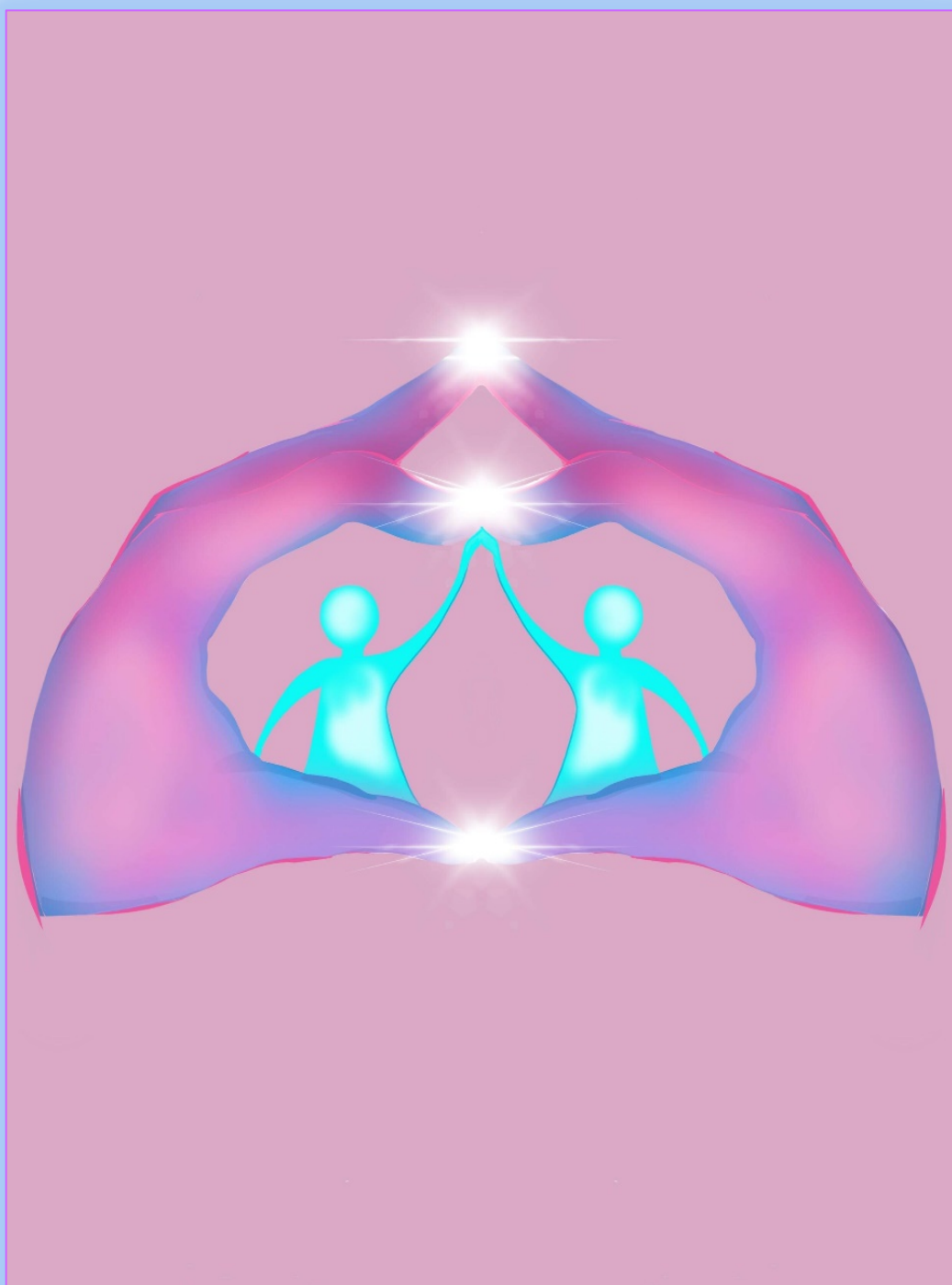


THE RAIKES RESIDENTIAL HOME

STATEMENT OF PURPOSE



I

Service User Guide

Our statement of Purpose gives you information about the care and services we provide, our environment and all staff employed by the home. It has information about the following:

- Introduction to The Raikes
- Aims and objectives
- Person Centred Care Planning
- Proprietors and staffing
- Layout of the home and rooms
- Admissions
- Financial arrangements and fees
- Fire safety
- Religion and services available
- Contact with family and friends
- Activities
- Quality assurance and monitoring
- Pets
- Medication
- Telephone
- Meals
- Confidentiality and privacy
- Smoking

The Raikes Care Home is owned by Crabtree Care Homes and is a family run business and have been involved with care since 1972 our Aim is to provide safe accommodation with quality Person Centred Care. The home is registered with the Care Quality Commission to care for 31 persons who require accommodation and personal care.

