



ROYAL BAY
CARE HOMES LIMITED

Statement of Purpose
And
Service Users Guide.

The Old Vicarage
Reviewed 07/09

These documents are available in CD audio/Large Print & Braille



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 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.

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.

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 23 single rooms, 6 double rooms and most are en suite.
- ❖ Minimum door sizes throughout the premises are 820 mm
- ❖ There are 2 lounges and 2 dining areas and 1 lounge-diner.
- ❖ The Home is equipped with a Fire Alarm System.
- ❖ The Home is equipped with a Call Bell System.
- ❖ There are WC's that can be accessed by wheelchairs on both floors.
- ❖ There are 3 Assisted Baths on the ground floor and 2 assisted bath on the first floor.
- ❖ The kitchen is located on the ground floor.
- ❖ There is a kitchenette available for Service users this is located in the nursing wing.
- ❖ 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. The equipment can deal with all infection control requirements.
- ❖ The garden is a good size, accessible to Service Users, ramps are provided for the use of wheelchairs. The featured English garden of The Old Vicarage, well laid out with themed gardens, paths, a Victorian greenhouse, and border plants, other shrubs, trees and mature exotic plants.

See Schedule 1 for room sizes and disposition

Equipment

- ❖ The Home has 5 hoists and other moving and handling equipment to help in the transfer Service Users who have been assessed for needing this assistance.
- ❖ The Home is equipped where appropriate with adjustable/ high/low fully profiling beds.
- ❖ The Home has pressure-relieving equipment for those that need this.

The Service & Who We Care For

The Home accommodates and cares for people of both sexes who are within the category of;
OP with Nursing with no age restrictions.

Organisational Structure:

See attached schedule 2

Details of the 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
 Telephone: 01243 267755

The Manager

The Registered Manager, Mrs Helen Elmore.

Helen has been a registered general nurse for over 20 years. She holds an N.V.Q. level 4 in management and has completed a Leicester University course in counselling. Helen has also completed courses in the care of the terminally ill. She is a manual handling trainer and attends regular clinical updates to further broaden her knowledge.

Communications to Mrs Helen Elmore is c/o The Old Vicarage address only.

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.
- ❖ We have over 60% of our staff trained to at least level II in NVQ Health & Social Care.
- ❖ All staff involved in food preparation have been trained in 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, infection control 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 (see schedule 3)

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 resident or, with consent, their relatives. The care plan offers a comprehensive holistic evaluation of the resident but principally focuses on the health and care needs and how these are to be met. The plans are reviewed with those concerned at least once a month and more often if necessary.

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 Old Vicarage employs an occupational therapist & an activities coordinator. 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 also has a visiting yoga specialist for those wishing to attend the sessions twice weekly.

The home has access to disabled transport 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.

Service Users' Views Cont'd

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.

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 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 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

Bedroom doors are not fitted with locks, but if a service user requires a lock one can be fitted that meets the criteria laid down by Northamptonshire Fire and Rescue Service. This would ensure 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 can be connected for main line phone usage if the occupant wishes. This is financed by the resident/relative.

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

Here at The Old Vicarage 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 Responsible Person;

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

01243 267755

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

Socially funded residents should write to: Residents funded by Northants NHS should write to:

Northants County Council
Commissioning Team
County Hall
Northampton
NN1 1DN

The Complaints Manager
NHS Northamptonshire
Francis Crick House
6 Summerhouse Road
Moulton Park
Northampton
NN3 6BF

In the unlikely event that the complaint is still not resolved you can contact the Care Quality Commission at:

CQC East Midlands
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA.

Telephone: 03000 616161

Email: enquiries@eastmidlands@cqc.org.uk

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

Schedule

1. **Room Sizes and Disposition**
2. **Organisational Structure**
3. **Residents Admission Agreement & Terms & Conditions**

Schedule 1**Room Sizes and Disposition**

The Old Vicarage

Room Schedule.

Room number or name	Size in square metres	Wheelchair accessible/usable	En suite WC
Lounges:			
Main House	30.6	Yes	N/A
Coach House Lounge/ diner	21.6	Yes	N/A
Buccleuch	37.7	Yes	N/A
Dining Room:			
Main House	19.4	Yes	N/A
Buccleuch	18.0	Yes	N/A
Entrance Hall			
Nursing Foyer	11.7	Yes	N/A
TOTAL	13.0	Yes	N/A
Communal Space per person	152		
	152 divided by 39 = 3.9 sqm.		
Bathrooms Ground Floor:			
Coach House	5.8	Yes	+WC
Buccleuch	4.6	Yes	+WC
WC's Ground Floor:			
Main House 1	1.9	No	
2	1.3	No	
Coach House	2.7	No	
Buccleuch 1	3.0	Yes	
2	1.7	No	
Main House: Ground Floor Room No & type			
1 2 (s)	17.0	Yes	Yes
2 2a(S)	8.8	Yes	No
3 3 (S)	15.6	Yes	No
First Floor:			
1 5 (D)	19.1	Yes	No
2 7 (s)	14.3	Yes	No
3 7a(S)	11.7	Yes	No
4 8 (S)	11.2	Yes	Yes
5 9 (S)	12	Yes	Yes
6 10(S)	8.7	yes	No
7 11(S)	15.2	Yes	No
8 14(S)	11.6	Yes	yes

ROYAL BAY ORGANISATIONAL STRUCTURE

MANAGING DIRECTOR

DIRECTOR

OPERATIONS DIRECTOR

HOME MANAGER

ADMINISTRATION/FINANCE

DEPUTY MANAGER

KITCHEN/CATERING

SENIOR CARERS

HOUSEKEEPING MANAGER

**COMPANY
ACCOUNTS**

CARE ASSISTANTS

DOMESTIC/CLEANING STAFF

HOUSEKEEPER

MAINTENANCE/GARDEN

Resident's Admission Agreement

RBCH/AA/0206-1

This Agreement relates to the offer of residential and/or nursing care services between Royal Bay Care Homes Limited ("the Company") and the Client named herein. It should be read and executed in conjunction with the Company's General Terms and Conditions of Contract, a copy of which must accompany this agreement.

<i>Name of Home</i>	The Old Vicarage		
<i>Name of Client</i>			
<i>Basis of Residence</i>	Long stay / Short Stay *	Duration * weeks
<i>Date of Admission</i>	Planned/...../.....	Actual/...../.....	
<i>Room Number</i>		Single / Shared *	
<i>Weekly fees</i>	£	Calendar monthly fees	£

* delete or highlight or complete as required

In offering these services to the Client, the Company confirms that it is able to meet the Care needs of the Client, in accordance with the pre-admission assessment carried out in advance of admission by an authorised officer of the Company.

Signed on behalf of Royal Bay Care Homes Limited

..... Name:..... Position:.....

Accepted by or on behalf of the Client. When signed by a relative or representative, the signatory confirms that he or she has a lawful right to commit to the contract on behalf of the Client.

Signed Name (Caps):.....

Capacity in which signed:.....

Dated:

One copy to the Client/Representative, one copy for the Company.