

THE LIMES
RESIDENTIAL HOME

STATEMENT

OF

PURPOSE

SHARRON RICHARDSON RN (BA HONS)

**YORKARE HOMES LTD
T/A THE LIMES
SCARBOROUGH ROAD
DRIFFIELD
YO25 5DT**

THE LIMES

Qualifications and Experience 2008

Staff	Relevant Qualifications	Experience Approx.
Manager	BA (Hons) Business Studies RGN Level I & PGCE Training in Teaching	31 years General Care 8 years Manager
Deputy Manager	City & Guilds Teaching Certificate Mentors Certificate	46 years
Senior Care Assistants	NVQ II NVQ III 1 st Aid Certificates	20 years
Care Assistants	NVQ II NVQ III 1 st Aid Certificates	13 years
Administration	BA Hons Fine Art RSA NVQ Using IT Level II City & Guilds IT User Level I & II	7 years 11 years
Cooks	Intermediate Food Hygiene Certificate	6 years
Kitchen Assistants	Food & Hygiene Certificate	11 years
Maintenance	Handyman	2 year
Domestics	Infection Control Health & Safety	Various years experience
All Staff Various Certificates	Health & Safety in the Workplace Safe Handling of Medicines Infection Control	
Diversional Therapy	Two Assistants	4 years

THE AIMS & OBJECTIVES OF THE HOME

The Limes Residential Home is owned by Yorkare Homes Ltd, which has its main office at Brantingham Thorpe Hall, Nr Brough, East Yorkshire HU15 1QG. Yorkare Homes operate five homes in Hull and The East Riding of Yorkshire and this family run business has over twenty years experience since inception as a family partnership.

To provide to our Residents an environment that is supportive of their needs and where their right to be involved in all decisions affecting their lives is upheld.

To ensure that Residents rights to dignity and self-respect are upheld at all times, and that the Home maintains quality as a principle pursuit.

To provide individual plans of Care that are based upon resident choices and needs; that seeks to support rather than replace the Resident's decision-making and lifestyle.

To ensure that our staff are well trained and equipped for their roles and that they receive the full support of the management in the practice and review of their work.

The purpose of these Aims is to identify the standards that we work to achieve and to provide us with a measure of the Home's performance in its pursuit of quality.

PHILISOPHY OF CARE

The Limes works to uphold a philosophy of Care that is based upon freedom of choice, maximum independence, autonomy, privacy and the right to be treated with dignity and respect.

We shall provide a clean, comfortable and safe environment for our Residents and the highest standards of Care. We recognise the right of our Residents to care for themselves as far as they are able; and we recognise their right to achieve their full potential.

We will work to achieve an ever-increasing quality of life and this ambition shall influence all the actions and decisions we take within the Home.

We shall always respect our Residents cultural, religious and emotional needs.

RESIDENT'S RIGHTS

We place the rights of Residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our Residents to exercise their rights to the full.

PRIVACY

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a Resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore, strive to retain as much privacy as possible for our Residents in the following ways:

1. Giving help intimate situations as discreetly as possible.
2. Helping Residents to furnish their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
3. Offering a range of locations around the Home for Residents to be alone or with selected others.
4. Providing locks on Residents' storage space and their bedrooms if so desired.
5. Guaranteeing Residents' privacy when using the telephone, opening and reading post, and communicating with friends and relatives.
6. Ensuring the confidentiality of information the Home holds about Residents.
7. Double rooms have dividing curtain.

DIGNITY

Disabilities can quickly undermine dignity so we try to preserve respect for our Residents' intrinsic value in the following ways.

1. Treating each Resident as a special and valued individual.
2. Helping Residents to present themselves to others, as they would wish through wearing of their own clothing, their personal appearance and their behaviour in public.
3. Offering a range of activities, which enables each Resident to express themselves as a unique individual.
4. Tackling the stigma from which our Residents may suffer through age, disability or status.
5. Compensating for the effects of disabilities which Residents may experience on their communication, physical functioning, mobility or appearance.

INDEPENDENCE

We are aware that our Residents have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our Residents' remaining opportunities to think and act without reference to another person in the following ways.

1. Providing as tactfully as possible human or technical assistance when it needed.
2. Maximising the abilities our Residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
3. Helping Residents take reasonable risks.
4. Promoting possibilities for residents to establish contacts beyond the Home.

5. Using any form of restraint on Residents only in situations of urgency when it is essential for their own safety or the safety of others.
6. Encouraging Residents to have access to and contribute to the records of their own care.

CIVIL RIGHTS

Being old, having disabilities and residing in a Home can all act to deprive our Residents of their rights as citizens. We therefore, work to maintain our Residents' place in society as fully participating and benefiting citizens in the following ways.

1. Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
2. Preserving for Residents full access to all elements of the NHS.
3. Helping Residents to claim all appropriate welfare benefits.
4. Assisting Residents' access to public services, such as libraries.
5. Facilitating Residents in contributing to society through volunteering, helping each other and taking on roles involving responsibilities within and outside the Home.
6. Making available if requested the use of an advocate of the Residents choice. Guidance would be available to assist the Resident in contacting a Specialist, Peer, Legal or Professional advocate.

CHOICE

We aim to help Residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

1. Providing meals, which enable Residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
2. Offering Residents a wide range of leisure activities.
3. Enabling Residents to manage their own time and not be dictated to by set communal timetables as much as possible.
4. Avoiding wherever possible treating Residents as a homogeneous group.
5. Respecting individual behaviour by Residents.
6. Retaining maximum flexibility in the routines of the daily life of the Home.

FULFILMENT

We want to help our Residents to realise personal aspirations and abilities in all aspect of their lives. We seek to assist this in the following ways.

1. Informing ourselves as fully as each Resident wishes about their individual histories and characteristics.
2. Providing a range of recreational activities to suit the tastes and abilities of all Residents and to stimulate participation.
3. Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every Resident.

4. Respecting our Residents' religious, ethnic and cultural diversity. Help with arrangements for clients to attend religious services or domiciliary visits of their choice.
5. Helping our Residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
6. Attempting always to listen and attend promptly to any Resident's desire to communicate at whatever level.

QUALITY CARE

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the Home and the Services we provide.

CHOICE OF HOME

We recognise that every prospective Resident should have the opportunity to choose a Home, which suits their needs and abilities. To facilitate that choice and to ensure that our Residents know precisely what services we offer, we will do the following.

1. Provide detailed information on the Home by providing a Statement of Purpose and a Residents Guide.
2. Give each Resident a Contract specifying the details of the relationship.
3. Ensure that every prospective Resident has their needs expertly assessed before a decision on admission is taken. All prospective clients will be assessed in their own home/hospital etc by the Manager or her representative, taking all relevant details including daily living tasks, like and dislikes etc.
4. Demonstrate to every person about to be admitted to the Home, that we are confident that we can meet their assessed needs.
5. Offer trial visits to prospective Residents and avoid unplanned admissions except in cases of emergency.

UNPLANNED ADMISSIONS

At ALL times we will try to avoid emergency admission. If an emergency admission has to be made, we will inform the service user no later than 48 hours of the key aspects, rules, routines of our service and within 5 days, a complete assessment.

HEALTH & PERSONAL CARE

We draw on expert professional guidelines for the services the Home provides. In pursuit of the best possible care we will do the following.

1. Produce with each Resident, regularly update, and implement a Residents plan of care, based on an initial and then continuing assessment. Reviews held initially within 12 weeks then every 6 – 12 months. Clients advocate or Next of Kin and Key Worker will be invited as will Social Services Care Co-ordinator (if applicable). Key

Worker meetings are held every 8 weeks and are held with Client, Key Worker and Supervisor. Care plans are also reviewed at this time.

2. Seek to meet or arrange for appropriate professionals to meet the health care needs of each Resident.
3. Establish and carry out careful procedures for the administration of Residents' medicines.
4. Take steps to safeguard Residents' privacy and dignity in all aspects of the delivery of nursing or personal care.
5. Treat with special care Residents who are dying, and sensitively assist them and their relatives at the time of death.
6. Allocate a Key Worker to assist the Resident in supporting her life within the Home.

DAILY LIFE & SOCIAL ACTIVITIES

It is clear that Residents may need care and help in a range of aspects of their lives. To respond to the needs and wishes of Residents, we will do the following.

1. Aim to provide a lifestyle for Residents, which satisfies their social, cultural, religious and recreational interests and needs.
2. Help Residents to exercise choice and control over their lives. This would also include their involvement in Daily Living Tasks.
3. Provide meals, which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at time convenient to Residents.
4. Hold regular Resident's meetings, relatives, friends and professionals are all invited to attend and this gives the Resident and opportunity to voice their views and preferences. Minutes are recorded.
5. Quality Care Surveys are distributed annually for service users, visitors and professionals for your views and results are published each January.
6. Therapeutic techniques provided done with supervision by the appropriate staff and in the privacy of their own room.

