



The Old Rectory Nursing Home



Statement of Purpose

March 2007

Contents

Description	Page
Aims and Objectives	3
Philosophy of Care	4-6
Home Organisational Structure	6
Staff Training	6-7
Accommodation	7
Admission	8
Privacy and Dignity	8
Smoking and Alcohol	8
Fire Safety	9
Religion (Worship/Attendance at Religious Services)	9
Contact with Family and Friends	9-10
Service Users Plan Review	10
Complaints	10-11
Therapeutic Activities	11-12
Monitoring and Quality	12
Practices of the Home	12-13
Procedures & Record keeping	13
Monitoring of Standards/Quality Assurance	13-14
Service User's Rights	14-15
How to look at your Contract	15-16
The Contract	17-18

This document has been written in accordance with the Care Standards Act 2000. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

Aims and Objectives

With over 7 years experience, the management of The Old Rectory Nursing Home pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept Service Users for long term, short term for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow Service Users.

Our main aim at The Old Rectory is to provide the highest quality of care home with a happy and homely atmosphere, in which each service user feels at home, cared for and contented.

- PRIVACY:** A service users room is their own personal place and personal privacy is respected at all times.
- DIGNITY:** The service user can expect to be treated with respect at all times.
- INDEPENDENCE:** We encourage service users to be as independent as they wish, and to keep up the outside activities they may have and generally to lead a happy and contented life in a way that suits their individual needs.
- CHOICE:** We will keep the service users informed generally of any important matters or developments and welcome any suggestions from the service users, their families and staff.
- RIGHTS:** We endeavour to maintenance the rights of service users and all entitlements associated with citizenship.
- FULFILMENT:** We will encourage each service user to continue with hobbies both inside and outside the home, whilst providing a secure, clean and well-maintained environment, with privacy and hospitality to make visitors and friends feel welcome.

Philosophy of Care

The Old Rectory Nursing Home aims to provide its Service Users with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and service users are encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other service users and with recognition of the following core values of care, which are fundamental to the philosophy of our home:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations and the Commission for Social Care Inspection.

BELONGINGS: Service users are actively encouraged to bring in personal items of their own, such as a favourite chair, pictures and photographs etc, and to make their room as homely as possible.

BEDDING: Although bedding is provided, service users may use their own.

TELEPHONE: There is a service user's payphone for incoming and outgoing calls although many service users can install their own telephone, if they wish to do so.

HOSPITAL: Should the service user require a hospital stay their room would be kept available for six weeks, and then the position would be reviewed in consultation with the service user or family as appropriate.

PETS: Whilst we do not have the facilities for service users to have their own cats and dogs. There is a cat, and dogs do visit regularly. Service users may bring birds or fish. We have a natural pond with gold fish.

SMOKING: For safety reasons, please be aware that smoking is not permitted in bedrooms either by service users, visitors or staff. Smoking is permitted as arranged with Matron to suit the individual.

DOMESTIC: If a service user wishes to help in any way, for example make their own bed or help in the dining room they are very welcome to do so.

HYGIENE: Service users may bath or shower as often as they wish.

All service users have a bath at least once a week, unless for medical reasons they are unable to do so.

We also carry out all personal laundry washing, which is usually returned the next day. We recommend that all clothing is labelled as soon as it comes into the Home.

However, if a service user wishes to make other arrangements for their laundry, they may do so.

In spite of our good intentions, the Home accepts no responsibility for labelling and care of clothes that require specialist cleaning.

INTERESTS: We hope service users will keep up all interests they may have, and also join in the many activities of the home.

GOING TO BED: Service users may go to bed whenever they wish.

MEDICATION: We take great care of all medication and distribute this daily whilst keeping precise records.

GP: A service user may keep their own GP if they are local, or we can arrange one for you from the local surgery with which we have a service contract. If a service user wishes to visit a GP or have an appointment at hospital, a member of staff will accompany them if required.

