

Cavendish House Trust

Statement of Purpose



Registered Manager
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Part 1: AIMS AND OBJECTIVES

This Statement of Purpose has been produced in line with the requirements of the legislation and guidance by which we are measured. It includes information about how we are to meet the Regulations as set out by our registering authority, the Care Quality Commission.

1.1 Mission Statement

It is the primary principle of the Cavendish House Trust to treat others with the dignity, respect and kindness with which we would wish to be treated ourselves. We manage our home to create a pleasant, homely environment where residents are happy to live, and also where staff feel motivated and valued.

1.2 Our Purpose

We provide accommodation with personal care to adults with learning disabilities, in a homely and caring environment which, as a minimum, meets the regulations defined by the Care Quality Commission. Ultimately our goal is to achieve an excellent service in order to enhance the lives of the residents who live at Cavendish House, creating a full range of activities that are meaningful and purposeful to our residents. We are able to support residents who, due to their special needs, require help in all aspects of their daily routine.

1.3 Our Values

We aim to maintain each resident's self-esteem by providing services that are centred on the individual to support them to make choices about how they live their lives, always ensuring we 'care for others as we would wish to be cared for ourselves'. We do this by:

- Enabling the residents to achieve their full potential through well planned, positive person centred support and care delivered by dedicated, qualified and capable staff who put the residents at the heart of everything they do. We strive to help the residents become as independent as possible and to maximise their quality of life.
- Expecting the same level of respect and decency afforded to those living here to those employed here. Work colleagues are expected to support one another and maintain good manners regardless of individual positions of responsibility.
- Cultivating an environment of mutual respect, recognition, inclusion and loyalty through management capability.
- Maintaining a home that is pleasant to live and work in.

- Recognising our impact on and respecting the environment by embracing best practice.
- Regularly reviewing our service and processes to identify improvements in line with future developments.

1.4 Our Principals

Cavendish House Trust aims to provide a personalised service to everyone who we support. Our service aims are to meet each person's individual needs, wishes and aspirations to lead a fulfilling life. This will be achieved by aspiring to a standard of excellence that embraces the fundamental principles of personalisation.

We will work in a person-centred way enabling the residents to have much more control over the services they receive. To meet these aims, our provision is based on the following principles:

- **A Right to Citizenship and a Good Quality Service** – our residents will have the right to play a full role as a citizen in the community and will be provided with a personalised quality service in care and support.
- **A Person Centred Approach** – our residents' needs and wishes will be central to the support and/or care provided via full consultation and involvement.
- **Social Inclusion** – our residents' will be encouraged and supported to make informed choices in using community resources and participating in the local or wider community.
- **Consultation** – our residents' will be consulted on who they want to provide their support or care. They will have the opportunity to participate in weekly meetings and twice yearly to complete customer survey feed-back questionnaires. Residents will be provided with information in the appropriate format on how to make a complaint or compliment.
- **Customers' Needs and Values** – our residents will be respected regardless of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, parenthood and disabilities or impairments.
- **Confidentiality** – our residents will be made aware that information about them is handled appropriately and in accordance with Care Dynamics confidentially policy and procedure.
- **Best Practise and Continuous Improvement** – Cavendish House Trust will strive for continuous improvement to meet an ever changing social care environment and to be an innovative/dynamic care and support service whilst also meeting legislative and national guidance.
- **Care / Support workers** – Cavendish House Trust will implement and manage a recruitment process involving residents. A full and comprehensive training programme is in place with development opportunities for staff members. The

Trust will strive to maintain continuity of staff to enable them to meet the needs of the residents.

Part 2: SERVICES PROVIDED

2.1 Management/Registered Provider

Registered Provider: *Cavendish House Trust*

Head of Property: *Cavendish House Trust*

Registered Manager: *Aleksandra B Wardeska*

Nominated individual: *Aleksandra B Wardeska*

Deputy Manager: *Lindsay Ford*

Aleksandra (Ola) Barbara Wardeska has completed Diploma level 5 in Leadership for Health and Social Care. Other courses Ola has completed include First Aid, Dignity and Safeguarding, Moving and Handling, Basic Food Hygiene and Health & Safety, Drugs Administration, Mental Health Awareness and the Mental Capacity Act/DOLS among others. Ola has a degree in Political Science with specialisations in International Relations and Political Marketing.

