

# **LANE END HOUSE**

## **STATEMENT OF PURPOSE**

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This document has been written in accordance with the Care Standards Act 2000. Each service user will be issued with a copy; a copy will also be available at reception at all times. Copies may also be downloaded or printed from the website [www.laneendhouseemsworth.co.uk](http://www.laneendhouseemsworth.co.uk)

The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

## AIMS AND OBJECTIVES

With many years experience of working with older people, the management of Lane End House pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasized, with staff who has time to give attention to small detail, and where they have the choice of enjoying the company of likeminded fellow residents:

**PRIVACY:** The right of a resident to be left alone and undisturbed whenever they wish.

**DIGNITY:** The understanding of a residents needs and treating them with respect.

**INDEPENDENCE:** Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.

**CHOICE:** Giving a resident the opportunity to select for themselves from a range of alternative options.

**RIGHTS:** Keeping all basic human rights available to the residents.

**FULFILMENT:** Enabling the residents to realize their own aims and helping them to achieve these goals in all aspects of daily living.

## Philosophy of Care

Lane End House aim to provide its residents 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 residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents 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 programmes of activities designed to encourage mental alertness, self-esteem and social interaction with other residents and with recognition of the following core values of care, which are fundamental to the philosophy of our home.

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All care staff within the Home will be appropriately qualified to deliver the highest standard of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in Regulations and the Commission for Social Care Inspection.

### Home Owner and Registered Manager

**Name:**

Balkrishna Ramaya-Untiah (Sam)  
(Owner & Registered Manager)

**Experience:**

A Qualified practising Nurse specialising in Geriatric Care and a Care Home Manager for five years.

**Qualifications:**

Diploma in Higher Education of Nursing  
Registered General Nurse  
NVQ Level – 4 Registered Managers' Awards

**Address of Home Owner & Manager**

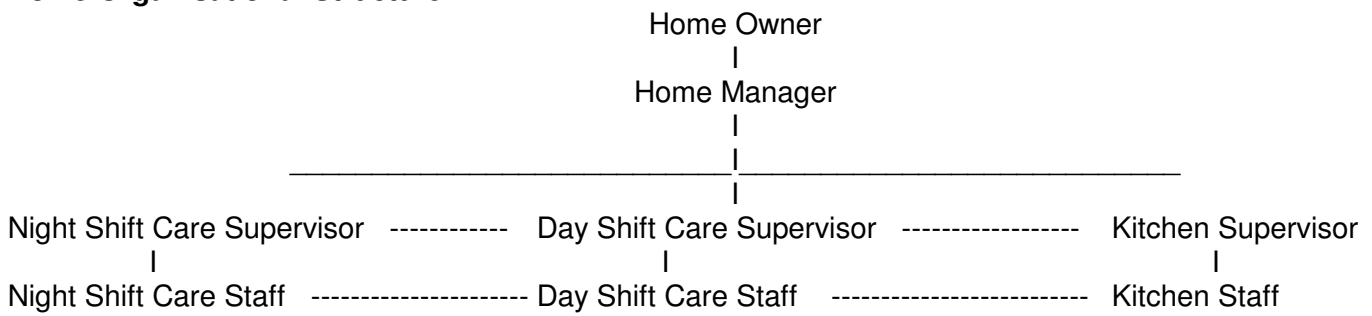
Lane End House

Lane End Drive  
Emsworth  
Hampshire  
PO10 7JH

**Telephone:** 01243 – 373 046

**Care Speciality of the Home:**  
Long Stay Elderly Care

## Home Organisational Structure



## Details of Staff Numbers and Staff Training

The Home employs 8 Care Assistants, 1 Kitchen Staff and 1 cleaner. The Homes staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. 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 Code of Conduct
- Confidentiality
- The Rights of Clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

The home aspires to the standard that all Care Assistants hold a minimum of NVQ level 2 in care. All new members of staff are encouraged to train to achieve this important qualification.

The home also selected staff on external and internal training courses for such topics as Food Hygiene, Lifting and Handling, Care of the Elderly, First Aid, Drugs Practice, Activities for the Elderly etc.

## Accommodation

The home has 27 bedrooms, all single rooms, many with en-suite facilities.

Downstairs: Eleven single rooms (10 en-suites)

Upstairs: Eleven single rooms two with en-suites

There is a large conservatory with a garden aspect and a lounge, separate dining room, in addition to a quiet sun

porch which is particularly popular with visitors, all centrally heated and double-glazed for warmth and security. Services Users are encouraged to use these public rooms; however, service users who choose to stay in their own rooms may do so. The home operates a non-smoking policy in keeping with service user's wishes.

## **Admission**

Potential Service Users interested in coming to Lane End House are encouraged to visit the home and sample the atmosphere and level of service. Often a day visit is arranged and complimentary meal (sometimes accompanied by a family member or friend) while waiting for a vacancy. This gives the potential Service User time to get to know the staff and adjust to new people and surroundings and to see friendly and familiar faces upon arrival for a longer period of stay.

