



# Statement of Purpose

## **Aspreys Nursing Home**

1 Kents Road, Wellswood, Torquay TQ1 2NL

**Tel: 01803 201500**

Registered provider: Friendly Care Homes Ltd  
Registered Company address: 34 Boulevard, Weston-s-Mare, BS23 1XF

## STATEMENT OF PURPOSE

### **Fire Precautions**

**The Home has a formal fire precaution policy.**

If the Fire Bell rings please follow the emergency exit signs to the nearest exit making sure that you close all Fire doors behind you.

Please then assemble at the front of the Building where a roll call – to the Visitors book – will be held.

From this you will appreciate the importance of signing in and out of the Visitors book at all times.

**Registered Manager**

## **CLIENT'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.

## **DIGNITY**

Disabilities may undermine dignity so we try to preserve respect for our service users' intrinsic values 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 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.

## **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 service users in the following ways:

1. Giving help in intimate situations as discreetly as possible.
2. Helping residents to furnish and equip 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. Respecting residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
5. Ensuring appropriate confidentiality of information the Home holds about residents.

## **SECURITY**

Many service users have sought admission to the Home as an escape from elements in their previous living arrangements which threatened their safety or caused them fear. We, therefore, aim to provide an environment and structure of support which responds to this need in the following ways:

1. Offering assistance with tasks and in situations which would otherwise be perilous for residents.
2. Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
3. Protecting residents from all forms of abuse and from all possible abusers.
4. Providing readily accessible channels for dealing with complaints by residents.
5. Creating an atmosphere in the Home which residents experience as open, positive and inclusive.

## **INDEPENDENCE**

We are aware that our service users 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 service users' 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 and fully thought-out risks.
4. Promoting possibilities for residents to establish and retain contacts beyond the home.
5. Using any form of restraint on residents only in situations or urgency when it is essential for their own safety or the safety of others.
6. Residents who have a risk assessment that allows for them to be out of the Home unaccompanied will be asked to sign out and in to the visitors' book.
7. Where residents insist on going out and their care plan does not allow for this to be unaccompanied we will ensure a member of staff goes with them.

## **CIVIL RIGHTS**

Being old, 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 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 and equal access to all elements of the National Health Service.
3. Helping residents to claim all appropriate welfare benefits and social services.
4. Assisting residents' access to public services such as libraries, further education and lifelong learning.
5. Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the Home.

## **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:

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 range of leisure activities from which to choose.
3. As far as reasonably possible and with consideration to the efficient running of the Home, enabling residents to manage their own time.
4. Avoiding wherever possible treating residents as a homogeneous group.
5. Respecting individual, unusual or eccentric behaviour in residents.
6. Retaining flexibility in the routines of the daily life of the Home.

## **FULFILMENT**

We want to help our service users to realise personal aspirations and abilities in all aspects 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 leisure and 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.
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.

## **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 publishing a Statement of Purpose and Service User Guide.
2. Give each resident a Contract or a Statement of Terms and Conditions specifying the details of the relationship.
3. Ensure that every prospective resident has their needs assessed before a decision on admission is taken.
4. Demonstrate to every person about to be admitted to the Home that we are confident that we can meet their needs as assessed.
5. Offer trial visits to prospective residents and avoid unplanned admissions except in cases of emergency.

## **HEALTH AND PERSONAL CARE**

We draw on appropriate 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 thoroughly implement a service user plan of care (Care Plan) based on an initial and then continuing assessment.
2. Seek to meet or arrange for appropriate professionals to meet the 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 care.
5. Treat with special care residents who are dying and sensitively assist them and their relatives at the time of death.

## **DAILY LIFE AND SOCIAL ACTIVITIES**

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

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

To help achieve this we employ our own Activity Organisers and contract with specialist outside providers to include Art Therapists, Musicians, Religious Services on Sundays, and monthly Communion. A range of outside trips are also organised throughout the year according to the needs of our clients.

## COMPLAINTS AND PROTECTION

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

1. Provide and when operate a simple, clear and accessible complaints procedure. (Our complaints procedure can be found in Section 6 of this Service Users Guide and on the notice board in the Hallway).
2. We would expect to address any complaints within 7 days with an absolute maximum of 28 days for more complicated issues.
3. Take all necessary action to protect the residents' legal rights.
4. Make all possible efforts to protect residents from abuse – the home has a formal “Whistleblowers clause” within the Staff Contract.
5. We will ensure that care managed residents receive their reviews and have private one-to-one time with their care managers.

