



ENGLEBURN

Care Home

Statement of Purpose

SEPTEMBER 2020

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STATEMENT OF PURPOSE

To provide a secure relaxed happy and homely atmosphere for the client to live in, and for staff to work in.

To provide a high standard of residential care whilst assisting all clients to maintain privacy, dignity, choice and independence.

To encourage clients to lead a life as normal and fulfilled as they are able within the constraints of their abilities and the environment.

To ensure that all staff remember the importance of it being the clients home and that they should be able to please themselves.

AIMS AND OBJECTIVES

It is our AIM that those who live in our home should do so with dignity, have the respect of those who support them and be entitled to live a full and active life, given the fundamental right to self determination and individuality.

These basic rights are accorded to all who find themselves in our care, there is no attempt to distinguish between one group of clients and another.

The purpose of our home is to enable clients to achieve their full potential and this is best achieved by sensitive recognition and nurturing.

Our aim is to preserve the self respect of those who depend upon the support of others.

Privacy of space is important as is the clients right to hold and express opinions.

Courtesy and respect in all relationships will be observed.

The staff must respect what is personal and private.

Clients should not for example be regimented or subject to rigid routine.

Staff aim to be responsive to the needs and requirements of each individual client, discrimination does not take place on any grounds.

Emotional support is also considered to be of vital importance to the general wellbeing of each client.

Those who are competent to judge for themselves are free to make their own decisions as long as they do not threaten their own safety and/or the safety of others.

Philosophy of Care

Engleburn Care Home aims to provide its Service Users with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service Users ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and 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 is greatly valued.

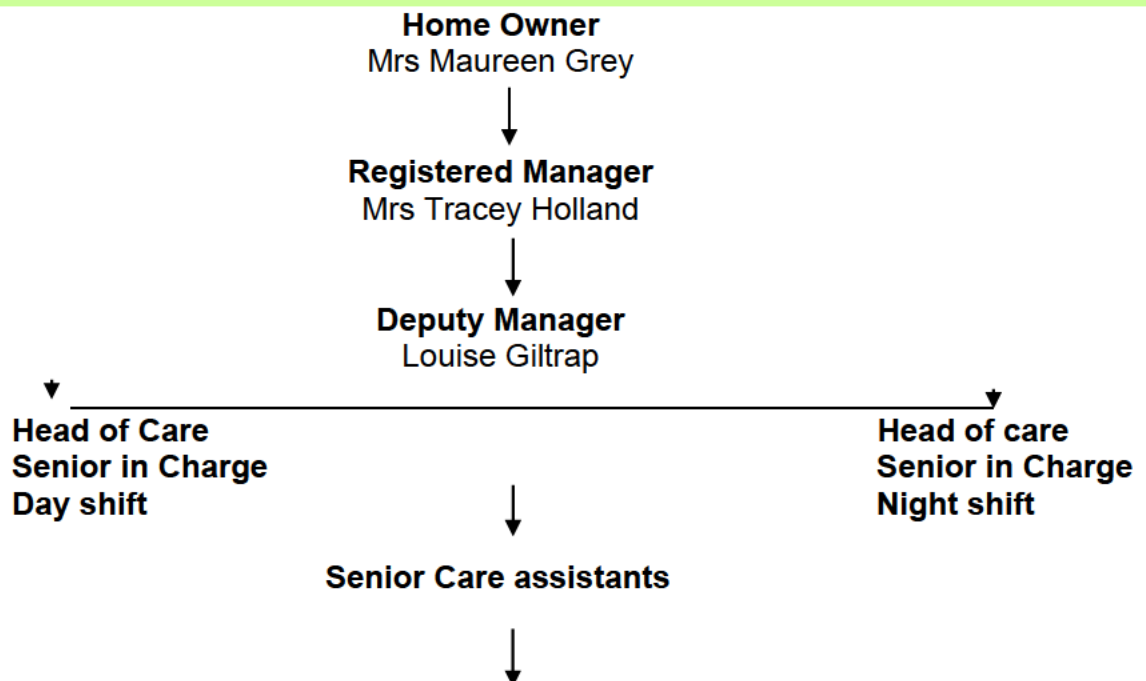
This will be achieved through programs of activities designed to encourage mental alertness, self -esteem, social interaction with other Service Users and with recognition of the following core values of care, which are fundamental to the philosophy of our Home:

Engleburn Home Values

Family	<ul style="list-style-type: none"> • Treating others as you wish to be treated • Treat others like your family • Caring for others – kindness • Approachable at all times • Honesty-loyalty-compassion-respect • Work as a team
Make a difference	<ul style="list-style-type: none"> • Making a difference to someone's day – do the best you can do • inspire people • Build meaningful relationships – rewarding – self empowerment • Leadership - lead by example
Think differently	<ul style="list-style-type: none"> • Think differently about the task and how to achieve a better outcome • Take Responsibility for yourself & your actions • accountability – inspiration • Do the right thing – go with your gut
Take ownership	<ul style="list-style-type: none"> • Taking ownership for your actions – acting with courage • Taking ownership/responsibility of a task • Continually improve except & delegate responsibility
Individuality	<ul style="list-style-type: none"> • Every person is treated as an individual – staff/clients/visitors • Dignity & respect for all –be professional in your conduct • Build on individual strengths and on individual's strengths

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission.

