

# **Southdowns Nursing Home**



## **Statement of Purpose**

**October 2006**

## Aims and Objectives

With experience of over 10 years running Betsy Clara House, our 50 bed Nursing Home in Maidstone, we decided to open a similar home in Sussex offering a highly professional but personal care service for Service User's with mental disorders, excluding learning disability or dementia (MD), dementia (DE). For people over 45 with a dementia type illness who require nursing care. We are pleased to accept Service Users for long term and respite care.

When people approach later life we feel that they need to be looked after as they have looked after others throughout their lives. They need a home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of likeminded fellow Service users.

The following core values reflect our belief that every resident has a right to maintain their individuality, however, we also have a responsibility for their safety. Therefore, these two considerations will inform every decision which is made concerning the treatment and care of each person in the home.

- PRIVACY:** The right of a Service User to be left alone and undisturbed whenever they wish.
- DIGNITY:** To understand the Service User's needs and treat them with respect.
- INDEPENDENCE:** Allow a Service User to take calculated risks, to make their own decision and think and act for themselves.
- CHOICE:** Give a Service User the opportunity to select for themselves from a range of alternative options.
- RIGHTS:** Keep all basic human rights available to the Service User.
- FULFILMENT:** Enable the Service User to realise their own aims and help them to achieve these goals in all aspects of daily living.

## Philosophy of Care

Southdowns Nursing Home aims to provide its Service Users with a secure, relaxed and homely environment in which their care, well-being and comfort are of prime importance.

Our nursing staff will strive to preserve and maintain the dignity, individuality, and privacy of all Service Users within a warm and caring atmosphere, and in doing so will be sensitive to the Service Users ever changing needs. Such needs maybe medical or therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and service users are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends maybe appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other Service Users and with recognition of the following core values of care that are fundamental to the philosophy of our Home:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All nursing staff and nursing assistants within the home are appropriately qualified or trained to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care practises as maybe laid down in appropriate Legislation, Regulations and by the Commission for the Social Care Inspection.

### HOME OWNER:

Mr Dennis Pay

Experience:

Mr Pay has owned and overseen the running of Betsy Clara House, his purpose-built 50 bed Nursing Home in Maidstone, Kent since 1995. Betsy Clara House, named after his grandmother, caters for Service Users with long term mental health needs aged 50 and above. Mr Pay is personally involved with his homes and is always involved in the appointment of all senior staff. He has very strong

views on the home's environment and personally insists all refurbishments are to the highest standard for the benefit of the Service User.

Qualifications:

B.Pharm MRPharms

Address:

Sangers,  
Parkwood,  
Sutton Road,  
Maidstone,  
Kent  
ME15 9NN

Telephone: 01622 754207

Fax: 01622 685019

HOME MANAGER:

Mrs Barbara Ford

Experience:

Mrs Ford qualified as a Registered Nurse in 1989 and worked in various disciplines within the NHS, including surgery and care of the elderly. On leaving the NHS she has worked within the private sector in general nursing homes and has a particular interest of the care of the elderly with dementia.

Qualifications:

RGN  
Counselling

Address:

