service users of this home should:
 - be able to have visitors at any reasonable time and to develop or maintain links with the local community in accordance with their preferences
 - be able to receive visitors in private
 - have access to facilities within the home to entertain their guests including a coffee table and chairs within their room and be offered refreshments

- be able to choose whom they see and do not see
 - have access to a wide range of social activities outside of the home should they wish to participate in them
 - be supported by the home and by staff if they wish to develop an interest or an activity that is outside the home
 - be able to remain at the home or opt out of community social activities should they wish to do so.
4. Each service user's interests should be supported whenever possible to encourage individuality and staff should:
- discuss individual needs with each resident and complete a list of their likes and dislikes
 - give a copy of this policy to relatives, friends and representatives of service users at the time of moving into the home
 - help service users to remain as independent as possible and to offer support and supervision as necessary with respect to activities outside of the home
 - ensure that all activities are safe.

The Role of the Home in the Community

1. The management team of a home will make a positive effort in fostering good working relationships with the local community as a whole.
2. This home believes that taking an active and high-profile role in the local community is the best way to serve its service users. To this end the home will:
 - continue to work with its community contacts to strengthen the position of the home in the local community
 - with service user involvement and support put on the following community and family events: an annual fete, a Christmas party, birthday parties for service users who wish for one and regular "events"
 - encourage involvement in the home by local community groups and/or volunteers according to the wishes of residents
 - continually review its policy according to service users' wishes as expressed by individual or groups of residents or as expressed in regular meetings or surveys of residents' opinions.

Training

1. All staff will be offered training to National Training Organisation standards covering basic information about individual care planning and the support of social activities.
2. Staff on escort duty when away from the home should be trained in aspects of safety.

Signed:

Date:

Policy review date:
