

SOUTHMEAD REST HOME

Statement of Purpose And Service User Guide



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Statement of Purpose

The Aims and Objectives of the Home.

Southmead is an independent, privately run home, owned by its resident proprietors, Mr and Mrs Fletcher. Mrs Fletcher is also the Registered Manager of the Home.

Our aim is to provide all Service users with a life that is as normal as possible, given their individual health and care needs. We provide this in homely surroundings with care that will enable them to live as independently as possible with privacy, dignity and with the opportunity to make their own choices. To achieve this, we ensure that assessments of the needs are used to develop individual care plans.

Our objective is to provide the highest quality care in the best possible surroundings. We always focus on a person's abilities, never their disabilities.

We believe that the home should be...

- A place where each person is an individual with special needs.
- A residence without unnecessary rules and regulations.
- A corner where dignity, peace and comfort take priority.
- A niche providing tender loving care.
- A meeting place where companionship, interest, and activity flourish.

A Statement of Philosophy of the Home

The Home's Philosophy is based upon the belief that the Service Users are entitled to be treated as individuals. We encourage independence, individual choice, consultation about services within the home, and maintaining social choice, e.g. the right to vote. The residents are given the opportunity to take part in a wide range of activities and interest.

The Home

Southmead has been operating since the 1950s, having formerly been the residence of Dr Norman, who was one of the original GPs in what was then just Broadstone village. Dr Norman founded the Hadleigh House practice, which is to this day one of Broadstone's main general practices.

- The Home can accommodate up to 16 elderly people
- The Home is constructed on 2 Floors.
- The upper floor is accessed by staircase and two stair lifts.
- The Home provides individual living accommodation and comprises 8 single rooms, 4 double rooms, of which all have wash basins and three have toilets.
- Minimum door sizes throughout the premises are 820 mm
- There is a large lounge, and one dining room.
- The Home is equipped with a Fire Alarm System.
- The Home is equipped with a Call Bell System.
- There are WCs that can be accessed by wheelchairs on both floors.
- There is one Assisted Bath on the ground floor and another Assisted Bath on the first floor.
- The kitchen is located on the ground floor.
- The Menu is displayed on the notice board in the dining room

- Laundry: This is on the ground floor, all used clothing will be collected from the Service Users room each day and returned to them within 48 hours washed and ironed. The equipment can deal with all infection control requirements.
- All clothing must be labelled with the Service Users name, we ask relatives to ensure this is done.
- The garden is a good size, accessible to Service Users, ramps are provided for the use of wheelchairs. The featured English garden is well laid out with paths, a summerhouse, and border plants, other shrubs, trees and mature plants.

Refer to Schedule 1 for room sizes and disposition

Equipment

- The Home has 2 hoists and other moving and handling equipment to help in the transfer Service Users who have been assessed for needing this assistance.
- The Home **can be** equipped with adjustable/ high/low fully profiling beds.
- The Home has pressure-relieving equipment for those that need this.

The Service & Who We Care For

The Home accommodates and cares for people of both sexes who are within the category of **Older People (OP)**. The Home is able to provide for the care needs of people who have mild to moderate dementia (whether diagnosed or not), subject to assessment of the overall balance of risk within the home's resources.

Organisational Structure:

Refer to Schedule 2

Details of the Registered Providers and Manager

The Registered Providers are Mr & Mrs R Fletcher, who live at Southmead, and have been operating the Home since November 1989.

The Registered Manager is Mrs Penny Fletcher, who is a registered nurse, and who holds the Registered Managers Award (RMA) in the Social Care Management vocational qualifications scheme.

The Staff

- The registered Manager operates a thorough recruitment procedure based on equal opportunities, having suitable qualifications, and screening so ensuring the protection of service users.
- All staff members are employed in accordance with the code of conduct and practice set by the GSCC and given copies of the code.
- Staffing numbers and skill mix of qualified/unqualified staff are appropriate to the accessed needs of the service users, the size, layout and purpose
- All staff must complete a Training Induction Programme within six months of their employment in the home.
- Domestic staff members are employed in sufficient numbers to ensure that the home is maintained in a clean and hygienic state, free from dirt and unpleasant odours.

