

Pre-Arrival Guidance

(To be used to complete the Pre-Arrival Info forms)

CONTACT DETAILS

If you are part of a large family, please select a primary and secondary contact with whom we can communicate if needed.

LEGAL REPRESENTATION

Should a Power of Attorney be in place, please provide us with copies of the registered documents for our records. Lasting Powers of Attorney's (LPAs) are stored on the Government website and can be accessed with a code. If you are happy to provide us with the code then we would be able to download a copy from there.

UNDERSTANDING THE DIFFERENCE:

Enduring Powers of Attorney ("EPA's") were a fore-runner to Lasting Powers of Attorney ("LPA").

EPA's enabled you to choose a person ("Attorney") to look after your affairs if you lost the capacity to manage them yourself and were strictly limited to the your **financial affairs**. EPA's can no longer be made after 1st October 2007, however, if you made an EPA before that date, it would still remain valid and can be used by your appointed Attorney to manage your business affairs.

LPA's were introduced by the Mental Capacity Act 2005 to replace EPA's as it was felt that the old EPA regime could possibly leave Donor's vulnerable to unscrupulous Attorneys. There are two different types of LPA: Finance & Property and Health and Welfare. Each type covers different decisions and there are separate application forms for each. You can choose to make both types, or just one. You can have the same attorney for both, or you can have different attorneys.

The main difference between the old EPA regime and LPA's is that an LPA must be registered with the Office of the Public Guardian before it can be used whereas an EPA can be used from the moment it is signed and is only required to be registered once the Donor loses capacity. Health and welfare LPA's can only be used once the Donor has been deemed to have lost capacity to make such decisions for themselves.

General Powers of Attorney ("POA") are limited to only dealing with financial affairs and will cease to be effective in the event that the Donor loses capacity.

We require evidence of LPAs for all client files. If they were registered **before** July 2020 then you can either scan copies and email them to us or bring them in so we can scan them for you.

If they were registered **after** July 2020 then this can be done by providing us with an access code to view it on the Government portal, please go to <https://www.gov.uk/use-lasting-power-of-attorney> to assist you with this.

FINANCIAL CONTACT

This is the person who our Account will liaise with regarding payments, bills and queries about funding. Our Accountant's name is Alison Higgs and she can be emailed at accounts@penpergwmhouse.org.uk

SOCIAL SERVICES

Your Local Authority will be determined by your usual place of residence and will need to be contacted in certain circumstances.

If you have an appointed Social Worker or been in contact with Social Services, please provide this information in case they need to be kept updated about your stay with us. The "PID" Number is their reference number which may be found on paperwork.

MEDICAL INFORMATION

A copy of your medical history will be requested from your current GP Surgery to obtain a copy for our records. They may insist that you request this.

New residents from outside the local area will need to register with a local GP Surgery in Abergavenny. Please kindly complete the registrations forms enclosed and bring them in on date of admission as they can only be sent off on the day of arrival.

The GP surgeries are: Tudor Gate Surgery, Old Station Surgery and Hereford Road Surgery.

If you need medical attention e.g. dressings, injections or blood tests, then that may be done by the District Nurses who visit us daily.

CARE & SUPPORT NEEDS

1	Allergies (allergies or intolerance to substance or food/ has an Epi pen etc.) Please include any reactions to vaccinations
2	Physical Health Past medical history Active conditions including future medical appointments Please ensure glasses, hearing aids and dentures are recorded on the inventory.
3	Mental Health How is your memory and do you feel anxious in certain situations? Can you understand complex questions Can you use a buzzer to call for assistance?
4	Medication: It is the client's / family's responsibility to arrange any medication <u>prior</u> to admission. Penpergwm House works to the National Institute for Health & Care Excellence (NICE) guidelines, are governed by various pieces of legislation regarding regulated activities and are inspected by Care Inspectorate Wales (CIW) to ensure we are administering medications safely. Errors are always a possibility but having the correct procedures in place reduces the risk, especially as the care staff are not qualified nurses. In order that we can administer medication to the person correctly please ensure that we

