

**RAVELSTON GRANGE
RESIDENTIAL CARE
HOME**

**STATEMENT OF
PURPOSE**

January 2009

Introduction

This document is the statement of purpose for Ravelston Grange Residential Care Home. As stipulated by the minimum care standards it contains the following information about the home.

- ❖ Registration details
- ❖ Aims and objectives
- ❖ Philosophy of care
- ❖ Services and facilities
- ❖ Physical environment - including details about how minimum care standards are met

Registration Category

The home provides care for people in the following categories:

Older people over 65 of either sex.

The home is registered for 24 residents.

Please note that nursing care is not provided.

Name and address of the Registered Provider.

Mr and Mrs Piercy
42, Wilson Ave
Rochester
Kent
ME1 2RL

Name of the Registered Manager.

Mr Paul Piercy

Aims

To provide all Service users a life that is as normal as possible, given their individual health and needs, in homely surroundings and a caring family environment.

To provide all Service users with care which will enable them to live as independently as possible with privacy, dignity and with the opportunity to make their own choices.

Objectives

To 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 Service User.

To hold bi-monthly residents meetings to ensure that residents are fully consulted and informed about the day-to-day operation of the care home.

To provide each service user with a home, equipment and competent staff to enable the aims of objectives of the home to become a reality.

Philosophy of Care

The home'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 of the home to operate the procedures, laid out in the home's policies and procedures, 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.

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

The home also abides by a charter of residents rights (see appendix 1)

Facilities and Services

Building and Gardens.

- ❖ The home is constructed on 3 Floors.
- ❖ The upper floors are accessed by staircase and a lift.
- ❖ The home provides
 - 1 Single Room
 - 15 Single Rooms with en-suite
 - 4 Double Rooms with en-suite (all available as singles if required)
 - (All rooms can be accessed by Wheelchairs.)
- ❖ Arrangements can also be made for service users to have a telephone line installed in their own room at their expense.
- ❖ All rooms occupied by service users are furnished and equipped as suited to their needs.
- ❖ As far as is practicable service users may bring their own furniture, pictures and furnishings into the rooms they occupy.
- ❖ There are 2 Lounges and 1 Dining Room. Both these rooms can be accessed via Wheelchairs.
- ❖ The home is equipped with a Fire Alarm System.
- ❖ The home is equipped with a Call Bell System.
- ❖ There are 2 WC's , which can be accessed by Wheelchairs, on the ground floor.
- ❖ There are 2 WC's , which can be accessed by Wheelchairs, on the first floor.

- ❖ There is 1 shower/wet room designed for disabled use on the ground floor.
- ❖ There is 1 Assisted Bath with an electric hoist on the ground floor.
- ❖ There is 1 Assisted Bath with a hydraulic hoist on the first floor.
- ❖ All Baths and the shower are available for unassisted bathing when required.
- ❖ The kitchen is located on the ground floor.
- ❖ Subject to a satisfactory risk assessment service users may prepare their own food and drink.
- ❖ The Menu is displayed on a menu board. Service users are consulted when menus are prepared and their likes and preferences are taken into account.
- ❖ Our menu is carefully planned to provide adequate quantities of suitable, wholesome and nutritious food, which is available at such time as may be reasonably required by service users. Drinks are freely available.
- ❖ Regular visits are made by the environmental health authority to ensure that satisfactory standards of hygiene are maintained.
- ❖ 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 or initials.
- ❖ If any service user wishes to wash, dry and iron their own clothes, arrangements can be made subject to a satisfactory risk assessment being carried out.
- ❖ The large and pleasant garden can be viewed from within the house or from the outside patio area.
- ❖ As far as is practicable the Home is kept free from offensive odours and suitable arrangements exist for the removal of general and clinical waste.

Other Services

- ❖ The Home positively encourages regular contact between service users and their families and friends who are welcome to visit at any reasonable time. Involvement in local, social and community activities is also promoted (*more details below*).
- ❖ As far as is practicable service users can attend religious services of their choice or arrangements can be made for clergy to visit the Home (*more details below*).
- ❖ Service users are consulted about our programme of daily activities arranged for their benefit, which takes into account their needs and wishes. There is a regular exercise session (*more details below*).
- ❖ Appropriate arrangements are in place for the safekeeping of service users' money and valuables. All deposits and withdrawals are duly recorded and service users acknowledge in writing the safe return of money or valuables deposited.
- ❖ A hairdresser visits the home regularly.
- ❖ A chiropodist visits the home once a month or more frequently on request.
- ❖ The home will provide the services of a Physiotherapist and an Occupational Therapist should the Service Users Assessment indicate a need. The resident will be referred for these services via their GP.