In the event that the potential Service User is unable to visit the home in person (e.g. they are being discharged from another care setting directly to the Home) a pre-assessment visit will be made by the Registered Manager to pre-determine that the home can adequately meet the potential service user's care needs and will provide the appropriate physical and social setting. Under no circumstances may a potential service user arrive at the home to assume residency in a vacant room unannounced and without assessment and the express approval of the Registered Manager. Lane End House retains the right to refuse admission to unapproved arrivals at the home including any visitors who do not conduct themselves appropriately in an elderly care environment. Our acceptance policy is based upon the communal welfare of our residents.

At all times, the management reserves the right to monitor visitors for the safety and security of the residents.

A month's trial period is always given before confirmation of permanent residency status.

## **Financial Arrangements and Fees**

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

The fees charged are dependent on:

1. The type of facility required
2. The type of care package and needs of the individual resident

Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits arranged by social services. In all cases residents are encouraged to use their own accountant and or solicitor.

The current rules concerning finances can be complicated and specific advice is available from the Home Manager who will recommend the appropriate professionals and agencies to assist.

## **Fees – What is included**

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Weekly GP visit
- Call System
- Full Central Heating
- Manicure and Hand Massage
- Weekly fitness session
- Indoor Recreational activities

- Weekly sing-a-long

## **Fees – What is not included**

- Dry Cleaning
- Weekly visits from the Hairdresser to the home
- Monthly visits for a private Chiropodist to the home
- Private phone installation and calls
- Visiting Dentist
- Personal toiletries

## **Privacy and Dignity**

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

## **Smoking and Alcohol**

The home operates a non-smoking policy. With regards to alcohol, residents will normally make their own arrangements.

## **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 Fire Prevention/Drills Policy this includes use of the home’s fire appliances, evacuation, muster points, raising the alarm etc. clients are informed of the emergency procedure during admission.
- A fire exercise is carried out every three months, this ensures all staff and residents have a comprehensive understanding of their responsibilities.
- All fire systems and alarms will be tested monthly by staff of the home and 6 monthly by the contracted service company. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- A qualified fire extinguisher maintenance engineer will check all fire fighting equipment annually.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

## **Religion (Worship/Attendance at Religious Services)**

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the residents 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 residents on specific occasions if staffing levels permit.

Residents 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.

## **Contact with Family and friends**

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

Visitors will be welcomed at all reasonable times, and are asked to let the person in-charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The resident has the right to refuse to see any visitor, and this will be respected and up-held by the person in-charge who will if necessary, inform the visitors of the residents wishes.

## **Care Plan Review**

Once developed the Care Plan will be regularly reviewed to ensure that the resident is responding in a satisfactory manner. Adverse reaction to the Care Plan by the resident 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 resident's daily routine as far as is practicable, and are invited to monthly formal reviews. Residents and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at three levels:

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

All amendments to the Care Plan require the authorization of the Home Manager or Senior Carer. Certain amendments may require the authorization of the resident's GP. All amendments to the Care Plan are recorded in full.

## **Complaints**

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in-charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaint Register, which is available from Reception or from the person in-charge. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

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 first, then you should contact the Commission for Social Care Inspection or the Social Work Department of the Hampshire County Council. Details of the complaint procedure and the local Commission for Social Care Inspection office are displayed within the entrance area to the Home.



## **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 staff will attend to the necessary arrangements.

## **Therapeutic Activities**

The home policy on "Therapeutic Activities" takes into account the clients 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.

The staff encourage and in certain instances help clients to pursue their hobbies and interests.

### **Clients can play the following games using equipment that is designed for fading sight:**

- Cards
- Scrabble
- Bingo
- Draughts
- Ball games – feet or hand

### **Activities with the staff (On a Daily Basis)**

- Chatting to Individual Residents
- Going for walks
- Manicures
- Playing games
- Reading letters/magazines/newspapers
- Helping to choose Library books
- Music and sing-a-longs
- Maintain life long hobbies, crossword puzzles etc.

## **Outings**

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

Examples of outings are listed below:

- A drive around the countryside
- Visit the Millpond, Harbour and village Centre
- A shopping trip
- A pub lunch

## **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 resident temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided the normal fee is paid. In the case of social work funded residents, 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 residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

## **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 residents 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. We have many visits from families with their pets. We are a pet friendly environment.

## **Medication**

If a resident wants to be self medicated and is safe to do so then all help and advice is given. Self-medicating residents are provided with a designated lockable facility to store their medications safely. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the doctor. The drugs are administered under a licensed pharmaceutical contract using an individual cassette system. Any resident may request to see a doctor in private if they wish.

## **Telephone**

The home has a phone, which can be used by the residents for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through British Telecom at the going rate.

## **Meals**

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

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.

