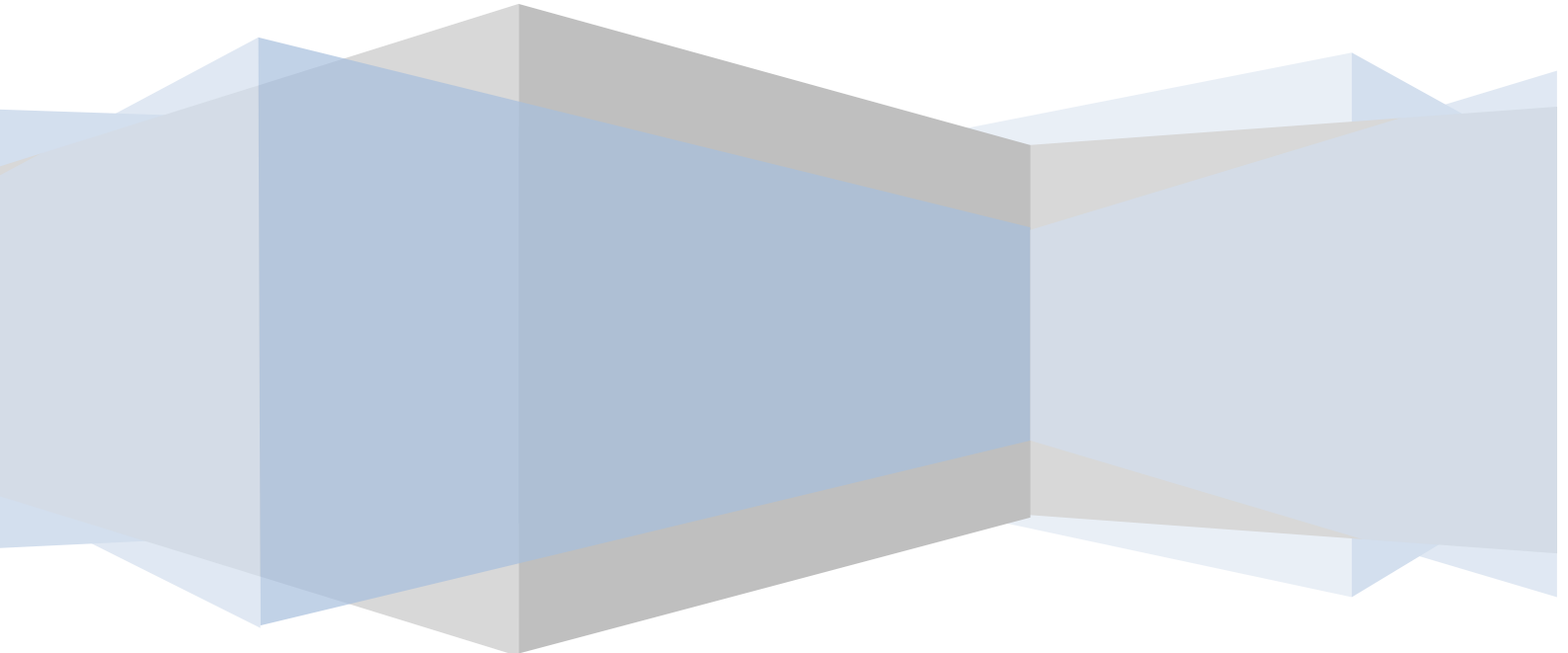

Melbury House

Residential Care Home for the elderly

Statement of Purpose



Aims and Objectives

Melbury House provides residential care to the elderly. The care home aims to deliver a high standard of professional care at all times to the residents in our care. The care provision at Melbury House endorses a holistic approach which is sensitive to the needs of every service user and it encompasses the following essential aspects of the person:

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment

Our aims in relation to the above aspects of care are outlined below:

Privacy:

Preserve every service user's right to privacy at all times by:

- Respecting and keeping confidential all information relating to a service user and their relatives.
- Respecting a service user's preference to be alone and undisturbed.
- Discussing personal matters with staff and relatives in private and without violating confidentiality.
- Provision of the facility for a service user to make and receive telephone calls in private.
- Handing over all correspondences to a service user in their original sealed state.

