



ROYAL BAY
CARE HOMES LIMITED
Statement of Purpose

Hérons Park Nursing Home



Statement of Purpose

The Aims and Objectives of the Home.

Our aim is to provide all Service users with a life that is as normal as possible, given their individual health and needs in homely surroundings and to provide them with care which 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 need will be used to develop individual care plans with the objective of meeting the aims of the Home for each person, and provide each and every one with a home, equipment and competent staff to enable the aims of objectives of the Home to become a reality.

In order to achieve the Aims and Objectives, the Home secures not only an environment, which is the best possible in line with creative thinking currently available, but also the ongoing development of the best practices in clinical and social care.

A Statement of Philosophy of the Home

Hérons Park Nursing Home is located in quiet parklands in Kidderminster. The Home was acquired by Royal Bay in 2006. Royal Bay Care Homes is a long established group with over 27 years experience and eight other Nursing and Residential homes all providing caring and secure environments which encompass the full range of elder people's needs. From simple help with daily living through to full nursing care.

The Company's Philosophy is based upon the belief that the Service Users are entitled to be treated as individuals. The care in the Home, should not be institutionalised by the requirement of the staff to operate the procedures laid out in the Home's Manual for the safe delivery of the service. To achieve this, the needs of all Service Users will be assessed and individual care plans developed from this information

Building and the Gardens.

- ❖ The Home is constructed on 2 Floors.
- ❖ The upper floors are accessed by staircase and a lift.
- ❖ The Home provides individual living accommodation comprises of 18 single rooms, 3.5 x 3.5 m (12.25 sqm) and 16 companion rooms 5.5 x 3.6m (19.8 sqm). All rooms have en-suite facilities.
- ❖ Minimum door sizes throughout the premises are 820 mm
- ❖ There are 2 Lounges and 2 Dining areas.
- ❖ The Home is equipped with a Fire Alarm System.
- ❖ The Home is equipped with a Call Bell System.
- ❖ There are WC's which can be accessed by Wheelchairs on both floors.
- ❖ There are four Assisted Baths on both floors.
- ❖ The kitchen is located on the ground floor.

- ❖ The Menu is displayed on the notice board on both floors
- ❖ There is a Kitchenette available for Service users this is located on the first floor.
- ❖ Laundry: This is on the ground floor, all used clothing will be collected from the Service Users room each day and returned to them within 48 hours washed and ironed.
- ❖ All clothing must be labelled with the Service Users name we ask relatives to ensure this is done.
- ❖ There is an attractive, purpose built sensory seating area in the garden to the side of the home, accessible to Service Users, ramps are provided for the use of Wheelchairs.
- ❖ There is an internal garden court patio with a fish pond which is also accessible to service users.

Equipment

- ❖ The Home has five hoists and other moving and handling equipment to help in the transfer Service Users who have been assessed to needing this assistance.
- ❖ The Home is fully equipped with adjustable/ high/low fully profiling beds.
- ❖ The Home provides a “sit-on” digital weighing machine.
- ❖ The Home has pressure-relieving equipment for those that need them.

The Service & Who We Care For

The Home accommodates and cares for up to 58 people of both sexes who are **Old Age (65 years and over)** and have needs associated with their age including nursing needs.

Details of the Responsible Person

The Responsible Person is Mr Russell Wilson.

Russell Wilson 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.

Details of the Registered Provider.

Royal Bay Care Homes Ltd
 86 Barracks Lane
 Aldwick
 Bognor Regis
 West Sussex
 PO21 4DG

Tel 01243 267755

The Manager

The Registered Manager of Herons Park is Mrs Sandra Packwood a Registered General Nurse. She is currently studying towards her Registered Managers Award level 4. Mrs Packwood commenced her nursing career with The Mid Worcestershire School of Nursing in 1982. Following her training she worked in a variety of nursing environments initially in hospitals within Worcestershire and then in nursing homes throughout Worcestershire and the West Midlands. During this time she completed her conversion from State Enrolled Nurse to RGN at the University of Lancashire. Sandra has also qualified in Teaching and Assessing with the Nuffield Hospital Centre for Education and Clinical Effectiveness.