Ola has worked in the field of social care since 2008, in both children homes and adult residential services at Young Epilepsy. She started as a Student Support Worker and worked her way up to become Assistant House Manager in 2013 and House Manager in 2015. Ola gained experience in different fields such as Autism, Epilepsy, Down's syndrome and other neurological conditions. In 2016 Ola was appointed to Unit Manager of the Assessment and Rehabilitation Centre at YE, which she successfully managed until becoming a Trust Manager for Cavendish House in October 2018 and Registered Manager in January 2019.

Ola's responsibilities cover all aspects of the provision of care at the Trust and her extensive 'hands on' experience, coupled with her formal training means that she is capable of managing the home in a style that encourages staff, and ensures that the residents feel comfortable, recognised and supported.

Lindsay Ford has completed her Diploma 5 in Leadership and Management in Health and Social Care, Autism levels 1 & 2, First Aid, Mental Capacity and Deprivation of Liberty training. Lindsay has worked in the Care sector since 1991 from working in Elderly care to being a Nanny for numerous families and working with people with disabilities since September 2010 at Young Epilepsy. Lindsay also has an understanding of growing up with the advantages of having a sibling with disabilities and the struggles that families can go through when finding the Care Home that they would like and expect for their children. Ensuring that parents also

have their input regarding their children's care and ensuring they are part of our Care Home Family.

During the time in Cavendish Lindsay has supported the residents to become more independent and to develop their goals and wishes. Lindsay is supporting our residents to form links within the community and to bring the love, joy, compassion and empathy that is at the heart of the Cavendish House into their interaction with the local community.

2.2 Care Staff

Following a recruitment and interview process, positions will be offered to successful candidates subject to an enhanced Disclosure & Barring Service (DBS) check and two satisfactory written references, verbal references may be required as a third reference.

Staff at the Cavendish House Trust have a range of experience and qualifications in the care and support of people with a learning disability, sensory impairments and mental health needs.

The Trust retains a complete record of all qualifications, credentials and experience gained for each staff member. These records are held in the staff files at Cavendish House, which are confidential and secure in line with data protection.

Qualifications and training of the Care/Support workers provided by Cavendish House Trust will include a comprehensive structured induction to include the following:

- First Aid
- Health and Safety – including Risk Assessment
- Equality and Diversity
- Safeguarding Adults
- Safe Food Handling
- Induction to Person-Centred Approaches
- Medication
- Record Keeping – Care/Support Plans
- Mental Capacity Act
- Health and Social Care Level 3
- Autism

Upon request, additional specific training will be provided to staff to meet an individual's needs.

Part 3: SERVICE PROVIDER DETAILS

3.1 Cavendish House

Cavendish House is located in the pretty village of Lingfield, close to East Grinstead, and within easy walking distance of the high street, which offers a range of shops, post office and cafés.

In a walking distance there are two local churches and a bus stop is down the road. We are only a 10 minute walk from the train station and 20 minutes' drive from Crawley town centre.

The house has three living areas, one with TV, one with stereo and the other a cheerful dining room, which is open plan with our newly refurbished kitchen. The kitchen has been designed to enable residents to take a more active part in the daily preparation of their meals. The rear lounge has a conservatory that opens out onto a secure rear garden. Our garden enables residents to enjoy the sunshine and sights, sounds and smells of the outside most of the year round. All of the residents are welcome to help maintain the garden as a way to relax and gain responsibility and ownership for their home environment and how it looks.

In the summer, the residents invite neighbours, friends and family members to share and enjoy our delicious BBQs.

Cavendish House has six single bedrooms each with its own character and views. Standard room furnishings include a wardrobe, drawers, bed and a bedside table and lamp but residents are encouraged to bring some of their own furniture and personal belongings to make them feel more at home.

The house has four bathrooms suitable for the needs of our residents. All rooms have radiators that provide controllable heating and opening windows, with appropriate restrictions where required by Health & Safety and individual Risk Assessments.

Television aerial sockets are installed in all bedrooms and broadband wireless connection is available throughout the house. Bedroom doors have locks to provide our residents with the privacy they may wish.

3.2 Care Home who provide accommodation for persons who require nursing or personal care.

Cavendish House Trust is a registered Care Home. This enables us to provide 'personal care'¹ to the residents who live here. We do not provide nursing care. As a Care Home without nursing we are not required to employ a qualified Registered Nurse or have one on duty at all times.