Homes Organisational Structure



Care staff



**OTHER TEAM MEMBERS
CHEF / COOK
DOMESTICS/ACTIVITIES
MAINTENANCE**

Home Owner/Manager

Name of Home **Engleburn Residential Care Home**

Registered Provider Mrs Maureen Thompson
C/o Engleburn care Home
Milford road
Barton on sea
HAMPSHIRE
BH25 5PN

Registered Manager Mrs Tracey Holland
C/o Engleburn care home
Milford Road
Barton on sea
Hampshire
BH25 %pn

E-Mail : Tracdhol@aol.com

Qualifications City and guilds NVQ care level IV
Undertaking City and Guilds NVQ RMA
RSA Assessors award D32/33
Edexcel Personal skills, improving own learning & performance
Edexcel Problem Solving
Four day First Aid at Work
City and guilds Foundation Management for Care
Eastleigh Fire station Fire safety rescue & escape

Experience Of management team

Mrs Thompson	28 years Registered proprietor/ manager residential care home for the elderly
Mrs Holland	25 years Registered Manager residential care home for the elderly
Mrs Giltrap	20 years working as senior in charge and then deputy manager at Engleburn

Care Speciality of the Home:

Engleburn is registered as a care home providing care with the following categories:

- Dementia (DE)
- Old age

Care will be provided for clients who:

- Are physically frail, require occasional night care, require assistance with personal tasks, are occasionally incontinent, require supervision during the waking day, are mentally confused or diagnosed as having a mental illness.
- Are physically very frail, require night care or regular supervision from a waking member of staff, require regular assistance with personal care tasks, are incontinent of urine, require regular supervision throughout the waking day, are mentally confused or diagnosed as having a mental illness.
- Are physically highly dependent, require a high level of assistance during the night, require a high level of assistance in personal care tasks during the waking day, are severely confused or mentally disordered and require constant supervision.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service Users ever changing needs.

Smoking and Alcohol

The Home has a no smoking policy throughout the whole home, however there is an undercover area that can be used for residents and staff to smoke in. Alcohol is not restricted in the home unless specifically requested.

Communication Corner – Telephone – Email – Computer services – Video chat

The home has a Large Number phone, which can be used by the Service Users for incoming calls in the privacy of their own rooms. Service Users may have their own private line through British Telecom. The home facilitates Video calling free of charge and has a dedicated Communication corner for keeping in touch with friends and family.

Details of Staff Numbers and Staff Training

The home employs :

- X3 Care Managers unit leaders
- X3 Heads of care
- X5 Senior in Charge
- X6 Senior Care assistants
- X30 Care Assistants
- X2 Activities supervisor & 6 activities assistants
- X1 Head Cooks/ Chefs & 2cooks
- X3 Kitchen Assistants
- X1 Head Housekeeper and x9 Domestic x2 Laundry

The homes staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism, and fit with the homes Values.

They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care Certificate
- Challenging behavior
- Communication/dignity
- Confidentiality
- Consent
- Coshh
- Dementia
- Diabetes
- Deprivation of Liberty Safeguards
- End of life Death/dying & Bereavement
- Equality and diversity
- Fire safety
- First aid
- Nutrition and Diet
- Food hygiene
- Hand Hygiene
- Health and safety
- Infection control
- Medication
- Mental Capacity
- Moving & handling
- Person centered care
- Pressure care
- Recording and reporting
- Safeguarding Adults
- Skin care
- Oral care
- Any other course which relates to the job role

The home insists that all new members of staff must Complete an in house Competency book, which delivers training then observes competency and must train to achieve NVQ Level 2 in Direct Care, or equivalent to the job role in which they are undertaking, and many are completing or have completed NVQ level 3.

Staff at Senior in Charge level, are also completing NVQ level 4 or Team leading Qualifications

The home also sends selected staff on a variety of external training to enhance their job roles, such topics as,

Food Hygiene	Health & Safety awareness
Care of the Elderly	Emergency aid for appointed persons
First Aid	4 day First Aid at Work
Patient handling	Safe handling of Medicine
Moving & Mobility	Depression
Dementia Awareness	Age concern Activities for the older person
Therapeutic activities	Implications of Parkinson's Disease

Staff training is reviewed on an ongoing basis with many of the topics requiring an annual update.