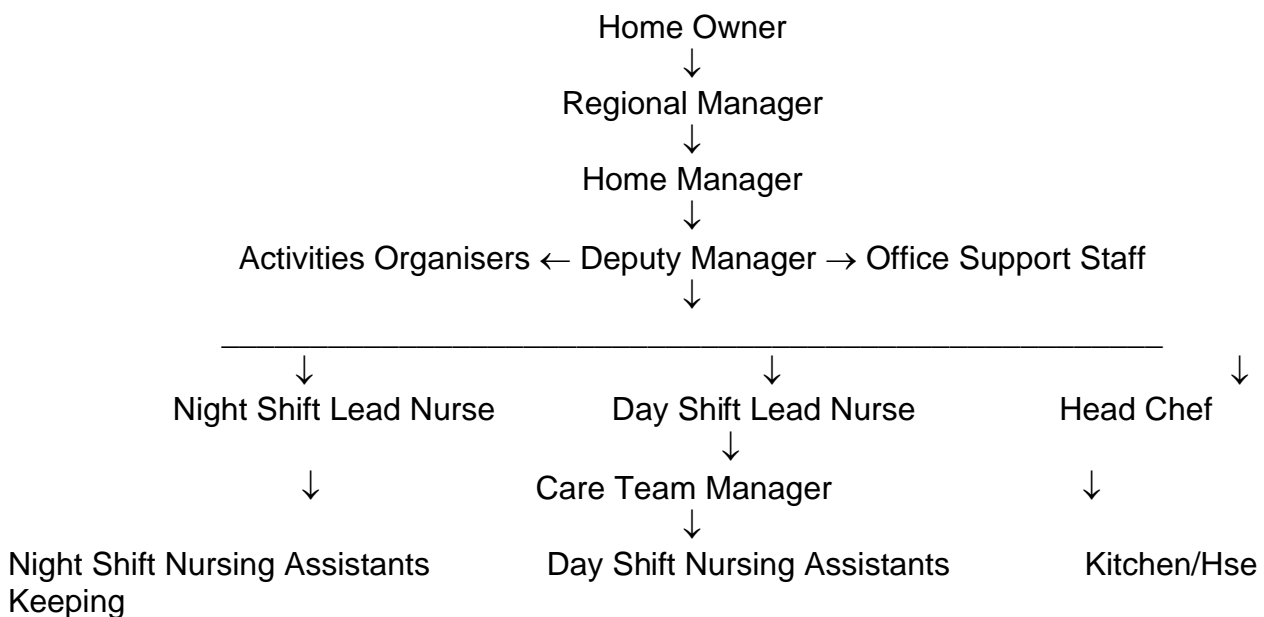
Southdowns Nursing Home,  
The Green,  
St Leonards on Sea,  
East Sussex  
TN38 0SY

Telephone: 01424 439439  
Fax: 01424 718806

Care Speciality of the Home:

Long Stay Care of people aged 45 and above with Dementia.  
Respite care for the above.

### **HOME ORGANISATIONAL STRUCTURE**



#### Details of Staff Numbers and Staff Training

The home employs, in addition to the Home Manager, a number of Qualified Nurses, Nursing Assistants, 4 Kitchen Staff, 1 Administrator and 6 Housekeepers who also cover the laundry. The Staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. All staff have to obtain an enhanced CRB check and have good references before starting work at Southdowns. During induction, all staff are trained in house by experienced qualified senior staff in the following critical subjects:

- > Care code of conduct
- > Confidentiality
- > The rights of Service Users

- > Health and Safety
- > Food Hygiene and Safety
- > Personal care tasks
- > Nursing Assistants responsibilities
- > Plus statutory training

Nursing Assistants hold a minimum of NVQ level 3 in all care. All new members of staff must train to achieve this important qualification.

The home also sends selected staff on external training courses for such topics such as computing, Food hygiene, Moving and Handling, Care of the Elderly, First Aid, Drugs Practice etc.

### **Accommodation**

The home has 48 bedrooms, all single rooms with en-suite facilities. All rooms are a minimum of 12 sq m. excluding the en-suite facilities.

Downstairs:	25 Single En-suite Rooms.
Upstairs:	23 Single En-suite Rooms.

Downstairs bedrooms are currently allocated to those residents with greater mobility while the upstairs rooms are reserved for those requiring more assistance to mobilise. Currently, most residents who are able are brought to the downstairs lounge/dining room for meals and recreation during the day. The management of the home reserves the right to move residents to different bedrooms should this prove most beneficial. This will obviously be explained to relatives and carers.

Social Rooms:

There is one lounge and one lounge/diner on the 1<sup>st</sup> floor and 2 lounges and 1 lounge/diner on the ground floor, all centrally heated. Service Users are encouraged to use these public rooms: however, Service Users who chose to stay in their own room may do so. Smoking is not permitted within the building but there is an allocated undercover area outside.