- Catering staff ensure that standards relating to food, meals and nutrition are fully met.
- A minimum of 50% of our staff are qualified to at least level II in NVQ Health & Social Care.
- All staff involved in food preparation have been trained in food hygiene awareness.
- All staff involved with the moving and handling of the service users have been trained on an accredited Moving and Handling Course.
- A First aider is on duty in the home 24 hours a day.
- Other training is given to staff that includes:-
 - Medicine administration, health and safety, wound management, diabetes and nutrition in the elderly, infection control and other specialist services relevant to the home.

Admission Procedure

- On receiving a referral we will arrange for an assessment to ascertain the care needs of the Service User. This is done either at their current address, hospital or at the Home. We encourage Service Users and relatives to visit the Home as the first step of the assessment process.
- A copy of the home's brochure will be given to the prospective Service User. A Service Users Guide and Statement of Purpose is also available.
- The completion of the Assessment form is done before the Service User is admitted to the Home
- We only offer a place if we can be sure we can provide the care needed.
- We accept emergency admissions and ensure the usual process is completed within ten days.
- All residents are given a Residents Agreement, together with the Terms & Conditions of Residency (see schedule 3)

Admissions of an urgent nature are accepted in instances where the welfare of the individual might be harmed if the admission is delayed. Therefore it is possible to admit a service user without a full assessment being carried out.

In these circumstances as much information as possible will be obtained. The assessment will be completed as soon as possible after admission.

The emergency agreement is that admission is short term only and that any decision for the placement to become long term would not be made until a full assessment and review had been completed.

- A representative of the home will carry out an assessment of need. The assessment will be discussed by the Manager and senior staff. If the needs identified by the assessment can be met by the facilities and services on offer at the Home a placement will be offered.
- An emergency admission can be accepted providing the person or agency referring the service user is able to provide sufficient information for the Manager to determine that the prospective resident has needs broadly within the services and facilities offered by the Home. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

Care Plans

Based on assessment of needs and risks, care plans are drawn up with the resident or, with consent, their relatives. The care plan offers a comprehensive holistic evaluation of the resident but principally focuses on the health and care needs and how these are to be met. The plans are reviewed with those concerned at least once a month and more often if necessary.

Social & Therapy Activities

There is a full activities programme in the Home based upon the interests and abilities of the service users.

Regular entertainment is provided by professional peripatetic musicians.

Hairdressing and chiropody services are provided by visiting practitioners.

The home has access to disabled transport and arranges outings and visits to suit the needs and wishes of the residents.

Service Users' Views.

Regular meetings are held with the Resident and their Representative to give an opportunity to comment on the operation of the home. Matters of concern can be raised. Contributions and suggestions for inclusion in the activities in the home are encouraged and Management can use the meetings to inform the service users of impending events, new policies, and changes taking place in the Home and to gain their views.

We have a Quality Assurance Scheme which ensures that questionnaires are distributed to Service Users, Relatives, and Stakeholders, e.g.: GP's and District Nurses, on an annual basis, requesting their comments and views on the service and operation of the home. This enables us to identify where we can improve our service.

Fire Procedures and Prevention.

The home complies with all current Fire Regulations. A fire risk assessment has been carried out. The home is fully equipped with alarms, fire detection devices and fire fighting equipment. The building is designed to offer the correct barriers, compartments, and escape routes.

Fire protection, detection equipment and systems are regularly checked. The alarm is tested on a weekly basis. People will be reminded before it is activated and assured there is no need for a response. Members of staff receive regular training and participate in fire drills. If the alarm sounds at any other time residents are asked to remain where they are behind closed doors until instructed otherwise.