MEAL TIMES: Whilst these are flexible, in the main they are as follows:

Breakfast	8.00 - 9.00 am
Lunch	12.00 - 13.00 pm
Tea	5.00 - 6.00pm

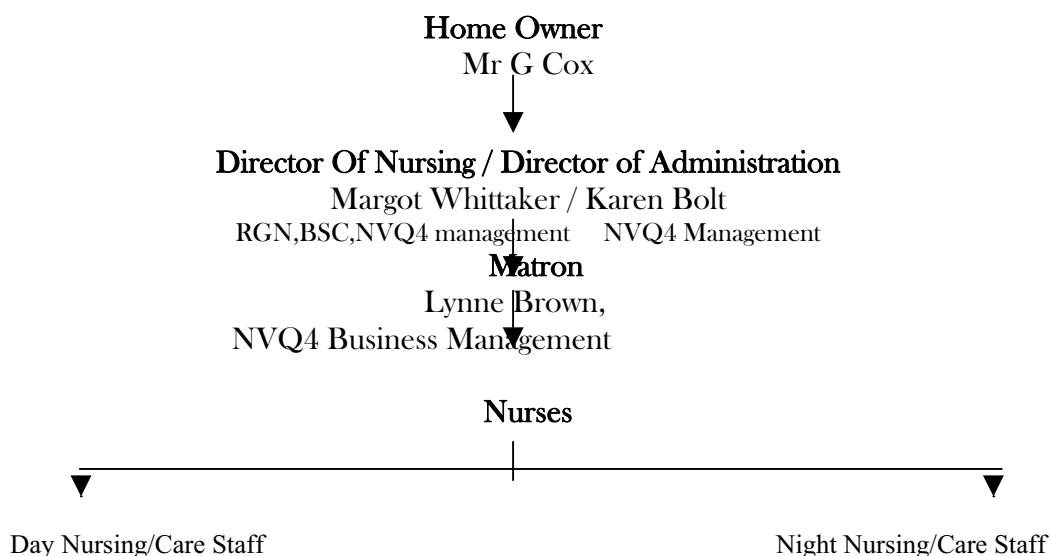
We use a four-week rotating menu, which is reviewed regularly. We cater for varied and special diets. Also meals can be put by for service users who are out or who may be late back.

GOING OUT: As in one's own home, a service user is welcome to come and go as they please, although a member of staff should be informed of their plans.

VISITORS: Visitors are always welcome at any reasonable time, preferably between the hours of 10am and 6pm. If any family member wishes to help tend their relatives outside these hours they are most welcome to do so.

VALUABLES: We discourage all Service Users to keep any valuables in the Home. However, important valuables and money should be made known to the Matron as they can be kept locked in the safe. The Home will not be responsible for any valuables kept in the Service Users bedroom. Pocket money may be kept in the Home for general use, however we do ask that this amount does not exceed £100.
It is suggested that specialised hearing aids are insured by the family as they may become damaged.

Home Organisational Structure



Details of Staff Numbers and Staff Training

The Home employs one Matron/Manager, six Registered Nurses grade 1, two Registered Nurses grade 2, seven senior care assistants and twenty care assistants. The Homes staff is selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- ❖ Care code of conduct
- ❖ Confidentiality
- ❖ The rights of Service User's
- ❖ Health and Safety
- ❖ Food Hygiene and Safety
- ❖ Personal Care Tasks
- ❖ Care Assistants Responsibilities

All new staff will complete an induction that follows the TOPSS guidelines. The Home insists that all Care Assistants hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The Home also sends all staff on external training courses for such topics as Food Hygiene, Lifting and Handling, Care of the Elderly, First Aid, Drugs Practice etc, and will continue to update their knowledge and skills in the care for the elderly. All staff will be assessed and appraised as appropriate. Senior members of staff will be continuously monitoring all other staff on a day-to-day basis.

Staff will adhere to their professional code of conduct and that of the Home. Any complaints about staff will be investigated immediately through our complaints procedure.

Accommodation

Part of The Old Rectory building was built in Tudor times any many of the original features still remain. One of the lounges still has a beautiful carved wooden ceiling, and the staircase has mainly remained untouched. Within this section of the building we have 10 rooms. We then have an adjoining building, which has 11 rooms, and the newer built extensions, which have 22. Which totals 43 rooms.

The home has 10 bedrooms all en suite.

Downstairs: Five Single en suite rooms.

Upstairs: Five Single en suite rooms.

All room sizes exceed the national minimum standard.

Social Rooms:

There are three lounges, two conservatories and two separate dining rooms, all centrally heated. Service users are encouraged to use these public rooms. However, service users who choose to stay in their own rooms may do so. The Home has a designated smoking area. All rooms are connected to a nurse call system for the benefit and safety of service users. A lockable facility to secure valuables and personal items can be made available.

Admission

Service user's interested in coming to The Old Rectory Nursing Home are encouraged to visit the Home to sample the atmosphere and level of service. Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency.

The Old Rectory Nursing Home cannot care and accommodate for persons who require nursing care that cannot be managed by the Community District Nursing Service.