Terms and Conditions

Please see appendix 2.

Activities

Service Users need to lead fulfilled lives; a stimulating, interesting activities programme is on offer in the home. Service Users are involved in the activities programme through consultation and the programme is amended to accommodate their changing wishes. Mobility and disabilities are taken into account.

Service Users need to live ordinary and, as far as possible, independent lives and the activities programme supports this objective. There may be some Service Users, who due to their loss of mental or physical ability may not be able to continue to enjoy the activities they had done previously. The aim of the activities programme in this case is to introduce them to other activities that will open up new areas of interest and provide the ongoing stimulation they need.

Our activities programme is designed to consider the needs of the client group, including those with disabilities.

For example.

- ❖ People who are hard of hearing may need the staff to use forms of communication other than speech, such as signing.
- ❖ Talking books are available to people with impaired sight.
- ❖ It is very important for service users to have access to activities, which include exercise; mobility problems are taken into account when devising an exercise activity.
- ❖ Examples of activities offered within the home are as follows:
 - Daily morning activities (bingo, quizzes, exercises, art & craft etc.)
 - Outings – lunches, morning coffee, afternoon tea, visits to local parks and other local places of interest.
 - Entertainments – visiting entertainers, clothes parties, organised events such as BBQs, Bonfire Night, Christmas Party etc.
 - Hobbies – all residents are encouraged to pursue their hobbies. The favourites are knitting, sewing and reading. The home has a library of books, which are changed regularly.

Religion.

Every Service User 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 and encouraged to converse with other Service Users who may not be of their religion

Considerable comfort is often gained from faith in declining years, even with people who have had little to do with their faith since their childhood. It is an important part of the life and routine of the home and many Service Users benefit from conversation with people connected with religious organisations.

The home will facilitate the observance of those religious festivals that are appropriate to the faith of the Service Users living in the home.

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

Visitors.

'Open House' is the policy towards visitors to the home. The home encourages relatives, friends and other i.e. voluntary organisations etc., to visit the home during the day. This enables visitors to come along when it is convenient to them and encourages stimulation for the service users. Visitors should be able to go into Service Users rooms. Arrangements should be made clear at the outset to both visitors and Service Users in order to avoid and prevent awkward situations between staff and visitors.

All visitors must ring for admittance and be greeted by a staff member. The visitor must confirm who they are, 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. Official visitors must also sign the visitors' book.

Service Users are vulnerable people entertaining visitors in their own home, and this should always be borne in mind when admitting visitors to the home. It may be possible that from time to time undesirable people will try to gain access to the home. No one should be admitted who does not have legitimate business within the home.

APPENDIX 1

Residents Charter

1. The Right of Fulfilment

To assist residents to achieve their full potential capacity, however small, in respect of their physical, intellectual and social needs.

2. The Right of Dignity.

To preserve the self-respect of residents by: -

- a. Maintaining Status.
- b. Affording privacy in space, belief and opinions.
- c. Recognition and use, where appropriate, of talents.
- d. The practice of courtesy and respect towards residents at all times.

3. The Right of Autonomy

a. To maintain a resident's right to self-determination and freedom of choice, subject to the limitations of group living.

b. The provision of choice with assistance where necessary, to express wishes and preferences, including external help, for example, Doctor, Solicitor, Advocate.

4. The Right to Individuality.

To respond to the individual needs of residents. To enable residents to maintain their particular identity in respect of their beliefs and opinions.

5. The Right to Esteem.

To recognise the qualities, experiences, talents and former status of residents. To get to know relatives and visitors. To then use this information to help maintain the morale of individual residents.

6. The right to a High Quality of Life.

a. To expect a wide range of normal activities to be available. To enable the Resident to exercise freedom of choice, and to provide opportunities to go shopping, visiting etc.

b. To provide facilities for residents to follow their own particular religious and political pursuits and to recognise the necessity for privacy at all times to enable the residents to pursue these interests.