Faith and Culture

Every one has the right to continue to attend a place of worship of his or her faith. It is the duty of the Staff in the home to ensure that this is possible. Staff transport, relatives or volunteers are used for this purpose. If the Service User is incapable of attending their chosen place of worship, then ministers are invited to visit or hold services in the Home.

The Home does facilitate the observance of those religious festivals that are appropriate to the faith of the Service Users.

One of the local churches provides a monthly interdenominational service in the Home.

The observance of religious rituals to be carried out prior to and after death is respected.

Maintaining Links

'Open House' is the policy towards visitors to the Home. We encourage relatives, friends and other voluntary organisations to visit the Home during the day. This enables visitors to come along when it is convenient to them. Service users can receive visitors where they choose e.g.: their bedroom, the quiet rooms or in the garden.

All visitors must ring for admittance and be greeted by a staff member. They must confirm who they are and whom they are visiting. The visitors' book must be signed so that if there is a fire, there is a record of who is in the Home.

Official visitors must produce identification before being admitted into the Home and also sign the visitors' book.

Privacy and Dignity

If residents require a door lock then one can be fitted to meet with the criteria of authorised access from outside as well as convenient inside usage. This ensures emergency access for staff whilst enabling residents to lock their doors with no fear of entrapment.

Mail is delivered to the addressee on arrival unless we are asked to make alternative arrangements.

All rooms can be connected for telephone line phone usage if the occupant wishes. Such service is provided directly between the phone company and the resident.

Staff will treat residents with respect at all times. Trust is an integral part of our ability to provide consistent high standards of care.

Residents have the right to access all of their personal records kept at the Home. A resident may nominate someone else such as the next of kin or person holding a Power of Attorney to access the records on their behalf.

Complaints Procedure.

While we trust that all our service users are satisfied with the quality of the care they receive, there may be occasions when a resident or relative may wish to raise a concern, or make a formal complaint.

At Southmead, people are encouraged to feel free about raising concerns. It is hoped that a discussion with the manager will resolve any issue. It may be necessary, however, to carry out an investigation. If this is the case, then the service user is contacted within 28 days with the result of the investigation and what action is intended to be taken.

In the first instance it is advised that the manager is contacted, but if the issue is not resolved then the complaint is directed to the Responsible Person

Mr & Mrs Fletcher
Southmead Rest Home
159 York Road
Broadstone
BH18 8ES

01202 694726

At anytime if you prefer you may contact the Care Quality Commission at:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

03000 616161

If resolution is not achieved via these methods, then the ombudsman may be contacted:

Local Government Ombudsman
The Oaks No 2
Westwood Way
Westwood Business Park
Coventry
CV4 8JB

