



Statement of Purpose

**Eleighwater House Retirement Home
Combe St Nicholas
Chard
Somerset
TA20 3AG**

Tel: 01460 67532

Eleighwater House Retirement Home's Statements of Purpose

AIMS & OBJECTIVES OF Eleighwater House Retirement Home

Welcome

Residential care without nursing. Registered for 5 residents, Old Age Parkinsons and Dementia

- A pre-admission assessment will be carried out to assess the suitability of the match between your needs and the Services and facilities of The Home. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative(s).
- Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.

care Objectives

The Home aims to: *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Details of Registered Provider, Nominated Person and Registered Manager

□ Registered Provider:

- Name: Tabitha Twidale
- Address: Combe St Nicholas
Chard
Somerset
TA20 3AG
- Experience:
 -
 - 30 years in the care industry, Holding Level 5 diploma in Management and Leadership in Health and Social Care.
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 - Managing my own care home for 12 years

□ Nominated Person:

- Name: George Twidale
- Address: Eleighwater House Retirement Home, Combe St Nicholas
Chard
Somerset
TA20 3AG
- Experience: 12 Years in the industry working alongside Tabitha Twidale

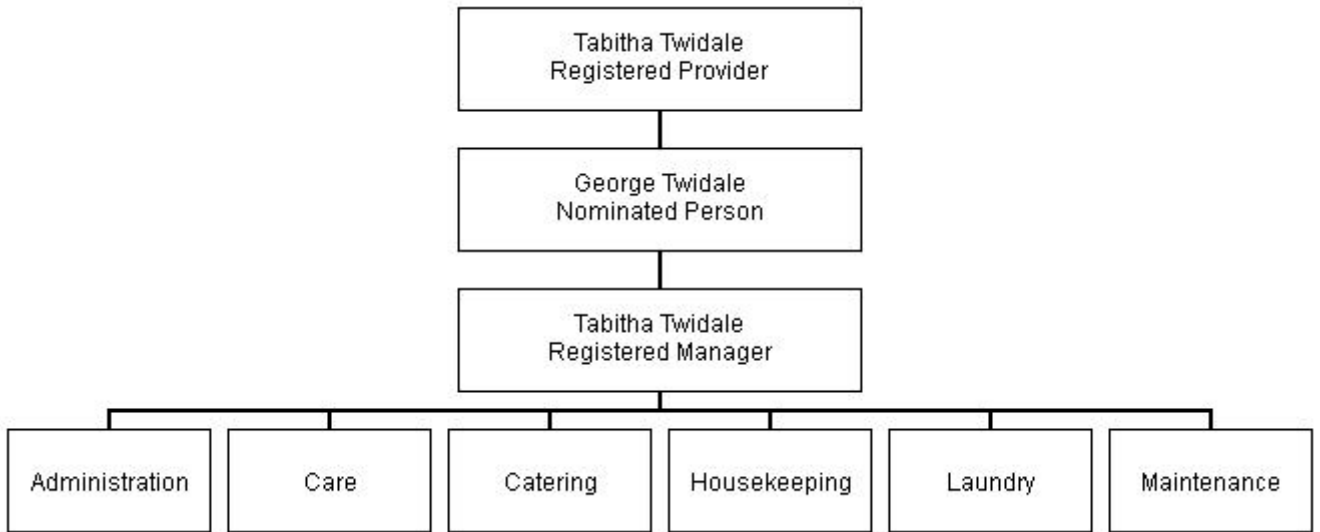
□ Registered Manager:

- Name: Tabitha Twidale
- Address: Eleighwater House Retirement Home, Combe St Nicholas
Chard
Somerset
TA20 3AG
- Qualifications:
 - Level 5 Diploma in Management and Leadership in Health and Social Care.
 - Level 3 in Dementia Awareness and Understanding
 - Level 3 in End of Life Care
 - Level 3 Diabetes awareness.
- Experience: 30 Years experience in the industry, 12 years running and managing care home

Staff Profile

- A list of current staff and their qualifications is available on request and on display in the Home. In addition to the staffing levels shown the Manager of the Home works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be increased at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the Home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.
- New carers will complete the Care Certificate within 12 weeks of employment, and complete a Level 2 Diploma within 2 years of appointment. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action and a range of other areas.