Often a relative, friend or social worker will contact The Old Rectory and will arrange to view the Home. Any questions or individual concerns regarding the service users stay, such as medical needs/requirements are discussed with Matron at the time of the initial assessment. Once the visit has taken place and if the Old Rectory will suit the service user, as soon as a room becomes available a date will be arranged for the service user to move in. A deposit will secure the room agreed upon.

There will be an initial period of one month for all parties to ensure the service user is happy and becomes settled. If a service user is not happy at this point, they can of course leave without notice. After a month, a month's notice is required to be given either by the service user or the Matron on behalf of the Home, if it is not suitable for the service users needs.

Privacy and Dignity

The staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users ever changing needs.

Smoking and Alcohol

The Home has a designated smoking area. With regard to alcohol, Service Users will normally make their own arrangements, but as for smoking this may require to be supervised.

Fire Safety

- ❖ The Home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the Home, as advised by the local Fire Department.
- ❖ Staff are instructed during Induction training with regard to the Fire Prevention and Drills Policy which includes use of the Homes fire appliances, evacuation, muster points, raising the alarm, etc. Service users are informed of the emergency procedure during admission.
- ❖ A fire exercise is carried out weekly on each shift, this ensures all staff and service users have a comprehensive understanding of their responsibilities.
- ❖ All fire systems and alarms will be tested weekly by staff of the Home and 12 monthly by the local Fire Officer. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- ❖ All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.
- ❖ Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.
- ❖ Three monthly fire studies are carried out by a qualified instructor.

Religion (Worship/Attendance at Religious Services)

Service Users may attend religious services either within or outside the Home, as they so desire. If services are outside the home, the Service User should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Service Users on specific occasions if staffing levels permit.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact With Family and Friends

Service user’s family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the service user to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the person in charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor’s book on each occasion.

The service user has the right to refuse to see any visitor, and this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the service users wishes.

Service Users Plan Review

Once developed the service users care plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan that is developed includes the involvement of the service user.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable, and are invited to monthly formal reviews. Service Users and their Relatives are always welcome to chat with a member of the care staff if they have any concerns.

The Service Users Plan is reviewed at three levels:

- ❖ Daily on a shift-to-shift basis. At staff shift changeover the Service User's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point.
- ❖ At the end of the four week settling-in period.
- ❖ Thereafter a formal review is held with care staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager. Certain amendments may require the authorisation of the Service User's GP. All amendments to the Service Users Plan are recorded in full.

Complaints

The Home operates a pro-active comments and complaints process in the hope of continually improving service.

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge i.e. Matron. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can follow our complaints procedure a copy of which is kept in each room.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Commission for Social Care Inspection.

There are two comment books, one in the main hall and one in the visitor's entrance hall. There is also a confidential comments card post box in the main hall.

Should any matter arise that does not satisfy the service user, then the service user, a relative or social worker may contact a member of the Commission for Social Care Inspection. The local office of the CSCI is Ashburton Office, Unit D1, Linhay Business Park, Ashburton, Devon, TQ13 7UP - Telephone 01364 651800

Therapeutic Activities

The Home policy on "Therapeutic Activities" takes into account the Service User's interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage and in certain instances help service user's to pursue their hobbies and interests:

Service User's can play the following games

- ❖ Cards.
- ❖ Scrabble.
- ❖ Bingo.
- ❖ Draughts.

2

Activities with the staff (On a Daily Basis)

- ❖ Chatting to Individual Service Users.
- ❖ Going for walks.
- ❖ Manicures
- ❖ Playing games.
- ❖ Armchair exercises.
- ❖ Reading letters/magazines/newspapers.
- ❖ Helping to choose Library books.
- ❖ Music and singalongs.
- ❖ Maintain life long hobbies, crossword puzzles etc
- ❖ Facials
- ❖ Aromatherapy
- ❖ Hair dressing
- ❖ Physiotherapy

Outings

All outings are geared to service user's needs and capabilities and due to this a limited number of service user's can go on any one outing.

Examples of outings are listed below:

- ❖ Visits to local Pub.
- ❖ Visit to a garden Centre.
- ❖ Visit to a pantomime or play.
- ❖ Bus journeys around the local countryside.
- ❖ Bus journeys to local beauty spots.

Monitoring and Quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We also annually circulate a service users questionnaire, which assists in assuring that we continue to provide a quality service.

