



## Statement of Purpose

Updated August 2019



## **A short description of the Care Home**

Stonehaven is a converted and extended Victorian property located in the small Lincolnshire village of Quadring near Spalding. It was originally owned and managed by Marie Penfold who sadly passed away in 2015. She had dedicated 25 years of her life into making Stonehaven the comfortable and caring home that it is today. It is now owned by her son Darren Stevens and the registered manager is his wife Anita Stevens. Here at Stonehaven we believe that having quality care and comfortable accommodation that is clean, tidy and well-maintained enhances the quality of life for our residents.

## **This Statement of Purpose sets out our aims, objectives, philosophy of care, services and facilities.**

The Registered Provider Stonehaven Residential Home Ltd

The Director: Mr Darren Stevens

The Registered Manager: Mrs Anita Stevens

We provide long-term residential care for up to 26 older people.

- We aim to provide a warm and friendly atmosphere for our residents in which they feel it is their own home and are in control of their own lives.
- Our aim is to treat each resident as an individual and ensure that our committed and caring staff are able to provide sensitive care and support for our residents.

### **The Staff**

#### **The Management Team**

**Registered Manager:** *Anita Stevens (NVQ 5 LMCS\*Level 2 Dementia Studies)*

**Assistant Manager:** *Rebeka Sarowar NVQ 4 (working towards NVQ 5) (Level 3 Diploma in management) (Level 2 Safe Handling of Medication)*

#### **The Senior Staff Team**

Jamie Lee-Kellow (NVQ3) Annabell Gallagher (NVQ3) Jan Noble (NVQ4) Heidi Bannister(NVQ3) , Debbie Sands (NVQ3)

\* Leadership and Management for Health and Social Care \*\*The Registered Manager Award

\*\*\*Post Graduate Certificate Management Health, Social and Public Services-Nottingham University

# Presently working towards a higher qualification.

- Stonehaven currently employs thirty five members of staff, We appoint our staff for their values, kindness and their understanding of person centred care for the elderly.
- 50% of our care staff are qualified to at least a level 2 NVQ in care, and others are working towards this level.
- We have a strong emphasis on staff training. All staff attend mandatory training courses annually and also have opportunities to attend additional courses in subjects that interest them.
- All new staff complete induction following the Common Induction Standards. Those without accredited prior learning at a minimum of NVQ 2 or equivalent will complete recently introduced 'Care Certificate'
- The Director of Stonehaven attends the home on a daily basis Monday to Friday and maintains contact with the staff team at weekends.
- A member of the management team is available on call at all times.

# Statement of Aims and Objectives

## Our philosophy of care

A department of health publication “Our health, our care , our way” from January 2006 agreed certain aspects of care that are important to people.

These are; Quality of life; Exercising choice and control; Making a positive contribution; Personal dignity and respect; Improving health and emotional well-being; Economic wellbeing; Freedom from discrimination and harassment.

These headings tie into what we base our own philosophy of care, and we give examples of how we meet our objectives.

### Quality of life;

#### Accommodation

- Stonehaven Residential Care Home, provides accommodation for 26 elderly residents on two floors, is fitted with stair lifts to assist those unable to manage the stairs.
- In addition, a variety of aids and adaptations have been provided throughout the property to assist the residents, all areas are accessible to wheelchair users.
- The communal facilities consist of 2 large lounges, one smaller lounge and a large dining room all on the ground floor.
- There are 2 heated conservatories which are for the use of all residents and visitors.
- Majority of our bedrooms are for single occupancy, although we can accommodate limited double rooms for couples.
- Residents’ private accommodation and facilities will always meet the assessed needs of the individual resident.
- Four of the bedrooms on the ground floor are en-suite (other bedrooms all have a toilet close by) and all bedrooms on the first floor have en-suite facilities.
- There are also assisted bathrooms and a shower room for residents.

### Daily Life

We provide a range of activities for those of our residents that want to take part. We also encourage our residents to continue their own hobbies and interests.

For example, our activities co-ordinators facilitate quizzes, card games, scrabble games, craft making. Themed activities such as party afternoons, days out, seated exercises and concerts, the list is not exhaustive as the activities are changed regularly to meet the requests of the individual residents.

## **Visitors**

We encourage our residents to maintain the relationships they had before needing to live at Stonehaven. Family and friends are welcome to visit at any time. They may join the resident in their own room or in the lounges/conservatories. We also encourage those residents that are able to go out into the community with their families or friends.

## **Meals**

At Stonehaven we consider that the quality of the meals and snacks provided is an essential factor in maintaining the health, well-being and quality of life of our residents.

Our cooks pride themselves on providing varied menus of excellent home-cooked food.