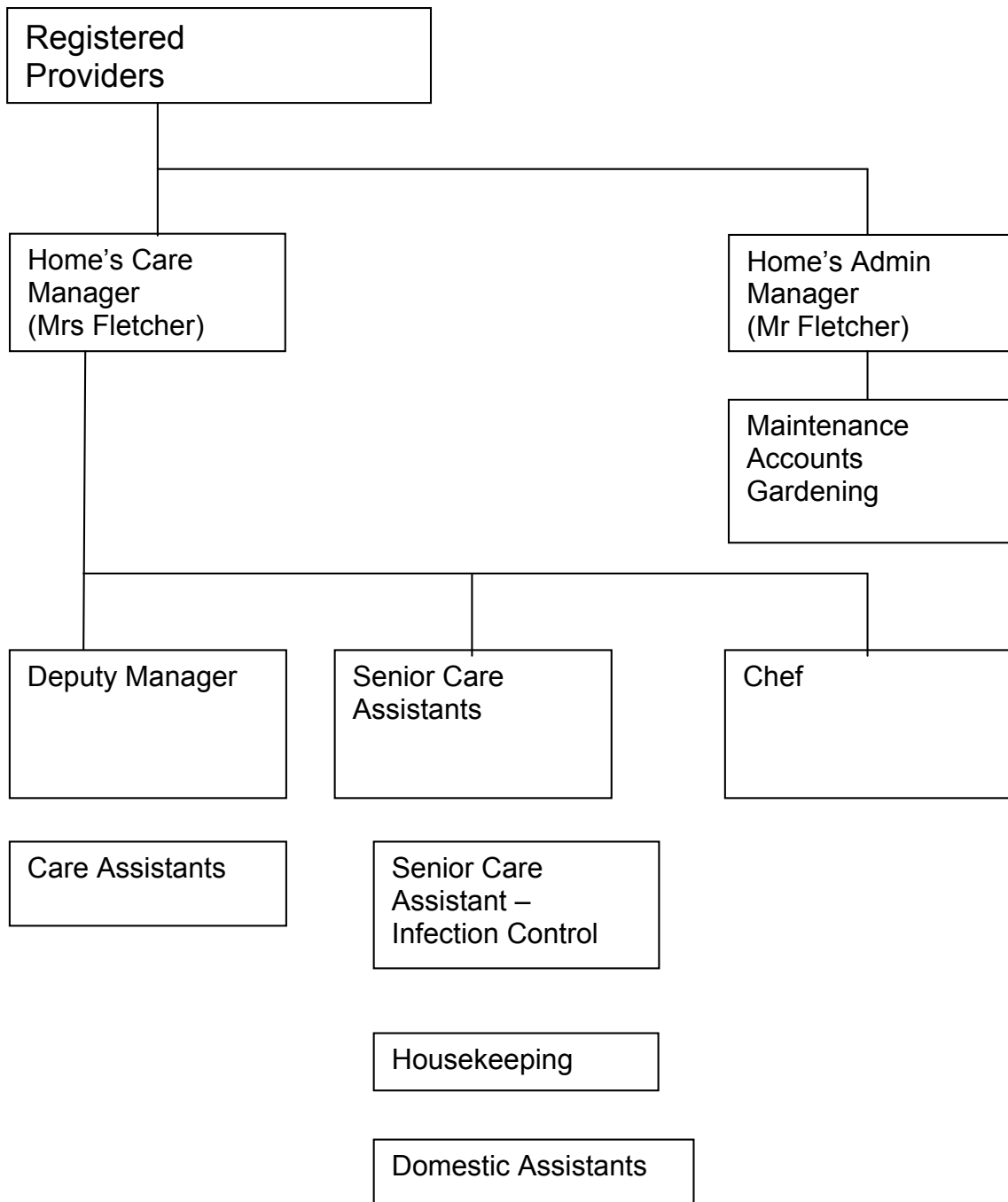
Schedule 1 Room Sizes and Disposition

Southmead RestHome

Room Schedule.

Room number or name	Size in square metres	Wheelchair accessible/usable	En suite WC
Lounge	36	Yes	
Dining Room:	20		
Entrance Hall	13	Yes	N/A
TOTAL	69		
Communal Space per person	69 divided by 16 = 4.3 m ² .		
Bathrooms Ground Floor:	5.6	Yes	
WCs Ground Floor:			
GF Bathroom	5.6	Yes	
Front hall	2.6	No	
Ground Floor Room No & type			
1 (S)	10.4	Yes	No
2 (S)	9.4	Yes	No
3 (S)	9.5	Yes	No
4 (S)	9.8	Yes	No
Bathroom First Floor	8.0	Yes	Yes
First Floor:			
5 (D)	12.5	Yes	No
6 (S)	9.8	Yes	No
7 (D)	16.7	Yes	No
8 (D)	18.7	Yes	No
9 (S)	9.6	Yes	No
10 (D)	16.6	Yes	Yes
11 (S)	11.6	Yes	Yes
12 (S)	10.5	Yes	Yes

Schedule 2 Home Organisation



Schedule 3 Resident's Admission Agreement (sample)

RESIDENCE AGREEMENT

We are very pleased to welcome you as a Resident of Southmead, with effect from <date>

In offering you this Residence Agreement, we confirm that the Home is able to meet your needs for care as identified in the Pre-Admission Assessment.

