

Statement of Purpose- Southwood Lodge

Residents' Rights

We place the rights of service users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our service users to exercise their rights to the full. Where a service user lacks capacity sometimes or always, the provisions of the Mental Capacity Act, 2005 are adhered to at all times. We adhere to the Deprivation of Liberty safeguards and undertake a Best Interest Assessment wherever necessary.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a service users ability to enjoy the pleasure of being alone and undisturbed. We, therefore, strive to retain as much privacy as possible for our service users in the following ways.

Giving help in intimate situations as discreetly as possible.

Helping service users to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.

Offering a range of locations around the home for service users to be alone or with selected others.

Providing locks on private storage space, bedrooms and other rooms in which service users need at times to be uninterrupted.

Guaranteeing privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.

Ensuring the confidentiality of information the home holds about service users.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

Treating each person as a special and valued individual

Helping service users to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.

Offering a range of activities which enables each resident to express themselves as a unique individual.

Tackling the stigma from which our service users may suffer through age, memory loss, disability or status.

Compensating for the effects of disabilities which service users may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that our service users have given up a good deal of their

independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways.

Providing as tactfully as possible human or technical assistance when it is needed.

Maximising the abilities our service users retain for self-care, for independent, interaction with others, and for carrying out the tasks of daily living unaided.

Keys are provided, as required to bedrooms and the main entrance to ensure service users can come and go as they please. We do ask however that when people leave the building they sign the book in reception.

Helping service users to take reasonable and fully thought-out risks.

Promoting possibilities to establish and retain contacts beyond the home.

Using any form of restraint on service users only in situations of urgency when it is essential for their own safety or the safety of others.

Encouraging service users to have access to and contribute to the records of their own care.

Security.

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

Offering assistance with tasks and in situations that would otherwise be perilous for service users.

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 people experience as open, positive and inclusive.

Key pads and door alarms are fitted throughout the building to ensure service user safety. Those who are able to leave the building unattended are informed of the codes to the doors.

Civil rights

Having disabilities and residing in a home can all act to deprive our service users of their rights as citizens. We, therefore, work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways.

Ensuring that service have the opportunity to vote in elections and to brief themselves fully on the democratic options.

Preserving for service users full and equal access to all elements of the National Health Service.

Helping service users to claim all appropriate welfare benefits and social services.

Assisting service users access to public services such as libraries, further education and lifelong learning.

Facilitating service users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

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 which enable service users as far as possible to decide for

themselves where, when, and with whom they consume food and drink of their choice.

Offering a wide range of leisure activities from which to choose.

Enabling individuals to manage their own time and not be dictated to by set communal timetables.

Avoiding wherever possible treating service as a homogeneous group.

Respecting individual, unusual or eccentric behaviour in people.

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 each person wishes about their individual histories and characteristics

Providing a range of leisure and recreational activities to suit the tastes and abilities of all people, and to stimulate participation.

Responding appropriately to the personal intellectual, artistic and spiritual values and practices of every service user.

Respecting individuals religious, ethnic and cultural diversity.

Helping our service users to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.

Attempting always to listen and attend promptly to any 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

We recognise that every prospective service user should have the opportunities to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our service users know precisely 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 service user a contract or a statement of terms and conditions specifying the details of the relationship.

Ensure that every prospective service user has their needs expertly assessed before a decision on admission is taken.

Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.

Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and health care

We draw on expert professional guidelines for the services the home provides. In

pursuit of the best possible care we will do the following.
Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
Seek to meet or arrange for appropriate professionals to meet the health care needs of each person.
Establish and carry out careful procedures for the administration of individuals medicines.
Take steps to safeguard privacy and dignity in all aspects of the delivery of health and personal care.
Treat with special care those who are dying, and sensitively assist them and their relatives at the time of death.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives.

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

Aim to provide a lifestyle for a person which satisfies their social, cultural, religious and recreational interests and needs.

Help individuals to exercise choice and control over their lives.

Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to service users.

The environment.

Southwood Lodge is situated at 36/40 Southwood Avenue, Southborne Bournemouth BH6 3QB, close to the cliffs overlooking the sea, local shops and public transport.

The physical environment of the home is designed for convenience and comfort. In particular, we will do the following.

Maintain the buildings and grounds in a safe condition.

Make detailed arrangements for the communal areas of the home to be safe and comfortable.

Supply toilet, washing and bathing/showering facilities suitable for the those for whom we care.

Arrange for specialist equipment to be available to maximise independence.