Aims and Objectives

WE WILL TREAT YOU WITH DIGNITY AND RESPECT

We have a good understanding Residents needs and will treat them with respect. Our skilled carers strive to maintain the dignity, individuality and privacy of all who we care for, in a warm, homely, relaxed, clean and safe atmosphere accessible to you and your loved ones.



YOUR PRIVACY

You are entitled to have your privacy and to be left alone. Our skilled staff have a good understanding of the need to privacy and approach when entering your personal space and delivering care needs.



INDEPENDENCE

We will not prevent you from taking calculated risks, we will encourage you to be independent with making your own decisions and living a daily lifestyle you desire.



CHOICE

We will give you the opportunity to select for yourself, we will encourage you to be actively involved with planning your care and making your desired choices.



RIGHTS

We will support and maintain each person's basic human rights, we will treat you as an individual and maintain your rights. Our highly skilled staff have a good understanding of human rights and freedom of choice, our staff strive to deliver care with knowledge of rights and responsibilities.



FULFILMENT

We will encourage you realise your own aims and will support you to achieve your own goals with all aspects of your daily living.



LISTENING AND TALKING TO YOU

We will listen to you no matter what you have to say you can come to us, we will listen, respond and act as you require, we will hear you to be able to deliver the care you want and the care that meets all of your needs

We will discuss with you and seek your consent and permission for things that effect your life, you will be asked, and you will get to choose.



SUPPORT

We will support you to achieve your goals, to spend quality time and enjoy your stay with us however complex your needs are.



SAFETY

We will keep you safe, we will do whatever it takes to ensure your safety, we will consult with other professionals, we will act on poor care, we will listen to your complaints and complaints of others, we will meet the required standards of compliance for our care home setting.



WE WILL NOT JUDGE

We will be sensitive to your individual needs and we will not judge you on your beliefs, culture and values, we will aim to meet your needs in a way that suits you without compromising quality.



HEALTH and WELL-BEING

We want you to be healthy and well, we will provide you with all of your clinical care needs, a complete nutritional plan and needs assessment, we will support you to independently choose what you wish to eat and drink and how you spend your time, we will monitor all of your physical and emotional health needs.



Person Centred Care Planning

In order to protect our core values of care, our person-centred care planning is essential, we care for individuals with unique personalities, beliefs and life experiences. The care plans are developed with the help of the person we care for and their family or friends who know them best. The daily lifestyle section of the care plan is very important as it allows our carers to gain knowledge and background to support and promote independence and choice whilst understanding the values and beliefs of the people we care for. Our care plans are structured to focus on what our residents can do rather than what they can't and recognises capabilities and how we can best structure our care. When a need is identified the care plan instructs staff how the need can be effectively addressed.

The care plan has a section which contains the wishes and preferences in the event of illness and death, our care team obtain this information by talking and offering an advanced care plan booklet to be completed by the Resident or a person acting on their behalf who knows them best. The management team are highly trained and skilled to complete and update care plans regularly, they also invite the resident or representative to be actively involved. Staff are key to the success of person centred care planning, staff become familiar with the information contained in the care plan to guide their actions and interactions with the people they care for, the care plan in accordance with the Mental Capacity Act 2005 is used by our care team to empower those that we care for, whenever possible to make decisions for themselves.

CARE PLAN REVIEW

The care plans are regularly reviewed to ensure that the person is responding well and that the care plan is a true reflection of the individual's current needs, Our Residents and their representative are actively encouraged to take part in the review process, the care plan is reviewed on average every month or when needs change.

Proprietors and Staffing

The Raikes care home is owned by Crabtree Care Homes, Mr David Crabtree who was a mental health nurse and has been in the health and care industry since 1972, Andrew Crabtree has a BA, dip health degree and has been involved with care industry since 2000. We are a family run business and have owned care homes since 1993. Both owners are involved with the care home on a daily business and visit frequently. David and Andrew are the registered individuals with the Care Quality Commission

The Manager is Selina Firth who has been in the care industry since 1991 and has managed care homes since 1995, she holds the NVQ 4 Registered managers award, NQV assessor award and is a qualified trainer. She is also registered with the Care Quality Commission

The home has additional management team that consists of a Deputy Manager and 2 team leaders. This allows us to have a management team on duty 7 days a week

STAFF

It is our policy to encourage staff to improve their skills and knowledge so that they become more confident and effective at their work.