To offer the best possible service to the residents of Cavendish House, we work closely with the local Health Service, who together with our staff, contribute to provide a holistic service. We can also facilitate the services of other healthcare professionals such as Counsellors, Occupational Therapists, Dietician, and Dentist etc., either through the General Practitioners or by private arrangement.

3.3 Planned Admissions

The decision to move to our care home should preferably be made jointly by the prospective resident and their family/carers. Contributions from health and social care professionals and the care home staff are also important. An enquiry form is completed upon all initial enquiries (and retained for six months) with our Brochure and Statement of Purpose being made available. Further information and a copy of our last inspection report can be found on the CQC website.

The criteria for admission are simply that the person considering moving into the home is someone who fits within the age bracket and the needs of the other residents living at the home. The prospective individual and/or their representative are invited to visit the home, and where possible, the person considering moving into the home is invited to stay for lunch or supper and / or a short stay.

3.4 Care Plans

In order to respect our core values of care our highly personalised person-centred care planning process is essential. We believe we care for individuals with unique personalities, beliefs and life experiences.

The advanced care plans are developed with the help of those that we care for, their families and carers. Our background information or the profile section of the plan is crucial to enable carers truly to know the person they are caring for and essential to

¹ Personal care includes assistance with dressing, meals, washing and toileting, as well as advice, encouragement and emotional and psychological support. The Department of Work and Pensions (DWP) defines this as attention required in connection with bodily functions. Bodily functions can include dressing, washing, bathing or shaving, toileting, getting in or out of bed, eating, drinking, taking medication and communicating. Seeing and hearing are also considered to be bodily functions.

promoting independence and choice while respecting the values and beliefs of each residents.

Our care plans are structured to focus on what our residents can do, rather than what they can't and recognises capabilities and how we can best structure our care to promote and encourage that capability. Where a particular need is identified, the care plan highlights how staff can effectively address that need.

We operate a key-worker system, where highly trained staff take a special interest in one or two residents and use the care plans to enable residents to live their lives to the full. The key worker will be involved in the care plan review process and can ensure that it is adapted to reflect accurately the resident's individual needs and wishes.

Staff are key to the success of person centred care planning. Staff draw upon the information contained in the care plan to guide their actions and interaction with the residents they care for. The care plan helps to ensure the resident's beliefs and lifestyle are respected and facilitated and that his or her choices are put into practice.

The advanced care plan, in accordance with the Mental Capacity Act 2005, is used by our care team to empower residents, whenever possible, to make decisions for themselves.

Dietary provision is an important area where nutritional requirements need to be balanced with personal choice. We encourage them to participate and take ownership of this process by supporting them to create their own menu planning and to take on responsibilities in the whole process. The residents suggest meal ideas, list the ingredients needed, go shopping and help to prepare the meals.

3.5 Social Activities

Our provision is designed to allow the residents to take part in a range of activities on offer, or maybe just 'sit this one out' by taking advantage of one of the three communal areas to have some quiet time. We plan activities at home and externally that are entertaining while also meaningful for our residents and support them to achieve their goals and potential. Examples of these activities are board games, arts & crafts, live music, attending the gym, attending drama club, cooking, attending Gateway groups, swimming, horse riding, gardening, attending a day centre. We arrange regular outdoor trips usually on a Wednesday or at the weekend.

The move to a care home is a major life change that we hope proves to be a positive one. We are constantly monitoring the general mood of our residents regarding

their level of satisfaction of the services we provide. Their quality of life is important to us and we need to know from them if we are achieving the standard that they expect of us. We aim to have residents' meetings every Tuesday for them to discuss whether we are meeting their expectations or if there is anything we can do to make their life happier.

Our staff are experienced at listening, understanding and responding to the needs of the residents who lives at Cavendish House. We also circulate quality assurance questionnaires aimed specifically at our residents, their relatives and staff.

3.6 Rights of residents living here:

- To be called by the name of their choice.
- To care for themselves as far as they are able.
- To take responsibility for their own actions and expect staff to accept that a degree of risk may be involved in some of their decisions.
- To personal privacy at all times and a right to lock their door.
- To invite whomever they choose into their room.
- To independence.
- To have their dignity respected throughout all stages of life.
- To be treated as an individual.
- To receive an anti-discriminatory service that is responsive to their race, religion, culture, language, gender, sexuality, disability and age.
- To live their chosen lifestyle.
- To have access to their own personal records and information relating to decisions that have been made that affect their lives, and where necessary, to be assisted with this.
- To look after their own medication when it is risk assessed as safe to do so.
- To control their own finances if they are able to do so.
- To make personal life choices such as what food they eat and what time they get up and go to bed.
- To be involved in their own care plan and be involved in any formal reviews of their needs, which take place at regular intervals.
- To access our formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- To vote at elections.