## THE ENVIRONMENT

The physical environment of the Home is designed for residents' convenience and comfort. In particular, we will do the following:

1. Maintain the buildings and grounds in a safe condition.
2. Arrange for the communal areas of the Home to be safe and comfortable.
3. Supply suitable toilet, washing & bathing facilities for our residents.
4. Make appropriate equipment available to maximise residents' independence.
5. Ensure that residents have safe, comfortable bedrooms with their own possessions (within reason) around them.
6. The Home will always have procedures in place to keep the premises clean, hygienic and free from unpleasant odours.
7. We have 30 single rooms and up to 3 twin rooms. There are “High Dependency” rooms which enables us to look after residents with high dependency needs; such as Hospital type beds and Airwave type mattresses.
8. Larger rooms, which can, in case of need, double as High dependency rooms. These rooms can be used by any one resident if they so choose.
9. Whilst all rooms meet the Minimum Standards the Home does have a variety of different shaped rooms. If at any time you want the exact square meter size of a room please feel free to ask a member of the management team.



## **STAFFING**

We are aware that the Home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following:

1. Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
2. Observe recruitment policies and practices that both respect equal opportunities and protect residents' safety and welfare.
3. Offer our staff training that is relevant to their induction, foundation experience and further development by way of NVQ training.

The Home normally employs a Registered Manager, qualified nursing staff, care assistants (full-time/part-time), cooks, domestic staff, and a maintenance person. There is always at least two "awake" staff available throughout the night, and a senior staff member is always on call. All staff receive appropriate training. Several staff have already achieved NVQ qualifications, and others are working towards it.

The number of staff varies as the staff rota can be covered by a mix of full and part-time staff.

