

STATEMENT OF PURPOSE

DAVACK LTD

MOUNT PLEASANT CARE HOME

26 MOUNT PLEASANT ROAD

NEWTON ABBOT

DEVON

TQ12 1AS

REGISTERED PROPRIETORS: MRS SIAN LITTLECHILD H.N.D.,R.M.A & MRS TRACY MCLELLAN

REGISTERED MANAGER: MRS SIAN LITTLECHILD H.N.D, R.M.A

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 STATEMENT OF PURPOSE

INTRODUCTION

The Contents of this Statement of Purpose have been produced to meet the requirements of Schedule 1 – Care Home regulations 2201. It sets out:

* The mission of the Home
* The quality policy of the Home
* The range of needs intended to be met
* Accommodation
* Qualifications and experience of staff
* Required statutory information
* The rights of residents

1.0

Mount Pleasant is a small privately owned Care facility in Newton Abbot which has successfully gained the nationally recognised “INVESTOR IN PEOPLE” aware

Mount Pleasant is a large semi-detached Victorian property with gardens to the front and a secure, secluded town garden to the rear, where residents and visitors can wander or relax in a tranquil setting. The Home is situate don a hill with spectacular views looking over the Market town of Newton Abbot and out towards Dartmoor and Teign Valley. We are approximately half a mile from the town centre where there are local shops, post office, doctor’s surgery’s churches, pharmacies etc. The hospital is 5 minutes walk.

There is visitor’s parking at the front of the house. We are 10 minutes walk from Newton Abbot Train station where regular bus and train services are available to all national and local areas including Plymouth, Torquay and Exeter. The Home has a taxi company who will provide transport for all outings, all vehicles are health and safety compliant, all drivers are CRB checked and registered.

The Home is decorated and furnished to a high standard in order to create a secure and relaxed environment. Residents are encouraged to personalise their own living accommodation and are welcome to bring small items of furniture.

Accommodation is provided on 2 floors with access by a stair lift.

The ground floor consists of 4 single bedrooms (1 en-suit), a dining room and large lounge, 1 bathroom with toilet and spa/hydrotherapy midi bath with hoist and disabled facilities and 1 separate toilet with disabled facilities.

The first floor has 6 single bedrooms (2 en-suit) and 2 doubles. 1 shower room with toilet with disabled facilities and 1 bathroom with bath hoist and toilet again with disabled facilities, and visitor’s toilet. All rooms are centrally heated with individual controls.

The Home is fully compliant with Fire & Health & Safety regulations and legislation.

2.0

 AIMS OF THE HOME

* To provide a high level of 24 hour long and respite care for people of both sexes over the age of 65 with Dementia
* To maintain the residents privacy and dignity through individual choices wherever possible
* To encourage and maintain independence within the Home, whenever possible even if it involves a minor degree of risk
* To offer fulfilment by maximising the potential of the residents by way of stimulation and encouragement and the use of Care Planning
* To maintain the residents statutory rights through staff understanding and training according to the residents wishes
* To help residents to maintain their links within the community (e.g. church, social clubs etc)
* To offer adequate staffing levels to provide quality time with residents on a one-to-one basis as needs require
* To encourage staff to offer support to relatives and friends which include them in the planning of care
* To offer help with the complaints procedure should difficulties arise
* To provide staff with ongoing training to provide greater understanding of our residents needs
* To ensure all staff undergo induction and foundation training to T.O.P.P.S standard
* To offer all staff the opportunity to gain further qualifications in care including NVQ levels 2 – 4

3.0 OUR QUALITY POLICY

Mount Pleasant is committed to providing quality services for residents by caring, competent, well trained staff in a home atmosphere.

This will be achieved by:

1. Staff development programme
2. Recruitment of staff who share our values and will create a homely atmosphere
3. Providing such resources as may be required to ensure that training takes place and is effective

Our Home will provide based upon consultation and assessment of the resident’s needs.

This will be achieved by:

1. Listening to staff, resident’s and others with an interest in the Home
2. Ensuring that assessments are made which balance risk and needs
3. Promoting a level of responsible risk-taking in daily living activity
4. The operating of an effective care planning system

Our Home will involve residents wherever possible in the planning and review of the services that are provided for them to ensure their needs are met

This will be achieved by:

1. Enabling and empowering residents to influence the service provided in the Home by giving each resident a real say in how services are delivered
2. Encouraging residents to become involved in as many decisions as possible which are likely to affect them

Our Home will consult people about their satisfaction with the service and suggestions for improvement

This will be achieved by:

