

STONESBY HOUSE

STATEMENT OF PURPOSE

Organisational Structure

Registered Provider/ Home Owner

Home Manager – Operation Manager

Deputies – Senior Support Workers – Support Workers

Activities Coordinator - Ancillary Staff – Maintenance Staff

Aims and Objectives

The management of Stonesby House prides itself on offering a highly professional care service for the elderly, with no age regulation, under the Health and Social Act 2008. We are pleased to accept Service Users for long term, short term and respite stays.

Stonesby House provides: “Accommodation for persons who require Specialised or Personal Care” thus providing Service User and independent services to vulnerable adults. Stonesby House always aims to deliver a high standard of professional care to the Service Users in our care. The care provision at Stonesby House endorses a holistic, personalised approach, which is sensitive to the needs of each service user.

It encompasses the following objectives:

- **Privacy**
- **Dignity**
- **Independence**
- **Choice**
- **Rights**
- **Fulfilment**

Our aims in relation to the above aspects of care are outlined below:

Privacy

We respect and keep all information relating to a Service User and their relatives, completely confidential.

Dignity

We treat every Service User with respect and allow each person to live in a dignified manner.

Independence

We enable each Service User to take calculated risks, to make their own decisions and to think and act for themselves. We of course, offer assistance where appropriate.

Choice

We ensure that every Service User has options in their daily life and can choose activities in accordance with their preference and capability.

Rights

We preserve all the basic human rights of each Service User including consent, confidentiality, safety, equality and autonomy. We encourage freedom of expression.

Fulfilment

We enable Service Users to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living.

Philosophy of Care

The Stonesby House is focused on providing service users with a secure and homely environment in which their care, well- being and comfort are of prime importance.

Carers strive to preserve and maintain the dignity, individuality and privacy of all service users. This is achieved within warm and caring atmosphere, which is sensitive and adaptable to the service users ever -changing needs. Such needs may be medical, therapeutic (physical and mental welfare), cultural, psychological, spiritual, emotional and social. Service Users are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and greatly valued.

This philosophy will be realised through programme of activities designed to encourage mental alertness, self-esteem, and social interaction. The Stonesby House`s core of values of care are fundamental to this philosophy and form the basis of all actions and behaviour within the home.

Core Values of care

- **Quality**

From the service we provide to the skilled and sensitive people that we employ, quality is of the utmost importance. Quality at the Stonesby House is constantly monitored and where

necessary, continuously improved in order to enable all our Service Users to achieve the best possible quality of life.

- **Service**

We aim to offer the highest level of service. A service that personalised, caring and professional.

- **Communication**

We believe that communication is one of our most important assets and we endeavour to professional.

- **Respect**

We respect all individuals and are continuously conscious of each person`s individual needs and desires.

- **Teamwork**

We believe that a strong team enables us to deliver the highest possible for our service users. Good team work and happy staff enables us to create a caring and secure environment.

- **Staff and training**

Staff employed at Stonesby House, are selected foremost for their values, their approach to care work and for their exemplary caring skills and experience. Qualities of reliability, integrity and professionalism are key, and all staff require good interpersonal and empathy skills. Prior to joining The Stonesby House, each employee is carefully screened through a series of interviews and is fully reference checked. All staff are DBS (Disclosure and Barring Service) checked.

Staff are trained by experienced and qualified Senior Staff, utilising both in house and external training methods. Training is carried out in accordance to the following Care Certificate 2015

Standards:

- 1.Understand your Role
- 2.Your Personal development
- 3.Duty of Care

4. Equality and Diversity
5. Work in person Centred Way
- 6.Communication
- 7.Fluids and Nutrition
8. Privacy and Dignity
9. Awareness of Mental Health, Dementia and Learning Disability
- 10.Safeguarding Adult
- 11.Safeguarding Children
- 12.Basic Life Support
13. Health and Safety
- 14.Moving and Handling Information
15. Infection Control

The Stonesby House encourages all Support Workers to achieve a minimum qualification of NVQ (national Vocational Qualification) Level 2 in health Care. All new members of staff are supported to attain this level of qualification and higher.

Accommodation Provision

107 Stonesby House has 14 Rooms

Ground Floor: 12 single rooms with ensuite

First Floor: 2 single rooms with ensuite.

Communal area, lounge and dining rooms, common toilet near to the lounge

147 Stonesby House has 9 Rooms

Ground Floor: 5 single rooms with ensuite

First Floor- 4 single rooms with ensuite

Service users are encouraged to use the communal rooms but service users who choose to stay in their own rooms may of course, do so. All rooms are connected to nurse call system for the

benefit and safety of service users. All bedroom doors are fitted with privacy locks and lockable facility is available to secure valuables and personal items.