ACCOMMODATION & SERVICES

In total The Limes can support 70 residents and in recognition of the varying needs of our Residents has a lounge offering TV viewing, radio listening or peace, a conservatory and a separate dining room, all very well appointed. Our bedrooms vary from single to single en-suite to double rooms and each has a TV point for the inclusion of the Residents own TV. Minimum size of single rooms is 10sq metres and 16 sq meters for shared rooms. All residents have free use of our in-house telephone and we are happy to arrange for their own private line should they so wish. Tea/coffee making facilities can be provided in their bedrooms if desired.

Many adaptations have been included within the design of the facilities for the comfort and safety of our Residents. Such items as disabled shower, baths with specially built in hoists, raised toilet seats, and strategically placed grab rails help our Residents maintain their independence and dignity. With the availability of special mattresses (pressure relief), our own wheelchairs and an

emergency call system throughout the Home to add to all the other adaptations, the Home offers our Residents complete assurance that all their individual needs can be met. The Limes has a secure patio area and grounds to walk through. The Limes provides an excellent safe, secure, comfortable environment.

We happily accept both Residents who are referred under Social Services Care Management or who are arranging and paying for their own care. We can cater for all personal care requirements of the elderly including specialised care for those suffering mental problems, dependent on the needs of the individual, and has the facilities to offer permanent or respite care. We are solely a residential home and not nursing, however, any Service User requiring any clinical procedure we do have access to the District Nurse service. This is arranged through the Manager/Senior staff via the G.P. services.

All prospective Residents are assessed prior to admission and everyone enters on a trial basis. This way we can be sure that the Home can suitably meet the needs of the individual. We aim to promote independence as much as possible and our philosophy includes the maintenance of dignity and the respect for privacy. We ensure an ongoing assessment, in conjunction with the Primary Health team, and aim to give our Residents a home for life.

DEMENTIA CARE

At the Limes, we provide care for those with Dementia. We have a 33-bedded Dementia Unit within the Residential Home offering care in a secure environment. The senior in charge has over twenty years experience caring for older residents with Dementia needs. Our Diversional Therapist is in the home four days a week, to help us provide stimulating activities for all our residents.

We have an arrangement with the Nafferton Millennium Bus, which can seat up to 11 clients (provision for one wheelchair client) out into the surrounding countryside for an enjoyable ride and stimulation.

Within our secure environment is an enclosed patio with garden furniture and shade for hotter days. There is also access to an enclosed courtyard with raised flowerbeds for those with an interest in gardening.

All meals and seating areas are within this unit, so that residents feel secure and at home at all times, in an atmosphere of certainty and routine. Day care clients are also welcomed to this unit if they need Dementia Care.

DAY CARE – (For Client's with a variety of needs including Dementia)

We offer placements for residents who would benefit from care throughout the day at The Limes. Our normal hours are 10am – 3pm and transport is provided for those who live in and around Driffield, within a 2-mile radius.

In conjunction with Social Services we offer two days of block day care places, five per day. We operate 365 days of the year, seven days a week.

The Diversional Therapist offers a range of crafts and activities for everyone to participate in. The Therapist is in the Home most of the time, and arranges activities on the days she is absent. These include; trips out, Bingo once a week, crafts of all description, from making cards to topiary trees for festive occasions. For those who would like a walk out with on a one to one basis, this is also catered for, or a trip around Driffield in the wheelchair. Access to the garden at all times is a lovely facility, which is available to our Day Care Group.

If an extended day is required, this is catered for by special request and can commence and finish to suit the needs of the client. Lunch is always included, and tea by request.

We have recently extended our age group to those over 65 years of age. All day care clients can have a bath if they wish, bringing with them their own toiletries and change of clothing.

RESPITE PLACEMENTS

We have one bed allocated for a rolling programme of respite care for clients with differing needs. This bed is available to those needing care over the age of 65 years.

All the facilities, which we offer in the Home, are available to our respite clients. These include hairdressing, trips out and visitor from health care professionals if required. A respite stay can vary in length from one night to four or five weeks.

WHO'S WHO AT THE LIMES

Supporting the Manager Sharron Richardson is a Deputy Manager RGN and a team of qualified and experienced Senior Carers who are ably assisted by our team of Carers, Domestic and Catering Staff. Approximately 60 staff members with a range of up to 40 years experience. Our staff group including NVQ II and II, NVQ Assessor, Intermediate Food Hygiene amongst others. The staff group attained full accreditation of the Local Authority Quality Development Scheme and have retained it since. We are a great believer in Staff Training & Development and staff are encouraged to complete formal specialised training courses to enhance their skills.

We recognise that all successful teams have to have a 'skill mix' in order to perform to the standards required. We therefore re-assess this on a regular basis ensuring that our Residents needs are always at the forefront of our planning.

We offer training from NVQ to many others including two mandatory courses yearly, Fire & Hoist, Moving & Handling. Fire training is extensive and also consists of monthly fire drills to all staff and is included in staff supervision. Supervision is ongoing including Protection of Vulnerable Adults. Senior staff

administering medication are all accredited. High on the priority list is 'palliative care'; all staff receive training and supervision to ensure residents receive excellent care during the final stages of life. Dignity, comfort, pain free and religious requirements are paramount. This enables us to offer continuous care at the Manager's and relative's discretion liaising with the D/N and G.P's.

FIRE POLICY

The purpose of our fire policy is to ensure that if a fire occurs everyone in the building is kept safe. Fire can rapidly destroy our property and the people in it so, we must all understand what to do if a fire occurs, "second chances" are not on offer. Fire procedures are on each floor and in the office. Our policy, procedures and arrangements relating to fire address:

- Providing appropriate equipment and its maintenance
- Training
- Detecting fire
- Raising the alarm
- Making people safe
- Escape

If you ever have to call 999, details of the Home, its address and telephone number are kept by every telephone. Overall, the person responsible for the fire procedures and arrangement is:

Sharron Richardson

On a day-to-day basis, the most senior person on duty is in charge in case of fire.

EMERGENCY PROCEDURES

In the event of any emergency, the most senior person on duty is responsible and will act accordingly to requirements, i.e. Fire Brigade, Ambulance, Police.

If affecting a resident or member of staff, the Next of Kin and National Commission for Social Care Inspection will be informed.

VISITORS

Visitors are welcome at all reasonable times any day of the week. Provision is made for those in our care to be visited in strict privacy and comfort. For security, we may ask for proof of identity of any unrecognised visitor before allowing them access to our premises.

REVIEW OF STATEMENT OF PURPOSE & SERVICE USER GUIDE

This is kept under constant review. Any changes the Residents and NCSC will be notified within 28 days.

COMPLAINTS AND PROTECTION

Despite everything that we do to provide a secure environment we know that Residents may become dissatisfied from time to time. To tackle such problems we will do the following:

1. Provide a simple, clear and accessible complaints procedure.
2. Take all necessary action to protect Resident's legal rights.
3. Make all possible efforts to protect Residents from every sort of abuse.

RESIDENT AND SUPPORTER COMPLAINT PROCEDURE

Complaint can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution that satisfies can be found. If you are unhappy in any way at all, please tell us so we can do something about it for you.

If you have a complaint or concern, the person to discuss it with in the first instance is: senior person on duty (this person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.)

To provide peace of mind that we have recognised your complaint we will keep a written record of it that you may inspect. We will also keep a record of what we have done to seek to satisfy the matter.

There is the possibility that we may not satisfy you, although we will always try to do our best. If you wish to contact a more senior person to take your complaint to, the person to take it to is:

Sharron Richardson, General Manager (this person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.)

If this should still not result in an outcome you are entirely happy with you should raise the matter with our registration authority, the details are:

Commission for Social Care Inspection, North Eastern Regional Contact Team, St Nicholas Building, St Nicholas Street, Newcastle-upon-Tyne, NE1 1NB Telephone: 0191 233 3300

If at this stage you are still not satisfied with the outcome of your complaint you can take the matter up with the relevant ombudsman who can be contact at:

Council of Local Government of Ministration, Beverley House,
17 Shipton Road, York, YO3 6FZ

FOR GENERAL INFORMATION

To all Visitors and Friends

The Manager is accessible during office hours and other times if necessary by appointment. Outside office hours, or if the Manager is unavailable, you can see the senior carer on duty.

SMOKING POLICY

Residents are permitted to smoke in the designated area.

Staff are not permitted to smoke in the building.

Reviewed February 2004

Reviewed June 2005

Reviewed February 2006

Reviewed February 2008

The Limes

**YORKARE HOMES LTD
MR JR GARTON & MRS EA GARTON
DIRECTORS**

**BUSINESS DEVELOPMENT MANAGER
LYNDA CLIFFORD BA (HONS)**

**GENERAL MANAGER
SHARRON RICHARDSON RN (BA HONS)**

**DEPUTY MANAGER
DOROTHY HARNESS RGN**

**SENIOR CARE
ASSISTANTS**

ADMINISTRATION

**DIVERSIONAL
THERAPY**

**MAINTENANCE
MANAGER**

**CARE
ASSISTANTS**

**COOK
IN CHARGE**

HOUSEKEEPER

HAIRDRESSER

**KITCHEN
ASSISTANTS**

DOMESTICS

**LAUNDRY
ASSISTANTS**

STUDENTS, VOLUNTARY WORKERS, SUPERNUMERARY