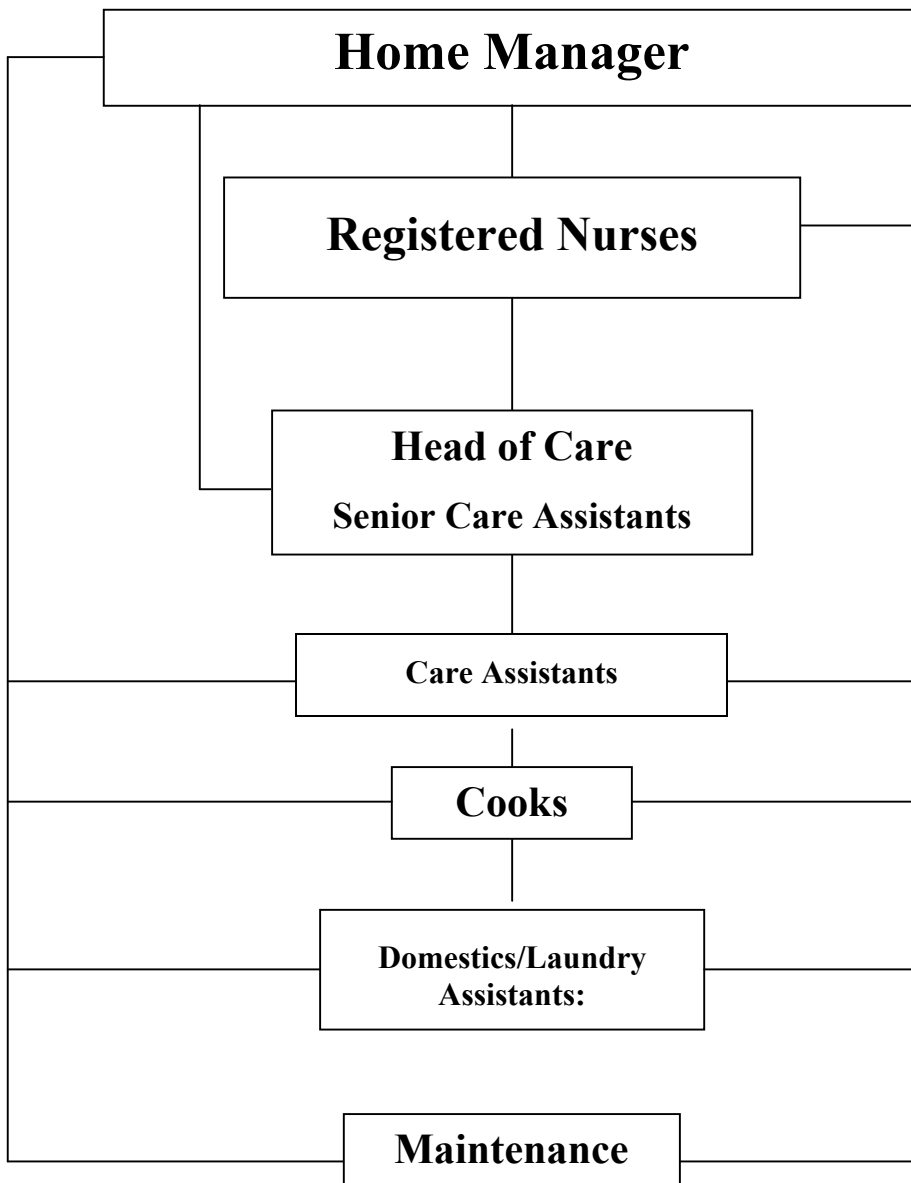
## **MANAGEMENT AND ADMINISTRATION**

We know that the leadership of the Home is critical to all its operations. To provide leadership of the quality required, we will do the following:

1. Aim for a management approach which creates an open, positive and inclusive atmosphere.
2. Install and operate effective quality assurance systems.
3. Use accounting and financial procedures which safeguard residents' interests.
4. Offer residents appropriate assistance in the management of their personal finances.
5. Supervise all staff and voluntary workers regularly.
6. Keep up to date and accurate records on all aspects of the Home and its residents.
7. Ensure that the health, safety and welfare of residents and staff are promoted and protected.
8. An Organisational Chart follows this section.

MANGEMENT / STAFF STRUCTURE

Friendly Care Homes Ltd : Tim Morris



## **FOCUS ON SERVICE USERS**

We want everything 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 this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain 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.

To help us achieve this we issue a questionnaire each year. This “Survey of Residents’ and Relatives’ Views” is both Confidential and Anonymous and comprises many questions covering all aspects of the home. Visitors, relatives and residents are asked to rate the service.

## **COMPREHENSIVENESS**

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

The differing Categories of Resident will be found on our Registration Certificate but briefly comprise, the Elderly 65 or over, whether in need of nursing care or just general care. We accept both male and female residents.

## MEETING ASSESSED NEEDS

The care we provide is based on an assessment of needs and the systematic and continuous planning of care for each resident. The “Official” name for this plan is:

**“The Service User’s Plan”, which we prefer to call the “Care Plan”.**

Initial assessment will be by way of a shared needs assessment document if the potential resident is to be Care Managed by Social Services.

We will also visit the potential resident to discuss their assessed needs and, if they are in a hospital environment, document any needs highlighted on their “Nursing needs assessment document”. Where possible we will also invite the resident to the Home for a visit. This helps us to ensure that the Home has a full understanding of the needs and also enables the potential resident and their families or advocates to assess the Home’s service. The Home will then confirm, within the terms and conditions section of the Home’s “Accommodation Agreement”, that having undertaken our initial assessment we believe that we should be able to meet the assessed needs of the potential resident.

The Home also has a responsibility to review the “Care Plan” on a regular basis, to ensure we are meeting all of the assessed needs. This will normally be on a monthly basis; but this can be on a more regular basis where the assessed needs are complex or variable.

## **CATEGORIES OF REGISTRATION**

Old age, not falling within any other category (10)

Physical disability over 65 years of age (31)

Maximum amount of Patient (33)

Maximum amount of Nursing Patients (31)

## **NURSING CARE**

Nursing Care is provided at Aspreys.

## **EMERGENCY ADMISSIONS**

Aspreys accepts emergency admissions. Before admission, we are supplied with a comprehensive assessment which covers the Client's history, current health, the reason for the placement and the intended outcomes. We are also supplied with a full list of medication previously prescribed and those currently in use.

This information is double checked with the Client's Doctor at the earliest possible.

Following admission, the Intermediate Care Team visit the Client at the earliest possible time to carry out further assessment, and to advise us how we are to proceed with the care.

## **SOCIAL ACTIVITIES, HOBBIES AND LEISURE**

We aim to encourage residents to pursue their own leisure activities.

Relatives are encouraged to take residents out to pursue their own individual interests as appropriate to the resident.

Both internal and external organised activities are flexible to match the resident's capabilities.

Local resources are also used to meet residents needs. Eg Mobile Library.