All staff receive an induction to familiarise them with the home and its operations, Training is offered which is designed by skills for care. Our training plan consists of **Health & Safety, Moving and Handling, Emergency first aid at work, food hygiene, Infection control, COSHH, Fire safety & Evacuation, Medication Administration, Mental Capacity and Deprivation of Liberty, Falls prevention, Risk assessment, Care Planning, Person Centred Care, Dignity, Human Rights, Dementia, Diabetes, Challenging behaviour, Nutrition & Hydration, Skin Integrity and wound**

management, Palliative care, Safeguarding of Adults, Equality & Diversity, Consent to care, Continence promotion and management, Catheter care, Oral Health,

Care staff are encouraged to complete diploma in health care levels 2 and 3, it is designed to increase their understanding of the issues surrounding the provision of care. This award is funded by the company.

STAFFING LEVELS

The home employs Senior Carers to administer medication and support care staff with their duties, we have a good level of care staff to allow us to change our rota of staff levels in accordance with changing dependency needs of our Residents, We also have a cook on duty seven days a week 8am-4pm, Kitchen assistant 8am-2pm & 4pm-7pm seven days a week, cleaning staff 8am-4pm seven days a week, Laundry assistant & Infection control lead 7am-2pm seven days a week, Maintenance staff for a total of 60 hours a week, Activities co-ordinator 20 hours a week. The staff are selected for their qualities, integrity, skill, friendliness and professionalism, they are screened with the POVA register and Criminal records bureau, also a reference from last employer and an additional 1-2 references are obtained before employment is offered.

Accommodation

The Raikes is a large period property of the Gregorian Era located in the village of Silsden, located on the hill of Bradley road it has spectacular views of all surrounding areas and Greenland.

ROOMS

The Home has a selection of rooms to choose from on the ground floor and the 1st floor, each room is decorated and furnished to a very high standard and each individual is encouraged and supported to personalise their room with items that mean something to them, the rooms are fitted with a wash basin.

All rooms are fitted with a staff call system which is in use 24 hours a day, there is also a TV aerial socket, residents have the option of having their own phone line installed in their own room.

The home has 30 single rooms and 1 double room, the ground floor has 11 rooms and the first floor has 19 rooms.

COMMUNAL AREAS

The home has 3 lounges, 1 large dining room located on the ground floor, those that we care for are encouraged to use the communal rooms for stimulation however those that choose to stay in their own room may do so. The lounges are a place where people can meet, listen to music or radio, play tapes or CD's watch TV or DVD's

One of our lounges converts into a hairdressing salon once a week which is a great stimulus for residents grouping together to chat and listen to each other.



GENERAL FACILITIES

At the Entrance of the home there is parking facilities.

At the front of the home is a large garden and seating area that boasts some of the most beautiful panoramic views of the Aire Valley, at the rear of the building there is a patio seating area. The people we care for have freedom of movement around the home and garden areas.



For the comfort and well-being of all there is a **no-smoking policy** throughout the home, we have a designated smoking area at the rear of the home.

We have an easy assessable toilets and shower room on the ground floor, a bathroom with disability chair and toilets on the first floor.

ACCESSIBILITY

All our rooms meet the required size and are easily accessible for users of wheelchairs, there is a lift that goes between both floors.

We have an easy assessable toilets and shower room on the ground floor, a bathroom with disability chair and toilets on the first floor.

We have ramps on all entrances into the home to make it easier for those with a disability or restriction. The layout of the home is suitable for those that use a wheelchair.



Admission and Discharge

Clients that are interested in coming to The Raikes are encouraged to visit the home to sample the atmosphere and services provided, we recognise that the decision to move into a care home can be emotional for the person and their family, we aim to support people through the process by giving them as much information as possible and answering all of their questions and ensure the home is welcoming. Before anyone is offered a place at The Raikes an assessment of their needs is conducted by our management team to gather as much information as possible, this ensures that we are as certain as can be that we are able to meet the needs of the person, a month trial is always given before taking permanent residency. Upon admission a further assessment is completed to allow us to begin the person-centred care planning process which supports staff with meeting individual care needs. If a person wishes to be discharged from the home a month notice must be given of this intention, or a month's fee paid in lieu of notice. During the month trial period no notice is required however a full month's fees for the trial period will be due. If someone temporarily moves out of the home (such as receive hospital treatment) the bed is retained for a period of 12 weeks and full fees will be due for those 12 weeks.

CONTRACT

All Residents are provided with a contract when the move into the home. This sets out the terms and conditions associated with the service that is provided.

Financial arrangements and fee

We are committed to providing value for money within our caring service.