Facilities:

Ground Floor:	2 x Assisted Bathrooms/WC, 1 x Assisted WC and 2 Visitors WC's.
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First Floor: 1 x Assisted Bathroom/Shower/WC, 1 x Assisted WC and 1 Visitors WC.

All baths are fitted with hoists to enable residents to enjoy a full bath. We also have various hoists and stand aids to cater for all residents with mobility problems.

Lifts:

We have one full size passenger lift and a smaller wheelchair lift.

Garden:

There is a secure garden area with tables and chairs and a gazebo for use in the summer months and also an enclosed courtyard area that is accessible via a ramp.

### **Admission Procedure**

Service Users interested in moving to Southdowns Nursing Home are encouraged to visit the home and sample the atmosphere and level of service.

A full assessment will be undertaken prior to admission to ensure that the home can meet your needs. This is ideally undertaken in the person's home or current place of residence so that their cognitive functioning can be accurately assessed. At the moment we have no facilities for emergency admissions.

A month's trial period is always given before taking permanent residency. The Home also offers respite care for those Service users not requiring long-term support.

### **Financial Arrangements and Fees**

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependant on:

1. The type of facility required, and
2. The type of care package and needs of the individual Service User.

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager.

Fees – What is included:

- > Fully trained staff in 24-hour attendance
- > Good home cooking
- > Provision for special diets
- > Laundry Service
- > GP visits
- > Call system
- > Full central Heating
- > Activities

Fees – What is not included:

- > Dry cleaning
- > Weekly visits from the hairdresser to the home
- > Monthly visits for a private chiropodist to the home
- > Private phone installation and calls
- > Newspapers, although these can be delivered on a regular basis.

### **Privacy and Dignity**

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Service users within a warm and caring atmosphere, and in doing so will be sensitive to the Service User's ever changing needs.

### **Smoking and Alcohol**

The home has an allocated smoking area. With regard to alcohol, Service users will normally make their own arrangements, but with Smoking, this may require supervision.

## **Fire Safety**

- > The Home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Officer”.
- > Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy, this includes use of the Home’s fire appliances, evacuation, muster points, raising the alarm, etc. Service users are informed of the emergency procedure during admission.
- > A fire exercise is carried out weekly and a walk through fire drill is conducted monthly.
- > All fire systems and staff of the home and 6 monthly by the local Fire Officer will test alarms monthly. Records are kept of all such testing as part of the Manager’s responsibilities.
- > A qualified fire extinguisher maintenance engineer will check all fire fighting equipment annually.
- > Where possible, furniture, fixtures and fittings must be made of fire resistant or fire retardant fabrics and materials.

## **Religion (Worship/Attendance at Religious Services)**

Service Users may attend religious services either within or outside the home, as they so desire. If services are outside the home, the Service User should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Service Users on specific occasions if staffing levels permit.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

## **Contact With Family and Friends**

Service Users family, relatives and friends are encouraged to visit the Service User regularly and maintain contact by letter or telephone when visiting is not

possible. In these cases, staff will offer to assist the Service User to respond where help maybe needed.

Visitors will be welcomed at all reasonable times, and are asked to let the Nurse in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The Service User has the right to refuse to see any visitor, and this right will be respected and up-held by the Nurse in Charge who will if necessary, inform the visitors of the Service Users wishes.

### **Care Plan Review**

Once developed, the Care Plan will be regularly reviewed to ensure that it accurately reflects the Service Users current needs. If the Care Plan is not suited to the Service User an immediate review will take place.

Family and relatives will be encouraged to participate in the Service Users daily routine as far as it is practicable and are invited to monthly formal reviews. Service Users and their relatives are always welcome to chat with a member of the nursing staff or a nursing assistant if they have concerns.

The Care Plan is reviewed at three levels:

Daily on a shift-to-shift basis. At Staff shift changeover the Service User's daily care notes are handed by the outgoing shift to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Care Plan maybe proposed at this point.