Visiting Services provide assistance to residents to work and play together in stimulating activities.

Whilst television provides entertainment to residents, additional opportunities for creative activity is generated by the inclusion of a regular and varied program of other Activities.

Newspapers can be ordered and read to Client's, and games such as, draughts, dominoes and playing cards are available within the Home.

Summer activities include trips out and Barbecues in the rear courtyard.

Residents choice must always be respected, this may include the, "Not to" participate at any one time.

We are aiming to set up a Committee consisting of Residents and Management who will meet to discuss issues that may cover the running of the Home. This will allow residents to air their views, and perhaps those of others, at these meetings.

## **RELIGIOUS SERVICES**

Ministers of Religion may visit residents at any time. If the resident has requested a minister and there is no local Minister of that resident's religion, then the relatives are asked to contact the nearest appropriate minister.

Communion and/or Mass can be said at the resident's bedside or in one of our rooms set aside.

A Bible is available for residents who request one.

Religions other than Christian are given the same respect and opportunity for practice.

A Roman Catholic Priest is informed of Catholic residents and advised if the resident is in terminal decline so that he may visit and administer the last Sacrament.

A weekly Church of England Service is held on Sundays in the Small Dining room on the ground floor.

## **ARRANGEMENT FOR DEALING WITH REVIEWS OF RESIDENTS USER PLANS**

Reviews of Care Plans are held on a regular basis to ensure that any change of the needs, or circumstances of the resident are catered for.

A formal review of each resident's condition is conducted in any case not less than once every 3 months.

A review may also be considered necessary following a major change in the treatment recommended by a doctor.

Self assessments by residents are a major input to the review process. Residents are invited to (and be involved in), their own review meetings which takes place in an informal atmosphere.

Relatives' opinions are considered when a review of Care Plans takes place.

## **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 copies of the Home's Fire Safety policy and procedures are available on request.

The Home conforms to all relevant government guidance on promoting and protecting the Health, Safety and Welfare of its residents and staff.

## **STATEMENT OF FACILITIES**

- 30 single rooms (17 with en-suites)
- Up to 3 double rooms (with en suite)
- Wash hand basin to each bedroom without an en-suite
- Six bathrooms with WCs. (all assisted)
- 7 separate WCs
- 2 Large TV lounges (ground floor)
- Dining room (Lower ground floor)
- 3 Walk-in showers
- Fully fitted kitchen
- Laundry
- Office
- Rear Courtyard with Raised flower-beds
- Car parking
- Part-time Activity Co-ordinators

## **COMMUNAL AREAS and ROOM SIZES**

Measurements for all areas are being revised, but we can supply comprehensive information of any area that you would like.



## COMPLAINTS PROCEDURE

You have the right to make a complaint about anything with which you are unhappy or displeased. It is our aim to make your stay at Aspreys as comfortable as possible, so please do not feel that you should not air your feelings as we would like to know if we are not achieving that aim. Listed below are different ways of making a complaint.

- 1 Mention your complaint verbally to any member of staff or management.
- 2 Put your complaint in writing to Matron. This may be posted to the address of the Home, or just handed in to the office in a sealed envelope.
- 3 Put your complaint in writing to Mr R T Morris who is the Managing Director of the company that owns Aspreys. This may be posted to the address of the Home, or just handed in to the office in a sealed envelope.

*Each of the above options will normally be dealt with within the Home in complete privacy. We have laid down procedures for dealing with complaints which should ensure that a swift and satisfactory outcome is achieved. We endeavour to ensure that any complaint is satisfactorily addressed within a period of 28 days.*

- 4 If you have made a complaint and you do not feel that it has been dealt with properly, or you are not satisfied with the outcome, you should then contact your Social Worker, Care Manager or Doctor.
- 5 At any time, you also have the right to make a complaint to the relevant governing body, which is;

## Care Quality Commission

**Telephone: 03000 616161**

**Email: [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)**

CQC National Correspondence  
PO Box 1258  
Newcastle upon Tyne  
NE99 5AU

Naturally, we hope that you will not need to use any of these options, but should they be necessary, we will to the best of our endeavour, ensure that your complaint is resolved to your satisfaction.

In any case you will be kept informed about the progress that is being made, or action that is being taken in connection with your complaint.

**REVIEW OF THIS DOCUMENT**

We keep this document under regular review and welcome comments from our residents and others.

Signed.....

Date:

**Amendments:**

Date	Amendment	Signed