Fees can be paid private or by the local authority

FEES – WHAT IS INCLUDED

-  Fully trained staff 24 hours a day
-  Excellent home cooked meals throughout the day
-  Provision for special diets
-  Laundry service
-  Weekly GP visits
-  Modern staff call system
-  Manicures
-  Daily activities and therapy
-  Individual care plans
-  Entertainment and outings
-  Armchair exercises
-  Religious services
-  NHS Chiropody
-  6 monthly eye tests by visiting opticians

FEES – WHAT IS NOT INCLUDED

-  Weekly visit from the hairdresser to the home
-  Private Chiropody
-  Private phone installation and calls
-  Newspapers and magazines
-  Staff escorts to hospital
-  Shopping/transport service
-  Visits to doctors, dentists, opticians etc appointments
-  Toiletries and personal items
-  Staff escorts to hospital appointments

Fire safety

The home has a modern fire alarm system fitted. Fire exit notices and fire instruction notices are visible throughout the home, all staff are trained on emergency evacuation and attend regular fire drills, the fire alarm and emergency lighting are tested weekly on a Thursday at 11am, fire extinguishers are serviced annually. Each Resident has a personal emergency evacuation plan which instructs staff and fire officers of the individual's disability and evacuation needs, this is located in the top draw of the desk in the front entrance.

Religion & Worship

Those that we care for may attend religious services either within or outside the home as they wish. If services are outside the home transport needs to be arranged and accompaniment by family/friends, in the event of this not being possible care staff may accompany people on special occasions if staff levels permit, a separate charge would be made for this service.

Those that we care for have the right to meet clergy of their choice at any time, if required a private room will be made available for such meetings

The home holds a religious service once a month which everyone is welcome to attend.

Contact with family and Friends

Contact and communication with family and friends is essential for maintaining a sense of well-being, we aim to provide opportunities for people we care for to keep in contact with the wider community, this can be done by providing areas for people to entertain friends and maintaining relationships and attending local clubs or church's

Family and friends are encouraged to visit regularly or maintain contact by telephone, letter or email when visiting is not possible.

Visitors are welcome at any reasonable times, visitors will always be made to feel welcome, we request that visitors sign in and out of the visitor's book and inform staff that they are on site.

The people we care for have the right to refuse to see any visitor, and this right will be respected by the care home staff and if necessary, inform the visitor of the person's wishes.

Activities

The Raikes offers a wide range of activities designed to encourage stimulation and purpose in life.

We have an activities person who actively encourages group activities and individual activities, care staff are also involved with daily activities and encourage residents to pursue their hobbies and interests.

ACTIVITIES ON A DAILY BASIS

-  Chatting with individuals
-  Walks around the immediate environment
-  Manicures
-  Playing games
-  Armchair exercises
-  Reading letters/magazines/newspapers
-  Music and sing a long
-  Maintaining life long hobbies, crossword puzzles etc.
-  Reminiscence
-  Art and craft sessions
-  Gardening
-  Films and movies
-  Children from the local school visiting to read books with Residents (Term Time)

OUTINGS

Outings are designed to meet the needs and capabilities of individuals such as:

A drive out in the minibus

Visits to local garden centres

Visits to the local community events

Visits to points of interest which is decided by those we care for



Monitoring and Quality Assurance

The Raikes is dedicated to strengthening links with those we care for and have a programme of continuous improvement. Carers and Residents are regularly evaluated to ensure the care package is appropriate in meeting the need of the Resident's needs. a rigorous quality assessment process is in place to review the service that The Raikes provides and how that service is delivered in order to ensure The Raikes is continually improving, the main areas of assessment are:

- ✚ Care
- ✚ Record keeping and administration
- ✚ Staff training and supervision
- ✚ Policies and Procedures
- ✚ Resident's feedback and complaints
- ✚ Environment and House keeping
- ✚ Monitoring for trends and themes

Attention to the smallest detail is important for us to succeed. Feedback from those that we care for and their families is a crucial aspect of our quality programme. We regularly ask for comments on the home, the staff and services we provide.

KEY POLICIES AND PROCEDURES

-  Data protection/GDPR
-  Whistle blowing
-  Safeguarding
-  Health and Safety
-  Safe handling of medication
-  COSHH
-  Infection Control
-  Quality Assurance
-  Anti-discrimination and human rights
-  Food Hygiene
-  Choice and rights of Resident's
-  Activities and entertainment
-  Missing Persons
-  Aggression and violent behaviour
-  Moving and handling
-  Mental capacity and consent
-  Person Centred Care Planning
-  Fire

INSURANCE

The Raikes has all appropriate insurances, our employers Liability insurance certificate is displayed in the front entrance

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 in, the management has a responsibility with regards to health and safety. This is not to say we do not permit pets; the manager treats each case independently considering the type of pet and suitability for the home.