Practices of the Home

- ❖ To hold current a registration certificate and adhere to its code of practice.
- ❖ To ensure bedrooms are treated as each individual's home. Knocking on doors before entering will be respected at all times.
- ❖ To ensure Service Users are addressed by staff in the way the Service User chooses.
- ❖ That Service Users independence is promoted and avoiding set rules where possible: i.e. Bedtimes etc.
- ❖ That Service Users are encouraged to be as independent as possible, and to make their own decisions about themselves and their home.
- ❖ That Service Users are actively encouraged to participate in their care, and the planning of their care.
- ❖ That Service Users may smoke in appropriate designated areas.
- ❖ That Service Users may choose where they take meals, either in private or in the dining areas.

- ❖ That Service Users may have meals for a relative or friend.
- ❖ That all care and personal needs are assessed, monitored and evaluated, including the Service User, and/or their advocate or relatives, as the Service User chooses.

Procedure and Record Keeping

- ❖ All procedures will be carried out, ensuring the Service Users' privacy and dignity are respected.
- ❖ All nursing procedures will be carried out in accordance with the Clinical Procedure Manual of the Royal Marsden Hospital.
- ❖ Service Users may refuse any procedure or nursing intervention if they choose.
- ❖ Service Users have the right to any information they seek regarding: -
 - Complaints procedure
 - Access to notes/documents
- ❖ All documentation will be confidential
- ❖ Service Users may choose their own General Practitioner.
- ❖ Any procedure that restricts personal choice or infringes Service Users' rights will be recorded and reviewed.

Monitoring of Standards/Quality Assurance

The Old Rectory Home seeks to maintain high standards of care by: -

- ❖ Continually talking to Service Users, Staff, Advocates and Relatives
- ❖ Identifying Service Users needs and care to be provided.
- ❖ Setting clear and explicit standards of care to be used as the criteria from which professional judgements can be made.
- ❖ To provide competent staff who are continually updated with training in the care of the elderly.
- ❖ Ensuring staff practices are in accordance with their code of professional conduct and to discuss practices at staff appraisals.

- ❖ To continuously discuss Service Users' rights, privacy, dignity, choice, independence and fulfilment at staff meetings.
- ❖ Diligently observe the general day-to-day care provided.
- ❖ Liase with all other services to ensure all requirements are being met.
- ❖ Provide meetings of staff, Service Users, relative's etc. to discuss standards of care and highlighting any areas of concern.
- ❖ Providing at random, questionnaires for staff, visitors, relatives and Service Users to complete.

Service User's Rights

1. Service Users have the right to as much personal and physical independence as possible. This includes personal choice and responsibility for their own actions. Service Users will not be compelled to undertake anything against their will.
2. Service Users have the right to have their cultural, religious, political, sexual and emotional needs respected; permitting and facilitating chosen personal relationships, sexual or otherwise including marriage between Service Users and between Service Users acquaintances.
3. Service Users have the right to freedom of conscience and to participate in chosen activities, religious or otherwise.
4. Service Users have the right to be consulted about decisions affecting their daily lives, including participation in the planning and evaluation of care and treatment.
5. Service Users have the right to have their personal dignity respected by others in every way possible, without discriminating on any grounds, whether gender, age, race, creed, language, religion or other status or political or other opinion.
6. Service Users have the right to privacy for themselves, their belongings and their affairs, including the right to receive visitors in private and confidentiality of personal affairs and personal space will be respected.
7. Service Users have the right to have the same services and facilities in the surrounding community as any other citizen. This may include registration with Medical Practitioners and a Dentist of their own choice, permitting and facilitating opportunities for social and other gatherings for whatever purpose inside and out of the home, placing no restriction.

8. Service Users have the right to choose whether or not to mix with other people in the community either by going out or inviting people into the home.
9. Service Users have the right to be addressed by staff in the way they chose.
10. Service Users have the right to freedom of expression, the right to complain, to hold opinions and to receive and impart information and ideas, particularly regarding personal care and treatment.
11. Service Users have the right to any information and to be encouraged to exercise such right.
12. Service Users have the right to have access to their nursing records.
13. Where it is deemed necessary, the interference or restriction of an individual's right for the protection of that person, or the rights or freedoms of others or for any other reason, such actions are recorded, explained to the individual and other interested parties and shall be reviewed regularly according to proper procedure.
14. Service Users have the right to form their own representative group, to liase with staff and give their opinions on how to help improve services to them.

How to look at your Contract

A contract is a legally binding agreement so look at it very carefully before you sign it.