3.7 Religious Services

We have a close relationship with Lingfield Catholic and Anglican churches.

We are happy to assist residents to fulfil their own religious and spiritual needs as far as can be reasonably expected, and this includes meeting their dietary requirements. As this is a home, we expect residents who live here to continue to receive visitors as you would at home, at any reasonable time of day or evening.

3.8 Transport Out

Taxis can be booked when required. A bus stop is within close proximity of the property and the train station is a mile away for the residential home. We encourage our residents to use public transport to improve their understanding of commuting, traveling and exploring new social experiences. The Trust has a vehicle with capacity for nine residents.

Part 4: POLICIES AND PROCEDURES

4.1 Policies and Procedures

Cavendish House Trust is defined, directed and controlled through a comprehensive set of detailed policies and procedures, and monthly trust meetings. Copies are available on request from Cavendish office.

Part 5: LEGAL STATUS

5.1 Legal Status

The Trust was registered with Companies House in 1997 under the name Monica Cantwell Trust as a provider of accommodation for residents who require personal care. The name was changed on 3rd August 2015. The Cavendish House Trust is a Registered Charitable organisation (company no. 2734498, registered in England; Charity no 1022313) and is regulated by the Care Quality Commission.

Part 6: HEALTH & SAFETY AND CONTINUOUS QUALITY IMPROVEMENT

6.1 Emergency Fire Procedure

- If you discover a fire, press the nearest fire point, which will raise the alarm.
- Move yourself as far away as possible from the source of the fire or leave the house and meet at the fire meeting point, which is located in the corner of Saxby's Lane and Bakers Lane
- Close all doors behind you.

- Assist the staff by telling them where the fire is.
- Follow the instructions of the staff.

6.2 Independent Quality Assurance

We are committed to have the highest quality and safety of our service. To this end we work with a range of different professionals and independent companies to carry out regular assessments on our performance in all areas such as:

- Performance Fire Protection Ltd.
- UK Safety Management Ltd.
- Safewater Management Systems Ltd
- Gas Safe

Further general Care Home information can be obtained through the Care Quality Commission website.

We have always achieved high awards for our food hygiene and cleanliness of our catering facilities. Our most recent award was in March 2016 when we achieved a '5' rating from Tandridge CC Environmental Health using their Scores on the Doors scheme. The scheme is based on five different ratings which reflects the range of standards that may be found. At the bottom of the scale is 0 which means urgent improvement is required. At the top of the scale is 5 which means hygiene standards are very good, putting Cavendish House Trust in the top level for any food serving establishment in Lingfield.

6.3 Complaints, Compliments and Suggestions

The Cavendish House Trust is committed to providing high quality services and constantly seeking ways to improve that quality. We are committed to a pleasant, safe and homely environment. The Trust has a comprehensive Policy and Procedure for receiving compliments, and managing and investigating complaints made by residents, families, or other people.

Compliments are very much appreciated and with your agreement we would like to maintain the reputation of the Trust by using your compliments to publicise our provision. Should you not be in agreement with this please advise the House Manager.

Suggestions are happily received on an ongoing basis, in addition to your responses in our visitor surveys. Your suggestions can be sent by email or post. Of course, should you have any concerns that need urgent attention then please direct these to the House Manager.

Complaints will be treated seriously and dealt with as soon as possible. In the first instance consult the senior member of staff on duty who will try and rectify the problem immediately. If you are not satisfied that your complaint has been rectified you should contact the Manager who will try to resolve the matter and reply to you within three working days. If the matter fails to satisfy you please contact the Providers via email or by letter via the Home. We will investigate the matter and respond within one calendar month. If the matter is complex and cannot be resolved in this time you will be informed. Once your complaint has been fully dealt with by the Cavendish House Trust, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service. The LGO Advice Team can be contacted for information and advice, or to register your complaint: Tel: 0300 061 0614 Email: advice@lgo.org.uk Website www.lgo.org.uk. The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our service at any time. Contact details for CQC are:

Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. Telephone: 0300 061 6161. Website: www.cqc.org.uk/contactus.cfm