

ORCHARD CARE SOUTH WEST LTD

STATEMENT OF PURPOSE

Shire House,
Sidmouth Road,
Lyme Regis,
Dorset, DT7 3ES.
Telephone: 01297 442483

Registered Manager: Tracey Smart.

Shire House is registered with The Commission for Social Care and Inspection. It provides accommodation and personal care for up to 22 people over the age of 65. We offer respite to those under retirement age subject to assessment. Nursing care is not provided but there is support from the Community Nursing service enabling us to meet most care needs.

Accommodation is on three floors with all floors accessed by a passenger lift. The home is located on the outskirts of Lyme Regis. All of our rooms have pleasant outlooks with either coastal or garden views. Several rooms have direct garden access, we also offer two second floor suites providing separate living and sleeping accommodation.

The proprietors of Shire House are Mr J.S.Thrush, Mrs G.M.Thrush both with registered nurse experience. They are also directors of Orchard Care South West Ltd that oversees the day to day running of Shire House. Mr Thrush is registered as the `Responsible Individual on behalf of the company. The Directors may be contacted at Shire House.

AIMS AND OBJECTIVES

The aims and objectives of Orchard Care South West are to provide a homely, safe and caring environment for older people respecting their right to choose their own life-style and actively supporting them to realise their aspirations. This is achieved by offering service users independence and privacy, companionship, comfort and care. Our focus is on enhancing a high

quality of life by setting the style and tone of the home in terms of its efficiency and comfort. We are particularly concerned at development of good relationships between Residents and staff as well as those between the home and the local community.

SERVICE USER RIGHTS

Service User rights are at the forefront of Orchard Care South West's' philosophy of care. We seek to advance these rights in all aspects of the services we provide, and service users are encouraged to exercise their rights to the full. A list of contacts is available as part of this document and is also available in the Service User Guide on display in the home.

PRIVACY

We recognise that life in a communal setting and the need to accept help of a personal nature is difficult. Help is always offered with due regard to privacy and dignity. The following are our aims:

- Giving help in intimate situations as discreetly as possible.
- Helping service users 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 locks on service users' storage space, bathrooms/toilets and on bedrooms if requested.
- Guaranteeing service users' privacy when using the telephone, the opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality and security of the information the home holds regarding its Residents.

DIGNITY

Disabilities can undermine dignity, so we try to preserve respect for our service users' intrinsic value by treating each person as a special and valued individual. We also aim to do the following:

- Help service users to present themselves to others, as they would wish through their personal appearance and their behaviour in public.
- Offer a range of activities that enables service users to express themselves as individuals.
- Tackle any discrimination service users may suffer through age, disability or status.
- Compensate for the effects of any disability that service users may experience related to communication, physical functioning, mobility or appearance.

INDEPENDENCE

We are aware that some service users give up some independence in a group-living situation. We regard it as all the more important to foster 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 so as service users retain self-care, independent interaction with others, and carrying-out the tasks of daily living unaided.
- Helping service users take reasonable and fully thought-out risks.
- Promoting opportunities to establish and retain contacts outside the home.
- Allow service users to have access to, and contribute to, the provision and recording of their care.

SECURITY

We aim to provide an environment and structure of support that responds to this need in the following ways:

- Offering assistance with tasks and situations that would otherwise be difficult for service users.
- Reducing to the minimum the dangers especially common among older people, notably the risk of falling.
- Protecting service users from all forms of abuse.
- Providing readily accessible channels for dealing with complaints.
- Creating an atmosphere in the home which service users experience as open, positive and inclusive.
- Visitors will be asked to sign the visitors book both when they arrive and leave and residents are asked to inform staff when they leave the home and return for security reasons.
- Care will be taken to monitor all contractors who come to the home to ensure they are legitimate and abide by Health and Safety requirements.
- All staff have training in fire safety and evacuation. The home complies with the requirements of, and the home is risk assessed by a Fire Consultant to ensure that contemporary standards are met.

CIVIL RIGHTS

We will work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that service users have the opportunity to vote in elections, and to be aware of democratic options.
- Preserving for service users full and equal access to all elements of the National Health Service.
- Helping service users to claim all appropriate welfare benefits and social services.
- Assisting service users' access to public services such as libraries, further education and lifelong learning.

- Facilitating service users in contributing to society through volunteering, helping each other, and taking roles involving responsibility within the home, and wider community.

CHOICE

We will help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing facilities for visitors to be made welcome at all appropriate times.
- Providing meals that enable service users, as far as is practicable, to decide for themselves where, when, and with whom they consume food and drink of their choice.
- To assist in participation of a variety of leisure activities as appropriate.
- Enabling service users to manage their own time, and not be dictated to by set communal timetables.
- Maintaining flexibility in the routines of daily life in the home.

