

Highfield
Residential Home

Statement of Purpose



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This Statement of Purpose sets out our aims, objectives, philosophy of care, services and facilities.

We provide long-term residential care for 25 older people. We can sometimes also provide short-term respite care.

A Summary of our Aims and Philosophy

- We aim to provide a warm and friendly atmosphere for our residents in which they feel at home and in control of their own lives.
- Our aim is to treat each of our residents as individuals, and ensure that our committed and caring staff are able to give attention to detail in providing sensitive care and support for our residents.

The Proprietors and Staff

The Proprietors: Andrea and Tony Leeson

Mr and Mrs Leeson have over 10 years of experience as proprietors of a Residential Care Home.

The Management Team

The Manager:	<i>Sarah Yarney</i>
The Deputy Manager:	<i>Melanie Sherrard (RMA*, NVQ 4 Care)</i>
The Group Manager:	<i>Jonathan Wheeler (BA (Hons), NVQ 4 Care)</i>
The Assistant Manager:	<i>Micheline Graham (RMA*, SRN)</i>

* The Registered Manager Award

Staff Numbers and Qualifications

- Highfield employs forty members of staff, including two senior care assistants. We appoint our staff for their warmth, kindness and understanding for the elderly.
- 15 of our staff are qualified to at least a level 2 NVQ in care, and others are working towards this level.
- We maintain a strong emphasis on staff training. Staff attend regular mandatory courses and also have opportunities to attend additional courses in subjects that interest them. All new staff complete induction following the 'skills for care' Common Induction Standards.

Our Philosophy of Care

A recent Department of Health publication 'Our Health, Our Care, Our Say' has identified aspects of care that are important to people. These are quality of life; exercising choice and

control; making a positive contribution; personal dignity and respect; improving health and emotional well-being; economic well-being; and freedom from discrimination and harassment. These themes underlie our own philosophy of care, and we give examples of how we meet our objectives.

Quality of Life

We want to help and support our residents in continuing to lead an active and fulfilled life.

Accommodation

We believe that having ample accommodation that is clean, tidy and well-maintained enhances the quality of life for our residents.

- We currently provide accommodation for 24 residents, all with single rooms (and registered with the CQC for 26 residents in 22 single rooms and 2 double). 22 of our rooms have an en-suite toilet and basin (the other 2 rooms have a bathroom with a toilet just opposite). 6 rooms have their own en-suite bathroom with a bath.
- We provide ample communal space for our residents through a well-designed lounge separated into 3 separate areas, and a large, elegant dining room. We also have a large well-maintained garden that our residents like to use in the summer.
- There is a passenger lift to all floors.
- All communal areas are accessible to service users, including those in wheelchairs.
- Residents' private accommodation and facilities will always meet the assessed needs of the individual resident.
- We have 3 assisted baths. Where residents have their own en-suite bath, adapted facilities such as a bath lift may also be provided.

Activities

We believe that providing a range of activities, and helping our residents to continue their own hobbies and interests helps to enhance the quality of life for our residents.

Weekly Activities

- A themed activity with poems, anecdotes or stories in which residents share their own thoughts and memories.
- A 'happy hour' every Friday where residents enjoy a glass of wine or sherry.
- Yoga every Sunday.

Other activities and events such as quizzes, concerts and residents' parties are also arranged. Residents are also supported and encouraged to pursue their own hobbies and interests.

Visitors

We do all we can to help our residents to welcome visitors.

- Family and friends are welcome to visit at any time. They may join the resident in their own room or in the lounge.
- Family or friends may also join our residents for lunch at a dedicated table in the lounge area.

Food

At Highfield we consider that the quality and presentation of food is an important factor in determining the health, well-being and quality of life of our residents.

- Our chefs pride themselves on providing varied menus of excellent home-cooked meals.
- We cater for special diets, and always do our best to provide for the tastes of our individual residents.

The menus below are examples of what our residents would expect on a typical day.

Breakfast	Lunch	Supper
Coffee & Fruit Juice, Cereals, Grapefruit, Prunes, Toast or Bread & butter <i>with</i> Assorted preserves, marmalade, honey etc	Roast Lamb <i>served with</i> Roast Potatoes, Carrots & Cabbage, Honey & Mustard Roast Parsnips, Cauliflower Cheese, Gravy and Mint Sauce	Chicken Pie <i>or</i> Tuna Pasta Salad <i>or</i> Broccoli & Salmon Quiche <i>or</i> Cheese & Onion Pasties <i>or</i> Cheese & Cucumber Sandwiches <i>or</i> Egg Mayonnaise & Salad
	Strawberry Yogurt Cheese Cake <i>or</i> Steamed Pineapple & Toffee Sponge <i>or</i> Chocolate & Hazelnut Meringue Roulade <i>or</i> Fresh Fruit Salad With Cream, Custard or Ice- cream	Fresh Fruit Salad <i>or</i> Grapes in Sherry Jelly <i>or</i> Baked Egg Custard Tart <i>or</i> Banana Fritters <i>or</i> Mango & Raspberry Terrine <i>or</i> Mandarin Mousse

Although there is only one main dish for lunch, an alternative will always be provided, and dishes are often adapted according to the preferences of our individual residents.

