

SUMMARY OF STATEMENT OF PURPOSE

THE MISSION STATEMENT OF THE ELMS RESIDENTIAL HOME

The Elms 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 to provide to them 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.

THE AIMS & OBJECTIVES OF THE HOME

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.

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, likes 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.

VULNERABLE ADULTS

Protection of vulnerable people is paramount to us. Protection and empowerment go hand in hand. We have Policies & Procedures Documents available and both these are quite comprehensive in nature and are available from the Manager and are kept in the office. All staff are vetted through the Criminal Records Bureau and Protection of Vulnerable Adults. Risk assessments are in situ on:

| | | | |
|----------|-----------|-------------|----------------|
| Mobility | Bed Rails | Environment | Assisted baths |
| Fire | Water low | Nutrition | |

All are monitored and documented.

STAFF TRAINING

We are committed to a wide range of training offering many courses. We have attained the Quality Development Scheme status from 1994 and continue to maintain this. When accredited this means we exceed the national standards. Our report is kept in the office for your viewing. We follow on with monthly audits and annual surveys.

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 lectures 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 and relative's discretion liaising with the District Nurse and G.P.

Dementia training and supervision also is a priority for this specialised area.

This I hope will reassure you that your relatives or friends who reside with us are very well cared for.

QUALITY ASSURANCE

We have achieved Investors In People and the Quality Development Scheme.

We carry out annual care surveys and have achieved excellent results. These are on display on our Resident's notice board.

We follow on with monthly audits, samples can be obtained from the Manager's office, and some good positive comments received.

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 NOK and CSCI will be informed.

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 arrangements is:

Sue Rollinson

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

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.

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.

NO SMOKING POLICY

We operate a 'NO SMOKING' policy for both Service User's and Staff.

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.

Whilst we want to maintain a relaxed and welcoming home environment there are responsibilities placed upon us in the interests of the well being of us all. Therefore, if you are visiting, we do ask you to co-operate by signing the visitors' book when you come into the building and again when you leave.

Not only does this assist us and emergency services in case of emergency, a fire for example, but in following up matters such as infection if the need arose. If you are involved in an accident, notify a member of staff immediately who will then take the appropriate action.

As a visitor you should expect to be welcomed and treated with courtesy and offered refreshment during your visit. If you have any matters you would like to raise please contact the most senior person on duty.

DATA PROTECTION

Any person on whom we keep personal data is entitled to see that information whether it is held manually or on computer. They may also have information changed or removed.

We will not disclose data or information except for the purpose that it was originally intended for. Any information we keep will be relevant to the care we provide and issues arising to the proper provision of that care including updating information. Only persons with a legitimate access to information based upon the purpose for which it was intended might access such information that may be locked away when not in use.

We follow any advice given via the Data Protection Registrar on 01 625 545 740 particularly regarding Registration under the Data Protection Act.

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 Residents' legal rights.
3. Make all possible efforts to protect Residents from every sort of abuse.

RESIDENT AND SUPPORTER COMPLAINT PROCEDURE

If you have a complaint or concern, the person to discuss it with in the first instance is:

Senior person on duty and or Manager. (This person is responsible for acknowledging your complaint within 24 hours and responding to it within 7 days.)

If you are not entirely happy you should raise the matter with our Head Office, the details are: Lynda Clifford, Area Manager, Yorkare Homes Limited, Brantinghamthorpe Hall, Brantingham, Brough, East Yorkshire, HU15 1QG, or if unavailable, Mr John Garton at the same address.

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 contacted at:

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

ACCOMMODATION & SERVICES

Having purchased The Elms in 1986 the new owners commenced an extensive rebuilding programme. The Home has been specifically converted and extended with the care of the elderly in mind with its array of specialist equipment and now presents all the comforts of a 'homely' 5 star accommodation with personal care included.

In total The Elms can support 34 Residents and in recognition of the varying needs of our Residents several sitting areas including a large communal lounge with TV, DVD and radio. Quiet lounge offering peace and tranquillity, many games including chess, jigsaws, large print library and daily newspapers. Small sitting area in the foyer listening to music etc. Separate large dining room catering for the individual. All bedrooms are decorated to the highest standard, as are all soft furnishings with matching flame retardant fabric. Most rooms are approximately 12m and have en suite facilities, many include a desk and all have TV points and telephone sockets, although the Residents have the use of our mobile phone free of charge. Tea making facilities can be provided if desired at the Manager's discretion. With superb gardens to the front are surrounded by trees and shrubs and a large lawned area with car parking facilities. To the rear we have an enclosed courtyard with a beautiful dolphin water fountain, sun chairs and tables and benches with parasols are all available for residents and families to enjoy. Many adaptations have been included within the design of the facilities for the comfort and safety of our Residents. Such items as showers, 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 Elms offers our Residents complete assurance that their entire individual needs can be met. The Elms provides an excellent service and safe 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 at the Manager's discretion.

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.

Our dining room is central to the running of the Home and our experienced cooks provide a varied, well-balanced range of 'home' cooking. We place choice high in our list of priorities within the Home and your likes and dislikes are always respected. Special diets are easily accommodated and our menus are reviewed seasonally. We offer two sittings at meal times, the first sitting being for the more dependant clients who require special needs and supervision.

We offer a full in-house laundry service with collections and deliveries made daily direct to each Resident's room.

We have a Hairdressing room.

Regular attendances are made by the local GP's who are able assisted by the District Nurse team if required. Also visiting for the benefit of our Residents is a hairdresser, chiropodist, optician, clergy and the mobile library (we also have a choice of large print books and 'Talking Books' for those with very poor eyesight). We offer hand & nail care, the attendance of an Aromatherapist, and a full range of diversional therapy. Our Residents enjoy national and local newspapers, bus trips and even the odd visit to the pub for lunch!

Our aim is to provide a homely atmosphere and with this in mind we encourage our Residents to bring items of a personal nature and small pieces of furniture. These can be discussed with the Manager prior to entering the Home.

Every Resident will be allocated a Key Worker who is responsible for supporting the Resident in every possible way, from personal shopping to seeking advice on any queries. All our Residents are encouraged to maintain the routines of daily living if desired, e.g. light dusting, setting of tables, gardening, with some enjoying supervised baking/cookery sessions.

This is above all our Residents home and we believe they have a right to a say in its running and in decision making. It is our policy to hold Resident's Meetings at regular intervals when all Residents are invited to contribute and we welcome the involvement of family members. We firmly believe that it is only by listening to our Residents that we will improve our service.

Relatives can relax in the knowledge that our Resident's every need is professionally and personally catered for, and have an open invitation to join in the activities we afford our Residents.

In the event of an outpatient appointment etc, we would request the NOK/family member to escort or a minimal charge would be made.

WHO'S WHO AT THE ELMS

Supporting the Manager Sue Rollinson, who is a Registered General Nurse, is our Area Manager Lynda Clifford and a team of qualified and experienced Senior Carers who are ably assisted by our team of Carers, domestics and catering staff. Approximately 30 staff members with a range of up to 40 years experience. Our staff group have achieved NVQ II and III, B.Tec in Health & Social Care, 706/1 & 706/2 Awards (catering) amongst others. The staff group attained full accreditation of the Local Authority Quality Development Scheme in 1994 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 lectures to all staff and is included in staff supervision. Supervision is ongoing including Protection of Vulnerable Adults. Staff training includes TOPSS Induction and Foundation and also Dementia. Senior staff administering medication are all accredited. High on the priority list is 'palliative care'; all staff receives 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 and relative's discretion liaising with the District Nurse and G.P's.

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 after 6 weeks then every 6 months. Clients advocate or NOK and Key Worker will be invited as will Social Services Care Co-ordinator. Key worker meetings are held every 6 weeks and are held with Client, Key Worker and Manager. 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.

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 in 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 & reading post and communicating with friends, 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 unique individuals.
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 is 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.

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 times convenient to Residents.
4. Hold regular Residents meetings, relatives, friends and professionals are all invited to attend and this gives the Resident an 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, obtainable from the Manager's office.

CIVIL RIGHTS

Being elderly, 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.

KEY WORKER FUNCTION

To provide individual attention to 'their' Resident(s) needs.

To contribute ideas to the planning of that resident's Care Needs.

To take lead role in carrying out the Care Plan.

To liaise with Management/Staff over the well being of their Resident.

To assist in the Care Plan Reviews.

It is the responsibility of all staff to ensure that all aspects of the service we provide conforms to these Aims and that any occasion or circumstance that fails to uphold these Aims is reported.

RECREATION & LEISURE

We strongly believe in the benefits of providing our Residents with the opportunity for active varied entertainment. We have some form of entertainment every afternoon. As a staff group we work hard to encourage our Residents to participate, we have regular resident meetings where we encourage ideas and suggestions for activities.

The following is the daily activity programme for 2007:

Bingo Chess Dominoes Card Games Carpet bowls and basket ball

A particular favourite is Movement to music

Therapeutic hand and nail care along with foot spas

Social evenings which include watching a film or doing a quiz along with a fish and chip supper

Trips to the local pub in the summer months for lunch or just a drink

Large print library books and talking books available

Daily morning and evening newspapers are bought.

Bus Trips also to:

Burnby Hall, Pocklington

Eden Camp

Goodfellowship Social Club

Fort Paull

Shopping trips

In house shopping opportunities:

Clothes parties

Shoe parties

Ornaments parties

Underwear and slipper parties

We also have a Summer Fair and a Christmas party where family and friends are encouraged and welcome to join us.

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.

FOR GENERAL INFORMATION

To all Visitors and Friends

The Manager is accessible during office hours. Outside office hours, or if the Manager is unavailable, you can see the Team Leader or Senior Carer on duty.

A copy of the last Annual Inspection Report and QA Report is available in the office.

Comments from Principal Environmental Health Officer: “During my inspection I found a high standard of cleanliness in place and kitchen staff with excellent awareness of food safety issues.”

Comments from Quality Development Scheme: “An extremely well run homely establishment, where service users needs are paramount, excellent rapport between service users/manager and staff. Service users spoke too, commented that all their needs were being met and the staff respected their independence.”

THE ELMS RESIDENTIAL HOME

ADVOCACY

Alzheimer's Disease Society
3rd Floor, Bank Building
Fulham Broadway
London SW6 1EP

Tel. 01-381 3177

MIND (National Association for Mental Health)
22 Harley Street
London W1N 2ED

Tel. 01-637 0741

Mencap National Centre
123 Golden Lane
London EC1Y 0RT

Tel. 01-253 9433

Age Concern
Healthy Living Centre
Bradbury House
Porter Street
Hull HU1 2RH

Tel. 01482 591524

Citizens Advice Bureau
18/20 Madron Close
Bransholme
Hull HU7 4PR

Tel. 01482 838392

If the above advocacy links do not meet your requirements, do not hesitate to discuss your needs with our Manager Sue Rollinson who will put you in touch with relevant contacts.

Reviewed January 2007