

Abbotsford & Glengariff

Statement of Purpose

June 2007

Contents

Description	Page
Aims and Objectives	3
Philosophy of Care	4
Home Owner /Manager – (Name,Experience, Home Address and Communication Information) Home Organisational Structure	5
Staff Training Accommodation	6
Admission Financial Arrangements and Fees Fees – What is included Fees – What is not included	7
Privacy and Dignity Smoking and Alcohol Fire Safety Religion (Worship/Attendance at Religious Services)	8
Contact with Family and Friends Care Plan Review Complaints	9
Bereavement Therapeutic Activities	10
Leaving or Temporarily Vacating Monitoring and Quality Pets Medication Telephone Meals	11

This document has been written in accordance with the Care Standards Act 2000 and The National Minimum Standards

Aims and Objectives

With over *forty* years experience, the management of Abbotsford & Glengariff pride itself in providing a high standard of care by staff who are competent, caring, motivated and well trained. We try always to provide for a residents individual's needs in a relaxed and homely environment. We are pleased to admit residents for long term, short term, convalescence and holiday stays.

We aim to provide each resident at Abbotsford & Glengariff with the individual care and support they need to enable them to continue to lead a comfortable life, to exercise choice, be involved in their care and maintain outside links with families and friends. Staff have the time to provide attention to detail and residents have the choice of enjoying the company of like minded fellow residents in a warm and secure environment.

- PRIVACY:** **The right of a Service User to be left alone and undisturbed whenever they wish.**
- DIGNITY:** **The understanding of a Service Users needs and treating them with respect.**
- INDEPENDENCE:** **Allowing a Service User to take calculated risks, to make their own decisions and think and act for themselves, to be active in their care.**
- CHOICE:** **Giving a Service User the opportunity to select for themselves from a range of alternative options.**
- RIGHTS:** **Keeping all basic human rights available to the Service Users.**
- FULFILMENT:** **Enabling the Service User to assert and realise their own aims and helping them to achieve these goals in all aspects of daily living.**

Philosophy of Care

Abbotsford & Glengariff aim to provide its Service Users with a secure, relaxed, and homely environment in which their care, social and emotional well being and comfort are of prime importance.

Carers will strive to preserve and maintain at all times 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 specific care needs, medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Service Users are encouraged to participate in the development of their individual Care Plan, the involvement of family and friends is always welcome.

We endeavour to achieve this through care practices/ activities designed to encourage mental alertness, self esteem, 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 are appropriately trained to deliver the highest standards of care. An ongoing staff training programme is in place to ensure that these high standards are maintained in line with the latest developments in Care Practices as laid down in relevant legislation, regulations and any instructions from the Commission for Social Care Inspection. CSCI.

Home Owner/Manager – Name , Experience, Home Address and Communication Information

Name:

J Spanswick – Smith Manager of ‘Abbotsford’ - 53, Moss Lane, Pinner. HA5 3AZ.
Owner / Partner – D E & J Spanswick-Smith.

Experience:

Established with D. E. Spanswick-Smith, D. E. & J. Spanswick-Smith in 1963. Worked continuously since then running the homes.

Name:

K Spanswick-Smith Manager of ‘Glengariff’ - 59, Moss Lane. Pinner. HA5 3AZ.
Manager / Partner – D E & J Spanswick-Smith.

Qualifications:

City & Guilds ‘Advanced Management in Care’

Experience:

Co run and managed the homes with D & J Spanswick-Smith since 1992.

Address of Home Owner/Managers

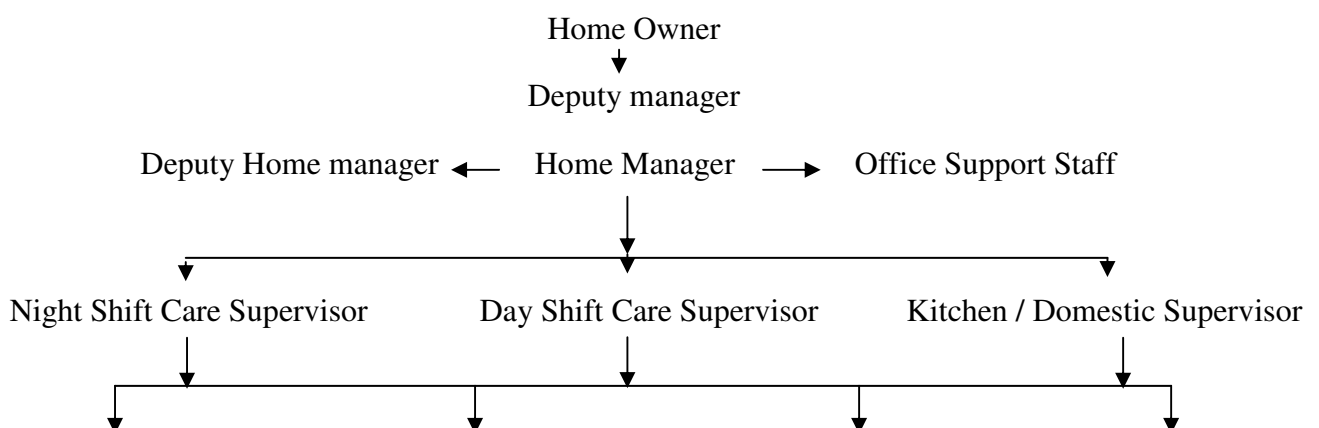
Abbotsford & Glengariff
53 – 59 Moss Lane
Pinner
Middlesex
HA5 3AZ