Provide individual accommodation which at least meets the National Minimum Standards.

To provide prompts for those people who may assistance in finding their way around the building. This may include the use of signs, colours, pictures etc.

See that service users have safe, comfortable bedrooms, with their own possessions around them.

Provide separate lounge and dining areas within the home for those people requiring additional assistance.

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 service users welfare. To maximise their contribution, we will do the following.

Employ staff in sufficient numbers and with the relevant mix of skills to meet needs.

Provide at all times an appropriate number of staff with qualifications in health & social care.

Observe recruitment policies and practices which both respect equal opportunities and protect service users safety and welfare.

Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Management and administration

We know that the leadership of the home is critical to all its operations. 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

Work to accounting and financial procedures that safeguard residents' interests.

Offer residents appropriate assistance in the management of their personal finances.

Supervise all staff and voluntary workers regularly and carefully.

Keep up-to-date and accurate records on all aspects of the home and its service users.

Ensure that the health, safety and welfare of service users and staff are promoted and protected.

The Underpinning Elements.

A series of themes both cut across and underpin the aims we have relating to the rights of the service users and quality care.

Focus on service users.

We want everything we do in the home to be driven by the needs, abilities and aspirations of our service users, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain service user-led.

Fitness for purpose.

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of

our service users.

Meeting assessed needs.

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each service user.

The individuals agreed plan of care or service plan provides the basis on which Resides' Care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that it is particularly important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the service user commissions for her or himself. The service plan also includes details of social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Care plans are reviewed at least once a month and more often if the need arises. During the review the service user and relatives will be involved thus assuring openness and mutual understanding of the persons needs.

Each service user is allocated key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans. Their duties include gathering information, for their reviews, which are held at least six monthly and more often if needed. Key workers are offered regular supervision by their deputy manager or manager, who shares responsibilities for chairing reviews and for communicating with outside professionals, who may also be involved with particular people.

Quality Services.

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

Facilities and services of the home.

The daily care programme is organised as a response to persons individual and combined needs. All mealtimes are flexible, and people can arrange to have their meals in their own rooms or in the dining room. The three lounge areas are homely and welcoming. A television is provided in one lounge which is used to show films and watch special events. All bedrooms are equipped with a call bell system. A payphone is available on the ground floor for general use. 31 single occupancy rooms are provided over three floors. A schedule of room sizes is available on request. The part of the house known as no.36 has a platform lift fitted between all floors. Stair lifts are provided however service users accommodated on the first and second floors of No.s38 and 40 will need to manage 3 steps. Service users are able to have a private line fitted in the bedroom but

the cost of this will need to be borne by the individual /relatives.

All bedrooms have television points and tea/coffee making facilities are available to those able to manage.

The management's qualifications and experience.

The relevant qualifications and experience of Cheryl Hadland are as follows: Managing Director or Proprietor of a company since 1980, including a leisure business, a chain of day nurseries, a training company, and experience as sole respite carer of a close family member with Alzheimer's. Cheryl owns another care home in Christchurch which accomodates 20 service user with Dementia (DE). She has a Masters degree from Southampton University (Education). An experienced administrative and financial team based in Bournemouth including a full time qualified accountant and Financial Director, John Bailey.

The registered individual is Alan Johnston who holds the Certificate in Management, Qualified Dementia Care Mapper, Dementia Care Certificate 1,2,3 and Person Centred Care Qualification. He has 25 years experience in care of the elderly including 20 years managing dementia care homes.

Min Qi Yu(Lilian) is the Registered Manager. She holds the NVQ IV and is a Qualified Nurse in China. Lilian has experience working in the other home in the group accomodating service users in the Dementia Care category(DE) and holds an ASET Level II Dementia Care Certificate.

The home's staff.

The home's total number of staff is approximately thirty including part time staff, this includes 3 senior care staff, 13 care staff, a catering manager, cooks plus maintenance and housekeeping staff. Names, experience and qualifications are available separately.

The organisational structure of the home.

Reside Care Homes is part of the Hadland Care Group Ltd whos Head Office is at Unit 11, Bournemouth Central Business Parc, Southcote Road, Bournemouth Dorset BH1 3SJ.

The home is managed day to day by the manager, assisted by senior care staff. At least half of the care staff have level 2 qualifications in care. Housekeeping, maintenance and catering staff are also employed. The organisation maintains their Investors in People standards and follows best practice recommendations in arrangements for staff recruitment, training, supervision and personnel practice.

