



Statement of Purpose

Hérons Park Nursing Home

Dementia Unit



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 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 can feel valued and have all their individual needs met.
- 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.

A Statement of Philosophy of the Home

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 residents are given the opportunity to take part in a wide range of activities and interest.

Introduction

The information contained in this pack is to help you and your relatives get an insight into life at Herons Park.

We are committed to providing professional and respectful care, whilst maintaining exceptional standards. We recognise that everyone is different so we adapt our care to suit each person's needs,

We aim to create the right environment which supports physical and mental well-being, enabling our residents to maintain their rights, identity and independence as individuals whilst creating a spirit of trust and confidence in our professional standards.

You or someone you love may have dementia. The practical and emotional demands this creates can make ordinary life impossible. It is difficult to cope and yet seeking outside help can be distressing for all concerned. Experience has taught us the happier you are with our service, the more your confidence will convey itself to your relatives. The only way we can do this is to offer a standard of care that is exceptional. The dementia unit is a modern purpose built and sensitively designed to meet the needs of older people with dementia. To achieve this environment we have consulted extensively with dementia experts at Stirling University

Dementia Unit and Garden.

- ❖ The Dementia unit is positioned on the first floor.
- ❖ The Unit is accessed by staircase and two passenger lifts
- ❖ The Dementia Unit provides individual living accommodation comprising of 29 rooms some of these can be companion rooms. Bedrooms can be personalized with mementoes, pictures and small items of furniture – allowing residents to surround themselves with their memories. All are en suite some having showers. All en-suite facilities are fitted with sensor lighting and contrasting coloured toilet seats and grab rails this is to assist in orientation.
- ❖ Minimum door sizes throughout the premises are 820 mm
- ❖ There is a large spacious lounge and dining room within the Unit.
- ❖ The unit is decorated and laid out in accordance with current practice for people with dementia.
- ❖ The Home is equipped with a Fire Alarm System.
- ❖ The Home is equipped with a Nurse Call System.
- ❖ There are WC's that can be accessed by wheelchairs.
- ❖ There are 2 assisted Bathrooms and two assisted Shower rooms. Some of the bedrooms have en-suite shower rooms.
- ❖ The dining room is provided with hot meals from the kitchen located on the ground floor.
- ❖ The Menu is displayed on the dining room notice board.
- ❖ Laundry: The state of the art laundry is in the basement. All used clothing will be collected from the Service Users room each day and returned to them within 48 hours washed and ironed. The laundry equipment can deal with all infection control requirements.
- ❖ All clothing must be labelled with the Service Users name. We ask relatives to ensure that this is done.
- ❖ There is an attractive, purpose built sensory garden to the left hand side of the home.
- ❖ There is a large secure landscaped garden which has been sensitively designed to meet the needs of older people with dementia.
- ❖ All gardens are accessible to Service Users, ramps are provided for the use of wheelchairs.

Equipment

- ❖ The unit has several hoists and other moving and handling equipment to help in the safe transfer of Service Users who have been assessed for 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 mattresses / equipment for those that need them.

The Service & Who We Care For

The unit can accommodate and care for up to 29 people with old age who require nursing or personal care who have dementia type illnesses. This includes treatment of disease, disorder or injury and diagnostic and screening procedures. Herons Park is a modern building, purpose built and sensitively designed to meet the needs of the people we care for.

Details of the Registered Provider.

Russell Wilson is a Masters of Business Administration graduate. He has over 32 years of experience of operating in the private care sector. He is currently a member of various committees associated with health care. He was 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

Email :marion.ba@btinternet.com

The Manager

The Registered Manager of Herons Park is Mrs Sandra Packwood a Registered General Nurse. 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. Sandra has completed her Registered Managers Award.