Telephone

The Home has a phone, which can be used for incoming calls in the privacy of their own rooms. Residents can have a phone line installed into their room at their own cost.

Meals

Menus are varied and desired dishes, special diets can be catered for, the people we care for are encouraged to eat in the dining room but may eat in the lounge or their own room if they wish, Breakfast is served any time from 8am onwards, lunch is serviced 12.30- 12.45pm, tea is served 5pm, supper is served 7pm and 8pm, we have snacks and drinks throughout the day, there is jugs of juice and snacks located in the lounges, we also offer afternoon snack boxes which contains crisps, fruit, snack bars for the people that wish to have them. Visitors are also welcome to stay for a meal with their loved one however we request that you inform the kitchen staff so that we can cater for you.

Confidentiality – Data Protection (GDPR)

We adhere to a Data Protection policy that ensures that the processing of personal data in connection with employee's and Residents will comply with the UK Data Protection Act 1998 and GDPR 2018

The Basic requirement is that the processing of automated and manual information shall comply with the following data protection principles which require that personal data shall:

-  Be Processed fairly and lawfully
-  Be obtained only for specified and lawful purposes, and not processed in any incompatible manner
-  Be adequate, relevant and not excessive
-  Be accurate and where necessary kept up to date
-  Not kept any longer than necessary
-  Shall be processed in accordance with the rights of data subjects
-  Be protected by appropriate security measures
-  Not be transferred outside the EEA unless adequate level of data protection exists

RIGHTS OF ACCESS

Residents and employees have the right to be supplied with a copy of their personal data the home retains. All requests are to be made to the Home Manager who is the Data Protection Co-ordinator, in her absence the homes administrator is to be contacted.

Comments, Compliments, Complaints and Quality Assurance

Crabtree Care Homes recognises that in order to improve and continue to offer a high standard and good quality of care to the people we care for, we need to listen to the people we care for.

We appreciate that those with Dementia may find it difficult and frustrating to communicate so we offer a variety of way for the people we care for and their family/friends to feedback their opinions of our service and how we can meet their needs better and what we do well.

Daily care staff take time to talk and listen to the people we care for, staff are trained to recognise that daily feedback is important and is fed into a person's care plan and to the management team to incorporate into our own systems and processes.

In the Front entrance there is a white folder containing forms for comments, compliments and complaints, our complaints procedure is also displayed in the front entrance.

Twice a year we issue our quality assurance survey and the results from this produces a detailed report of what we are doing well and any other issues that need to be addressed, this report helps to guide our strategy for improvement for the coming year.

We hold regular meetings with our Residents and family/friends for feedback of what we are doing well and improvements, also of their future wishes

We encourage the people we care for and their family/friends to bring even small issues that need to be addressed. We remind people that our care manager's door is always open and we welcome feedback however small.

Whilst we hope that issues that arise can be dealt with informally but raising the matter with the staff or care home Manager, we do recognise that people may feel that their point has not been dealt with appropriately or may prefer to take the matter up formally. Our complaints procedure is displayed in the front entrance for your guidance and information of the process.

CARE QUALITY COMMISSION

The people we care for have the right to provide feedback to the Care Quality Commission that regulates our service, details of which is below and if they are funded by the local authority to the complaints team at the local authority

Post to:

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Email to:

enquiries@cqc.org.uk

Telephone:

03000 616161

GENERAL SOCIAL SERVICES COUNCIL (GSSC)

The general social care council is the workforce regulator and guardian of standards for the social care workforce in England. Established in October 2001 under the Care Standards Act 2000, they are responsible for the codes of practice, social care register and social work education and training.

GSSC contact details below:

General Social Care Council

Goldings House

2 Hay's Lane

London

SE1 2HB

Tel: 020 7397 5100

Fax: 020 7397 5101

Web: www.gsccl.org.uk

CONTACT US:

Proprietor Mr David Crabtree

Tel: 07973 686790

Email: dcrabtree54@googlemail.com

Proprietor Mr Andrew Crabtree

Tel: 01903 609331 or 07976 241020

Email: sheptastic@hotmail.com

Registered Manager Selina Firth

Tel: 01535 65339 or 07903735917

Email: selina.firth@theraikessilsden.co.uk

Write to:

Crabtree Care Homes

10 Skipton Road

Ilkley

LS29 9EJ

Website: www.crabtreecarehomes.co.uk