

Introduction to Moxham House

A guide for Residents



WELCOME TO MOXHAM HOUSE

This guide is intended to provide you with the information which you might need in your first few weeks at Moxham House. There is much more information in the policy documents and the longer version of the Resident's Guide which are available for you to read. If you have any questions please ask a member of the team.

Your Space

Moxham House is your home. Your room is yours to enjoy and we would like you to feel able to personalise it with your own furniture and pictures. Most of our rooms have en suite showers, and the two which don't have access to private bathrooms. There is also a communal bathroom if you prefer a bath. The other communal areas include two lounges, a new kitchen, conservatory, dining room, a creative studio, a laundry area, and large gardens. We encourage you to use these areas and we hope that you enjoy spending time in these spaces and sharing them with all our residents.

Moxham House is close to the centre of Tunbridge Wells. The town centre is a short walk away, offering shops, cafes and a library. The nearest small supermarket is a Sainsbury's which is a 5-minute walk away.

Life at Moxham House

Access

Your key opens your room door as well as the buildings' front and back doors. You are therefore free to come and go as you wish, or according to any agreements that have been made. Please make sure that you sign the in/out book at the front entrance if you ever leave the house after 10pm. This is so that the team know if you are in the building or not should the fire alarm sound.

Day Structure

Every day is different at Moxham House and the exact structure of your days will depend on your care plan, your day plan and your interests. During the morning and afternoon, time is spent taking part in various groups, engaging in leisure activities or voluntary work, or attending appointments. At weekends, there are fewer team members and so there are fewer arranged group activities. If there is something which you would like to do, we will always try to provide any necessary support. Please ask!

Meal times are as follows: Breakfast is available from 8am. Lunch is served at 12:30pm and an evening meal is served at 6pm. At weekends, the cooked meal is provided at lunchtime, with a lighter tea in the evenings. We will support you to prepare your own meals but can also provide meals for you, depending on the level of support you would like, or need.

The kitchen is locked overnight but you can make tea and coffee and enjoy fruit and cereal bars in the dining room at any time.

Visitors

We welcome visitors to Moxham House but ask that they do not plan to visit while you are taking part in arranged care plan activities. Visitors must enter and exit Moxham House through the front door, and sign the Visitor's book. Your guests may stay until 10pm.

Laundry

Washing machines are available for you to use. If you want us to, we will support you with doing your laundry and purchasing washing liquid/powder. Tumble driers are also available which cost £1 per cycle. There is also the free option to hang your washing out on the washing line in dry weather.

Fire Evacuations

If the fire alarm sounds, you must leave the building calmly using the nearest fire exit. If the alarm is at night, please make sure you put on appropriate shoes and warm clothes. We have regular fire drills to practice leaving the building which we ask that you participate in.

The fire alarm is tested regularly and team members will tell you when these tests will be so that you know when you need to respond to the fire alarm.

Care and Support

Key Workers

Your main source of support at Moxham House will be your key worker. This is one, or perhaps two, members of our team who will be your first point of contact for any support needs, queries, or concerns. They will come alongside you to support you in your daily living and with your mental and physical health. Your keyworker will not always be on shift and at these times another named member of the team will be allocated to support you. However, please feel free to approach any team member should you need to. Overnight, two team members sleep in the house and can offer support if required. There are also two other team members available via the pager.

Your Care Plan

A care plan will be created by you if you wish, and are able to, with the support of your key worker in the first week that you are here if you do not already have one. This plan sets out your needs, the areas in which you require support and the steps which you would like to take to help you become more independent. This plan will be reviewed regularly.

Your Care Team

You may already be supported by other professionals, who will work together with our staff to ensure that you stay well and are working towards independence. At times, your care team, including Psychiatrists, Care Managers and Social Workers may visit you here or you may need to attend appointments with them, something that we can support you with.

GP

You will need to register with a local GP surgery once you are living at Moxham House. Your keyworker can support you with this. You can choose which surgery you want to go to, but most residents register with Kingswood Surgery (Kingswood Road, Tunbridge Wells, Kent, TN2 4UJ, 01892 511833) who have treated our residents for a long time. If you need to access any other medical

services, for example hospital appointments or dental appointments, your keyworker can provide you with support.

Medication

Our local pharmacy dispenses your medication on a weekly basis. During your first months at Moxham House, your medication will be kept securely in a dedicated room. It will be dispensed to you, providing support to make sure that it is taken correctly. As you gain confidence and become more independent, you may be able to begin to self-medicate, provided your care team agree.

Opportunities

We offer a wide range of supported activities during the week, including Art and Craft, Motorcycle Maintenance, Walking, and Boxercise (which costs a small amount). Please let us know if there is anything which you are interested in or which you would like to try – we always like new ideas!

Alongside these activities, support will be provided to help you find hobbies, further education, or voluntary work when you are ready.

