



# **STATEMENT OF PURPOSE**

## **FOREST HILL HOUSE** **NURSING HOME**

**REVIEWED BY:**

**DATE:**

**This statement of purpose is reviewed yearly and any changes implemented.**

**This document is available in large print, Braille or Audio CD.**

## **FOREST HILL HOUSE NURSING HOME**

Forest Hill House nursing home is part of the Royal Bay Care Homes Ltd. Forest Hill House is a 33 bed care home, which aims to provide the highest possible standards of care and accommodation. The accommodation is provided in 15 single en-suites, 6 single rooms, 2 companion en-suites and 4 companion rooms. The accommodation complies with the national standards that came into force from 1<sup>st</sup> April 2002. The home maintains a close link with the community, friends and relatives and other members of the interdisciplinary team such as GPs, Dentists, Opticians, Physiotherapists and Occupational Therapists. Other services provided for our service user's comfort and welfare include a hairdresser, Chiropodist and a variety of home entertainers. The home is set in 16 acres of land, including 4 acres of garden and grounds. The home and the gardens are fully accessible to wheelchair users.

### **STATEMENT OF BELIEFS**

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 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.

The Company'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 Service Users are given the opportunity to take part in a wide range of activities and interest.

We believe that our staff should maintain a smart well presented appearance and behave in a caring professional manner offering understanding, patience and friendship. The staff will work together as a team and promote a happy and relaxed atmosphere. Staff will treat residents with respect at all times. Trust is an integral part of our ability to provide consistent high standards of care. We will always strive to improve our nursing practice and implement new and updated aspects of medical developments.

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

'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.

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

## **PROVISION OF CARE**

The Home accommodates and offers nursing care for people of both sexes and aged over 65 years, but at this time we can also accommodate 1 service user aged between 40-65.

## **DETAILS OF REGISTERED PROVIDER**

Russell Wilson is a Masters of Business Administration graduate. He has many years of experience of operating in the private care sector. He is currently a member of various committees associated with health care. He is the Chairman of the Dorset branch of the Registered Nursing Homes Association.

Mr Russell Wilson  
Royal Bay Care Homes Ltd

86 Barracks Lane  
Aldwick  
Bognor Regis  
West Sussex  
PO21 4DG

01243 267755

## **THE TEAM**

The Managing Director is Mr R L Wilson (for contact details see Registered Provider sub heading), the Company Directors are Mr A F Wilson, Mr D Mather and Mr J P Ellis. The Registered Manager is Jules Dove who is responsible for the day to day running of the home, documentation and staff training etc. The Matron is Stephanie Ireland who ensures the staff maintain a high standard of care throughout the home. The home has 24 hour professional nurse cover and we rely on our experienced care assistants who either hold NVQ 2 or 3 qualifications. All nursing staff are continually assessed and updated by the Registered Manager.

Jules Dove can be contacted at;  
Forest Hill House nursing home  
Rushall Lane  
Corfe Mullen  
Wimborne  
Dorset  
BH21 3RT

01202 631741.

## **ORGANISATIONAL STRUCTURE**

See attached schedule 1

## **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 or hospital. 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 as well as an information pack. A Service Users Guide and a 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 service users are given a Residents Agreement, together with the Terms & Conditions of Residency

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 service user or, with consent, their representative. The care plan offers a comprehensive holistic evaluation of the service user but principally focuses on the health and care needs and how these are to be met. The individual care is planned using the Roper Logan and Tierney model of nursing to assess the activities of daily living, in conjunction with this care plan a host of other assessment tools are used to deliver the best care for the service user. Care plans are reviewed monthly or when the individual's care needs differ.

## **SOCIAL ACTIVITIES**

There is a full activities programme in the Home based upon the interests and abilities of the service users. A programme is published and accessible to everyone.

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

## **QUALITY ASSURANCE**

The home has a fully comprehensive Policy and procedure manual, which all staff must follow and use as reference. 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.

Service User Forums are held to give the service users 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.

The home's complaint procedure will also act as an audit to improve care and conditions.

## **FIRE PROCEDURE**

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.

## **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.

Here at Forest Hill House 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 Managing Director (details above).

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

South West Regional Office  
4<sup>th</sup> Floor, Colston 33  
33 Colston Avenue  
Bristol  
BS1 4UA

Telephone: 03000616161

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

## ORGANISATIONAL STRUCTURE

<b>MANAGING DIRECTOR</b>	
<b>COMPANY DIRECTORS</b>	
<b>GROUP DEVELOPMENT MANAGER</b>	
<b>REGISTERED MANAGER</b>	
<b>MATRON</b>	<b>ANCILLARY STAFF</b>
<b>SISTERS IN CHARGE</b>	
<b>SENIOR CARERS</b>	
<b>CARERS</b>	
<b>TRAINEE CARERS</b>	