

DAUNTSEY HOUSE CARE LTD



9 Church Street, West Lavington

Devizes, Wiltshire. SN10 4LB

Statement of Purpose

Revised May 2015

THE DAUNTSEY HOUSE CARE LTD

Statement of Purpose

This Statement of Purpose has been produced to comply with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009

The Location of this service:	Dauntsey House Care Ltd
Service Type:	Care Home Service without Nursing
Regulated activity:	Accommodation for people who require nursing or personal care
Legal status:	An organisation - a limited company
Registered Provider:	Dauntsey Care Limited
Responsible Individual:	Stephen Press
Manager:	Lucy Corbin
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DAUNTSEY HOUSE CARE LTD

INTRODUCTION

Dauntsey House was originally a private house, but has been a care home for over 40 years.

It is set in West Lavington about six miles from Devizes.

Dauntsey House is owned by Stephen Press, who has extensive experience in the social care sector, and he works very hard with his staff team to ensure that a safe and friendly home is provide for all service users

It is very much a family home for everyone involved, the service users, their families and friends, the staff and other professionals who visit

Services provided

- We specialise in providing care for service users who are elderly(ages 18 to 65 years and 65+ years), suffer from dementia or have mental disorders
- Our service users need support with their day to day activities, for both their personal and social care
- All care provided is planned and delivered for each individual service user, whilst taking account their specific needs
- The home has capacity for 20 service users, in 19 bedrooms, 18 single occupancy and 2 double occupancy
- Most of the service users have been resident in the area which enables service users to retain links with their community, family and friends.
- Dauntsey House does not take service users requiring nursing care

Our Aims

- To meet the emotional, social and physical needs of the service users in a secure, relaxed and homely atmosphere within a residential setting
- To treat service users as individuals, using the person centred approach, and to achieve a holistic plan of care, which will take account of their own skills and abilities
- To promote and support as much interaction with the local community as possible and to enable service users to be part of the activities within the locality as far as they can
- To provide a high standard of care and service, which is flexible and monitored on an ongoing basis

Our Objectives

In providing care for our service users we aim to:

- Provide a dedicated staff team, to include a Registered Manager, that is well trained, supervised and motivated to deliver person centred care
- Provide accommodation which is comfortable, safe, secure and properly maintained
- Encourage service users, their families and representatives to participate in planning their care delivery so that service users lead as full and fulfilled a life as possible
- Ensure that service users privacy, dignity, choice, independence, equality and human rights are respected at all times and incorporated into their care planning
- Use our quality assurance systems to encourage feedback from our service users, their families/friends/representatives or advocates and professionals to constantly improve our services
- Balance the needs and rights of individual service users with the rights and needs of the other service users
- Be compliant with the Health and Social Care Act 2008 and associated regulations

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How we intend to provide services for our Regulated activity which is:

Accommodation for people who require nursing or personal care

This list is not exclusive or exhaustive, policies, procedures and other supporting documentation is available for inspection from the Registered Manager

▪ **Environment**

- Dauntsey Care Home is a Care Home Service without Nursing, it currently has 19 bedrooms, 18 single and 1 double, and are situated on the ground and first floors
- Personal furniture and cherished possessions are welcomed in the service users' rooms, and they are able to have input into the colour scheme
- Communal areas are divided into zones, a quiet zone for reading, a chat zone for meeting and talking and a listening and viewing zone which has television and audio
- The gardens which are level, have easy access from the home for all service users, and they are actively encouraged to use them
- A large, comfortable conservatory overlooks the large rear garden

▪ **Premises/equipment**

- Accommodation is being maintained to a high standard and includes: main lounge, separate dining room, a conservatory, toilets and assisted baths
- The first floor is accessed by a passenger lift
- All necessary servicing is part of a planned approach to maintaining safety and security for service users

▪ **Safety and security**

- There is a call system in every bedroom, help is on hand if required any time of the day and night

- Staff undertake full training in the Safeguarding of Vulnerable Adults, Mental Capacity and Deprivation of Liberties
- We comply with all fire and safety legislation requirements

- **Personal care**
 - Will be delivered by a key worker who is part of our care team and will be based on an individually produced care plan, a template of which is available
 - There will be occasions when other professionals will be required, and this will be facilitated either within the home or externally at their premises; these will include: the GP, CPN, District Nurses, chiropodist, optician, dentist
 - Medical care is provided by a GP of the service users' choice as far as possible, and the management and staff have an excellent rapport with local health services
 - Written consent will be sought for the delivery of personal care in consultation with the service users and their families/representatives
 - Meals can be served in one of the dining rooms or in a service users' own room; menus are varied and service users have choice, the chef will accommodate any dietary needs
 - Feedback - we want to continually improve the services provided and we have a Quality Assurance System which includes a twice yearly feedback questionnaire for all service users, their families and representatives, a complaints policy and procedure, and we welcome suggestions or comments at any time

- **Staffing**
 - We undertake a rigorous staff selection process which incorporates all the relevant vetting procedures
 - We have a very low staff turnover, which we find provides continuity and stability for all our service users
 - We provide staffing levels appropriate to support the number of service users continuously throughout a 24 hour period

- An ongoing training and development plan, plus supervision and appraisal take place for all staff on an ongoing basis, staff are actively encourage to take on new skills