Your Accommodation

The home is divided into Four units comprising of:

- **Engleburn 1** 24 single rooms, & 3 doubles.
- **Engleburn 2** 24 single rooms, & 3 doubles.
- **Foxholes** single bedrooms x1 suite for a couple
- **Daffodil Unit** single bedrooms x1 suite for a couple

Communal Rooms:

Engleburn 1 & 2

In the Main communal area we have Memoirs café an area where clients are welcome to go with by themselves or with friends / relatives, Clients can get Refreshments and light snacks all throughout the day. We have a bolero drinks machine where clients can help themselves to Sugar free chilled juice freely at any time.

There is one very large lounge separated into different areas including a Full working Pub, newsagents and Craft Room. These areas are used from group activities and can be used by individuals at any time throughout the day, the Pub newsagent and craft room are set off of the main lounge to create smaller areas that clients can enjoy with safety.

We have one large dining room, we have two separate spaces within this dining room to accommodate for those wish to sit in a quieter space at meal times. The home provides lots of interesting smaller seating spaces which clients can use either with friends and relatives or by themselves if they wish to.

The home is fully centrally heated throughout. Service users are encouraged to use these public rooms; however, Service Users who choose to stay in their own rooms may do so. Smoking is prohibited in all rooms. A risk assessed covered outdoor Smoking area is provided if required.

The home has over 15 main bathrooms as well as individual En-suits, One of the bathrooms has been fitted with a specialised high tech Parker bath designed to assist clients with dementia, two other bathrooms have been fitted with other specialist baths that clients can walk into.

Foxholes

Is a centre that has been designed and built for clients with Dementia and Alzheimer's. All areas have been carefully designed (with input from The New Forest Alzheimer's Society) to enable clients to live as independently as possible. The whole area has been tastefully decorated in a modern but homely style with lots of features to benefit those who require extra stimulation.

There is one large lounge, a large dining room and several bathrooms, as well as each individual room being fitted with En-suites.

This area has a Snoozelem room, this is a room with various types of sensory equipment designed to provide both a calming and stimulating effect. The effects are a mixture of sound, vision and various aromas to stimulate memories.

All doors leading from Foxholes will take clients into a specifically designed sensory courtyard that is secure and all doors will lead back into the unit. This courtyard has been specifically designed for clients with dementia, there are seating areas, walking areas, and raised flower beds, sensory beds with plants that invite clients to touch and feel. The whole area has flowers and plants that have high aromas.

Daffodil Unit

Daffodil Unit is a specialist End of life unit, specifically designed for end of life care in mind, the area boasts extra seating for families as well as Rooms specifically designed to have all of the equipment needed to care for clients nearing the end of their lives. Staff in this area complete extra training over and above the training given to ensure the best care and support can be given to our clients and their families at this time.

The area also has a Larger room For family to be able to stay over during the last days of life with extra facilities such as overnight sleeping facilities and facilities for eating and drinking/coffee & tea making.

Your bedroom:

Your room may be single or shared with a partner, but if it is shared, rest assured we will ensure you have complete privacy when you require it. All rooms are well furnished and tastefully decorated.

If you wish to bring items of your own furniture then this is welcomed, however a few safety checks will need to be undertaken first.

Staff will respect your privacy and will not enter your room without knocking or asking your permission to be invited in.

A lockable area is provided in every room for your valuables and private affairs. Alternatively you may hand any items to the manager and she will lock them away for safekeeping.

The home has 76 bedrooms 72 single, & 4 doubles, all with on -suite facilities.

Outside

The home is surrounded by 8 acres of landscaped woodlands. Both sections of the home have beautiful courtyards with seating areas, high level fish ponds and water features. Foxholes courtyard incorporates a very large sensory garden aimed at stimulating the senses of clients with dementia.