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

Elderly Frail
Elderly Mentally Infirm
Young Physically Disabled
Patients requiring 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. Sandra can be contacted at -

Herons Park Nursing Home
Heronswood Road
Kidderminster
Worcs
DY10 4EX

01562 825814

Email: Sandra.packwood@royalbay.co.uk

The Staff

- ❖ The Registered Manager operates a thorough recruitment procedure based on equal opportunities, having suitable qualifications, and screening so ensuring the protection of service users.
- ❖ All staff members are employed in accordance with the code of conduct and practice set by the GSCC and given copies of the code.
- ❖ Staffing numbers and skill mix of qualified / unqualified staff are appropriate to the accessed needs of the service users, the size, layout and purpose
- ❖ All staff must complete a Training Induction Programme within six months of their employment in the home.
- ❖ Domestic staff members are employed in sufficient numbers to ensure that the home is maintained in a clean and hygienic state, free from dirt and unpleasant odours.
- ❖ Catering staff ensure that standards relating to food, meals and nutrition are fully met.
- ❖ The aim is to maintain 80% of all care staff to achieve NVQ Level 2.
- ❖ All staff members involved in food preparation have been trained in food hygiene awareness.
- ❖ All staff members involved with the moving and handling of the service users have been trained by an in house accredited Moving and Handling trainer.
- ❖ 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, infection control, Dementia care, protection of vulnerable adults, mental capacity and other specialist services relevant to the home

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, hospital or at the Home. 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 residents 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. Herons 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 their views.

Quality Assurance

The home has a fully comprehensive Policy and procedure manual, which all staff must follow and use as reference. CQC have their quality assurance tool which they implemented from October 2010, called the Provider Compliance Assessment (PCA). It is based on 16 service delivery outcomes that must be measured in order for the home to be compliant. At this moment the home is registered as being compliant in all 16 outcomes. We have a Quality Assurance Audit which works alongside the CQC outcomes and incorporates questionnaires that 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. The consequent feedback contributes to us identifying the areas where there is a potential to improve the service.

Service User Forums are held to give our clients 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 can also act as an audit tool to improve care and conditions.

Fire Procedures and Prevention.

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.

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 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.

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 e.g.: their bedroom, the conservatory, 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. All rooms have phone points that can be connected if the occupant wishes. This is financed by the resident/relative. The home also has a BT portable system.

Staff will treat residents with respect at all times. Trust is an integral part of our ability to provide consistent high standards of care.

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 they or a relative may wish to raise a concern, or make a formal complaint.

Here at Herons Park people are encouraged to feel free about raising concerns. It is hoped that a discussion with the Manager will resolve any issue. However, it may be necessary to make the complaint a written one. This should be directed to the Manager in the first instance.

If the Manager believes an investigation is necessary then they will forward it to the Company's Responsible Person below. The Responsible Person will carry out a thorough investigation with an impartial view and will notify the complainant within 28 days. The service user, or their representative, is contacted within 28 days and if appropriate, advised on what action is intended to be taken.

The Company's Responsible Person is;

Russell Wilson
Royal Bay Care Homes Ltd
86 Barracks Lane
Aldwick
Bognor Regis
West Sussex
PO21 4DG Telephone: 01243 267755

Where the complaint may involve Managers themselves then the complaint can be sent directly to the Company's Responsible Person as the first resort.

If any matter above is still unresolved the complainant should write to:

Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614 or 0845 602 1983

Web Site: www.lgo.org.uk

Where the Service User is receiving care under a third party contract such as issued by Social Services or the NHS then the written complaint **will also be copied by us** to the relevant offices below. The individual complainant can also contact these offices independently if they wish.

Socially Funded Service Users:

Older persons Team
Elgar House
Green Street
Kidderminster
Worcestershire
DY10 1JF

Telephone 0845 6072000
Local Government Web Site: www.direct.gov.uk

Service Users funded by Worcestershire NHS:

Hilary Green
Isaac Maddox House
Shrub Hill Road
Worcester
WR4 9RW

Telephone 01905 733848

Privately funded residents can take advice from Age UK, or CROP (Citizens Rights for Older People) or the local Citizens Advice Bureau or any other relevant agency sourced by the internet.

The Care Quality Commission does not investigate individual complaints but their office can be sent the outcome of the complaint for their interest / information only. Details below:

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA.

Telephone 03000 616161
Email: enquiries@cqc.org.uk
Website www.cqc.org.uk

THE CQC DOES NOT INVESTIGATE INDIVIDUAL COMPLAINTS.