Service users accommodated.

The home provides care and accommodation for 31 people of both sexes within the categories of old age and. (DE)

The range of needs met.

The home aims to provide a service for older people some who may have

Dementia Care needs, (DE), to help them understand all aspects of their care they are being given. To offer privacy and dignity, for themselves and their belongings, to have their cultural, religious and sexual needs respected. To be independent as possible and to have the freedom of movement and mobility, at their own pace. To be given choice and to be treated as an individual. To live in a safe, secure environment. To be reminiscent, yet to explain reality and confirm what is existing. The home will assist service users to utilise advocacy on their behalf either through their family or through professionals trained to support older people. All staff have specific training in order to provide appropriate care for service users including those with dementia enabling them to provide care to individuals with a Person Centred Approach.

The home does not provide Nursing Care or use any specific therapeutic techniques.

Admissions.

Under government regulations, potential service users need to have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential service users who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential service users who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide perspective service users with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective service user to visit the home, join current service users for a meal and move in on a trial basis, subject to terms and conditions as on the contract. We are happy for prospective service users to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If exceptionally, an emergency admission has to be made, we will inform the new service user within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

If any person has already made advance decisions regarding their treatment or Lasting Powers of Attorney, these must be declared during their admission to the home so that these decisions can be followed.

Social activities, hobbies and leisure interests.

We try to make it possible for our service users to live their lives as fully as possible. In particular, we do the following:

We aim as part of the assessment process to encourage potential service users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.

By completing Life Story books we are able to gain in depth knowledge of the persons whole life. This enables staff to understand the persons values and choices and why particular issues are important.

We try to help people to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationship, and to explore new avenues and experiences. All service users are entitled to use the communal lounges and dining room, circulating areas and the grounds of the home, but those who wish to remain in their own rooms may do so whenever they like. Individuals are encouraged to personalise their own rooms with items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.

We have regular coffee mornings, keep-fit, parties, outings, entertainers and events involving other organisations or volunteers. We hope that friendships among people will develop and that service users will enjoy being part of a community, but there is no compulsion on a person to join in any of the communal social activities.

The home's facilities include two fully accessible outside garden area which includes paths, seating, sensory planting, rock garden and bird feeders.

To assist with the home's social programme, there is a visiting hair dresser, visits from the public library, personal shopping facility, escorted visits to local church or visits from church staff or volunteers, local private chiropractor, reflexologies and aroma therapists.

We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant, unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage service users to choose where they sit in the dining room and meals can be served in the persons own rooms if desired. Three full meals are provided each day there is a regularly changed menu for lunch and the evening meals, service users are always offered a choice at meals, we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan, and 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. We also provide fresh fruit to all. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councillors, Member of

Parliament, representatives of voluntary organisations, students, school children,

nursery children and others. Naturally we respect the views of service users about whom they want to see or not to see.

We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

For the benefit of all people the home is non-smoking.

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.

Consulting service users about the way the home operates.

We aim to give service users opportunities to participate in all aspects of life in the home. In particular, people are regularly consulted both individually and corporately about the way the home is run. Service users and families/advocates are enabled to meet to discuss the management and policies of the home, social activities, menus etc. and surveys of user satisfaction are conducted annually. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Fire precautions, associate emergency procedures and safe working practices.

All service users are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The Health & Safety manual is also available to inspect in the Manager's Office. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Service users who wish to practise their religion will be given every reasonable help and facility. In particular we will do the following.

We will try to arrange transport for service users to any local place of worship if required (at service user's expense).

If asked to we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.

In the public areas of the home we celebrate the major annual festivals of the service users. Service users have the opportunity to participate or not as they wish.

Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives.

Service users are given every reasonable help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.

If a person wishes, their friends and relative are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities. There is a charge (see current price list) for cooked meals but light refreshments are free of charge. The home does not keep a bedroom empty as a guest room for overnight accommodation but if one is available, there will be a charge (see current price list) for this service.

If a service user 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.

Concerns and complaints.

The management and staff of the home 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 build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a response member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or is not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home 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 of responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how they can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed

about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, 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 apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

Adapted by C. Hadland and J.Winton from Croners's Care Standards: A management guide 10/02, Nov 2005, Jan 2006, Apr 07, July 07 Alan Johnston Jan 08 Alan Johnston June 07 Alan Johnston July 08, Alan Johnston Jan 09 Alan Johnston April 09 Alan Johnston June 09 Alan Johnston July 09