Exercising choice and control

We believe that our residents should be able to make their own decisions about their daily life wherever possible.

All residents are fully involved in creating an agreed care plan which outlines how we care for our residents. This care plan helps us to provide a service which meets individual needs and preferences.

- Our care plans are reviewed monthly and on a continuous basis. We also have annual care review meetings to which we encourage family members or friends to attend if that is the wish of the resident. We encourage our residents to tell us if there is anything we can do differently to provide the care that they feel they want or need.
- We make sure that our residents are given all the information about the options available to them, so that they are able to make informed decisions.

Making a positive contribution

We believe that in moving to Highfield, our residents should continue to feel a part of the wider community.

- We host charity coffee mornings at Highfield.
- We support our residents to use their democratic right to vote if they wish to.
- We help our residents to attend local events and functions.

We value the contributions that residents make to life at Highfield.

- We actively seek the views of our residents on how we provide our services through interviews and questionnaires. We want our residents to know that their views are valued, and that they have a say in how services are provided.
- We provide flowers and materials so that residents can arrange flowers for the home if they so wish.

Personal Dignity and Respect

It is an absolute priority for us that our residents are valued as individuals, and that their privacy and dignity are valued and protected.

- As our residents begin to need more help with their personal care, this is always provided in a friendly and efficient way.
- Our staffing levels ensure that residents are always given the time they need.

Physical Health and Emotional Well-being

We believe that we must always act to promote the physical and emotional well-being of our residents.

- We maintain a good working partnership with local health professionals (doctors, consultants, district nurses, chiropodists). As a residential home, we do not provide nursing care ourselves.
- Our Care Planning & Care Reviews cover all areas of physical and emotional health. Our processes ensure that we note any changes and take the action that is needed.
- We carry out and review risk assessments in areas such as manual handling and pressure sores.

- Where necessary we help residents in monitoring their blood pressure, pulse, and blood sugar levels.
- We are often able to accompany service users to medical appointments, or will ensure that transport is arranged on behalf of the resident if that is appropriate.

Accessing additional products and services

Although most of the costs for every day living are included in the room fees, we believe that we should help our residents to access additional products and services if they wish.

Services included with the room fees

Fully trained staff

Excellent home-cooked meals and snacks

Provision for Special Diets

Laundry Service

A range of activities

Personal Care

Furniture and Bedding

Services with an additional charge

Visiting Hair Stylist

Visiting Chiropodist

Newspaper delivery

Supplies of toiletries, chocolates, sweets, cards, stationery and stamps.

- We have a visiting Hair Stylist, Chiropodist and Manicurist.
- If residents choose not to hold their own money then Highfield Residential Home will make purchases on their behalf if requested, and then send out invoices of sundry purchases every two months.
- We keep a stock of items such as toiletries, chocolates, sweets, cards, stationery and stamps which our residents may pay for by cash (on a no-profit basis), or which we can add to our invoices of sundry purchases.
- If residents find they need cash, we can loan up to £25 which we will add to the sundry invoices.
- Where possible, we will also provide or arrange transport into Marlborough so that residents may visit the shops the bank.

Providing quality services free from discrimination and harassment

We aim to provide a quality service in all aspects of care and services important to our residents regardless of their faith, beliefs, colour, sexuality, ethnicity or disability.

To help us continue to improve the quality of our services:

- We genuinely want to know the views of our residents which we seek through our care planning process, questionnaires, interviews and informal comments or suggestions.
- We keep up to date with recent research in our industry and developments in technology; and implement improvements that are in keeping with the ethos of our home and the wishes of our residents.
- We act positively on advice and recommendations from outside agencies, such as our regulator, the Commission for Social Care Inspection (CSCI).

Our Complaints Procedure

- We are committed to providing high-quality services and to continually look for ways to improve that quality.
- Comments, compliments, suggestions or complaints are always welcome, and we take pride in responding to them quickly, effectively and honestly.
- All comments, compliments, suggestions or complaints should be made to our manager Sarah Yarney.
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- We will acknowledge any written complaint in writing within two days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
- We view complaints as an opportunity to identify anything that is going wrong and to make it right. Our residents can help us by keeping a look out for any problems and letting us know about them as soon as possible. Comments and suggestions for improvements are always welcome.

Once your complaint has been fully dealt with by Highfield Residential Home if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614

E: advice@lgo.org.uk

W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: www.cqc.org.uk/contactus.cfm

Fire Safety

- The home has a modern Fire Alarm System fitted with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic positions throughout the home.
- Our Fire Risk Assessment is reviewed regularly.
- Staff are instructed during induction training with regard to the significant findings of our risk assessment, fire prevention and emergency procedures. Staff then receive instruction once in every three month period.
- Service Users are informed of our emergency procedures during admission, and this information is included in our Residents' Guide.
- Regular checks are made to our fire precaution systems following the recommendations from the Wiltshire Fire and Rescue Service.