

YEW TREE NURSING HOME **STATEMENT OF PURPOSE.**

To include policy numbers 208 Mission Statement, 209 Quality Statement, and 210 Statement of Values from RNHA policy file updated April 2010 by Registered Manager Sharen Guise.

Residents' 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.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks and inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much as privacy as possible for our service users in the following ways.

- Giving help in intimate situations as discreetly as possible.
- 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.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing lock on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

Dignity

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

- Treating 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 each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.

- 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 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.

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our resident retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts 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 access and contribute 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 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.

- Ensuring that residents have the opportunity to vote in elections 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 benefits and social services.
- Assisting residents' access to public services such as libraries, further education and lifelong learning.
- 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.

- 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.
- Offering residents a wide range of leisure 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 individual, unusual or eccentric behaviour in residents.
- Retaining maximum 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.

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.
- Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways.

- Positively communicating to our residents that their diverse backgrounds enhance the life of the home.
- Respecting and providing for the ethnic, cultural and religious practices of residents.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping residents to celebrate events, anniversaries and festivals which are important to them.

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 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.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly 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 their needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and health 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.

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal 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 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.

- Aim to provide a lifestyle for the residents which 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 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.

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure. (A copy of which is at the back of this folder.)
- Take all necessary action to protect residents' 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 residents' convenience 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 residents' independence.
- Provide individual accommodation which at least meets the National Minimum Standards.
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.
- Room measurements:
 - Room 1 = 480 cm x 240 cm (including en-suite)
 - Room 2 = 440 cm x 240 cm (including en-suite)
 - Room 3 = 440 cm x 280 cm (including en-suite)
 - Room 4 = 400 cm x 560 cm (including en-suite)
 - Room 5 = 240 cm x 340 cm
 - Room 6 = 240 cm x 340 cm
 - Room 7 = 340 cm x 500 cm (including en-suite)
 - Room 8 = 420 cm x 260 cm
 - Room 9 = 420 cm x 260 cm
 - Room 10 = 420 cm x 300 cm (including en-suite)
 - Room 11 = 400 cm x 440 cm (including en-suite)
 - Room 12 = 440 cm x 280 cm (including en-suite)
 - Room 14 = 440 cm x 280 cm (including en-suite)
 - Room 15 = 360 cm x 340 cm (including en-suite)
 - Room 16 = 360 cm x 340 cm (including en-suite)
 - Room 17 = 320 cm x 520 cm (including en-suite)
 - Room 18 = 520 cm x 280 cm (including en-suite)
 - Room 19 = 520 cm x 280 cm (including en-suite)
 - Room 20 = 520 cm x 280 cm (including en-suite)
 - Room 21 = 480 cm x 240 cm (including en-suite)
 - Room 22 = 380 cm x 800 cm (including en-suite)
 - Room 23 = 260 cm x 500 cm (including en-suite)
 - Room 24 = 280 cm x 500 cm

- Room 25 = 560 cm x 500cm (including en-suite)
- Room 26 = 420 cm x 500 cm
- Room 27 = 5600cm x 660 cm (including en-suite)
- Room 28 = 280 cm x 440 cm
- Room 29 = 320 cm x 340 cm
- Room 30 = 300 cm x 500 cm (including en-suite)
- Room 31 = 300 cm x 500 cm (including en-suite)
- Room 32 = 280 cm x 500 cm (including en-suite)
- Room 33 – 340 cm x 500 cm (including en-suite)
- Room 34 = 420 cm x 360 cm (including en-suite)
- Room 35 = 380 cm x 600 cm (including en-suite)
- Room 36 = 380 cm x 600 cm (including en-suite)
- Ground floor lounge = 7200 cm x 2800 cm
- Ground floor 2nd lounge = 9200 cm x 7200 cm
- First floor lounge = 860 cm x 700 cm
- Quite lounge = 360 cm x 280 cm
- Staff room = 480 cm x 280 cm
- Laundry = 520 cm x 240 cm
- Kitchen = 900 cm x 420 cm
- Training room = 640 cm x 1240 cm
- 1st floor bathroom = 240 cm x 100 cm
- Bathroom = 100 cm x 180 cm
- Toilet = 160 cm x 180 cm
- Bath = 200 cm x 240 cm
- Toilet = 160 cm x 140 cm
- Shower = 140 cm x 200 cm
- Disabled bath = 300 cm x 300 cm
- Disabled toilet = 200 cm x 140 cm
- Disabled toilet = 160 cm x 200 cm

All bedrooms meet or exceed the national minimum standards requirements as does the total area of communal space and other areas of the communal living facilities within Yew Tree.

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.

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

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.

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.

- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- 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 relating to the rights of residents and quality of care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our resident, 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.

Comprehensiveness

We aim to provide a total range of 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 thorough assessment of 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 at all levels of our staff and management.

Facilities and Services of the Home

The home's management

The person who is officially registered as carrying on the business of the home is Dr Samuel Appiah who can be contacted at Yew Tree Nursing Home, Yew Tree Place, Romsley, West Midlands B62 0NX. The registered company number is 3422710, the registered office is; 849 Chester Road, Erdington, Birmingham, B24 0BT. The person officially registered to manage the home is Sharen Guise (RGN level 1) registered manager who is the person in day-to-day control of the home's operations.

The home's staff

The home's total staff establishment is 36 of whom have duties involving direct care for service users.