Admissions Policy

1. The decision to admit a new resident may be taken only by the Proprietor or Manager. The Proprietor/Manager may delegate specific authority in their absence.
2. No one shall be denied admission on the basis of ethnic origin, religious or political beliefs, or cultural background.
3. Publicly funded residents will be accorded the same welcome and status as privately funded residents. There will be no discrimination on the basis of the origins of funding.
4. People seeking admission will be required to indicate from what source the monies to pay the home's charges will come.
5. People unable to meet their charges from their own resources must, except in an emergency, be referred to the area Manager, local social services dept.
6. In the case of an emergency admission of a resident in need of public funding, social services must be notified within one working day of admission.
7. All potential residents will be assessed by the Proprietor/ Manager, or their authorised representative, to ensure that the home is appropriate for them. In the case of an emergency admission the resident must be assessed within one week of admission to ensure that the admission is appropriate.
8. All members of staff involved in admitting a resident will do all they can to maintain and/or establish the resident's privacy, dignity, independence, choice, rights and fulfilment.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. The type of facility required, and
2. The type of care package and needs of the individual Service User

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking (4 week menu)
- Laundry Service
- Weekly GP visits
- Call System
- Full Central Heating
- Daily Activities (1-1 & group)
- Provision for Special Diets

Fees – What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Monthly visits for a private chiropodist the home
- Private phone installation and calls
- Transport for service users appointments

Contact With Family and Friends

Service User's family, relatives and friends are encouraged to visit the Service User regularly and maintain contact by letter/telephone/Email/Skype when visiting is not possible. In these cases, staff will offer to assist the Service User to respond where help may be needed.

Visitors will be welcomed at all times. For Security and Fire 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 right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the Service Users wishes.

Fire Safety

- The home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Service User’s are informed of the emergency procedure during admission.
- A fire exercise is carried out weekly, this ensures all staff and Service Users have a comprehensive understanding of their responsibilities. All staff receive fire instruction at least every three months.
- All fire systems and alarms will be tested weekly by staff of the home and annually by the local Fire Officer. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Service Users with regard to Health and Safety. Also as to their choice to have animals within the home. This is not to say we do not permit pets, the Manager will however treat each case dependant on need and the amount of pets already at the home.

Medication

If a Service User wants to be self-medicating and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Service User may request to see a doctor in private if they wish. Each resident has available for their sole use a lockable drawer/ cupboard in their room, in which to store medication safely.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee, other hot drinks and snacks are served and available 24 hours a day, As well as being available for all clients and visitors within the homes café, We also have a night bites menu. Visitors are also catered for, and are welcome to stay for meals.

Care Plan Review

Once developed the Care Plan will be regularly reviewed to ensure that the Service User is responding in a satisfactory manner. Adverse reaction to the Care Plan by the Service User will result in an immediate review of the Care Plan by the named Carer, Manager, Senior Carer and other members of care staff as necessary.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable, and are invited to 6 monthly formal reviews. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns at any time.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the Service User's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Care Plan may be proposed at this point.
- At the end of the four week settling-in period, Using our Resident of the Day Scheme
- Thereafter a formal review is held with Care Staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager or Senior in Charge.

Certain amendments may require the authorisation of the Service User's GP and other Persons Within the clients Multi-Disciplinary team.

All amendments to the care plan are recorded in full.

Complaints

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. The home always has a person of Higher Management within the building (care manager or Head of care) If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint with the homes Manager A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

A full copy of the Homes Complaints Policy & Procedures can be found in the Residents Contract, or a copy can be found in the main reception area, at the reception desk.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer, then you should contact the **National Care Standards Commission**? . These details can be found in the residents Contract.

Bereavement

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

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the Manager will attend to the necessary arrangements.

The home is able to offer signposting to relevant services and counselling if required for clients as well as family members.

Therapeutic Activities

The home employs a number of activities organisers, & the homes policy on "Therapeutic Activities" takes into account the Service User's interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage and in certain instances help Service User's to pursue their hobbies and interests:

Service User's can play the following games using the equipment that is designed for fading sight:

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Ball games – feet or hand.

Activities with the staff (On a Daily Basis) A full monthly programme is available

- a. Chatting to Individual Service Users. (1-1 activities)
- b. Going for walks.
- c. Manicures
- d. Playing games.
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles etc

Outings

All outings are geared to Service User's needs and capabilities and due to this a limited number of Service User's can go on any one outing.

We have a minibus and driver who is employed on a weekly basis who provides outings to local areas.

Examples of outings are listed below:

- a. A drive around the countryside or to the local sea front.
- b. Visit to a garden Centre.
- c. Visit to a pantomime or play.

Religion (Worship/Attendance at Religious Services)

Service Users may attend religious services either within or outside the home, as they so desire. If services are outside the home, the Service User 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.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4-week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of six weeks. In the case of social work funded Service Users, this retention period would be reviewed by the Home Manager.

Monitoring and Quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

The manager of the home will arrange for consultations with clients and their significant others to discuss the operation of the home. The home holds monthly residents meetings to gain feedback.

The home also has feedback cards situated in the main reception area for clients and their visitors to leave feedback as well as feedback on staff, both positive and negative and these feedback cards can be posted through the designated confidential post boxes next to the cards.

This document has been written in accordance with the Care Standards Act 2000. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.