

# *Lavender House*

## **Residential Care Home**

TEL: 023 80 444234

Fax 02381787064

**Manager: Mrs Deborah Watt**



# *Statement of Purpose*

# *Lavender House*

Lavender House Care Home, 166 Newtown Road, Woolston, Southampton SO19 9HR

Website: [www.lavenderhouse.org.uk](http://www.lavenderhouse.org.uk)

Email: [info@lavenderhouse.org.uk](mailto:info@lavenderhouse.org.uk)

**CQC REGISTERED**

**QUALITY CARE ASSURED**

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### Statement of Purpose

As Amended the 14.11.11

This statement outlines our **Aims, Objectives and Philosophy of Care at Lavender House**. Should any question arise from the statement, the Proprietors of the management team will be happy to discuss any points or concerns.

The rights of our Residents are our primary concern and so our philosophy of care reflects this in the services and environment we provide and in our encouragement of the Residents to exercise their rights to the full.

#### Aims and Objectives

Our aim is to provide high quality care to meet the specific needs and wishes of our residents. We aim to offer and provide high quality care with sensitivity and understanding in a warm, happy and comfortable environment.

A care plan will be formulated individually to support each Resident's needs allowing independence and privacy and upholding their dignity in the following ways:

#### Privacy

- *Helping our Service Users with intimate needs and situations discreetly.*
- *Allowing and helping Residents to furnish and equip their rooms to their own wishes and enabling them to use them at their own choice for meals, leisure and entertaining.*
- *Offering Residents the choice of where and with whom they spend time.*
- *Giving privacy to receive and make telephone calls if they wish to open and read mail and see visitors and advisors.*
- *Ensuring information regarding each Resident remains confidential.*

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### Dignity

Disabilities can undermine dignity - to avoid this, each Resident will be treated as a valued individual by assisting them to maintain as close a lifestyle of their own as possible. This is achieved by ensuring they have their own clothing and that their personal appearance is as they wish. In addition, in offering a range of activities enabling Residents to express themselves as an individual, we try to eliminate any discrimination that may occur through physical or mental disability.

### Independence

We understand that our Residents have given up a great deal of their independence when they become part of a communal group residing in a Care Home. We therefore encourage clients to continue to use every opportunity to think and act for themselves by providing personal and technical assistance in a tactful way maximizing each Resident's ability for self-care, interaction with others and continuing normal daily living activities unaided, assisting Residents to take reasonable and informed risks.

Encouraging and promoting contacts with activities and interests outside the Home encouraging Residents to be involved with and contribute to their care and its recording. Therefore, encourage clients to continue to use every opportunity to think and act for themselves by providing personal and technical assistance in a tactful way.

### Facilities

The Home is friendly and comfortable and aims to provide a safe homely environment. We have a range of equipment to assist with all aspect of daily living including adjustable beds where necessary, pressure relieving mattresses when required, bath rails and a stair lift. All rooms are furnished but Residents are welcome of bring in any of their own pieces of furniture or personal pictures that they wish. The Home is not suitable for total wheelchair dependent service users.

As to assist our Service Users with Dementia, we have alleviated steps where possible from the internal structure of the building.

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We also have assisted Bathing facilities for our Residents who are particularly frail or mentally impaired and need assistance bathing.

A professional cook does our catering with individual dietary needs being dealt with.

We have an in house laundry system but ask that all items of personal clothing be marked with the Residents name, relatives deal with that anything requiring special laundry care, and that the staff are made aware of these.

### Service Providers

Mr. and Mrs. Kitchen are the owners of the Home and service providers. They have been in the Care Home sector since 1989.

### The Home Manager is Mrs Deborah Watt

Mrs Watt has many years of experience in care and has completed NVQ4 and RMA at present a team of 14 staff covering day and night duties at the home, ensuring continuity of care. The staff include Health Care Assistants, 1 Full time cook, 1 cleaner, 2 Handymen and 1 Gardener.

All The Staff have obtained NVQ level 2, and 4 staff working towards NVQ LEVEL 3, 2 of which have now completed and are undergoing all necessary mandatory training, including Dementia training.

The staff have a wide range of experience to cover the needs of the Residents and offer high quality of care.

### Residents

The Home is registered with the Care Quality Commission (CQC) following the introduction of the Health & Social Care Act 2008 and we specialise in the care of elderly people especially those diagnosed with Dementia. This includes those over 65 years of age, excluding Learning Disability, and Old Age, not falling in any other category.

The Home can accommodate 20 persons at any one time.

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All Residents are assessed prior to admission to ensure that as far as it is possible we can meet all the individual needs and requirements to guarantee a comfortable and happy stay with us. This will be confirmed in writing prior to admission to the Home in a letter from Mrs Watt, who will confirm that the room is available and that care can be offered, unless of course, there are any unforeseen changes in the Residents condition or expectations on arrival at the Home.

We are not a Nursing Home; therefore we cannot administer nursing care.

We are a SECURE UNIT; therefore we do not operate "an open door policy". All external doors are secured and alarmed to assist in our Residents safety.