1. Resident’s consultation and satisfaction surveys
2. Resident’s and staff meetings in an informal manner due to our client group
3. Management review of our Quality Management Systems
4. Monthly staff review meetings

Our Home will provide catering services which meet the expectations of residents

This will be achieved by:

1. Planned structured menus which meet and includes residents wishes, choices and preferences
2. Menus which are nutritionally balanced in the view of a qualified dietician
3. Menus which allow residents to change their food choices

Our Home will ensure that residents are fully informed about matters which might affect their well-being

This will be achieved by:

1. Residents meetings
2. Key workers support
3. Provision of notice boards or other displays which inform residents

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home

This will be achieved by:

1. An Equal Opportunities Policy

Our Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

1. Ensuring that the physical environment meets all health and safety standards
2. Providing each resident with their own front door key unless there are good reasons for not doing so
3. Providing each resident with a safe and secure place to store their valuables

Our Home will offer a range of social activities which meet the needs of the residents

This will be achieved by:

1. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities, or expressed wishes
2. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents
3. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home

4.0 RESIDENTS RIGHTS

* The right to be called by the name of your choice
* The right to care for yourself as far as you are able
* The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved
* The right to personal privacy at all times and the right to lock your own room door
* The right to invite whoever you choose into your room
* The right to independence
* The right to have your dignity respected and to be treated as an individual
* The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age
* The right to live your chosen lifestyle
* The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this
* The right to take any active part in any decisions about daily living arrangements that affect your life
* The right of access to outside agencies of your choice, e.g. doctors, dentist, optician etc, and where necessary to be assisted with this
* The right to look after your own medicine if able
* The right to control your own finances, if you able to do so
* The right to make personal life choices such as what food you eat and what time you go to bed and get up
* The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals if able
* The right to access formal complaints procedure and to be represented by a friend, relative or adviser if necessary
* The right to participate in voting at elections

5.0 FACILITIES AND SERVICES

 5.1 Meals

Your meals will be carefully prepared by our cook; meals are well balanced, nutritious. They will always be as interesting and varied as possible. Residents are offered a choice each day and special diets including vegetarian and diabetic are catered for. We are unable to offer a kosher menu. Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by a breakfast of your choice, mid-morning tea/coffee and biscuits, 2 course lunches, mid-afternoon high tea with selection of cakes and crumpets, light supper and night time drinks with snacks

All meals, snacks supplements and drinks (except alcohol) are provided with the fees for service. Special diets are catered for and advice of the dietician is sought where necessary.

Residents have the choice of meals at lunch and tea time, this must be arranged in advance. Whilst every effort is made to provide for individual residents preferences the Home does not provide an “a la carte menu”

5.2 Medical Care – Qualified Nursing and Care Staff

Staffs are always on duty to plan and supervise residents, ensuring the highest standard at all times. The Home’s G.P also calls monthly or more frequently if required, although residents may retain their own doctor if this is their wish and practical. Community nurses and primary care team staff will visit residential care residents as appropriate

5.3 An Optician and Dentist

Visit regularly although you are free to make appointments outside if you prefer

5.4 Physiotherapy

Can be arranged as necessary although we do offer in-house physiotherapy

5.5 Chiropody

Visits the Home every 6 – 8 weeks or more frequently if required and is charged for separately

5.6 Hairdressing

A hairdresser visits the Home regularly every Friday and is charged for separately

5.7

Personal Telephone calls

Our Home has mobile digital phone allowing calls to be made or received in residents own rooms. There is a small charge for non-local calls

5.8 Administration Support

Is available to residents who may require a letter to be typed or written can avail themselves of this service free of administrative charge

5.9

Benefits and financial advice

Can be provided via the Home Manager. Information can be about Pensions, Social Security Benefits, fees or getting residents in touch with financial advisers

5.10

Shopping

Where appropriate we encourage residents to go shopping with a member of staff, family or friends. It is not acceptable for residents to go shopping alone where it is difficult. The Home can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure

5.11

Laundry

Is undertaken within the Home within the normal fees for service. The laundry equipment achieves the Care standards and the 1998 Water Regulations. The Home expects all personal clothing to be labelled and tumble dryable and cannot be held responsible for loss or shrinkage of garments. There are no facilities for residents to do their own washing, there is to be no washing of personal items in residents rooms.