The relevant qualifications and experience of the care staff are as follows:-

5 qualified nurses registered with the NMC

3 Senior Care Assistants with NVQ level 3

21 Care Assistants with NVQ level 2 (including 2 student nurses)

3 Care Staff currently undertaking NVQ level 2

We also have a number of long serving and mature staff who are not NVQ qualified but have considerable experience in care of the elderly. (At 09/04/10 90% of our care staff have completed or are undertaking NVQ 2 or above in social care)

The organisational structure of the home

The day-to-day running of the home is the responsibility of the Registered Home manager. Although not based at the home the Registered Provider, Dr S Appiah is in regular contact with the home management and is always available to offer support and guidance. Dr Appiah welcomes the opportunity to speak directly with service users and their relatives and is contactable by telephone; his mobile telephone number is displayed in the home.

The responsibility for service user's care planning is undertaken by the home's Care manager Vivian Spragg. The home's Administrator, Carol Sabell also assists the Home manager with non-clinical matters such as personnel and estate issues and deals with financial aspects of the business.

Service users accommodated

The home provides care and accommodation for older people of all genders. The home is registered to accept up to 35 service users, which, includes those service users suffering from dementia and physical disabilities.

The range of needs met

The home provides nursing care for older people and it is our sincere belief that every resident be given the opportunity to remain living at the home even if their needs and dependency increases significantly. The only restriction to this philosophy is if a service user demonstrates aggression towards others. Should this happen, the home management will offer every assistance to the service users family/guardian to seek alternative accommodation more appropriate to the needs of the resident.

Admissions

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

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we 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 trained staff will make a full assessment of need calling, with the service user's permission on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. 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 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 move in on a trial basis. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and 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 residents 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 to continue to enjoy as wide a range of individual and group activities and interests as possible 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, communal lounges,

grounds of the home, but those who wish to may remain in their own rooms 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 matters of decoration and furnishings.

3. We have regular social activities such as visiting musical entertainers, music and movement sessions and outings. We hope that friendships amongst residents will develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities.
4. The home's extensive grounds are accessible by wheelchair ramp and there are spacious outdoor sitting areas.
5. To assist with the home's social programme, we have an activities organiser, who will help and advise residents on the other facilities available such as the availability of daily newspapers, the visiting library service and the range of local shops.
6. We recognise that food and drink play an important part in 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 social interaction as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room and meals can be served in resident's own room if desired. Three meals are provided each day, there is a regularly changed menu for lunch and the evening meal; residents are always offered a choice at meals. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident care plans. Care Staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot/cold drinks are available at all times. We aim, to make all food and drink we provide, appealing and appetising and to mark special occasions and festivals.
7. We try to ensure that the home is a real part of the community, so in principle we encourage visitors to the home such as the local clergy, 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.
8. 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 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 a thorough 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.
9. We may make a charge associated with some activities and services; where this applies, the details will be made clear to the service user in advance.

Consultation with service users

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 as a group about the way the home is run. Regular resident meetings are held, which are attended by a member of the home's management and individual's views are sought via discussion groups and questionnaires. 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. The outcomes of our surveys are displayed on the entrance hall notice board.

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 service users, visitors and staff. Full policies are available within the service user guide.

Arrangements for religious observances

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

1. We try to arrange transport for service users to any local place of worship if required.
2. If asked we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or member of the relevant congregation to visit a service user who would like this.
3. In the public areas of the home we celebrate the major annual Christian festivals. Service users have the opportunity to participate or not as they wish.
4. Particular care will be taken to try and meet the needs of service users 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 a resident wishes, their friends and relatives are welcome to visit at any times convenient to the resident and to become involved in daily routines and activities.

If a resident 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 and 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 build on our success, 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 a 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 complainant 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 themselves 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 they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home if they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will set down the details in writing. This will be followed by a written acknowledgement that the complaint is being investigated, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the CQC and will be given details of how the CQC 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 only those who have a need 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. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report if requested.

The person who investigates a complaint will initiate 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 a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with CQC or if appropriate the relevant social services authority.

CQC CONTACT DETAILS

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne.

NE14PA

Telephone Number 03000 616161

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 will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives and incorporates any necessary risk assessments.

Once a month, we review each service user's plan 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 34 bedrooms for residents of which 33 are for single occupation. The resident's private rooms are as follows.

- 26 single rooms with en-suite facilities
- 1 companion room with en-suite facilities
- 7 single rooms with washbasin facility

The rooms in the house for communal use are as follows.

- 4 Lounges
- 2 Dining areas
- Disabled bathroom with automated Reval bath and drying table
- 2 bathrooms with toilets
- Half bathroom with toilet
- Shower room/wet room
- 4 toilets

All private and communal rooms meet or exceed the standards required, with the exception of door locks on private bedrooms located in the original part of the building, which will be provided on request.

In addition there are some areas of the home, which are generally for staff use only they include.

- Kitchen
- Laundry
- 3 sluice rooms
- Staff room
- 3 Offices
- 2 staff toilets
- Visitors toilet

Therapeutic techniques

The home can arrange for alternative therapies to visit the home upon request e.g. Aromatherapy, Reflexology, Indian head massage, Reiki etc.

Privacy and dignity

The home places a high value on respecting the privacy and dignity of service users. The detailed measures we take are set out in the paragraphs headed Privacy and Dignity at the beginning of this document

Review of this document

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

Signed Sharen Guise -

Date 09 April 2010

Review date April 2011 or with change.