Dignity:

- Treat every service user with respect and allow each person to live in a dignified manner.
- Maintain every service user's autonomy by empowering each person to consider choices and make their own decisions as far as possible.
- Know each service user, develop a good rapport and treat each service user with respect.

Independence:

Enable each service user to take calculated risks, to make their own decisions and think and act for themselves. Offer assistance as appropriate

Choice:

- Ensure every service user has options over their activities of daily living in accordance with their capabilities.

Rights:

- Preserve all basic human rights of each service user including consent, confidentiality, safety, equality and autonomy.
- Encourage freedom of expression, participation and decision making.
- Encourage right of access to entitlement of services and benefits.

Fulfilment:

Enable the residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living.

Philosophy of Care

Melbury House aims to provide its residents with a secure, relaxed, and homely environment in which their care, well - being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever-changing needs. Such needs may be medical/therapeutic (physical and mental welfare), cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of our Home:

All Care Staff within the Home are appropriately qualified and trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices

Registered Manager and responsible Individual: Veronica Susan Johnson

Mrs Johnson is an experienced health care professional who is qualified as the holder of a registered managers award (RMA).

Address of Registered Provider**Susan Patel / Robert Roney**

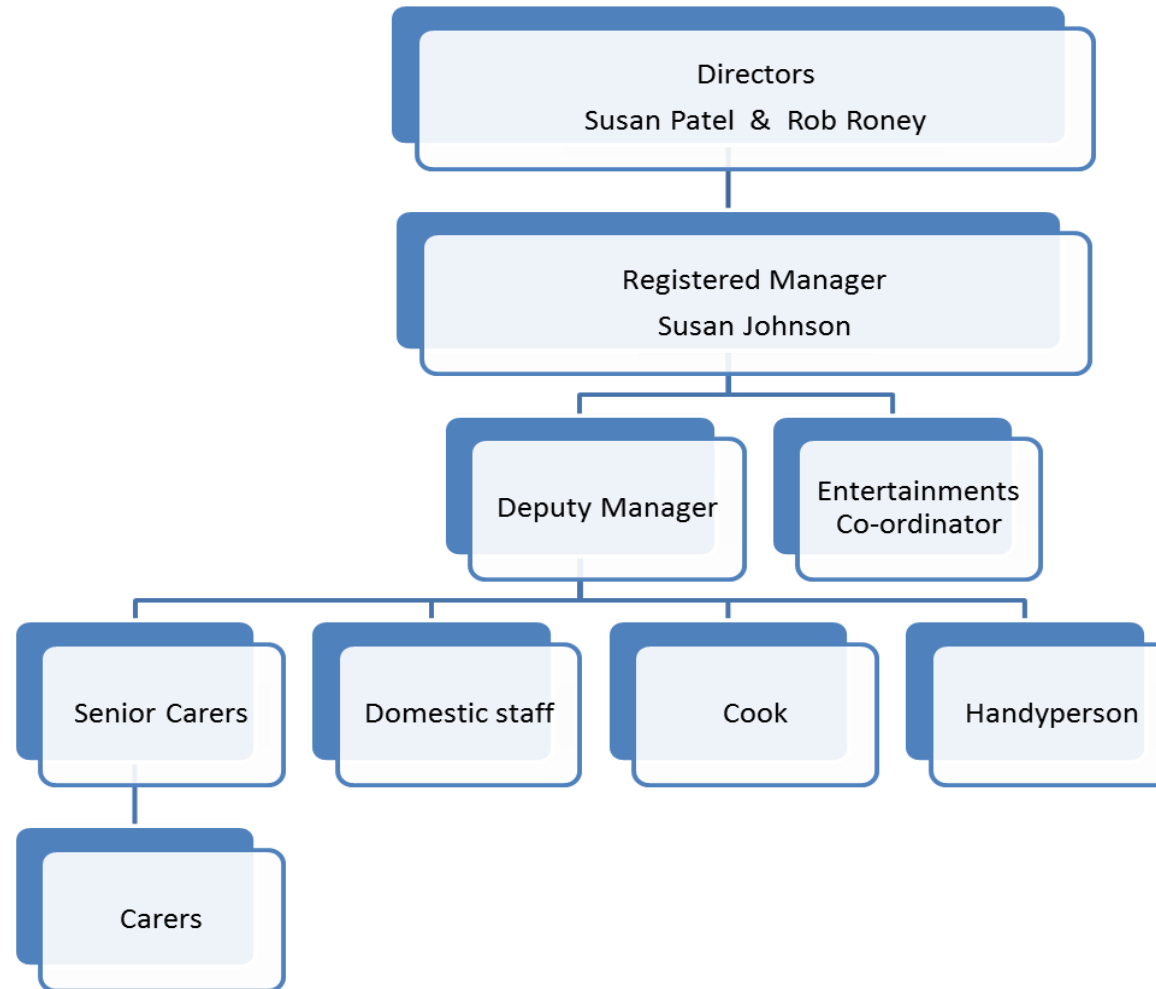
8 Broomhouse Farm Court, Castlefields, Prudhoe, Northumberland. NE42 5FS
TEL 01661 831408