We cannot accommodate Service users with or who develop severe challenging behaviour or who have an aggressive nature to others.

Please note that Service Users who are not admitted under the DE or MD categories (Dementia or Mental Disorder) will be given, if they so wish, the code or key to open the external doors and of course any amended code to the same.

### Moving On

Most people will have chosen Lavender House to be their home for life. However, should a Resident wish to live elsewhere i.e. to be closer to their family or we cannot meet their care needs. We will support your decision and assist you in finding an alternative and suitable Home should they wish. We will welcome you to keep up existing friendships within the Home and make sure your moving is non stressful and that your care plan and personal records are transferred securely and efficiently to your new home.

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### Activities

We try to provide stimulating activities and entertainment for any Resident who wishes to participate. We have various games and indoor activities. We have Twice weekly entertainment and reminiscing times over supper. Family and friends are welcome to participate when they are visiting and if Residents have their own hobbies and interests that they wish to continue this is also encouraged and assisted. To stimulate Residents with Dementia we have a dedicated art and activity session once a week. All activities are advised by a visiting Community Psychiatric Nurse (CPN) who services are employed by the group.

The Home has the benefit of two lounges and a Conservatory. Either may be recommended to a Resident for their choice depending on how frail they are both physically and mentally.

### Health and Personal Care

We try to ensure that the Resident's privacy and dignity is preserved during the delivery of health and personal care. We refer to appropriate professionals to meet the health needs of each Resident. We produce with each Resident a plan of care based on the initial assessment and which is then by continuing assessment, updated monthly.

### Daily Operation of the Home

There is a basic daily structure around which the Home is run but with flexibility provided to meet the individual's needs. We regularly talk to the Residents, relatives and staff to hear their views to assess the quality of service we offer and learn whether they are satisfied or if they have any ideas for change or improvement that may be of benefit to all. We also have a questionnaire which is regularly sent out to relatives/friends for monitoring.

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### Religious Needs

We have a monthly visit from The Vicar of St. Marks Church who gives communion and conducts a short service for those who wish to participate. All other denominations are catered for as the need arises.

### Visiting

We hope Residents and their families will treat the home as their own and so we have an open visiting policy. All visitors are welcome and we will try to ensure that privacy is available if required. We do ask that visitors bear in mind that certain times of the day are busy and they can therefore plan their visits accordingly. We encourage and invite all family and friends to have lunch or high tea with their loved ones and at all times visitors are offered refreshments.

### Fire Precautions

The Home has a written policy in the event of a fire. It has an audible fire alarm system, which is an addressable system L1. Emergency lighting, smoke and heat detectors and some automatically closing doors, the remainder being kept closed at all times. The system is serviced and maintained as per the statutory requirements and staff undergo regular training and updates sessions to ensure everyone's safety. In the event of a fire, all Residents and visitors should follow the instruction of the Senior Carer on duty.

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### Complaints

If the Resident has a complaint, it should in the first instance, be taken up with the Provider (Mr & Mrs KITCHEN). In any event, the Resident may complain to:

### CQC

*Care Quality commission*

*Citygate*

*Gallowgate*

*Newcastle Upon Tyne*

*NEI 4PA*

*03000 616161*

*Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)*

If the Resident is dissatisfied by the response from the CQC, they can complain to the Parliamentary Ombudsman. The Parliamentary Ombudsman will only deal with complaints that have been referred to him by an MP.

### Care Plans

The care provided is based on a thorough assessment of a wide range of needs and a systemic and continuous plan of care for each Resident.

Residents with Dementia are re-assessed every month to monitor their condition and care needs.

Once a month, Mental Health Team visit the home to support residents and staff.

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### Environment

The physical environment is designed for the Resident's convenience and comfort which includes:

- *Maintaining buildings and grounds in a safe condition.*
- *Ensuring communal areas are safe and comfortable. Toilet, washing and bathing facilities are suitable for the Residents in our care, specialist equipment being available to maximize and maintain Residents independence.*
- *The Home has door activation buzzers on all external doors as to notify the Care Staff if a door is opened. It should be noted that this is to prevent Service Users from going outside or venturing out of the Home (except the rear garden).*
- *Once again as to comply with safety requirements, for Service Users with dementia or who are particularly frail in health, we have radiator guards throughout the home, all hot pipe work surfaces are protected as well to prevent contact burns.*
- *We also have anti scalding thermostatic valves on all Baths and basins so that the Hot water cannot be dispensed above 43 Deg C in temperature within the Home.*
- *Provision of accommodation that meets the national minimum care standards act is achieved throughout and is a prime directive.*
- *Ensuring Residents have safe and comfortable bedrooms with their own personal property around them.*
- *Ensuring the premises are kept clean and hygienic and free from odours with suitable systems in place to control the spread of infection.*

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Residents rooms within the Home consist of five double rooms and Ten single rooms, all of which meet the size requirements laid down by the Commission regarding an existing Care Home.

The Home has a grass and paved garden area at the rear of the building which is bordered by wooded fenced shrub areas. This area is secured for Residents safety.