5.12

Dry Cleaning

Can be provided at cost plus a service charge and can be arranged through the Home Manager

5.13

Kitchen facilities

Are built to standards laid down by the Environmental Health Department. These facilities are not accessible to residents or visitors owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves to drinks and snacks at most time by requesting these from care staff. For those residents who are unable to make their request known regular drinks rounds are done. Residents will not at any time be allowed to have kettles or tea/coffee making facilities in their rooms

6.0 OTHER SERVICES

 6.1 Residents Property

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the Resident in or about the Home unless such money or property shall have been:

\*Identified to the Home in writing with a current written valuation

\*Deposited within the Home’s safe for safekeeping

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be deposited with the Home for safekeeping) and in the case of care of all other property the Home’s liability in respect is solely responsible for a separate insurance policy to cover that risk

6.2 Gifts and signing Legal Documents

The Home’s employees are not permitted to directly accept any gifts, and/or presents from residents, relatives, and friends or to sign as a witness any legal documents which pertains to one of the residents in the Home

6.3 Arrangements for pets

Our Home has no set policy on pets. Each case is given individual consideration

6.4 Information on private funding advice by Care Aware/Care Asset Management

Our Home works with the free advice services of Care Asset Management who are an independent advice service who specialise privately funded residents and their families which is the best options on covering their fees without using up all their capital and savings. Please ask for further details

Regulations 4(1)(e) – Schedule 1

7.00 NAME AND ADDRESS OF THE REGISTERED PROPRIETOR AND HOME MANAGER: This requirement has been met by including the required information on the front cover of the Statement of Purpose.

8.00 QUALIFICATIONS AND EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDERS

The Home’s registered manager is:

Mrs Littlechild has worked for the Home since 1992, and has achieved her higher National Diploma in Care Management and the D32/33 Assessors Aware in Social Care. Mrs Littlechild is also certificated in First Response First Aid, Food Handling Hygiene, Health & Safety at Work, C.O.S.H. Manual Handling, Continence Management, undertaking Parkinson’s Accredited with the Alzheimer’s Society understanding and caring for Dementia Sufferers and is currently studying for a Diploma in Business Management .

9.0 Staff register is in office and is available to be inspected at any reasonable time.

10.0 ORGANISATIONAL STRUCTURE OF THE HOME

Proprietors of this Home are:

The Proprietors have overall responsibility and authority within the Care Home.

The following staff responsibility structure is as follows:-

Sian Littlechild

Registered manager and Proprietor

Grade 4 Nvq qualified staff

Grade 3 Nvq qualified staff

Grade 2 Nvq qualified staff

Trainee

Domestic staff

These details may change from time to time and will be altered accordingly.

11.0 AGE RANGE AND SEX OF SERVICE USERS

Our Home provides long term care services for 14 people aged over 65 for both male and female clients. Respite care services are available. All accommodation is provided as laid out on page 3.

12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our Home provides services in the following categories:

 Personal needs.

 Adult placements.

Our Home provides services to the following categorie3s of residents:

 Dementia

 Mental Disorders (excluding learning disabilities or dementia)

Physical disabilities

Old Age (not falling within any of the categories above)

13.0 NURSING CARE PROVISION

Our Home does not provide nursing care for service users in the Home. That means we are not required to staff our Home in accordance with Regulations 18(3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitable qualified registered nurse is working in the Home. These arrangements are fully documented in the Cared 4 Quality Management Systems Procedure:

SD-06 Residents Access to Health Care Services

PP-01 Recruitment of Staff

14.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSION

Our Homes admission criteria is set out in the Cared 4 Quality Management System Procedures

SD-01 Admissions Enquiries for Care Homes

SD-02 Admission to the Home and associated forms

15.0 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interest. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service Users Guide planning process and at regular Residents meetings. The Home employs an activities organiser. The range of activities available is set out on the Homes Information Notice Board.

The Care 4 Quality Management Systems used in the Home includes policies and procedures which try to ensure that effective consultation takes place. These policies and procedures include:

SD-12 Resident’s Committees

SD-16 Comments, suggestions and complaints

CI-03 Management Reviews of the Quality Systems

CI-08 Resident’s and relatives Satisfaction Survey

QP-10 Resident’s Charter of Rights

The following procedures also relate to how activities are organised in the Home. These are set out in the Card 4 Quality Management.

MA-18 Gaming and Gambling and Lotteries

SD-11 Amenities Fund

SD-23 Terrestrial, Satellite and Cable Television

SD-24 Pets

PC-09 Interests and Activities

16.0 ARRANGEMENTS FOR RESIDENTS CONSULTATION ABOUT THE HOME

Our Home is committed to ensure that residents are fully consulted about matters which are significant in the running of The Home or about matters which might affect their well being or quality of life. We have residents committee and the Management and staff are available to listen to the views of residents. The Care 4 Quality Management Systems used in the Home includes ome includehome policies and procedures which try to ensure that effective consultation takes place. These policies and Procedures include:

SD-12 Residents committees

SD-16 Comments, suggestions and complaints

CI-03 Management reviews of quality systems

CI-04 Quality Review groups

CI-08 Residents/Relatives Satisfactory Surveys

QP-10 Residents Charter

17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME

Our Home’s fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented following the Fire Officer’s visit. However, whilst every attempt has been taken to minimise risk of fire there can be no guarantee of safety. The Home undertakes regular fire drills and fire fighting exercises and reviews of procedures. The Home operates a separate FIRE PROCEDURE FILE which includes records of fire drills, alarm tests and records of staff training.

