

STATEMENT OF PURPOSE

AIMS AND OBJECTIVES

It is the aim of Heathfield House Care Home to provide care for all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the homes Statement of Purpose.

It is the objective of the home that all service users shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of service users and will provide the appropriate degree of care to ensure the highest possible quality of life within the home.

To meet the service user's needs the care within the home is designed to achieve the following:-

1. To deliver a service of the highest quality that will improve and sustain the service users overall quality of life.
2. To ensure that the care service is delivered flexibly, attentively, and in a non discriminatory fashion while respecting each service users right to independence, privacy, dignity, fulfillment and the rights to make informed choices and to take risks.
3. To ensure that each service users needs and values are respected in matters of religion, culture, race or ethnic origins, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the care service in whole is delivered in accordance with the agreed contracts of care.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service users care needs to be met.
6. To manage the care service efficiently to make the best use of resources and to maximize value for money for the service user.
7. To ensure all service users receive written information on the homes procedure for handling complaints, comments and compliments and how to use it.

SERVICE USERS RIGHTS

The rights of all our service users are the main priority in our philosophy of care. We will promote these rights through the care and services we provide and encourage all service users to exercise their rights to the full.

PRIVACY AND DIGNITY

We recognize the changes service users face when moving into a home, to minimise the impact of those changes we will promote the philosophy of a “family circle”. We will endeavor to retain as much privacy and dignity as possible by:-

- Helping service users to equip their rooms as they wish. By providing keys to their rooms and a secure place for valuables.
- Giving service users the opportunity to have privacy when receiving visitors, making telephone calls or opening and reading mail.
- Securing all service users records and information and respecting the confidentiality of those records.
- Treating each service user as an individual and a respected member of the family circle.
- Assisting service users to maintain their dignity through their personal appearance and behavior.
- Promoting activities that encourage service users to express themselves as individuals.
- Helping service users to overcome any shortcomings they may experience through age or disability.

INDEPENDENCE

We recognise the importance for all service users to retain their independence and the problems that group living can give. We will encourage service users to act and think as an individual by:-

- Maximising the opportunities for service users self care
- Encouraging service users to retain financial independence
- Helping service users to take reasonable and fully assessed risks
- Ensuring service users maintain links with contacts outside the home
- Giving all service users the opportunity to contribute to the records of their own care and to express their views on the care with a maximum review period of one month

SECURITY

We aim to provide an environment and structure of support which responds to the need for security in the following ways:-

- Protecting Service Users from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints.
- Creating an atmosphere in the home which is open, positive and inclusive.

CIVIL RIGHTS

We work to maintain our service users' place in society in the following ways:-

- Ensuring that residents have the opportunity to vote in elections
- Preserving full and equal access to all elements of the National Health Service

CHOICE

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:-

- Providing meals that enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice
- Offer a wide range of activities from which to choose
- Retaining maximum flexibility in the routines of the daily life of the home

FULFILMENT

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:-

- Informing ourselves as fully as possible about each residents individual histories and characteristics
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident
- Respecting our residents' religious, ethnic and cultural diversity
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level

QUALITY CARE

We wish to provide the highest quality of care and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

CHOICE OF HOME

Every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know what services we offer, we will do the following:-

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide
- Give each resident a contract or statement of terms and conditions
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken
- Demonstrate that we can meet the assessed needs of any prospective residents

PERSONAL AND HEALTHCARE

In pursuit of the best possible care we will do the following:-

- Produce, regularly update and thoroughly implement a service user plan of care based on continuing assessment for each resident
- Arrange for appropriate professionals to meet the healthcare needs of each resident
- Carry out careful administration of residents' medicines
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death

LIFESTYLE

To respond to the variety of needs and wishes of service users, we will do the following:-

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs
- Help residents to exercise choice and control over their lives
- Provide meals which constitute a wholesome, appealing and balanced diet

CONCERNS, COMPLAINTS AND PROTECTION

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following:-

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure
- Take all necessary action to protect residents' legal rights
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers

THE ENVIRONMENT

The physical environment of the home is designed for residents' convenience and comfort. In particular we will do the following:-

- Maintain the building and grounds in a safe condition
- Make arrangements for the communal areas of the home to be safe and comfortable
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care
- Arrange for specialist equipment to be available to maximise residents' independence
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection

STAFFING

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will seek to do the following:-

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs
- Observe recruitment policies and practices
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

MANAGEMENT AND ADMINISTRATION

To provide leadership of the quality required, we will do the following:-

- Always engage as registered manager a person who is qualified, competent and experienced for the task
- Aim for a management approach which creates an open, positive and inclusive atmosphere
- Install and operate effective quality assurance and quality monitoring systems
- Supervise all staff regularly and carefully
- Keep and up-to-date and accurate record on all aspects of the home and its residents
- Ensure that health, safety and welfare of residents and staff are promoted and protected.

FACILITIES AND SERVICES OF THE HOME

The person officially registered as carrying on the business of the home is Mrs Pippa Hawes who can be contacted at Heathfield House Nursing Home, Heathfield, Bicester Road, Bletchington, Oxon, OX5 3DX.

REGISTERED PROVIDER

Mrs P A Hawes

REGISTERED MANAGER

Dorothy Barber

RELEVANT QUALIFICATIONS

Mrs Hawes has been in post since 1994 and holds accountancy qualifications and NVQ Level 4 in Management. Mrs Hawes is also a Director of the company; the family has owned the home since it was built in 1986.