Susan Patel and Rob Roney bring a variety of skills to the management team and are both holders of level 5 diploma in leadership for health and social care

Care Speciality of the Home:

Registered to cater for 34 residents requiring residential Care. The home also holds an additional registration for dementia and EMI.

Home Organisational Structure



Our Staff and Staff Training

The home employs care staff who are required to be either qualified to a minimum of NVQ level 2 in care or be working towards this qualification. There are a minimum of 3 members of staff on at all times one of whom is a senior carer – an experienced staff member who is qualified to minimum NVQ level 3 in care.

Staff at the home are selected for their qualities of reliability, integrity, friendliness, professionalism, interpersonal and caring skills.

All staff are carefully screened prior to being employed at the home including CRB and SOBA checks and references are checked thoroughly. During induction all staff are trained in-house and supervised by experienced qualified senior staff in the following critical standards:

- Understand the principles of care
- Understand the organisation and role of the carer
- Maintain Health and Safety
- Understand the individual experiences and needs of the service user
- Understand the effects of care home setting on service provisions

Staff are trained and qualified in other areas using both internal and external trainers in areas including but not limited to -

- Health and safety
- Risk assessments
- Food Hygiene
- Moving and Handling
- First Aid
- Medication
- End of life training
- Equality and diversity
- Infection control
- Dementia and dementia awareness
- Safeguarding, Mental Capacity Act and Deprivation of Liberty Legislation (DOLs)

The home employs a full time entertainments co-ordinator who is also trained and qualified as a carer and whose sole duties are to look after the social and activity needs of the residents

Accommodation

Melbury House has 34 bedrooms which are divided as follows:

29 bedrooms with en-suite facilities

5 bedrooms fitted with vanity units

4 bedrooms are suitable for double occupancy and as such can be used as for a variety of purposes including residential care, respite care etc.

There are a range of bathrooms and showering facilities to assist in the varying needs of residents

Social Rooms: - There are two spacious lounges, a conservatory, garden room, activities room, a separate dining room and a hairdressing room and all rooms are centrally heated.

Residents are encouraged to socialise in the communal rooms; however are free to choose to stay in their own rooms if they so wish.

Melbury House is located in private and secure grounds with secluded gardens accessible to all residents including those with disabilities

Admission

Potential residents to Melbury House are encouraged to visit the home and sample the atmosphere and level of service. A trial period is available before taking up permanent residency.