7. The Right of Freedom of Emotional Expression.

To maintain the Residents' right to have normal opportunity to develop personal relationships both within and outside the home.

8. The Right to take Risks.

To allow Residents to undertake activities which contain an element of risk. The criteria being the residents' competence to judge and the risk to others.

9. The Right to Life.

The Human Rights Act (October 2000) includes a right to life.
(see resuscitation policy).

10. The Right of Access to all Personal Records.

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.

APPENDIX 2

Terms and Conditions

Ravelston Grange Residential Care Home

10, Denton Rd, Meads, Eastbourne, East Sussex BN20 7SU
Telephone 01323 728528

Terms and Conditions of Residence

Introduction

We extend a warm welcome to you as a new resident at Ravelston Grange. We will do our best to ensure that your personal needs are met and provide you with a comfortable and secure home suited to your own particular requirements.

We undertake to consult yourself and/or your family together with any others acting on your behalf in all matters relating to your health and welfare in accordance with your wishes. We will respect your privacy at all times and try to help you to remain as independent as possible.

It will take some time for your care needs to be properly assessed and to enable both yourself and the manager of the home to be satisfied that the level of care required is being provided. The initial four weeks of residence should, therefore, be considered a trial period at the end of which either party may terminate the agreement by giving one week's notice.

Fees

The current fees for your room are £ per week payable in advance. This is the lowest of the standard rate for your allocated room and the agreed discounted rate. Discounted rates are only normally offered for bulk purchasing of our services. For your information, the standard and agreed rates are shown at the end of this contract. Payment by banker's standing order is the preferred method, but other arrangements are possible by mutual agreement. Fees are reviewed from time to time and it may occasionally be necessary for us to increase them to take into account the provision of special or additional care or as a result of statutory requirements coming into force. Any increases will be notified in writing no less than 28 days in advance. It is our policy not to become involved in residents' finances but we can put you in touch with professional advisers where help is needed.

Services provided and included in the fees

The provision of a single room unless otherwise agreed and shared use of the lounge and dining room facilities. Meals are included and consist of breakfast, lunch and supper, mid morning, afternoon and evening hot drinks and suitable refreshments at other times. Also included are the provision of heating, lighting, electrical supply and the cleaning of all rooms and facilities. The provision of personal care during the day and night is included. The amount of care will vary and depends on the needs of each individual resident. When required, assistance with washing, bathing, dressing will be given; also assistance with mobility, help with toileting and the provision of a commode when necessary, The health of each resident will be assessed on a

daily basis and the resident's general practitioner will be called in as and when necessary.

Occasionally it may be necessary to ask residents to move to another room for repairs or redecoration to be carried out or to allocate rooms more appropriately to suit the current needs and mobility of residents.

Notwithstanding this, it is intended that the agreement of yourself and/or your relatives will be sought in such cases. Your rights and interests will always be considered.

We will supply sufficient bed linen, towels and facecloths for your needs and launder them and your clothing as required. Soap, toilet rolls and light bulbs will also be supplied.

Your room will be fully furnished and we will keep it clean and in good decorative order. You are welcome to bring your own smaller items and personal effects such as television, pictures, photographs and ornaments.

All these services are provided to **all** residents, whatever or not all, or part of, their funding is provided out of public funds. Also, all residents, whatever their source of funding, are responsible for the items in the following paragraph.

Items for which residents are responsible

For other services such as dry cleaning, newspapers, hairdressing, dentistry, the services of an optometrist, and chiropody can be arranged together with personal television and telephone line. Any costs charged by the providers of these services are not included in the fees and must be paid in full by the resident. We recommend that residents obtain the costs for these services from the providers before ordering or obtaining the service. Inco pads will be charged for when not supplied by the NHS at cost price. You are expected to bring your own clothing, which should be marked with your name or initials, together with your own toilet requisites.

Visitors

Visitors are always welcome in the home and there are no restrictions on visiting times. For safety reasons all visitors are requested to sign in and out in the visitors' book and to advise staff of their arrival and departure.

Pets

Suitable small pets may be permitted by prior arrangement. Visitors are allowed to bring pets into the home only after prior consultation with the management.