Since this time her main area of work has been spent caring for -

Elderly Frail
Elderly Mentally Infirm
Young Physically Disabled
Palliative Care.

Sandra is a conscientious practitioner who is constantly updating her clinical skills she pays attention to detail and is passionate about Nursing Care.

The Staff

- ❖ All staff must complete a Training Induction Programme within six months of their employment in the home.
- ❖ The aim is to maintain 50% of all care staff to achieve NVQ Level 2.
- ❖ All staff involved in Food preparation have been trained for food hygiene awareness.
- ❖ All staff involved with the moving and handling of the service users have been trained on an accredited Moving and Handling Course.
- ❖ A First aider is on duty in the home 24 hours a day.
- ❖ Other training is given to staff that includes:-
Medicine administration, health and safety, wound management, diabetes and nutrition in the elderly and other specialist services relevant to the home.

Admission Procedure

- ❖ On receiving a referral we will arrange for an assessment to ascertain what the care needs are. This is done either at the potential Service Users current address, hospital or at the Home. We encourage service users and his or her relatives to visit the Home as the first step of the assessment process.
- ❖ A copy of the homes brochure will be given to the prospective Service user as well as an information pack. A copy of our latest CQC report is available for inspection in the home, or it can be viewed and downloaded from the CQC website. 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,

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.

- ❖ An assessment of need will be carried out by a representative of the home. 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 residents or with their consent their relatives. The care plan offers a comprehensive holistic evaluation of the resident but principally focuses on health and care needs and how these are going to be met. The plans are reviewed with those concerned at least once a month and more often if necessary.

Recreational Events

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

Heron's Park employs a full time activities co-ordinator. She organises a wide variety of activities to suit the needs of the service user. These are displayed on the notice board. For those who do not wish to participate in a group environment we can offer one to one with our activities co-ordinator.

The home has its own disabled minibus and arranges outings and visits to suit the needs and wishes of the residents.

Service Users Views.

Service User Meetings are held to give the residents 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 the views of the group.

We have Quality Assurance Scheme which ensures that questionnaires are distributed to Service Users, Relatives, and Stakeholders on an annual basis, eg: GP's and District Nurses requesting their comments and views on the service and operation of the Home. This enables us to identify where we can improve our service.

The fire precautions and associated emergency procedures in the home.

The home complies with all current Fire Regulations. A Fire Risk Assessment has been carried out and a Fire Procedure is in place and displayed around the Home.

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 the staff instruct them otherwise.

Faith and Culture

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 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 living in it.

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

Maintaining Links

'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 eg: 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.

Privacy and Dignity

All bedroom doors are fitted with door locks that meet the criteria laid down by Hereford and Worcester Fire Authority. This ensures emergency access for staff whilst enabling residents to lock their doors with no fear of entrapment.

Mail is delivered to the addressee on arrival unless we are asked to make alternative arrangements. Staff will treat residents with respect at all times, trust is an integral part of our ability to provide consistent high standards of care and as such will not be broken.

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

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 wish to raise a concern, or make a formal complaint.

We want you to know that you should always feel free to raise your concerns. It is hoped that a discussion with the manager will resolve the issue. We may however need to carry out an investigation, if this is the case then we will contact you again within 28 days with the result of our investigation and what action we intend to take.

In the first instance we would advise you to contact the Manager, but if your concern is not resolved contact the Responsible Person

Russell Wilson
Royal Bay Care Homes Ltd
86 Barracks Lane
Aldwick
Bognor Regis
West Sussex
PO21 4DG

01243 267755

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

77 Paradise Circus
Queensway
Birmingham
B1 2DT

0121 600 5300

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