In the event of an emergency admission, as much information as possible is obtained in order for an objective assessment to be made. From this information, the service user will then be assessed on admission and a care plan is devised immediately. All the criteria of admission are considered, such as age, category and dependency levels in line with the registration status of the Home.

Financial Arrangements and Fees

We are committed to providing quality care at Melbury House.

The fees charged are dependent on:

1. The type of facility.
2. The type of care package and needs of the individual service user.

Depending on the personal financial situation, a service user can either pay the fees privately or have part or full of the fees paid by the contracting Social Services. Specific advice is available from the Home Manager they may prefer to contact "Age UK" for representation.

Fees - What is included?

- Care staff in 24 hour attendance
- Good Home Cooking – daily menu or choices to suite the individual

- Provision for Special Diets
- Laundry Service
- GP and other Health Care Professionals visits as required
- Home ambulance service
- Private phone installation and calls
- Internet access in certain areas of the home

Fees – What is not included?

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Private chiropody
- Private care of their choice
- Taxi fares to/from appointments

Privacy and Dignity

It is emphasised to every member of staff that he/she must preserve and maintain the dignity, autonomy, individuality and privacy of all residents within a warm and caring atmosphere; and in so doing will be sensitive to the residents ever changing needs.

Smoking and Alcohol

Smoking is not permitted within the care home however staff will meet the needs of residents if they desire to smoke by escorting them to a safe supervised area within the private grounds.

With regard to alcohol, residents are encouraged to maintain their normal social activities including the consumption of alcohol. Alcohol is not supplied however staff will support users in the purchase if requested or residents may make their own arrangements, however, as with smoking, they may require to be supervised.

Fire Safety

A modern Fire Alarm System is fitted in the home which includes both smoke and fire detection capability. All rooms have independent sensors fitted; voids and roof spaces have sensors to provide further protection.

Exit routes are clearly marked and fluorescent notices are used to support our fire procedures at strategic points throughout the home.

- New staff have an induction training which includes: Fire Prevention, fire drills, use of the fire equipment, evacuation procedures, meeting point.
- Residents are informed of the emergency procedure during admission.

- All fire systems and alarms are tested weekly by staff of the home and 3 monthly by a certified fire alarm engineer. The fire and rescue service inspects the care home periodically in accordance with relevant legislation. Accurate records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All firefighting equipment is serviced and checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.
- A fire risk assessment is carried out and reviewed periodically and this is available for inspection at anytime
- All residents have a personal evacuation plan which forms part of their care plan.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home as they so desire. Residents have the opportunity to attend Holy Communion every month. The home arranges the transport for such services and an escort, either with staff, friends or relatives.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Service user's family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the service user to respond where help may be needed.

Visitors are welcomed at all times, and are asked to inform the staff of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The service user has the right to refuse to see any visitor, and this right will be respected and upheld by the Person-In-Charge who will, if necessary, inform the visitors of the residents wishes.

Care Plan Review

Care Plans are reviewed on an on-going basis depending on any changes that may be identified and is subject of a monthly review by the manager to ensure that the needs of the service user are being met and the best possible care is provided

Care plans are reviewed as follows:

- Daily on a shift-to-shift basis. During staff shift changeover the service user's daily care notes are handed over by the out-going and in-coming shift and the reporting is discussed of the residents' responses and activity patterns.
- Each month by the key worker
- Quarterly by either the manager or deputy manager, residents, their families and relatives are included as part of the care plan reviewing procedures
- Any amendments to the care plan are fully recorded and agreed by all involved parties

Complaints

At Melbury House we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern, which need to be discussed. The Service user, their relatives, friends or representatives are invited to raise any concerns that they have over actual standards of care, or any other matter, in the following manner.

Melbury House strives to get things right first time. However, in the event that a service user or relative feels the need to complain, the procedures below should be followed.