THINK ABOUT THE FOLLOWING: -

- 1 Do you understand the Contract? Talk to your family, friends, and or a solicitor and show it to them.
- 2 Does it say what you want it to say?
 - a) Are Homeowners willing to keep fees within income support levels should circumstance's change?
 - b) Negotiate as to whether fees are paid in advance or in arrears - some Homeowners ask for four weeks to be paid in advance
 - c) Find out how much you will have to pay as a retainer during an absence from the Home - at many Homes it will be 90%.
 - d) You need to agree how much notice there will be on either side - many Homeowners ask for four weeks notice.

- e) Fees are normally received and adjusted annually. If you have concerns about your fees, you may wish to talk in confidence to the Proprietor.
- f) Insist on a trial period, perhaps 4 to 6 weeks, to see if you like each other. Also during the trial period, will the notice required be shorter, e.g. 1 week either side.

3 Is there anything you want to add or take out?

4 Talk to the Homeowner/Manager about what you want, and agree any changes with them. These changes should then be made to the contract.

5 Go back to your contract during your trial period and before your permanent period starts - Do you want to make any other changes?

6 Have you read and understood "Service Users Rights" and the Home's Aims and Objectives. The Aims and Objectives will give you the detail of the services and facilities that the home will provide for you.

7 Do you understand how you or the Homeowner can alter the contract at a later date?

8 If, at any time, you wish to move to another bedroom in the home, you should ask the Homeowner if a move is possible. The reasons for the above move should be recorded and you should indicate you are happy with the move by signing the amendment to your contract. Also if you wish to move bedroom accommodation, find out first if there will be a change to your fees, increase or decrease.

9 If you are happy, sign and keep your contract in a safe place and make sure your family, friends or solicitor have been given a copy of your contract.

The Contract

THE OLD RECTORY

SERVICE USERS CONTRACT

T H I S A G R E E M E N T is made between **Southern Health Care (Wessex) Ltd** (the Proprietor) of The Old Rectory at 45/46 Old Tiverton Road Exeter Devon EX4 6NG (the Home) and the Service User referred to below

- 1 Upon payment of the agreed weekly fee hereinafter specified the Proprietor shall:
 - (i) Provide the Service User with accommodation and facilities within the Home as hereinafter mentioned.
 - (ii) Maintain the standard of care for the Service User in particular and the Home in general as required by the Commission for Social Care Inspection.
 - (iii) Provide of all of the services specified herein including all care, food, light, heat, electricity and laundry as required by the Service User.
 - (iv) Enlist the support of the National Health Service as necessary to enable the Service User to remain in the home in the event of illness, (should the Service User so wish, or otherwise in accordance with the Service User's G.Ps recommendations).
 - (v) Maintain a confidential record of the Service User's relevant personal information, (which will be made available to the Service User on request).
 - (vi) Provide unrestricted and exclusive use of his or her bedroom, and unrestricted use of the lounges, communal rooms, bathrooms, grounds and facilities within the Home and such use of the kitchen, laundry room and greenhouse as shall be appropriate.
- 2 The Service User shall from his/her own resources and/or personal allowance.
 - (i) Provide medical requisites (other than medication by prescription).
 - (ii) Pay for such hairdressing, newspapers, clothing, chiropody, personal toiletries and such other items as the Service User shall from time to time require.
- 3 The fee shall apply until the next review normally undertaken upon 1st March annually and in which event the Proprietor shall give one month's written notice to the Service User.

- 4 This agreement shall continue in force until terminated upon one months written notice given by either party before the intended date of termination. Fees shall be chargeable until the notified date of termination or for a period of 10 working days in any event if terminated by circumstances. Fees paid in advance shall only become refundable after a minimum of 10 working days in any event and payable following a written demand by the Service User or his or her lawfully appointed representative

- 5 Should the Service User at any time require to be absent for hospital treatment, or for any other reason and in any event in excess of fourteen days, the Proprietor undertakes to retain the Service Users room upon payment of 50% of the weekly fee a period of 4 weeks. Thereafter the normal fee may be charged.

- 6 Should a Service User have any complaints, these should be taken up with Matron in the first instance, and if not resolved then with the Proprietor, and ultimately with the CSCI below.

- 7 The Home is a registered Care Home with the Commission for Social Care Inspection (CSCI) - Ashburton Office, Unit D1, Linhay Business Park, Ashburton, Devon, TQ13 7UP - Telephone 01364 651800 (formerly North and East Devon Health Authority under the Registered Homes Act 1984). Service Users are fully entitled to have access to the Inspecting Officers during any of their visits to the home.

THE SERVICE USER

ROOM NUMBER

WEEKLY FEE

SIGNED (Proprietor)

SIGNED (Service User)

DATED