### Choice of Home

The choice of a Care Home for you or your loved one is always a difficult decision. We hope to provide as much information as possible to aid that decision in an easy format and as required by the Health & Social Care Act 2008. To make the right choice it is advisable to visit several Homes and talk to the proprietors or Managers. This way all your questions will be answered and you will think of all the things you may wish to enquire about.

### Management and Administration

The leadership of the Home is crucial in all its operations. In providing the quality of leadership deemed necessary to meet the requirements of this establishment we employ a Manager who has been registered, competent and experienced to carry out the task.

- *To use a managerial approach that creates an open, inclusive and positive atmosphere.*
- *To supervise all staff and volunteers, regularly and carefully.*
- *To keep records on all aspects of the Home and its Residents both accurately and up to date. To ensure Residents and staff health, safety and welfare is promoted and protected at all times.*
- *All staff are trained in the caring of elderly and persons with dementia. Training is continuous and its recorded accordingly on staff files.*

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Mr & Mrs Kitchen have worked within Homes caring for service users with Dementia since 1999.

### *Advocacy*

Should any Resident be without personal representation then advice can be sought through Mr. and Mrs. Kitchen to contact an external advocacy service to provide that person with impartial representation should they wish to do so.

### *Inspection Reports*

The Home is inspected twice yearly by an inspector appointed by CQC One is an announced inspection and there is a notice posted about this in advance, enabling anyone who wishes to attend the Home at the time and speak to the inspector. The outcome of the inspection is available in the Home for anyone who wishes to read the report and can be found in reception area. Mr. and Mrs. Kitchen will be very happy to discuss or explain any of the points in it at any time.

In conclusion we hope that everything in the Home is driven by the needs, abilities and aspirations of the Residents rather than by staff and management desires. Whilst this is not always easy to achieve we will endeavour to maintain this as the focus of our policies, services, activities, resources and facilities.

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This document will be under review annually. Any comments regarding it will be welcome.

Signed

Service provider

Signed

Service Provider

Signed

Head of Care

Date

Review Date

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### A declaration of the Rights of Residents in the Home

- *Be encouraged and helped to maintain a high quality of life.*
- *Be encouraged to maintain independence.*
- *Have their privacy respected.*
- *Be treated with dignity.*
- *Have their human, emotional and social needs respected.*
- *Be encouraged to follow the religion of their choice.*
- *Be addressed as they wish.*
- *Not to be discriminated against on grounds of race, religion, sex, colour or disability.*
- *Be cared for in a manner similar to that, which would be given by a caring relative in their home.*
- *Be encouraged handle their own medicines when competent to do so.*
- *Be able to retain the doctor of their choice.*
- *Receive medical and nursing in private.*
- *Be entitled to all the common facilities available to other people living elsewhere in the locality.*
- *Be encouraged to discuss their care and needs with the owner/manager of the home.*
- *Be cared for by adequate and appropriately trained staff.*
- *Be able to receive visitors at any reasonable time.*
- *Have the right to consult their own solicitor.*

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- *Choose to reside in any home they wish.*
- *Feel at "Home".*
- *Be provided with adequate accommodation.*
- *Be encouraged to bring personal belongings into the home.*
- *Have access to a telephone.*
- *Be provided with nourishing, appetizing and adequate food.*
- *Be encouraged to participate in recreational facilities.*
- *Be able to complain about the quality of care received in a home.*
- *Be given value for money.*
- *Enjoy a continued relationship with a home.*
- *Have a contract of residence.*
- *Be encouraged to take pride in their clothing and personal appearance.*
- *Have access to the political process and their political beliefs respected.*

### Our Philosophy of Care

The aims of Residential Care are to provide security for the residents of the Home and to ensure that they are fully aware of this. To provide a homely and caring environment in which residents can, and will be encouraged to, determine the pattern of their lives. To provide a Home that will meet positively, each Resident's needs. A Home where the Resident's enjoy companionship from those employed to care for them. A Home where the conflicting emotional factors occur in-group living are understood and resolved with tact and sensitivity.

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A Home in which a satisfying community involvement is fostered and maintained and that is rich in opportunities for social, intellectual and spiritual development

To this end, our view is that Homes should;

- *Encourage and help residents to maintain a high quality of life.*
- *Be well maintained and furnished to provide a bright, cheerful and comfortable atmosphere.*
- *Provide facilities to afford residents the opportunity of meeting each other, thus fostering companionship and friendship between them.*
- *Respect the privacy and dignity of the Residents.*
- *Welcome and provide hospitality for visiting friends and relatives and, within reason, not place restrictions upon such visits.*
- *Where possible, preserve the pattern of life previously enjoyed by Residents in their own homes.*
- *Give encouragement to those who wish to pursue their religious persuasion, whether it be by church attendance or by visits from clergy.*
- *Request visits by Residents' own doctors and provide full sympathetic and supportive care during periods of illness.*
- *Provide a varied and well balanced diet.*
- *Observe the principles of the Resident's Charter and the "Aims & Objects of the Home.*

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