You should first discuss the matter with the person in charge. If the matter in your opinion is a serious one, or if you remain dissatisfied, you can raise the matter with the duty manager and if desired it will be recorded in the Complaints Book. This is available from the duty Manager or from the person in charge. Alternatively, you may write to the Manager directly expressing your concerns in confidence. A full investigation will be made into the complaint by the manager in conjunction with the directors of Melbury House, and you will be advised of the outcome within a time-scale of 28 days, or earlier.

Complaints against manager

Complaints in relation to the manager will be investigated by the at least one company director who will be responsible for contacting the complainant to advise them they are investigating the complaint and will keep them fully apprised

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact:

Care Quality Commission

PO Box 1255

Citygate,

Newcastle Upon Tyne

Phone 03000 616161

or

Social Care Direct

Phone 0845 8505010

Please help us resolve any issues promptly by bringing them to our attention as soon as possible.

If you are pleased with the level of services provided and you think the procedures of the home and staff have made a difference, we want you to tell us. You can make comments or compliments either by verbally or in writing to our staff who you have direct contact with, or any member of the management team.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements. The Home will comply with any planned funeral arrangements specifically in respect of their chosen faith and religious beliefs.

Social / Therapeutic Needs

The home's policy on "Therapeutic and Social Activities" takes into account the service user's interests, skills, experiences, personalities and medical condition. Initially, information on the health and social needs are obtained during a pre-admission assessment. The home offers a wide range of activities designed to encourage the service user to keep mobile, and most importantly take an interest in life.

Staff encourage and help residents to pursue their hobbies and interests. Current and past activities that the home offers are listed below, however these are reviewed and can change depending on the likes and interests of the residents in the home. Residents are invited to make their own suggestions.

Cards

Dominoes

Social interaction

Going for walks

Armchair exercises and other physical therapy

Reading letters/magazines/newspapers/books

Music and sing-a-longs

Maintain life long hobbies, crossword puzzles and so on.

Watching television and films including big screen film

Internet interaction

Reality orientation

Diversion therapy

Resolution therapy

Memory boxes

Bingo

Outings

All outings are geared to our residents and the activities co-ordinator arranges outings to meet the varying needs of our residents.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. If a service user temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 80% of the normal fee is paid. In the case of funded residents, this retention period would be reviewed by the Home Manager. In the unlikely event that the Home has to give notice to leave to a service user, a 4 weeks notice is equally applicable.

Monitoring and Quality

A variety of quality monitoring and auditing tools are utilised to ensure the quality of the service we provide, the standards are monitored by the directors in conjunction with the care home manager, auditing at the home is seen as vital in maintaining standards, our audits include

- care planning
- risk assessments
- Medication
- Cleaning
- Accidents and incidents
- Environment and a maintenance audit of equipment in the Home.

The director's undertake a health and safety audit of the complete on an annual basis. Surveys are conducted with residents and their families and with our staff to monitor quality and performance. The results of such surveys are displayed for all interested parties.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide using informal methods as well as more formal medium like the residents' Satisfaction Survey forms.

Medication

If a service user prefers to self-medicate and is deemed safe to do so following a risk assessment, the Home will support them with advice and guidance. A lockable facility is available accordingly. Otherwise all drugs will be managed by the qualified staff, dispensed and ordered on their behalf under the instructions of their General Practitioner. Any service user may request to see a doctor in private if they so wish.

Telephone

The home has a cordless telephone system, which the residents can use for incoming/outgoing calls. No fee is charged for the outgoing calls locally, nationally, to most international countries or to mobile phones. Residents may have their own private line should they wish.

Meals

Menus are varied and favourite dishes and special diets are catered for. Residents are encouraged to eat in the dining room but may choose to eat in their own room if they so wish.

Menus are displayed in the dining room with photo menus available to support residents

The cook prepares daily meals however all residents are free to have a meal of their choice in discussion with the catering staff

Tea, coffee and other hot drinks are served and are available 24 hours a day. Visitors are also catered for.