Electrical appliances

We reserve the right to approve all electrical appliances brought into the home for safety and suitability. All electrical appliances are given periodical safety checks.

Care during illness and nursing care

Care will continue to be provided during the illness of a resident similar to that given to a member of the family. Co-ordination between home management, staff, general practitioner, community nurse and other community service facilities shall be maintained for the benefit of the resident during the period of illness.

A care home is not able to offer a nursing service to any resident. Should a resident require regular and frequent nursing attention for an extended

period this may be provided by the community nursing service, which is qualified to provide such services, under the direction of the resident's general practitioner. Where this is not possible, in consultation with yourself and /or your relatives, we may request that alternative more suitable arrangements be made for your care, for example in a nursing home.

Termination of residence

Residence may have to be terminated in some cases. Either party to the agreement shall give a normal period of notice of four weeks unless this is waived or inappropriate.

As a rule we do not consider it good practice to ask residents to move unless they and /or their advisers think it in their best interests to do so. Where a resident appears to be presenting a serious risk to the health and safety of either himself/herself or other residents, every effort will be made on our part to assist in resolving difficulties. However, if in the opinion of the resident's general practitioner, the resident requires alternative care or his/her needs become different from those normally met by the home, it may be necessary for him/her to move to somewhere more suitable. In all circumstances we would expect to consult with you and /or your relatives about any matters of mutual concern.

In the event of non payment of fees seven days notice will be given.

In cases where a resident displays unsuitable or disruptive behaviour or where the resident's presence in the home causes a risk to the health and safety of himself/herself or other residents it may be necessary to request him/her to leave the home.

Upon leaving you and /or your relatives will be expected to remove all your belongings and personal effects and pay any outstanding fees immediately.

Health

In order that we can provide you with the appropriate assistance, we would expect you and /or your relatives to tell us about any matters relevant to your physical and mental wellbeing. We will treat this information in the strictest confidence. Medical care is provided by your own general practitioner with the support of visiting community nurses.

Medication and drugs

Medication and drugs shall be safely stored and issued to the resident in accordance with the general practitioner's instructions and re-ordered as necessary if agreed with the resident. Residents are normally discouraged from keeping medicines in their own rooms.

Smoking

In the interests of safety and for the benefit of residents and staff smoking is not permitted on the premises.

Residents' suggestions

Residents are encouraged to comment on the running of the home and to participate in its various activities, which are organised according to their wishes and preferences. Management and staff welcome suggestions by residents, which will help and improve the care and service given.

Insurance

The building and contents are fully insured and details are available upon request. Insurance has been arranged for residents' clothing and personal

effects to a maximum sum of £1,000 in respect of each resident. Although every effort is made to ensure the safety of residents' personal belongings, we cannot be held responsible for their loss or damage however caused. We recommend that articles of significant value, large amounts of money and valuable jewellery are not brought into the home. It is prudent for residents' money and valuables to be deposited in our safe.

We suggest that a record of your possessions is maintained. It is also a good idea to consider what formal arrangements you might wish to make for the disposal of your personal effects and/or property.

Gratuities and gifts

Staff are not allowed to accept gratuities or gifts such as money, clothes, jewellery etc. and it would be appreciated if such offers were not made.

Access to information

All records including care plans, medication records etc. are freely available for inspection by our residents and/or their relatives with their permission.

Registration

Ravelston Grange is registered as a residential care home for older people with the Care Quality Commission, whose inspectors visit the home regularly and are responsible for ensuring that appropriate standards are being maintained.

Complaints procedure

If a resident or relative has a complaint about a specific aspect of the home, it should be taken up with the person in charge at the earliest opportunity. Any complaint is taken seriously and every effort will be made to deal with it. If you are still not satisfied contact should be made as soon as possible with the registered manager, who will undertake to investigate fully and attempt to resolve matters to everyone's satisfaction. If you are still unhappy with the outcome, you or someone acting on your behalf, can take the matter up with the registration authority:

**South East Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Telephone 03000 616161

Fax 03000 616172

**Signed on behalf of Ravelston Grange
behalf of the Resident**

Signed by or on

Name

Name

Date

Date

Funding:

Allocated

Room:

Social Services: Y/N

Top Up Fee:

Standard Weekly

Fee:

Agreed Weekly

Fee: