

SOUTHFIELDS HOUSE



RESIDENTIAL CARE HOME

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STATEMENT OF PURPOSE



September - 2004

Joint Proprietors & Registered Managers: Mr. David Exon and Mrs. Mila Exon

MISSION STATEMENT

Our mission at SOUTHFIELDS HOUSE is to provide a secure, agreeable, and tasteful home, to folk of advancing years, who are enduring the transition from total independence, to the need for progressive assistance.

We endeavor to achieve this by providing a safe and comfortable, dignified yet stimulating environment that is tailored to maximize each resident's physical, emotional and social capacity. We also strive to attain high standards of quality in the service we offer, the life style we lead, and the environment we create.



INVESTOR IN PEOPLE



The home's management

The persons officially registered as carrying on the business of the home (The Registered Providers), and also officially registered to manage the home are Mr. David Exon, and Mrs. Milagros Exon. They can be contacted at Southfields House or at their home in Eastbourne on 01323 761183 or either of their mobile phones 07885 484499 and 077880 993589. They are also contactable via email dexon@eurobell.co.uk (David) and mila@eurobell.co.uk or via the home's web site www.southfieldshouse.com addressed to mail@southfieldshouse.com.

The management's qualifications and experience



David: "I have benefited from 35 years successfully managing medium sized organizations, in multi-cultural environments where the requirement was to identify the needs, understand the cultural nuances and comprehend and relate to those, often suffering from deprivation. This experience encourages me to empathize with those in need and I believe, equips me with a propensity to care for the elderly".



Mila: "I originally qualified in midwifery and practiced in my home country (Philippines) until I moved to Spain 1982 and later to England 1986 when I cared for the elderly in several Care Homes. I started up Southfields while David was working abroad and as joint proprietor, when I qualified in NVQ Management Level 4 October 1998, applied for registration as joint Manager".

Both David & Mila have taken advantage of numerous opportunities to develop and regularly update their knowledge and skill in appropriate fields, attending courses seeking advice from experts and through the Internet and achieving qualifications. They are highly committed to developing their staff team as evidenced by the recent award of the coveted "Investors in People" quality standard. They are members of the East Sussex Residential Care Homes Association, the National Care Homes Association, and Sussex Enterprise.

The home's staff

The home's total staff establishment is a maximum of 12 employees (depending on the needs of our residents) of whom 7 have duties involving direct care for residents. The relevant qualifications and experience of the care staff are as posted on the staff register that form appendix 1 to this document.

Organisational structure of the home

The home operates as a single unit under the management of the proprietors who are normally present during normal office hours and during any extra activities or emergencies outside normal office hours. Mrs. Exon who likes to be called Mila (pronounced "Meela") looks after Care, Catering, Housekeeping, Residents' Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Mrs. Brenda Bowyer (engaged 21/01/2000) is The Senior Carer who deputises for the Registered Managers in their absence and who reports directly to Mrs. Exon as Care Manager.

We operate a key worker system and residents are informed who their key worker is during admission, however this may be changed on request.

Staff duties are organized into a rota based on the following.

- One Senior Care Assistant on duty through hours of 7am to 2 pm.
- One Care Assistant on duty through office hours of 8 am to 2 pm.
- One Senior Care Assistant on duty through hours of 2 pm to 9 pm.
- One Care Assistant on duty through hours of 2 pm to 8 pm.
- One Senior Care Assistant sleeping in on call from 10pm to 7am.
- One Night Care Assistant on duty from 8 pm to 8.

Arrangements are made for staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice. All care staff follow an Induction and Foundation Program based on The National Training Organisation for Social Care (TOPSS) code of practice and are required to follow

STATEMENT OF PURPOSE

the General Social Care Council (GSCC) agreed codes of practice for social care workers and employers of social care workers describing the standards of conduct and practice within which they should work.

Residents accommodated

The home provides care and accommodation for 16 elderly persons of either sex.

The range of needs met

The home aims to provide a service for older people. We are not able to offer a nursing service to residents. However, nursing care may be available from visiting Community Nurses who are qualified to provide such services. Such arrangements must be made by agreement with the Proprietor.

Admissions

Under government regulations, potential residents need to have their needs thoroughly assessed before entering a home; this is intended to provide each resident with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the resident that this particular home is suitable for them.

For potential residents who approach the home directly, appropriately trained staff will make a full assessment of needs, with the resident's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis.

If required, prospective residents may prefer to arrange to spend a short stay with us to ensure that this home meets with their needs and expectations. The Care Manager will discuss costs involved in such an arrangement. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we can offer advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Social activities, hobbies and leisure

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following.

1. We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
2. We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents are entitled to use the ground floor dining room and the communal lounge, the first floor combined dining/sitting/activity room and other sitting and circulating areas, and the grounds of the home, but those who so wish may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
3. We have a monthly Methodist Service in the lounge to which guests of the Preacher are also invited that provides an opportunity for residents and guests to socialize afterwards. Some residents attend

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

STATEMENT OF PURPOSE

merely to enjoy a singsong. We also regularly invite entertainers to give performances in the lounge. We use our easy access vehicle (a people carrier) and sometimes our Motor Caravan for outings, shopping trips and picnics. Residents' birthdays are celebrated with a small family party to which residents' families are also invited. We hope that friendships among residents will develop and that residents will enjoy being part of a family, but there is no compulsion on a resident to join in any of the communal social activities.

4. The home's facilities include a picturesque garden with log cabins and illuminated water feature, where residents can sit in security and peace. The gardens are accessible by wheel chair. We obtain large print books for those residents who wish them from the local library that can be read in either the first or ground floor dining rooms.
5. To assist with the home's social programme, a member of staff is designated as entertainments' officer and a key worker is designated to every resident both of whom will respond to residents' requests for activities and visits to libraries, shops or services in town.
6. We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining rooms and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction, as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room, and meals can be served in residents' own rooms if desired. Three full meals are provided each day. There is a regularly changed menu with three dishes from which to choose for lunch and individually chosen evening meals. Residents are always offered a choice of meals, and we will cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.
7. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councilors, our member of parliament, representatives of voluntary organisations, neighbors and others. Naturally we respect the views of residents about whom they want to see or not to see.
8. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a resident wishes to take part in any activity that could involve risk, we will carry out a risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action that will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
9. Smoking can be a danger, as an accident with a match, lighter or cigarette could lead to fire in the Home. We therefore do not permit smoking inside Southfields House communal areas, but will consider designating specified rooms as smoking areas following risk assessment.
10. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the resident in advance.

Consulting residents about the way the home operates.

We aim to give residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and as groups about the way the home is run. We hold informal residents' meetings and carry out regular surveys of residents' and families' satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Fire precautions, emergency procedures, safe practices

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of residents and staff.

Religious observances arrangements

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME

STATEMENT OF PURPOSE

Services users who wish to practice their religion will be given every possible help and facility. In particular we will do the following.

- We will try to arrange transport for residents to any local place of worship if required.
- If asked to we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.
- In the public areas of the home we celebrate the major annual Christian festivals. Residents have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

Relatives, friends & representatives

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a resident wishes, family and friends may visit at any time convenient to the resident and to become involved in daily routines and activities, though mealtimes are best avoided unless dining with us.
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of residents and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from residents and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments that are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behavior of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about himself or herself or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or is not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager/proprietor of the home that they wish to make a formal complaint. The manager/proprietor will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the NCSC and will be given details of how NCSC can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other residents or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action that needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

STATEMENT OF PURPOSE

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with NCSC.

Resident plan of care

At the time of a new resident's admission to the home, we work with the resident, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

At least once a month, we review each resident's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the resident's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Rooms in the home

The home has 16 of bedrooms for residents, of which all are for single occupation but 3 of which could be use for double occupation should any resident s so request and provided that we do not exceed our registration number of 16 residents. All rooms have at least 10 square metres of usable space.

The rooms in the home for communal use are as follows: ground floor lounge, ground floor dining room, first floor combined dining/sitting/activity room.

In addition there are some areas of the home which are generally for staff use only as follows: ground floor kitchens, staff day room (No: 8) and sleeping accommodation/office space on the second floor that is not part of the registered premises.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We, therefore, strive to retain as much privacy as possible for our service users in the following ways.

- ◆ Giving help in intimate situations as discreetly as possible.
- ◆ Helping residents 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 residents' storage space, bedrooms and other rooms in which residents need at times to be interrupted.
- ◆ Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

- ◆ Treating each resident as a special and valued individual.
- ◆ Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behavior in public.
- ◆ Offering a range of activities which enables each resident to express themselves as a unique individual.
- ◆ Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

REVIEW OF THIS DOCUMENT

We keep this document under regular review and would welcome comments from residents and others.

Signed: Date: