

# The Haven Residential Home

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## Statement of Purpose

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 out 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 service users in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents storage space, bedrooms where their current condition abeles them to.
- Guaranteeing residents privacy when using the telephone, opening and reading post and communicating with friends, relatives and advisors.
- Ensuring the confidentiality of information the home holds on about residents.
- Making your records about yourself available to you and only people you give permission to, this would be documented in on the time of admission.
- If you are unable to make this decision a family member would be asked to make a decision on your behalf regarding who has access to your personal information.

## Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service user's intrinsic value in the following ways.

- Treat each resident as a special and valued individual.

- Helping residents to present themselves to others, as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities, which enables residents to express themselves as a unique individual?
- Tackling the stigma from which our residents may suffer through age, disability and mental health issues.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

## **Independence**

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

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and for caring out the tasks of daily living unaided.
- Helping residents take reasonable and fully thought out risks.
- Prompting possibilities for residents to establish and retain contact beyond the home.
- 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.
- Encouraging residents to have access and to contribute (where possible) to the records of their own care.

## **Security**

We aim to provide an environment and structure of support, which responds to the need for security in the following ways.

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

## Civil rights

Having disabilities and residing in a home can all act to deprive our service users of their rights as citizens. We therefore, work to maintain our service users' place in society as a fully participating and benefiting citizen in the following ways.

- Ensuring the residents have the opportunity to vote in an election and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefit and social services.
- Assisting residents' access to public services such as libraries.

## Choice

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

- Providing meals which enable residents as far possible to decide for themselves where, when, and with whom they consume food drink of their choice.
- Offering residents a wide range of activities from which to choose.
- Enabling residents to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individuals, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routines of the daily life in the home.

## Fulfilment

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

- Providing a range of leisure and recreational activities to suit the tastes and abilities of resident, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our resident's religious, ethnic and cultural diversity.

- Helping our residents maintain existing contacts and to make new liaisons, friendships and personal and sexual relationships if they wish.
- Attempting always to listen and attend promptly to any residents 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 respective resident should have the opportunity to chose the home a home which suites their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what service we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user's guide.
- Give each resident a contract or statement of terms and conditions specifying the details of the relationship.
- Ensure every prospective resident has his or her need assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet his or her needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admission except in cases of emergency.

## **Personal and health care**

We draw expert professional guidelines for the services the home provides. In pursuit of the best possible care, we will de the following.

- Produce with each resident or representative, regular update, and thoroughly implement a service user plan of care, based on an initial and then continuous assessment.
- Seek to meet or arrange the appropriate professionals to meet the physical and mental health issues needed by each resident.
- Establish and carry out careful procedures for the administration of resident's medicines.

- Take steps to safeguard resident's privacy and dignity in all aspects of the delivery of health and social care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

## **Lifestyle**

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

- Aim to provide a lifestyle for residents that satisfy their social, cultural, religious and recreational interest and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals, which constitute a wholesome, appealing, and balanced diet in pleasing surroundings and at times convenient to residents.

## **Concerns, complaints and protection**

Despite everything that we do to provide a secure environment, we recognise that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle the problem we will do the following.

- Provide and, when necessary, operate simple, clear and accessible complaints procedure.
- Take all necessary action to protect resident's legal rights.
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

## **The environment**

The physical environment of the home is designed for resident's confidence and comfort. In particular, we will do the following.

- Maintain the building and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care.

- Arrange for specialist equipment to be available to maximise resident's independence.
- Provide individual accommodation, which at least meets the C.Q.C
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clear, hygienic and free from unpleasant odours, with system in place to control the spread of infection.

## **Staffing**

We are aware the home's staff will always play a very important role in resident's welfare. To maximise the contribution, we will do the following.

- Employ staff in sufficient numbers and with relevant mix of skills to meet the needs of resident's.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices with both respect and equal opportunities and protect resident's safety and welfare.
- Offer our staff a range of training that is relevant to their induction, foundation experience and further development.

## **Management and administration**

We know that leadership of the home is critical to all its operation. To provide leadership of the quality required, we do the following.

- Always engage as registered manager a person who is qualified, competent, and experienced for the task.
- Aim for a management approach that creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance quality monitoring system.
- Work to accounting and financial procedures that safe guard resident's interests.
- Offer residents and relatives the assistance in management of their personal finances.
- Supervise all staff regularly and carefully.
- Keep up to date and accurate records on all aspects of the home and its resident's.

- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

## **The Underpinning Elements**

A series of themes both cut across and underpin the aims we have related to the rights of residents and quality of care.

### **Focus on service users**

We want every thing we do in the home to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We recognise how easily how this focus can slip and we will retain vigilant to ensure that the facilities, resources, policies, activates and services of the home remain wherever possible resident led.

### **Fitness for purpose**

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

### **Comprehensiveness**

We aim to provide a total range of specialist care, in collaboration with all appropriate agencies', to meet the overall personal and health care needs and preferences of our residents.

### **Meeting assessed needs**

The care we provide is based on the through assessment of the needs and the systematic and continuous planning of care for each resident.

### **Quality services**

We are aiming for a progressive improvement in the standards of training of all levels of our staff and management.

### **Facilities and services of the home**

### **The home's management**

The person officially registered, as carrying out the business of the home is Mr.Simon Greaves, who can be contacted at The Haven Rest Home 218, Worcester Rd Droitwich, Worcester. WR9 8AY. The person officially registered to manage the home is Mr. Simon Greaves.

### **The Management's Qualifications and experience**

The relevant qualifications and experience of Mr.S.Greaves are as follows:

- R.M.A
- NVQ Level 4
- Care service management
- Business studies
- Accounts and payroll
- Management fire training
- First aid
- Food and nutrition
- 25 years experience of residential E.M.I care, registered provider from 2000.

### **The home's staff**

The homes total staff establishment is 17, of whom 14 have duties involving direct care of the service users. The relevant qualifications and experience of the care staff are as follows:

- All current staff have experience up to 20 years, working with a client group of the over 65 suffering with mental and physical disabilities.
- All staff have/will complete an induction-training program in line with requirements set out by the C.Q.C
- All staff have / will complete the mandatory training including the following:
  - Fire safety
  - First aid

- Health and safety
- Manual handling and lifting practical
- City & guilds in manual handling
- Infection control
- There is also the specialist training as we specialise in E.M.I care
- E.M.I awareness.
- NVQ level 2

### **The organisational structure**

The home operates as a small 17 bedded residential home, registered in specialising in the care of E.M.I service users. The R/C/H/M and proprietor is Mr.S.Greaves and the deputy manager is Mrs W.Dainty and Clare Rosser with the support of 15 care workers. There are two members of care staff on duty at any one time 24 hours a day. Consisting of:

#### **8am-4pm, 4pm-9pm, n/d and sleep**

On nights shifts there is a wake night member of staff and a sleep member of staff, either Mrs.Dainty,Clare Rosser or Mr.Greaves are on call between Monday And Sunday 24 hours a day.

There are domestic staff on duty from 9am-3pm 7 days a week, also the 2 chef's working Monday to Sunday 9am-2pm preparing the 2 course lunch and evening meal. Arrangement for staff recruitment, training and supervision accord with the relevant government guidance and with good personal practice.

### **Service users accommodated**

The home provides care and accommodation for the elderly over 65 years of age. In particular, we provide a service for resident's suffering from E.M.I. We are registered for 17 E.M.I service users.

### **The range of needs met**

The home aims to provide a service for E.M.I residents, only residents with serious violent behaviour would not be admitted. With the absence of a vertical shaft lift, the home contains a stair lift, this would affect the admission of service users with severe mobility problems on the first floor, and this would be addressed at the time of assessment.

## **Admissions**

Under government regulations, potential residents need to have their needs thoroughly assessed before entering the home; this is intended to provide each service user with the best possible information on which to make an informal choice about their future.

For potential residents who are already in touch with social services or social work department the initial assessment will be undertaken as part of the care management process, but will also need to assure ourselves and the service user that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately the proprietor will make a full assessment of needs calling, with the service user's permission, on specialised advice and reports as necessary.

The assessment will cover the range of health and social needs set out in the Department of Health guidance. All information will be treated with confidentiality. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and visit daily on a trial basis. We are happy for prospective residents to involve their friends, relatives and representatives in seeing the home and the care and the facilities we can provide before making the final decision about admission. If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

## **Social activities, hobbies and leisure interests**

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following.

1. We aim, as part of the assessment process to encourage potential resident is to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
2. We try to help residents continue to enjoy a wide range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents are entitled to use the dining room, the communal lounges, and other sitting and circulating areas, and the grounds of the home, but those who wish to remain in their own room whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matter of decoration and furnishing.
3. The home provides social activities such as physiotherapy to music, sing along all carried out by outside entertainment on a weekly basis.
4. To assist with the homes social program there are outside entertainment such as library service, daily newspapers delivered and day trip out to local garden centres ect.
5. We recognise that food and drink play an important part of the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for the social interaction as well as nourishment. As far as possible, we encourage residents to chose where they sit in the dining room, and meals can be served in the resident's room's own room if desired. Three two course meals are provided each day, there is a regularly changed menu for lunch and evening meal. Residents are always offered a choice of meals where possible .We cater for special and therapeutic diets as advised by specialist staff and as agreed in each residents care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals
6. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councillors, members of parliament, representatives of voluntary organisations, students, school children and others. Naturally, we respect the views of service users about whom they want to see or not to see.

7. We recognise that risk-taking is a vital and often-enjoyable part of life and of social activity and that; some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out through risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved, such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
8. For the benefit of all the residents and staff the communal areas of the home are designates as non-smoking. Residents who wish to may smoke in the garden area.
9. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
10. Consulting service users about the way the home operates. We aim to give service users opportunities to participate in all aspects of life in the home; in particular, residents are regularly consulted both individually and corporately about the way the home is run. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

### **Fire precautions, associated emergency procedures and safe working practices**

All residents are made aware of the action to be taken in the event of a fire or other emergency, and the copy of the fire safety policy and procedures are on request. The home conforms to all government guidance and protecting the health, safety and welfare of service users and staff.

### **Arrangements for religious observances**

Service users who wish to practice their religion will be given every possible help and facility. In particular, we will do the following.

- We will try to arrange transport for the service users to any local place of worship.
- If asked to we will make contact with the local place of worship on the service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.
- In public areas of the home, we celebrate the major annual Religious festivals. Service users have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of service users needs from minority faiths. These should be discussed with the manager before admission.

### **Relatives, friends and representatives**

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If residents wish, their friends and relatives are welcome to visit at any time convenient to the resident and become involved in daily routines and activities.
- If resident's wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

### **Concerns and complaints**

The management and staff of the home aim to listen, to act on the views and concerns of service users, and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments, which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide satisfactory response. Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond and if appropriate apologise. If the complaint feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any

staff member receiving a complaint about himself or herself or a colleague will try to sort out the matter as quickly as possible. If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or is not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager at the home that they wish to make a formal complaint. The manager will then arrange to handle the complaint personally or will nominate a senior person for this task. The person who is handling the complaint will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the C.Q.C and will be given details of how C.Q.C can be contacted. The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and those who have needed to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant, explaining what they have found and providing them with a written copy of their report. The person who investigates a complaint will instigate any action, which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report to the investigation and the action taken. If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with C.Q.C.

### **Service user plan of care**

At the time of a new resident's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporate any

necessary risk assessments. At least once a month, we review each service user's plan together, setting out whatever changes have occurred and need to occur in the future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential. Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process.

### **Rooms in the home**

The home has 14 bedrooms for residents, of which eleven are for single occupancy. All rooms have at least 12 square metres of usable space.

The rooms in the home for communal use are as follows: dining room/conservatory large lounge and sitting room, one bathroom, one disabled shower room and five toilets.

In addition there are some areas of the home which are generally for staff use only is as follows: kitchen, laundry and staff sleep over room.

### **Review of this document**

We keep this document under regular review and would welcome comments from the service users and others.

**Signed:** \_\_\_\_\_

**Date:** 01/04/2009

**Policy Review Date:** 01/04/2010