FULFILMENT

We will help service users to realise personal aspirations and abilities in all aspects of their lives. We seek to achieve this in the following ways:

- Informing ourselves as fully as each service user wishes about their individual histories and characteristics.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
- Respecting religious, ethnic and cultural diversity.
- Helping our service users to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish to.
- Assisting service users to communicate and to encourage our staff to listen.

QUALITY OF CARE

Orchard South West will do all it can to provide the highest quality of care. To achieve this we will implement and maintain a comprehensive quality assurance scheme. We will also give priority to a number of areas relating to the operation of the home and the services we provide:

i) Choice of home

All prospective service users should have the opportunity to choose a home that suits their needs and abilities. To facilitate that choice, and to ensure that service users 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 service users guide.
- Give each service user a contract/statement of terms and conditions specifying the details of the relationship.
- Ensure that all prospective service users have their needs assessed before a decision on admission is taken.
- Demonstrate to persons about to become resident at the home that we are confident we can meet their needs.
- Offer trial visits to prospective service users, and avoid unplanned admissions except in cases of emergency.

ii) Health and personal care

We draw on professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following:

- Produce for each service user a Care Plan that is implemented, regularly reviewed, at least once a year, and updated.
- Support the assessment and reviewing procedures of other agencies in particular those of Health and Social Care.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each service user.
- Carry out careful procedures for storage, dispensing and administration of service users' medications.

- Safeguard service users privacy and dignity in all aspects of the delivery of health and care.
- Treat with special care service users who are terminally ill, and sensitively assist them and their relatives.

MEALS

- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings, and at a time convenient to service users.
- To encourage the participation of service users in the choice of meals individually and in general.
- Where practically possible produce is sourced locally.
- Service users may choose to have their meals in the dining room or in their own rooms.

THE ENVIRONMENT

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

- Maintain the buildings and grounds in a safe condition, including having fire and emergency procedures in place.
- Supply toilet, washing and bathing facilities suitable for the service users for whom we care.
- Assist in providing specialist equipment when necessary to maximise service users' independence.
- Provide individual accommodation that meets the National Minimum Standards.
- See that service users 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.

NUMBER AND SIZE OF ROOMS

Shire House has 20 single bedrooms, all of which are in excess of the National Minimum Standards; some are large enough for couples when requested. We currently have nearly all en-suite rooms and there are plans to make all rooms en-suite in the near future.

The rooms in the home for communal use are as follows:

- Two lounges plus a sitting area.
- Dining room,(Ground Floor)
- We have additional bathrooms and toilets situated throughout the home.

In addition we have some areas of the home, which are generally for staff use:

- Kitchen
- Laundry
- Staff room /toilet

STAFFING

Staff recruitment and training is an important issue to Orchard Care South West Ltd.

- Employ staff in sufficient numbers, and with the relevant mix of skills, to meet our service user's needs.
- We aim to maintain the National Minimum Standards for staff training.
- Offer our staff a range of training that is relevant to their induction, foundation experience and further development.
- Observe recruitment policies and practices that both respect equal opportunities, and protect service user's safety and welfare.

MANAGEMENT & ADMINISTRATION

Orchard Care South West recognises that the leadership of the home is critical to all of its operations. To provide leadership of the quality required we would do the following:

- Always engage as registered manager/person-in-charge who is qualified, competent and experienced for the task.
- Have a management approach that creates an open, positive and inclusive atmosphere.
- Work to accounting and financial procedures that safeguard the service users' interests, and the viability of the business.
- Arrange for independent assistance for those service users needing help with their financial affairs.
- To conduct regular supervision of all our staff.
- Provide a statement of terms and conditions relating to the acceptance of accommodation at Shire House.
- Keep up-to-date and accurate records on all aspects of the home and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

COMPLAINTS

Despite everything that we do to provide a secure environment, it is acknowledged that some service users may become dissatisfied from time to time. In these cases we will do the following:

Provide, and where necessary, operate a simple, clear and accessible complaints procedure.

Take all the necessary action to protect service users' legal rights.

Make all possible efforts to protect service users from every sort of abuse.

Ensure that service users, and their relatives and advocates, are aware of the Complaints Process.

Provide a full copy of our Complaints procedure when requested,

Should anyone have concerns that they wish to discuss a list of contacts is provided as part of this document and in the Service User Guide as well as being on display in the home.

The Commission for Social Care Inspection, who are responsible for inspecting the home under the provisions of the Care Standards Act 2000, can be contacted if any concerns you may have about the management and running of the home have not been resolved to your satisfaction by the Management and Directors.

They can be contacted at:
The Commission for Social Care Inspection
Unit Four,
New Fields Business Park,
Stinsford Road,
Poole,
Dorset, BH17 ONF.

If you are still dissatisfied then the Local Government Ombudsman may be able to assist you.

The contact address is:
The Oaks
Westward Way
Westwood Business Park
Coventry CV4 8JB
01203 695999

REVIEW OF THIS DOCUMENT

We will keep this document under regular review and Orchard Care welcomes any comments.

Signed:

Date:

Date for review...