All staff is provided with information about the fire procedure at induction. All staff is required to attend twice yearly (night staff every three months) up-date lectures on fire procedures and use of fire equipment.

Our Home has implemented the Cared 4 Quality Management Systems which require the production of emergency policies procedures and other such arrangements as may be required in situations which may arise. The relevant documents are listed below:

QP-03 Fire Policy

SD-02 Emergency Planning

MA-02 Accident incident Reporting

SD-21 Missing Persons Procedure

18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Our Home takes all reasonable steps to ensure that each resident’s wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will try to take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers and priests in private.

Our Home operates the Cared 4 Quality Management System that contains the following relevant procedures:

MA-15 Confidentiality and Access to records

QP-10 Resident’s Charter of rights

QP-06 Home Equal Opportunities Policy

SD-03 Assessment and Care Planning

PC-10 Religion

19.0 ARRANGEMENTS FOR MANTAINING CONTACT WITH RELATIVES

 FRIENDS AND REPRESENTATIVES

Our Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if required.

Our Home is looked upon as a resident’s Home and hence subject to the resident’s wishes, visitors are, within reason, generally welcome at any time.

NORMAL VISITING is encouraged between 10.30 am and 6.30 p.m.

All visitors are requested to enter their details in the “Visitors Book” and to sign out on departure. Visitors should be made aware that they are to comply with Care Home Regulation 17 & Schedule 4, Health & Safety Legislation and Fire Regulations.

Residents can usually receive visitors in their own rooms, or in the lounge, or in the dining room outside meal times.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events at our Home.

The Cared 4 Quality Management Systems contain procedures which demonstrate this. These are shown below:

SD-09 Advocacy

SD-20 Visitors to the Home

20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any comments. Concerns or complaints about the services delivered or how to improve the running of the Home.

Complaints or Concerns about the service provided within the Home will be treated seriously. If a resident or relative requires help to make a complaint then they are afforded advice about potential advocates. Our Home has implemented the Care 4 Quality Management Systems, suggestions and complaints as detailed below:

QP-01 Comments, suggestions and complaints Policy

MA-15 Confidentiality and access to Records

SD-15 Comments, suggestions and complaints

21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

Our Home operates a full service users planning and review system as contained the Cared 4 Quality Management system Resident’s Care Plan (Service Users Guide) used in the Home. The procedures and documents relevant to this process are shown below:

C4-79 Resident’s Care Plan (service User Plan)

SD-02 Admission to the Home

SD-03 Assessment and Care Planning (Service User Plan)

23.0 THERAPUETIC TECHNIQUES USED IN THE HOME

 AND ARRANGEMENTS FOR THEIR SUPERVISION

1. Aromatherapy. All essential oils to be kept in locked cupboards and used only by therapists who are qualified and registered with a national Organisation.
2. Reflexology. Practiced only by persons who are qualified and whose qualifications have been checked.
3. Hydrotherapy. All equipment should be tested and certified as good working order.
4. Massage. Only to be undertaken by qualified staff who should have appropriate professional recognition.
5. Progressive Mobility. Should be suitably qualified or appointed as competent.
6. Music and Mobility. To be undertaken by staff who have been authorised in writing by the Manager.

24.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY

All staff is instructed as part of their induction, to respect residents and preserve their dignity at all times. Arrangements for ensuring that our residents are treated with respect and dignity are clearly shown in all our Policies and procedures and action.

Cared 4 Quality Management System which clearly demonstrates our commitment to privacy and dignity contains the following relevant procedures:

QP-10 Residents Charter of Rights

The Home Quality Policy sees Cared 4 Quality Management systems NO.4 Page 3 – 5.

25.0 CARE QUALITY COMMISSION

This is a national body which regulates the conduct of Care Home in England. There are a number of Regional Offices from which commissioner’s carry out their duties.

Our Home is part of the South West Region and the National Care Standards.

Commissioners Offices are located t:

Care Quality Commission

Southwest Region

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA Tel: 03000616161

 e-mail: enquires.southwest@cqc.org.uk