- **Activities**
 - A full programme is always on display
 - A programme is provided in house, which includes, for example, reminiscence therapy, a library, games including bingo, quizzes, facials, hairdressers, beautician, either through our own staff or outsourced activity providers
 - We always take account of service users preferences, and appreciate that although we encourage our service users to participate, not everyone will want to
 - External activities are arranged regularly, with outings to local beauty spots or places of interest in the home's mini bus
 - Community contact is encouraged and facilitated, through local clubs, societies and others where appropriate
 - Visiting groups, eg local musicians and singers, youth groups eg Brownies who entertain the service users
 - Service users have their own activity programmes as part of their individual care planning

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Statement of Purpose - Service Users Rights

Quality of Life

At Dauntsey House we want our care home to be a happy place where service users are encouraged to have the best quality of life possible, and where the management and staff of the home will assist them in achieving this. This means the service users will be encouraged to make as many decisions as possible about their care. This may include the acceptance of a degree of risk. Service users will be encouraged to continue with their individual interests outside the home.

Independence

A service user may prefer to be independent in certain self-care situations in order to retain self respect and dignity and this will be encouraged. For example, a service user might prefer to walk with an aid (walking frame, tripod or sticks) rather than be supported by staff. Similar situations may apply to bathing, dressing, visiting the toilet etc.

Privacy

This is important to all and should not be less important because one is in a residential care setting. Service users are entitled to privacy, although the level of privacy will depend on the situation. It may be dressing or undressing, washing or bathing, visiting the toilet or it might be a private conversation with a visitor or doctor, lawyer etc.

Dignity

At Dauntsey House we uphold the dignity of a service user even though assistance and support may be needed in many ways. Managers and staff know that each person is an individual with their own thoughts and beliefs, and these will be respected. Caring for people means caring for them as individuals

Human, Emotional and Social Needs

Everyone, including the service users themselves, appreciates an understanding of their point of view, consideration of themselves and their needs, and compassion when they feel low. The qualities needed to provide such an understanding are provided by the management and staff team, who are trained appropriately. Our management and staff have these skills because they have been carefully selected and supervised.

Religion

It is entirely for the service user to decide whether or not to practice their religion. Those wishing to attend church will be encouraged to do so. The manager will assist those service users who prefer clergy to visit the home.

Form of address

Service users will choose how they wish to be addressed. Although first names are normally used between service users and staff, it should not be assumed even though this practice is consistent with our family atmosphere.

Discrimination

Service users should have no fear of discrimination on any grounds and they will all have the rights listed in this charter.

Health care

Care homes are not nursing homes, and staff are not permitted to deliver any medical or nursing treatment, unless this is under the supervision of the District Community Nurse Manager. Such that, care within the concept of family care, is given as appropriate to the needs of the service user. In this respect the home will liaise with doctors and community nurses to ensure the correct care is being given. This care will be supplemented by appropriate visits from doctors and community nurses and other health care professionals who may give more treatment within the Home. In many cases care homes will look after service users who become ill, sometimes for a prolonged period of time. The determining factors are the needs of each service user being met and the ability of the home to fulfil those needs. This should be decided after consultation between the service user and interested parties, such as relatives, doctors, social workers etc. When the care necessary is beyond the scope of the home, it may be more appropriate for the service user to be cared for in a nursing home. In this situation the care home will give every possible assistance to make any transfer as smooth as possible.

Medication

It is the policy of the home that wherever possible prescribed medicine can be self administered by service users, with appropriate support. If a service user prefers to retain responsibility for their own medication, it will be at the manager's discretion and their doctor would have to be satisfied that the service user is competent to do so. Otherwise, medication will be dispensed and administered by trained members of staff.

Choice of GP

Service users will not be required to change their doctor for the convenience of the care home. However, it must be recognised that doctors work within a geographical area and a move into residential care may necessitate a change of doctor for a service user. Where this occurs the service user will be helped to select a new local doctor. Treatment from a doctor or nurse or other similar person will be given in private. All service users will be able to talk privately to their own doctor or nurse.

Discussion of care needs

A service user has the right to discuss their care needs and programme in private with the manager. Written consent will be sought from the service users or their representatives for the delivery of personal care.

Staff

Although the number and type of staffing will depend on the needs of the service users, staffing will be sufficient to meet such needs and be of a quality to cope with the wide variety of demands, which may be placed upon them. Staff training is provided to all staff on an ongoing basis.

Visitors

Visitors are welcome during the daytime, although some service users may prefer not to receive visitors at meal times or early afternoon when they may wish to have a quiet time. A visitor's policy is on display in the entrance hall.

Legal advice

When a service user requires legal advice, they will be supported to visit their own solicitor or to receive a home visit. The manager will assist with the necessary arrangements if asked. However, such meetings are private and the home will not be involved.

Choice of residence

A potential service user should, where possible, view several homes. All homes should be registered with the Care Quality Commission. A copy of the home registration certificate and the previous CQC inspection report is available for potential service users and their representatives to see if required. Further information can be found on Hampshire County Council's website www.hants.gov.uk. The prospective service user will be given full details of the home and fees. New Service Users are encouraged to agree to a trial period to ensure that the arrangements are suitable for both the service user and home.