Kitchen Facilities, Food Hygiene, Meals and Nutrition

All meals are prepared within the Home's kitchen. The kitchen facilities meet the standards laid down by food hygiene and health and safety legislation and regulation. The standards to which our kitchen facilities are maintained are monitored by the Local Authority. Our food hygiene rating awarded by the Local Authority is clearly displayed at the Home.

All the meals produced in our kitchen use fresh, nutritious ingredients. There is always a choice of meal options available to our residents, to ensure as much variation as possible, and that their favourite dishes and special diets are being catered for. The advice of a dietician is sought as and when necessary.

A selection of hot and cold drinks is always available to residents. Fresh fruit, biscuits and home-made cakes are available mid-morning, and afternoon, and at any other time when reasonably requested, and if not contrary to an individual resident's dietary requirements.

The home does not provide pork produce or cook pork on the premises. Individuals can buy cooked pork to consume in their bedrooms.

No Alcohol is to be drank within the home.

The kitchen facilities at Stonesby House is fully compliant with the standards laid down by the Environmental Health Departments.

Outdoor Facilities

Easily accessible garden space is provided at both homes. Service users may use the outdoor space when they choose, if they able to do so. Designated smoking area also easily accessible.

Laundry

A full laundry service is provided at Stonesby House and is included within general service fee. All items of personal clothing should be labelled. We cannot accept responsibility for any loss of items that are not clearly labelled.

Contact with family and friends

Service Users family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter, telephone or email when visiting is not possible. In these cases, staff will offer assistance to the service user in order to respond where help may be needed.

Visitors are welcomed at all reasonable times and are asked to make the Manager or senior person in charge aware of their arrival and departure from the home. For security and life 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 will be respected and upheld by the Manager or senior person in charge, who will, if necessary, inform the visitors of the service users wishes.

Care planning and Review

Upon admission, a detailed and tailored care plan is created for each Service User, by a management team in consultation with the Service User and other relatives, where appropriate. The care plan is created to provide a programme of the best possible care for the individual and reflects the needs and choice of the Service User.

Once developed the care plan is reviewed every four weeks and is updated to reflect any changing needs to ensure that the objectives for health, personal and social care applicable. Each plan is developed with the involvement of the service user.

Families and relatives are encouraged to participate in the service user`s daily routine as far as it is practicable and are invited to attend formal reviews. Service Users and their relatives are always welcome to discuss their progress, the level of support and the care being provided.

Activities Provision

Information on the health and social needs of each service user is obtained during a pre-admission assessment and initial assessment following admission. The home offers a wide range of activities designed to encourage the service user to keep mobile, and most importantly to take an interest in life. Staff members encourage and in certain instance help service user to pursue their chosen hobbies and interests of the service users in the home at any given time. Service users are invited to provide their own suggestions.

- Community activities
- Interacting with staff and other service users
- Table top games
- Arts and crafts
- Birthday parties/ celebrations

Religion and Worship

Service users may attend religious service either within or outside the home, as they so desire. If worship services are outside the home, the service users 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.

Fire Safety

- The home has fire alarm system fitted, with fire exit sign and fire emergency instructions displayed at strategic points throughout, as advised the local fire service.
- Staff members are instructed during induction training regarding the fire prevention and fire drills policy, this includes the use of the homes fire appliances, raising the alarm, evacuation procedures and so on. Service users and their families are informed of the emergency procedure during admission.
- A fire exercise is carried out periodically; this ensures all staff and service users have a comprehensive understanding of their responsibilities.
- All fire systems and alarms are tested weekly by staff of the home periodically by the local Fire Officer. Records are kept all such testing as part of the manager responsibilities.
- All fighting equipment will be checked annually by a qualified fire extinguisher Maintenance Engineer.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support from staff.

Funeral arrangements are generally organised by the next of kin. Stonesby House can be relied upon to provide as much assistance and support as is required. Where there is no Next of Kin, the staff may attend the necessary arrangements. Stonesby House will comply with any planned funeral requirements and arrangements specified and in respect of their chosen faith and religious beliefs.

Complaints Procedure

If a service user, relative or visitor feels that there is cause for complaint, a Complaints procedure is in place to enable this to be facilitated. Any problems and complaints should firstly be discussed with the Home Manager or Senior person in charge. Should the complainant remain dissatisfied, the complaint can be recorded on a Complaints Form, which is available in the home. A full investigation will be carried out and the complainant will be advised of the outcome within 28 days after the date that the complaint is made.

If the individual is dissatisfied with the outcome, they can make their complaint to Social Services:

Mawson House, 62-68 Valence Rd, Leicester, LE3 1AR, telephone 0116 2951523

This document should be read in conjunction with the policy and procedure manual, inspection reports which are available within the home or you can visit CQC website and observe resulting surveys.

Reviewed and Updated on 25/06/2018