The purpose of this agreement is to set out the terms of residence which apply to Residents and the Proprietors.

Fees and Payment Terms

The Calendar Monthly residence fees for your room are £xxx, payable in advance. In the case of Residents placed by a Local Authority Social Services Department, some or all of these fees may be paid direct by the Authority, with only an agreed "top up" to be paid by you or your representatives. In signing this agreement, you confirm that you have sufficient funds to cover the anticipated length of your stay at Southmead. You also understand that there is no guarantee that a Local Authority will provide sufficient funds to meet the continuing cost of residence, should your own funds not do so.

What is Included

The fees stated above provide for:

- ✓ use of room number
- ✓ use of the communal areas subject to any Health or Safety constraints advised to you
- ✓ normal provision of meals and non-alcoholic drinks
- ✓ light, heat, bathing hot water and laundry
- ✓ room cleaning
- ✓ personal care and attention consistent with the needs of a normal active life
- ✓ care during temporary minor illness consistent with that provided to a sick member of a family home
- ✓ the Proprietors will administer prescribed drugs for you as required

What is Not Included

- × medical supervision and nursing care, although arrangements are made by us for you to receive necessary attention from the appropriate community services
- × extra items which can be provided on request including, but not limited to:
 - Chiropody
 - Hairdressing
 - Dry Cleaning
 - Newspapers
 - Special transport

Such extras if not paid for directly by you shall be reimbursed to the Home no later than the next account due date.

Furniture

Residents are encouraged to bring their own items of furniture and effects consistent with available space. This shall be by prior arrangement with the Proprietors to ensure that no unsafe or unsuitable items are imported.

Any electrical appliances must be presented for safety inspection.

Fees and Accommodation Reviews

Fee levels are normally reviewed six monthly at the beginning of April and October. Reasonable increases may be occasioned by:

- normal cost of living indexation
- changes in health circumstances which necessitate consistently higher levels of care services

A minimum of one month's notice of increases will be given.

From time to time it may be necessary to propose reallocation of rooms. The Resident's agreement to changes will not be a condition of continued residence. Fees may be reviewed in the event of changes. In the event of absence, reductions are given only in exceptional circumstances at the discretion of the Proprietors. If a reduced rate retainer has been agreed, it will always be limited to a maximum of six weeks, after which a reversion to full fees will apply.

Security and Safety

No responsibility for any cash or other valuables can be accepted unless specific arrangements have been made for their safe deposit with the Proprietors. It is normal practice for the Proprietors to offer a "pocket money" custody service to cater for minor extra costs. The Home maintains insurance cover which includes Resident's personal effects up to a maximum of £500 per person.

Residents and their visitors are expected to co-operate with the Proprietors and Staff to maintain normal domestic security precautions.

Southmead operates a strict non smoking policy for its Residents and Staff in the interests of Sociability and Fire Safety. Visitors should please observe this policy.

While Residents are encouraged to undertake as many normal activities as possible while in and around the Home, the Proprietors reserve the right to intervene where its is felt that the activity is inconsistent with the Resident's own abilities or health.

While every effort is made by the Proprietors and their Staff to operate the Home safely, no liability can be accepted for any accident or loss arising to the Resident or their property, while inside or away from the Home.

Pets

Pets cannot be permitted in the Home without the written consent of the Proprietors. This is only likely to be given in the case of fish or small cage birds where the Resident is able to attend to feeding and cleaning themselves.

Visitors

Visitors are welcome at all reasonable times, but it is requested that Residents' normal meal times are respected.

Data Protection and Access

The Home is registered under the terms of the Data Protection Act.

Residents may inspect their own records kept by the Home at any reasonable time on request to the Home's Manager.

Complaints and Grievances

All complaints should in the first instance be referred to the Proprietors, who will use their best endeavours to resolve them.