Telephone: 0208 866 0921
Fax: 0208 426 2257
Email: info@mosslanecare.co.uk
Website: www.mosslanecare.co.uk

Care Speciality of the Home:

Long or short stay care of the elderly with low, medium to high residential need.

Home Organisational Structure



Details of Staff Numbers and Staff Training

The home employs a Deputy Manager, Care Assistants, Kitchen Staff, Domestic Staff and Office Support Staff. The homes staff are selected for their qualities of reliability, integrity, skill, friendliness, professionalism and experience. Prior to employment prospective staff are police checked and references are always thoroughly checked. 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

Staff are sufficient in numbers on each shift and in some cases are in excess of the required level.

Staff are trained nurses (although they are not allowed to use their nursing skills in a residential home) and also hold NVQ Level 2, 3, and NVQ 4 equivalent in Care. New members of staff will be given the opportunity to train to achieve this important qualification.

Staff are also trained in Basic First Aid, Infection Control, Moving and Handling, Abuse, POVA Awareness, Continence Management, Managing and Administering Drugs Safely, Care of the Elderly, Fire Safety, Food Hygiene, Death and Dying.

Accommodation

Abbotsford has a total of twenty three bedrooms, mostly single rooms and most with en-suite toilet facilities, there are a small selection of twin bedded rooms for those Service Users who prefer to share, i.e. married couples, family members. All rooms have TV point, phone point and alarm call bell.

Downstairs: Nine bedrooms - Four with en suite facilities - Five without.

First Floor: Fourteen bedrooms - Nine with en suite facilities - Five without.

Communal Rooms:

The communal room is open plan and includes the dining area, however it is broken up into smaller areas all of which look out onto a spacious and well kept garden, this includes a T.V. area. There is a summer house in the garden. Service Users are encouraged to use the communal room however, residents who choose to stay in their own rooms may do so. It is now illegal to smoke on the premises, but for a resident who wished to smoke this would have to be addressed as a specific issue, it would not be permissible for a resident to smoke in the communal areas. There is a lift.

Glengariff has a total of sixteen single bedrooms all with TV point, phone point and alarm call bell.

Downstairs: Five bedrooms

First Floor: Eleven bedrooms

Communal Room

Similar in style to Abbotsford and with a lift.

Admission

Service User's interested in coming to Abbotsford & Glengariff are encouraged to visit the home and if they would like to spend the day or a few hours, we are happy to provide coffee, tea, lunch, hopefully this gives an opportunity to sample the atmosphere, level of service and observe staff at Moss Lane.

Thereafter a more thorough written assessment will be carried out based on a set of specific criteria, this can be done at the home, in a residents' own home or hospital if they are currently a hospital patient. We are also able to offer day-care for one resident 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.

Financial Arrangements and Fees

We are committed to providing value for money.

The fees charged are dependent on:

1. The type of facility required.
2. The level of care of the individual Service User

Depending on the personal financial situation, a Service User can either pay the fees privately or receive funding by social services. However if a resident is being funded by social services a third party top up may be required in order that the resident pays the full cost for staying at the home. A third reduction on the daily rate is offered for residents spending any time away from the home, they must be absent for a minimum of twenty four hours.

The current benefit system can be complicated and specific advice is available from the Home Manager. Financial advice and information can also be obtained from advocacy service CARE AWARE.

Fees - What is included

- Fully trained staff in 24 hour attendance
- High Quality Home Cooking
- Provision for Special Diets
- Laundry Service
- Call System
- Full Central Heating
- Social events and activities
- Weekly shopping trip
- G P visits

Fees – What is not included

- Dry cleaning
- Hairdressing
- Private Chiropody
- Private phone installation and calls
- Toiletries
- Fancy Foods
- Some outings

Privacy and Dignity

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

It is now illegal to smoke on the premises, for a resident who smokes this will be addressed as a specific issue with specific arrangements put in place by the management.

Residents may consume alcohol in the home either in their bedroom or in the communal areas.

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' and in line with U K and EU regulations.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, meeting points, raising the alarm, etc. Service User's are informed of the emergency procedure during admission.
- Fire Procedure is discussed monthly, this ensures all staff and Service Users have a comprehensive understanding of their responsibilities. A full fire drill is conducted quarterly.
- The fire bells are tested weekly by staff of the home, the fire detection system is tested every six months by an outside specialist fire management company. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment is checked annually by a qualified fire maintenance engineer.
- Furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

Religion (Worship/Attendance at Religious Services)

Service Users may attend religious services either within or outside the home as they so desire. Transport is always made available to places of worship, every effort will be made for care staff to accompany Service Users on specific occasions if required.