- > At the end of the four week settling-in period.
- > Thereafter a formal review is held with Nursing Staff on a monthly basis.

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

### **Complaints Procedure**

We obviously hope that our Service Users relatives and visitors are very happy with the service we provide, however, if this is not the case we hope that you will let us know as soon as possible so that we can rectify the problem if it is within our power to do so.

In the first instance we hope that you will bring the matter up with a Nurse on Duty.

If it is not resolved at this stage then please feel free to contact the Home Manager, Barbara Ford, or the Regional Manager, Rob Andrews, either in writing or in person. They will acknowledge receipt within 3 days and let you know of the outcome within 28 days.

If you still feel that your problem is unresolved at this stage then please feel free to contact the owner, Mr. Pay. His contact details are:

Mr Dennis Pay  
Sangers  
Parkwood  
Sutton Road  
Maidstone  
Kent  
ME15 9NN

He will acknowledge receipt within 3 days and let you know the outcome within 28 days.

If the matter is, in your opinion a serious one, or if you remain dissatisfied, you can record the complaint in the complaints register, which is available from Reception or from the Nurse-in-Charge. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

If, after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a Registration Officer in the first instance, then you should contact:

The Commission for Social Care Inspection  
Ivy House  
3 Ivy Terrace  
Eastbourne  
East Sussex  
BN21 4QT

Tel: 01323 636200

## **Bereavement**

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

Whereas the next of kin usually makes funeral arrangements, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

## **Activities**

The home policy on “Therapeutic Activities” takes into account the Service User’s interests, skills, experiences, personality and medical condition. The home offers a wide range of activities designed to encourage the Service User to keep mobile, and most importantly take an interest in life.

Staff encourage, and in certain instances, help Service Users to pursue their hobbies and interests:

Service Users can play the following games using the equipment that is designed for fading sight.

1. Cards
2. Scrabble
3. Bingo
4. Draughts
5. Ball games –feet or hand

Activities with the staff (on a Daily Basis)

1. Chatting to individual Service Users
2. Going for walks
3. Manicures
4. Playing games
5. Armchair exercises
6. Reading letters/magazines/newspapers
7. Music and sing-a-longs.
8. Maintaining life long hobbies, crosswords puzzles etc

Outings:

All outings are geared to individual Service Users needs and capabilities, therefore only limited numbers of Service Users will go out on any one escorted outing.

Examples of outings are listed below:

1. A drive around the countryside
2. Visit to a garden centre
3. Visit to a pantomime of play
4. Visit to the shops
5. Visits to the circus and sealife centre
6. Pub lunches and beach and park visits

### **Valuables**

Any valuables belonging to residents can be kept in our office safe.

### **Leaving or Temporarily Vacating the Home**

If a person wished to be discharged from the home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4-week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of 8 weeks, provided 80 % of the normal fee is paid. In the case of social work funded Service users, the Home Manager would review this reception period.

### **Monitoring and Quality**

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures; Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the staff and the services we provide.

## **Pets**

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

## **Medication**

If a Service User wants to be self-motivated and is safe to do so then all help and advise is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under instructions of the Doctor. Any service User may request to see a Doctor in private if they wish.

## **Telephone**

The Home is able to arrange incoming calls to each Service User so that they can take the call in private. A public phone is available for outgoing calls at a nominal fee. Service users may also have their own private line connected in their bedroom through British Telecom at their standard rate.

## **Meals**

Menus are varied and nutritious. Also favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is preferred. Visitors can be catered for by prior arrangement.

8.30 – 9.30	Breakfast, this allows residents to rise at their leisure.
10.00 – 10.30	Morning drinks and biscuits.
1.00	Lunch.
3.0	Afternoon tea, cakes and fruit.
5.30	Supper.
7.30 – 8.00	Sandwiches and hot drinks.

Tea, coffee, other hot drinks and water and cold drinks are also available 24 hours a day.