We cater for special diets, and always do our utmost to provide for the individual tastes of our residents.

While there is only one main dish for lunch, several alternatives are always available. Residents are asked to choose on a daily basis what they would like to eat. Also dishes are often adapted according to the preferences of our individual residents

## **Exercising choice and control;**

Residents are able to make their own decisions about their daily life wherever possible.

All residents are fully involved in creating an agreed care plans which outlines how we care for our them. This care plan supports us in providing a service which meets individual needs and preferences. Care plans can be changed at any time or whenever a significant event occurs such as an improvement or deterioration in health needs. Care plans are reviewed on an at least monthly basis.

There are also annual care review meetings to which we encourage family members or friends to attend if that is the wish of the resident. We encourage our residents to tell us if there is anything we can do differently to provide the care that they feel they want or need. Residents are informed about the options available to them, so that they are able to make informed decisions about their own lives.

## **Making a positive contribution;**

We provide in house events such as garden parties that the local community attend and help our residents to attend local events and functions if they wish to. Any funds raised at such events are used for the benefit of the residents for such things as day trips out.

We actively seek the views and opinions of our residents on how we provide our services through interviews and questionnaires. We want our residents to know that their views are valued, and that they can have a say in how services are provided

We support our residents to use their right to vote if they wish to. This is either a postal vote or by visiting the local polling station.

## **Personal dignity and respect;**

It is an absolute priority for us that our residents are valued as individuals, and that their privacy and dignity are valued and protected.

When residents begin to need more help with their personal care, this is always provided in a friendly and efficient way.

Our staffing levels ensure that residents are always given the time they need.

### **Improving health and emotional well-being;**

We believe that we must always act to promote the physical and emotional well-being of our residents.

We maintain a good working partnership with local health professionals (doctors, consultants, district nurses, chiropodists). As a residential home, we do not provide nursing care but maintain close links with community health professionals such as doctors, consultants, community nurses and chiropodists.

Our Care Planning and reviews cover all areas of physical and emotional health. Our policy is to take immediate action when any changes to health or wellbeing occur.

We have risk assessments in areas such as manual handling and the prevention of pressure sores.

Where necessary we help residents in monitoring their weight and in conjunction with the district nurse blood pressure, blood sugar etc.

We are often able to accompany service users to medical appointments, or will ensure that transport is arranged on behalf of the resident if that is appropriate.

### **Economic well-being; We operate a clear charging system.**

Services included with the room fees

Bedroom for single occupancy with en-suite facilities or

Bedroom for single occupancy with use of communal facilities

Limited Bedrooms for double occupancy with en-suite facilities

24 hour care from fully trained staff including personal care if required.

Excellent home-cooked meals and snacks

Provision for Special Diets

Laundry and domestic service

A range of activities

Furniture and Bedding

CCTV system to maintain security

**Services with an additional charges. These sundry purchases are invoiced monthly.**

Visiting Hair Stylist

Visiting Chiropodist

Newspaper delivery

Supplies of toiletries, chocolates, sweets from our sweet shop, cards, stationery and stamps

Any purchases made on behalf of the resident at their request

Transport and escort costs to hospital appointments etc.

**Freedom from discrimination and harassment.**

### **Our Complaints Procedure**

We are committed to providing high-quality services and to continually look for ways to improve that quality. Comments, compliments, suggestions or complaints are always welcome, and we take pride in responding to them quickly, effectively and honestly.

- All comments, compliments, suggestions or complaints should be made to the managers or the senior carer on duty
- Our residents, family or visitors can help us by keeping a look out for any problems and letting us know about them as soon as possible.
- We view complaints as an opportunity to identify anything that is going wrong and to make it right
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- We will acknowledge any written formal complaints in writing within three days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the person making the complaint will be informed.

Once your complaint has been fully dealt with by Stonehaven Residential Care Ltd, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed.

The LGO provides a free, independent service. The LGO Advice Team can be contacted for information and advice, or to register your complaint: T: 0300 061 0614 E: [advice@lgo.org.uk](mailto:advice@lgo.org.uk) W: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC).

The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at: Care Quality Commission National Correspondence Citygate Gallowgate Newcastle upon Tyne NE1 4PA T: 03000 616161 W: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

Fire Safety

- The home has a modern Fire Alarm System fitted with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic positions throughout the home.
- Our Fire Risk Assessment is reviewed regularly.
- Staff are instructed during induction training with regard to the significant findings of our risk assessment, fire prevention and emergency procedures. They are then updated annually with Fire Training.
- Service Users are informed of our emergency procedures during admission.
- Regular checks are made to our fire precaution systems following the recommendations from the Lincolnshire Fire and Rescue Service