Organisation of the The Home



Description of Our Services and Facilities

Services Offered

- The following services are provided at The Home's location:
 - Care home service without nursing
- The following regulated activities apply to services provided by The Home:
 - Accommodation for persons who require nursing or personal care
- The Home provides services for the following bands of Service User:
 - Older people
 - Sensory impairment
 - Dementia
- The following Care and Support Services are provided by The Home:
 - Alzheimer's
 - Parkinson's Disease
 - Respite Care
 - Day Care
- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

The Physical Environment

- Service User at Eleighwater House Retirement Home enjoy the following facilities:
 - A full automatic fire alarm system, and an emergency lighting system;
 - A room call system covering each room;
 - A distinct dining area, where the menu choice for several days in advance is displayed;
 - The home has 5 en suite bedrooms offering high quality decor and comfort.
 - Each resident is evaluated for their individual requirements and if they needed special equipment the home supplies it through the assistance of either the District nurses or the Independent living team.
 - Outings are arranged wherever possible usually 2 residents at a time,
 - Home cooked food using residents menu choices.
 - Pet friendly Home.
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Room Dimensions



Communications

Service User / Principal carers committee

- The committee provides a recognised forum for the airing of the views of Service Users and principal family carers. Participation in decision-making is encouraged and valued. A member of staff acts as secretary to the committee.
- Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Service User representative, and are available only for use in ways approved and controlled by the committee.

Keeping in Touch

- Visitors are very welcome at The Home at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible we will pass on messages for you.
- Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.
- Special news, details of staff changes, changes in the organisation of The Home, minutes of the Service User's meetings and advance notice of events will be posted on a notice board in a public area.
- A telephone for your use is available, at wheelchair users' height, and with a comfortable seat adjacent. Any member of staff will help you to access the telephone if you need help. It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills. You are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff.
- Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.
- Links with the community are encouraged. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.

Property Location

- The home is set in 6.5 acres of grounds some garden some fields and orchards. Chard is 1 mile away and residents are taken shopping or on outings as they request.
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- The home is a Georgian built property, very attractive.
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- The gardens are accessible and full of beautiful plants and flowers. The residents enjoy sitting under the verandah where they can enjoy some gardening activities if they wish.
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Call Bell System

- A call bell system call point is located in your room and at appropriate points throughout The Home, enabling you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Therapeutic Activities

- Elieghwater House Retirement Home has a policy of actively promoting the maintenance of Service Users' normal social network and social activities. Each Service User's Care Plan includes a facility for recording life history, social network and contacts, and preferences for activities and hobbies such that that staff are made aware of these, and the Service User is offered access to those networks and activities which are appropriate and desired. The policy of The Home is that activities and networking support are a part of normal daily living, and support for access will be available at all times.
- **The Home possesses some specialised equipment for the use of Service Users with sensory loss such as loss of sight and hearing.**
- **The home can make adaptations for any resident who has sensory loss, residents are assessed on their needs, we will only take those who we can provide care for.**

Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.
- Our commitment is that:
 - All complaints will be taken seriously;
 - All complaints will be acted upon with fairness and impartiality;
 - You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
 - If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
 - Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Service Users and their representatives may take their complaints to persons in authority outside The Home. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded Service User, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

<p>Director of Social Services: 30 Fore St, Chard, TA20 1PT 01460 65201</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Clinical Commissioning Group:</p> <p>SCCG</p> <p>Wynford House</p> <p>Lufton Way</p> <p>Yeovil</p> <p>Somerset BA22 8HR 01935 384000</p>	<p>The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</p>

Advocates

- Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.
- Some of those currently known to us are:
 - o Social Services 30 Fore St Chard TA20 1PT 01460 65201
 - o Each resident may have their own choice of advocacy service.
 - o Each resident may have their own choice of advocacy service

Arrangements for your voting rights can be made through the:

- South Somerset District Council Brympton Way Yeovil BA20 2HT

Other documents

- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in The Home, and copies are available from the manager at any time.

Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):



Privacy and Dignity

- We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs.
- Service Users' personal rooms will have a lock fitted such as is appropriate to their needs, and the Service Users will be provided with a key unless a documented risk assessment indicates that this is inappropriate. Decisions in this respect will be recorded in the Service User's Plan and signed as agreed by the Service User or Advocate.
- All Service Users will have access to a locked cabinet in their room, or to a locked cash box.
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.
- Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager.
- Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.
- Service Users will always be offered privacy for personal discussions.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service Users' dignity:

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.
- Bedrooms, bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for your invitation before entering the room.

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?	✓		✓
R.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?		✓	✓
R.E5 - How are people's individual needs met by the adaptation, design and decoration of the service?		✓	
R.C1 - How are positive, caring relationships developed with people using the service?		✓	✓
R.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?		✓	✓
R.C3 - How is people's privacy and dignity respected and promoted?		✓	✓
R.C4 - How people are supported at the end of their life to have a comfortable, dignified and pain free death?		✓	
R.R1 - How do people receive personalised care that is responsive to their needs?		✓	✓
R.R2 - How does the service routinely listen and learn from people's experiences, concerns and complaints?	✓		✓
R.W1 - How does the service promote a positive culture that is person centred, open, inclusive and empowering?	✓		✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.