The Resident or their Representative may contact the Registration Authority for Residential Care Homes, which is

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

03000 616161

If resolution is not achieved via these methods, then the Ombudsman may be contacted:

Local Government Ombudsman
The Oaks No 2
Westwood Way
Westwood Business Park
Coventry
CV4 8JB

Notice and Termination of Agreement

Four weeks' notice to terminate this agreement shall be given by either Resident or Proprietors, unless specifically agreed in writing at the time, or in the event of death or extreme unsociable behaviour.

Fees will be payable up to the time of removal of all effects.

The Proprietors shall have the right to terminate this agreement without notice period in the following circumstances:

- non payment of fees where there is clearly no intent or ability to pay
- significant deterioration of medical condition such that the Home can no longer provide the required level of care
- material breach of this agreement
- unreasonable unsociable behaviour on the part of the Resident

Admission Policy

The Proprietors reserve the right to decide upon suitability for admission, based upon health, care needs and compatibility. Full information will be required from the General Practitioner and next of kin.

Both the Resident and the Proprietors have the right to operate a four week period of trial residence, during which the normal period of notice is reduced to one week.

Full records of the Resident's situation and health are maintained in accordance with Registration Authority requirements. Residents or their Representatives are requested to provide emergency contact information and an indication of preferences for funeral arrangements.

Scope of the Agreement

No right of tenancy is conferred by this agreement or occupancy of the Home.

This agreement is specific to the person(s) named herein, and is not assignable in any way at any time.

Acknowledgement

The undersigned Resident or Resident's next of kin or Representative acknowledges receipt of a copy of this agreement, and agrees to take reasonable efforts to ensure that the contents are observed for the benefit of the Resident:

signed

date

print name.....

Resident / Representative

Intentionally blank

SOUTHMEAD REST HOME

Service User Guide



The purpose of this guide is to give you information about the facilities and features of the home and your life in it. This document is also published in large print. A copy is in each bedroom.

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Aims & Objectives of the Home

Our aim is to provide YOU with a life that is as normal as possible given your individual care needs. We provide this in homely surroundings with care that will enable you to live as independently as possible with privacy, dignity and the opportunity to make your own choices. To achieve this, we ensure that an assessment of the needs is used to develop your own individual care plan.

Our objective is quite simple, to provide the highest quality care in the best possible surroundings. We always focus on a person's abilities, never their disabilities.

We believe that the home should be...

- A place where each person is an individual with special needs.
- A residence without unnecessary rules and regulations.
- A corner where dignity, peace and comfort take priority.
- A niche providing tender loving care.
- A meeting place where companionship, interest, and activity flourish.

Philosophy of Care

The philosophy of our home is that we respect your right to be an individual and to be cared for to the highest quality standards. Southmead is committed to maintaining and improving all of the core principles established by legislation and best practice.

Introduction

The information contained in this pack is to help you and your relatives get accustomed to life at Southmead.

This is a guide only and there may be other information not given here. If you need help or advice on any aspect of the services we offer, then please contact Mrs Penny Fletcher, the Home's Manager.

Your room contains all that you need to make your stay here as comfortable as possible. You may if you wish bring items of your own, such as furniture, ornaments, pictures etc. We will be pleased to offer assistance with this

Visiting Hours

Visiting at Southmead is welcome at any reasonable time.

The home is obviously very busy during the hours of 8am to 12 mid day. Should any person to visit you at this time, it may be advisable for them to ring the home first, so we can ensure that you are ready receive them.

Your visitors are always welcome during meal times in particular at lunchtime. Lunch is available on request. Advance notice is appreciated.

Meal Times are as follows

Breakfast from	6.30 to 8 a.m. according to individual choice
Morning Coffee	10.30 am.
Lunch	12 noon
High Tea	4.30 pm.
Evening drinks	6.30 – 8 pm

Our chef is available to discuss your diet and any special requirements you may have.