	<p>have the following:</p> <ul style="list-style-type: none"> • Current prescription from GP or “MAR” sheet from Pharmacy; • All medication has its own individual box with the pharmacy label indicating the person’s name and the administering instructions on it. We cannot give medication from dossett boxes/ blister packs which have been filled by a third party; • Any “Homely” remedies e.g. non prescribed vitamins or creams are clearly marked with the person’s name and when it needs to be given. FYI If a client is permanent, we must ask the GP to check that the medication does not affect their prescribed medication. We cannot therefore be held responsible if Homely remedies cause an adverse reaction in clients and we advise that this is checked prior to admission; • If self-medicating, please advise us in advance so that a lockable facility is in place before arrival.
5	<p>Mobility & Falls (Frames, Sticks, Wheelchairs, Walking Aids, Hoists, or Standing Aids used?) How many falls in the past year? Do you need support with your mobility? Can you walk unaided?</p>
6	<p>Skin Integrity/ Wounds Do you have any wounds, pressure areas, rashes or suffer from skin conditions?</p>
7	<p>Continence/ Toileting Support (Any products used) Can you go to the loo independently or do you need some support? Do you wear any incontinence products and who provides them? Would you like a commode next to your bed at night?</p>
8	<p>Personal Care (Bathing/ showering/ dressing) Do you prefer to have a bath or shower? Do you need some support from staff? Toiletries can be purchased from the shop on site if you run out of toiletries.</p>
9	<p>Nutrition (Weight/ Height, Preferences, Dislikes, Swallowing ability) Are there any issues with your appetite, taste or swallowing? Please indicate more preferences in the next section. We have a menu that is provided to each client every week and you can ask for something different to be prepared if needed.</p>
10	<p>Advanced Care Planning/ End of Life wishes It is vital that we understand your wishes should an emergency medical event occur. If you have a Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) in place please arrange a copy from the GP for our records asap. If you do not have one, we can arrange for you to speak to a doctor so that you can make an informed decision. You will also be encouraged to complete an Advanced Care Plan so that we understand and can respect your wishes regarding medical treatment, however, please be aware that we will not be able to override a medical professional’s decision.</p>

11	Sleeping & Night Routine (Commode?) We have staff on all night who will support you when needed. A sensor mat can be used which will alert staff when stepped on. If this is used permanently, it will need to be purchased by you but we also have a small stock for certain situations e.g. if you are not feeling well and are anxious about falling at night.
13	Equipment & Environment (Personal aids e.g. zimmer frame, walking stick, wheelchair) Please ensure any electrical items are handed in to the office before being put into the bedroom, so that it can be safety tested.
14	OTHER (other information which may be important) This may relate to something that has happened in your past that has had a significant impact on your life e.g. if you were in a car accident and hate travelling in cars.

SOCIAL & WELLBEING INFO

8	Newspaper/ Magazine request: We can arrange for newspaper and/ or magazines to be delivered to Penpergwm House and this will be charged separately.
10	Religious/ spiritual beliefs that are important to me: We have a visiting priest as well as an onsite church service. We also facilitate trips to the local churches, on a rotation basis if there are not enough spaces, so do let us know.
11	I like to eat & drink/ breakfast preferences: Very important and we like to get it right so if you have a particular food or drink that you like let us know. Please include what you normally like for breakfast and how you like your tea/ coffee
12	I don't like to eat & drink: There are always alternatives so please let us know ahead of time and we will provide something else.
13	These routines are important to me: If you have a particular routine we will try and support you to maintain this at Penpergwm House.
14	These things make me worried or upset: Let us know so that we can try and prevent any upset or worry.
15	If I am anxious or upset, this makes me feel better: We all may get upset by something and if we know what will help, then we can support you to overcome anxiety or fears. It may be that you love animals and find that watching animal programmes soothes you or it may be that you like to speak to a specific family member to help you understand a situation.
16	Communication is better when: Do you hear better if someone speaks into one ear or do you find it difficult to understand different accents?

17	<p>This makes me happy: It is sometimes the small things that count and if we know what makes you happy, we will try our hardest to make it happen!</p>
18	<p>My family dynamic is: Do we need to support communication for overseas family/ friends? Are there family members who may not agree with you being at Penpergwm House?</p>

CONSENTS

1	<p>Data Protection Act (2018)</p> <p>We need to obtain, record and store your details (including photographs) and may need to share this with medical professionals. To comply with the Data Protection Act (2018) we must ask for your permission to store and process your personal and sensitive data for this purpose.</p>
2	<p>Photographs</p> <p>From time to time we have visiting photographers from local press and our in-house photographers take pictures in and around the home which may include residents.</p> <p>We need your permission for your photo to be used as part of the overall publicity for our Home and on social media, for example our Facebook page or website.</p> <p>If you don't provide permission and you are part of a group of people who have had their photo taken, your identity will be concealed.</p>
3	<p>Night Checks</p> <p>Our night staff conduct checks throughout the night which may include opening your bedroom door to make sure you are ok. We need your permission to do this however we may also check you even if you have not given permission if we believe you may have fallen or are unwell.</p>
4	<p>Relatives Communication (up to 2 Representatives)</p> <p>We believe in positive communication and would like to keep your family informed of what's going on in and around the Home. We promise that we will not bombard your family!</p> <p>Our environmental endeavour supports becoming paper free so please indicate if you are happy for your family to receive these communications by email and please provide your relatives name and your email address.</p> <p>Non-Urgent Client Updates: (up to 2 Representatives)</p> <p>Using Whatsapp and with your permission, our staff can keep your family/ representative updated with non-urgent information and updates and they can also send messages via Whatsapp to the Care Team.</p>
5	<p>Medication</p> <p>Staff are trained to dispense medication to Clients. If an individual is capable of self-medicating</p>

then they will be supported to do so unless we have concerns about safety and if that is the case, we will discuss it with you.

Please ensure this form is completed and returned before arrival to ensure we have all the information needed.

Completed by:

Date:

Signature:

Relationship to client: (if not signed by client)