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 visitor of the Service Users wishes.

Care Plan Review

Every resident has a care plan which details the level of care and subsequent need, once developed the Care Plan will be reviewed every four weeks, input from the resident and their family is most welcome to ensure that resident's specific needs are fully met.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their relatives are always welcome to talk with a member of the care staff or Manager if they have any concerns.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover 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 care plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a review is held with care staff every four weeks.

All amendments to the care plan will require the authorisation of the Home Manager or Senior Carer, certain amendments may require the authorisation of the Service User's GP. All amendments to the care plan are recorded in full.

Complaints

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. If the matter is in your opinion, a serious one, or if you remain dissatisfied, the complaint will be passed onto the management. A full investigation will be made into the complaint as laid down in the complaints procedure.

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 Inspection Unit, CSCI, contact details are available on the Complaints Procedure which is displayed within the entrance area to the Home and residents bedroom.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the appointed person will attend to the necessary arrangements.

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 using the equipment provided:

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Dominoes
- f. Ball games – feet or hand.

Activities with the staff :

- a. Chatting to Individual Service Users.
- b. Going for walks.
- c. Manicures
- d. Playing games.
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles, knitting etc.
- j. Quiz Afternoons
- k. Cake baking
- l. Reminiscence
- m. Crafts

In House Activities

Music Afternoons
Music Therapy
Concerts
Exercise Sessions

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:

- a. A drive around the countryside.
- b. Visit to a garden Centre.
- c. Visit to a pantomime or play.
- d. Weekly shopping trip.

Leaving or Temporarily Vacating the Home

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Service User temporarily moves out of the Home e.g. to receive hospital treatment, or go on holiday, the bed is retained at a third reduction of the daily rate.

Monitoring and Quality Assurance

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 assurance programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the standard of care, staff and the services provided, this is usually done by a quality assurance questionnaire, but comments made at any other time are more than welcome.

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety, also as to their choice to have animals within the home. This is not to say we do not permit pets, the Manager will however treat each case dependant on need and the amount of pets already at the home.

Medication

If a Service User wants to self-medicate and is safe to do so then all help and advice is given, otherwise all drugs will be managed and administered by the home and its staff. Drugs are dossett boxed weekly by a local pharmacist as per the G.P.'s instructions. Any specific request by a resident to see their G.P. will be acknowledged, a resident will see their doctor in private or with a carer present if they wish.

Telephone

The home has a pay phone, which can be used by the Service Users for incoming and outgoing calls at standard BT rates. Service Users may have their own private line installed in their bedroom through British Telecom but at their own expense. There is also a hands free phone for residents to receive incoming calls.

Meals

Menus will be varied and favourite dishes and special diets can be catered for, meals are home cooked and use high quality ingredients. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee, other hot drinks and snacks are served and available 24 hours a day, visitors are also catered for. A small charge is made for visitors who wish to stay for lunch or supper.

7. In the event of death of the Service User, any fees outstanding for Service User's will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign below to this effect before the said person becomes a Service User.

1 of 4

Contract of Residence

8. Abbotsford/Glengariff may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:
- a. Non-payment of fees
 - b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Abbotsford/Glengariff are no longer able to meet the Service User's needs.
 - c. Any circumstances or behaviour which Abbotsford/Glengariff feel may be seriously detrimental to the Home or welfare of other Service Users.
9. Fees will be reviewed from time to time as determined by Abbotsford/Glengariff. Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which Abbotsford/Glengariff experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements:

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.
11. Service Users will be required, before taking up residence, to provide information to Abbotsford/Glengariff on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.
12. The Service User or, where appropriate, his or her representative may request Abbotsford/Glengariff take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place. The Home cannot accept responsibility for the misuse of medications, which are kept by any Service User.

Personal Effects and Personal Mobility:

13. Service Users are free to journey out alone, however, Abbotsford/Glengariff cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.
14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Abbotsford/Glengariff before their use.
15. At the discretion of Abbotsford/Glengariff items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit.

Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

2 of 4

Contract of Residence

Insurance:

16. Abbotsford/Glengariff is insured at the rate of £..... per person for valuable effects left in the Service User's rooms. All items over £..... need to be itemised, but insurance does not extend to Service User's cash securities and other monies.

17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Abbotsford/Glengariff .

Contract of Residence

In the Event of an Emergency:

18. The Service User is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

a. Name, address and telephone number of next of kin:

.....
.....
.....

b. Any Social or cultural traditions that the Service User requires to keep:

.....
.....

Status of the Home:

19. Abbotsford/Glengariff is registered as a Care Home with the..... (Name of Local National Care Standards Commission)

SIGNED:
For and behalf of Abbotsford/Glengariff

DATE:

SIGNED: SERVICE USER

DATE:

In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED:

CAPACITY:

ADDRESS:

.....
.....

DATE:

4 of 4