Drinks and snacks are available outside of these hours.

Call Bells

Pressing the large yellow button on the top of the call unit, or in the case of bathrooms, pulling the red cord, operates this. The staff will cancel the bell when they come to your room to see to your needs. All calls are answered as promptly as possible.

Laundry

Laundry is done at the home and usually returned to you by the next day. It is helpful if all items of personal clothing are marked with your name. If this cannot be arranged via your family/relatives, then we can do this for you.

Fire Alarm & Emergency Procedure

Should the alarm sound then stay in your room or where you are. Do not attempt to use any of the lifts. Staff will arrive to assist you. Do not try to take personal belongings with you. We do operate the alarm weekly to test the system; and you will be advised before this happens.

For all other emergencies, contact a member of staff immediately.

Telephone

We do have portable phones for you to receive calls using the house phone line. Use of this line for outgoing calls is subject to reasonable use guidelines. If there is a need to make international calls to countries not covered by the Home's inclusive call tariff, then a charge maybe made.

Should you wish to have your own telephone, this can be arranged with BT (a charge will be made by them for connection). The alternative is to have your own mobile phone such as the 'pay as you go' type.

Our telephone number is 01202 694726

Hairdressing/Chiropody

A fully trained hairdresser is available on request, and visits are usually fortnightly with no appointment system.

A State Registered chiropodist visits the home every six weeks or as required, again no appointment is necessary.

Dental Services

There are a few dentists located in the Broadstone and Poole area. Staff can assist in making appointments for you and they can also accompany you if necessary.

Other Speciality Services

A State qualified physiotherapist visits the home on a regular basis and is available via GP referral, or arranged privately at a modest charge.

Eyesight problems and testing can be arranged at the home, via a visiting optometrist. Eye testing and new or repairs to spectacles can be arranged.

Other services such as wheelchairs, speech therapist and dieticians can also be arranged through the NHS, usually via referral by your own doctor.

Activities

Southmead organises a programme of visiting entertainment in the form of regular peripatetic musicians, occasional travelling theatre.

Outings are organised throughout the year to local garden centres and to the Poole Pantomime. Shopping trips are available to the local area by arrangement with the Manager.

There is a program of internal activities run by the staff.

Advocacy

In the absence of appointing your own representative, there are a number of agencies that can arrange for a person or organisation to act on your behalf. The home has information on this. Alternatively, you can contact Help the Aged, Age Concern or other similar organisations.

Equal Opportunities

All persons, residents and staff alike are given the same rights and opportunities as any other person. We carefully monitor all aspects, to show fair and unbiased treatment on the grounds of sex, age, ethnic origin, religion, and disability. Our aim is to focus on a person's abilities and not their disabilities.

General Practitioner Services

You are able to retain the services of your own GP if practicable. If this is not possible, then it is suggested that you register with one of the GPs from a local Practice who visit the home regularly.

Spiritual Needs

Your religious needs are recognised and every effort will be made to ensure that you are able to retain your connections with the place of worship of your choice, either through visits from Ministers to the home or by you visiting your chosen place of worship. If this is not possible then Ministers of various faiths visit the home on a regular basis.

The Broadstone Baptist church gives a monthly Sunday service in the Home, which is Christian interdenominational.

Complaints Procedure

In the event that you or your relatives may have a complaint, you should bring this to the attention of the person in charge of the home's Manager, Mrs Fletcher.

Should you not be satisfied with the outcome, then you are invited to bring it to the attention of the Commission for Social Care Inspection. The full procedure can be found in the Statement of Purpose.

Personal Insurance & Valuables

The Home has public liability insurance, which covers you and your visitors. The Certificate is displayed in the main hall. The home's policy also covers your personal effects up to a maximum of £500 per person.

You are advised to consider taking out insurance yourself to cover personal effects above this figure. Valuables are better protected under lock and key either with a close relative or at the home. The Home does not offer any secure storage for items not covered by the insurance mentioned.