Dot qualified as a registered nurse in 1977. She has spent her nursing career in the NHS holding a variety of positions including ward sister, nurse practitioner, NVQ facilitator and senior duty nurse. Dot has also been involved in training and education. Dot strongly believes in education to enhance one's knowledge and skills. She has undertaken degree courses, latterly achieving an MSC in Health and Social Care management.

Dot is committed to providing a high standard of care and ensuring that staff are suitably trained to deliver care in a dignified and respectful manner, viewing the involvement of family/friends as pivotal acquiring the desired outcome for service users.

We currently employ 6 - 8 qualified nurses whose qualifications include Registered General Nurse, Registered Mental Nurse, Registered Nurse Learning Difficulties, Diploma care of terminally ill, Challenging behavior, ENB Teaching and Assessing and ENB Caring for Older People in Nursing and Residential Homes.

We employ between 35-40 full and part-time care assistants; the majority are qualified to NVQ Level 2 and above and all participate in the Alzheimers Society dementia training Yesterday, Today, Tomorrow as well as many other specialized training. We are proud of all of our staff from qualified nurses, carers, hotel service workers and the admin team, they will always make you welcome and support you in any way they are able to. In addition we often have adaptation and student nurses on duty.

ORGANISATIONAL STRUCTURE OF THE HOME

OWNERS/REGISTERED PROVIDER

HOME MANAGER

TRAINED NURSES

CARE ASSISTANTS

ANCILLARY STAFF

Heathfield House is a 48 bed registered Care Home with Nursing. The home provides care and accommodation for service users over the age of 60, both male and female. We provide 24 hour nursing care by Registered Nurses for service users who may be impaired by age or diseases such as Dementia, Multiple Sclerosis, Cerebral Vascular Accidents (strokes), Heart conditions, Parkinson's disease and Cognitive Impairments.

ADMISSIONS

All prospective service users are normally over the age of 60, you are welcome to visit the home. The manager will undertake a full assessment of need prior to admission which the prospective service user, his/her representatives and relevant professionals have been party to. For individuals referred through care management the manager will obtain a summary of the Care Management assessment and a copy of the care plan produced for care management purposes.

If the home can meet your needs you will receive a letter confirming statement of terms and conditions of admission and a contract.

In the unforeseen scenario where a service user requires emergency admission all the admission criteria will be met within 48 hours.

SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

We employ a full time Activities Co-coordinator who plans and publishes an activity sheet for each month, this will enable you to choose which activities you and your family would like to attend. She also plans individual activities according to interest. There may be a charge associated with some social activities and services, where this applies, the details will be made clear to the service user in advance. You are encouraged to continue links with the local community and continue to attend interest groups; local events are posted on the notice board. We have an open visiting policy between 9am and 9pm; your visitor may request a meal as required for which a small donation will be charged. There is a hotel and restaurant adjacent to Heathfield House if you wish to stay overnight.

SERVICES AVAILABLE

Aromatherapy, Reflexology, Chiropody, Hairdressing, Music therapy, Horticultural Therapy, Reminiscence Therapy and Daily Newspapers.

MEALS

Three full meals are provided each day, there is a regularly changed seasonal menu for lunch and the evening meal; residents are always offered a choice at mealtimes. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. The food we provide is home cooked and locally sourced.

THE BUILDING

Situated over 2 floors Heathfield House provides accommodation for up to 48 residents, the majority of which are single bedrooms, offering ensuite facilities. All bedrooms and communal areas are equipped with nurse call system and there is a lift to the first floor. All areas are accessible to wheelchair users. There are large and small sitting rooms, a dining room, conservatory, hairdressing salon, secluded safe gardens and pleasant patio areas.

For the benefit of all residents and staff, the home is designated as non-smoking, however residents who wish to smoke may do so in dedicated areas outside undercover.

RELIGIOUS SERVICES

We have a minimum of weekly visits by the vicar and priest and the

Salvation Army hold a monthly service. Service users have the opportunity to participate or not as they wish. Particular care is taken to try to meet the needs of service users from minority faiths.

If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities. There is opportunity for Advocacy support via outside agencies the information and telephone number is on the notice board and in the office.

EMERGENCY PROCEDURES

You will find fire evacuation procedures posted around the home. All staff will respond to the fire alarm. All of the internal doors are held open by magnets which will release when the alarm sounds causing all the doors to shut. The most senior member of staff on duty will co-ordinate the response to the alarm and delegate to staff, the home is split into zones and everyone is evacuated behind two fire doors for their safety. Once the fire brigade arrives they take over the role of co-coordinator.

SERVICE USER PLAN OF CARE

At the time of admission to the home, we work with the service user and their friend, relative or representative to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

At least once a month, we review each service users' plan setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process.

CONCERNS AND COMPLAINTS

The management and staff aim to listen to and act on the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to identify where we are doing well and to build on that success. However, we can also learn from comments which are critical of the home or the staff. We undertake to look into negative comments or complaints as quickly as possible and to provide a response which we hope will satisfy the person who has complained.

Anyone who feels dissatisfied with any aspect of the home should, if possible raise the matter in the first instance with a senior member of staff. It may be that the staff member can take immediate action to respond and if appropriate apologise. However, if when they raised the matter informally it was not dealt with to their satisfaction, or the matter is too serious to be handled informally, or they feel uncomfortable about dealing with the matter on an informal basis, they should inform the manager that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission, (CQM) at CQM, south East Region, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Email: enquiries@southeast@cqc.org.cuk

Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. The person investigating the complaint will report back to the complainant as soon as possible, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about

any action, and will apologise or arrange for an apology if this is appropriate. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

We keep this document under regular review and would welcome comments from service users and others.

Signed
Date
Review date

Position