There are other opportunities available to you locally. The Hub (a mental health resource centre) holds several groups during the week, and Highlands House (the local mental health facility) runs training and courses for individuals with mental health difficulties. Both centres are within walking distance of Moxham House.

Crossways Enterprises is another part of Crossways which you can investigate when you are ready. They offer the opportunity to learn workplace skills through running the tea room, upcycling furniture, selling items on eBay, and cultivating plants alongside residents from the wider Crossways Community. The manager there tries to make the experience offered individual to each resident to make time spent there enjoyable and constructive. Many residents use Enterprises as a stepping stone before finding voluntary work in the community.

Our Requirements

New admissions and COVID19

Please **read and sign** the policy regarding COVID19 at the end of this document.

Our requirements

We do not require residents to share our faith as a Christian charity. However, we do require that everybody is treated equally and that each person at Moxham House is treated in a way in which they would wish to be treated themselves. We therefore require you to respect others, their beliefs and their chosen lifestyle. We also require everybody to respect each other's views. House meetings are held every month and we value your views and contributions in these meetings. They are a space for you to tell us what you like and what you would like to see changed. Surveys are also sent out to residents on a regular basis to get your views.

There are some practical requirements too:

Smoking or vaping is not allowed anywhere within Moxham House, including in your room.

However, there is a large smoking shelter with seating on the patio outside Moxham House.

Consuming alcohol, illegal drugs, non-prescribed drugs or psychoactive substances while on Crossways property, or bringing these substances onto any Crossways property (including the grounds) is strictly forbidden. You may be able to (depending on your doctor's advice) and wish to visit pubs and drink socially. If this is the case, we request that you do not return to the house drunk or act disrespectfully towards people or property.

The use of creatinine for body building/ muscle definition is not permitted for residents at Moxham House. The reason for this is due to the fact, that, it can detrimentally affect a person's emotional well-being. It can also be counter-productive with some prescribed medication.

If you are found to have been involved in illegal or disruptive activity either here or in the community, then action will be taken. It will be reported to the appropriate authorities and you may be evicted from Moxham House.

If a resident wishes to take any additional substances, such as herbal remedies, over the counter medications, etc, they must be checked with the team and if necessary, the pharmacist, to ensure that there are no contra-indications with other medications or possible unwanted side effects for the person.

Any breach of our policy regarding alcohol and drugs may result in eviction from Moxham House. For some residents, there may be a requirement not to take legally obtainable substances on professional advice. e.g. caffeine, and where there is a failure to comply with this advice, this may also result in notice being served which may ultimately lead to eviction.

Moving On

We hope that you will become more independent through the support which we offer here at Moxham House. When, and if, you are ready, Crossways Community offers various other accommodation options for you to move on to, while continuing to be supported but not to the same level as at Moxham House.

Unfortunately, there are (very rarely) times when residents are asked to leave, though this will only be as a last resort after trying to resolve any difficulties. This will only be where we are unable to provide the level of support which they need, or where policies have been broken.

Above all, we seek to provide an outstanding service to you which creates a positive experience at Moxham House.

New admissions and COVID19

Due to COVID19, and following government advice for care homes, there are new procedures for new admissions coming from hospital or other settings and who are seeking permanent residence.

Following consultation, we have created an isolation room and area that a new resident will need to go into for a period of 14 days. This spacious ground-floor room with its own walk-in shower has its own entrance and includes a small outside garden area for you to use.

Before your arrival

It is essential that prior to you leaving your current residence and arriving at Moxham House that you have been tested and cleared for COVID19. Unfortunately, if you have not been tested on the day that you leave your place of residence and are clear, or if you have been tested and are positive then we will not be able to receive you into the room as you will first need to recover.

On arrival

As it is designed to be an isolation area there is a requirement for you to stay within it and not mix with the other residents until the 14-day period is completed.

After completion and unless all other rooms are taken you will then be required to move into one of the existing first or second floor bedrooms which we will support you with so that the isolation room is once again vacant for the next new arrival.

Should all other rooms be taken and if you are the last new admission you will stay in the isolation room until another room becomes vacant. At that stage, and again with support, you will then move into the new vacant room to once again free up the downstairs room for isolation purposes.

For those initial 14 days although isolated you will not be alone. There is a team available 24hours who will ensure that there is regular contact for you. Along with administering any prescribed medication they will also supervise the delivery of food to your door; ensure that you have adequate drink; support you to access toiletries, tuck, or cigarettes/tobacco if you smoke; and support you to create a unique care plan.

For the initial isolation period you will not be able to access the laundry facilities and so you will be supported by the team for this purpose until after the isolation period is over and you can freely use the facilities for yourself.

There will undoubtedly be other requirements you may have that are not listed here and we want to do everything practicable to ensure the easiest transition under these challenging circumstances. If you have questions, please raise them so that they can be answered, and you can be as informed as possible.

I have read and to the best of my ability have understand the guidelines set out above.

Date.....

Sign and print your name.....