

Re**S**pectful  
Home from Home  
L**O**ving  
Exce**L**lence  
Dignified Care  
Person c**E**ntred  
Dig**N**ified  
S**H**aring  
Vision**A**ry  
Deve**L**oping  
Qua**L**ity

## STATEMENT OF PURPOSE

Sholden Hall Residential Home is a care facility that specializes in providing accommodation and personal care for elderly individuals and those with dementia. Licensed to cater to 27 residents requiring round-the-clock care, the home features 22 rooms, comprising 17 single and 5 double/twin rooms, with 15 of them equipped with ensuite facilities. The rooms are of reasonable size, ensuring comfort for residents.

In addition to the individual rooms, Sholden Hall has two bathrooms and a shower room for communal use. The facility boasts two spacious communal lounge/dining areas and a sizable conservatory, where interactive activities and Namaste therapy are offered. The emphasis at Sholden Hall is on creating a homely environment for residents.

Beyond residential care, Sholden Hall extends its services to include day-care for older individuals in need of additional support and respite care. This approach aims to assist them in maintaining their independence and staying in their own homes for as long as possible.

**Address:**

Sholden hall Residential Home  
London Road  
Sholden  
Deal  
Kent  
CT14 0AB  
Tel: 01304 375445  
Fax: 01304 375445  
Email: [tina.sanders@sholdenhall.co.uk](mailto:tina.sanders@sholdenhall.co.uk)  
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## **Aims and Objectives of the Home**

It is the objective of Sholden Hall to provide all aspects of care, except nursing care to all of our residents to a high standard that is based on the assessed needs of the individual, creating a person-centred approach.

Residents will be always treated with respect and dignity.  
Care will be based on the following objectives:

- To deliver a service of the highest standards that will improve and sustain the resident's overall quality of life.
- To ensure that the care is delivered flexibly, attentively, and in a non-discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfilment, and the right to make informed choices.
- To ensure that each resident's needs and values are respected in matters of religion, culture, race, ethnic origin, disability, and impairment.
- Focusing on a person-centred approach, enrichment, and selfhood

## **Key Values**

- Principles of Empowerment
- Anti-discriminatory
- Residents receive care that reflects the National Framework for Older People.
- Resident confidentiality
- Outcomes are measured through the audit process

## **Residents' Rights**

We place the rights of the residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

## **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 residents 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 a resident's storage space.
- Guaranteeing residents' privacy when using the telephone, opening, and reading post and communicating with friends, relatives, or advisors.

- Ensuring the confidentiality of information, the home holds regarding residents pursuant to the GDPR.

### **Dignity**

Reducing independence quickly undermines dignity, so we try to preserve respect for our residents' intrinsic values in the following ways:

- Treating each resident as a special, valued, and unique individual.
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance, and their behaviour in public.
- Offering a range of activities which enable each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability, or status.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility, or appearance.

### **Independence**

We are aware that our residents have given up a good deal of their independence in entering a group living situation. We regard it as even more important to encourage our residents' remaining opportunities to think and act without reference to another person in the following ways:

- Providing as tactfully as possible human or technical assistance when it is needed.
  - Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or for the safety of others.
  - Encouraging residents to access and contribute to the records of their own care.

### **Security**

We aim to provide an environment and structure of support which responds to the need for security in the following ways:

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents experience as open, positive, and inclusive.

### **Civil Rights**

Having reduced independence and residing in the home can act to deprive our residents of their rights as citizens. We, therefore work to maintain our residents' place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Assisting residents' access to public services such as libraries and lifelong learning.

- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

### **Choice**

We aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing choice of meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering residents, a wide range of leisure activities from which to choose.
- Enabling residents to manage their own time and not to be dictated to by a set of communal timetables.
- Avoiding wherever possible treating residents as a homogenous group.
- Respecting individual behaviour in residents

Retaining maximum flexibility in the routines of the daily life of the home.

- Giving clear explanations relating to individual service users' care, treatment and supporting options and choices.
- People who use our service will experience choice regarding the examination, care, treatment and support that they receive, unless it is identified through assessment under the Mental Capacity Act 2005 why that person may not have capacity to consent to direct care services offered.

### **Fulfilment**

We want to help our residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of each resident.
- Respecting our residents to maintain existing contacts and to make new liaisons, friendships and personal relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.

### **Diversity**

Diversity is a broader concept that builds upon the progress made through equal opportunities. Everyone is different and diversity is about recognising, respecting and valuing the differences we each bring to work, Sholden Hall strives to ensure that this is maintained at all times.

Equal opportunities and diversity work together by addressing the inequalities and barriers faced by people in under-represented groups and by valuing, learning and benefiting from the diverse cultures in society and our staff. It is the home's policy that no service user will receive less favourable treatment or be disadvantaged by any circumstances, conditions or requirements that cannot be justified.

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways.

- Positively communicating to our residents that their diverse backgrounds enhance their life within the care home.
- Respecting and providing for ethnic, cultural, and religious practices of residents.
- Outlawing negative discriminatory behaviour by staff and others
- Accommodating individual differences without censure

Helping residents to celebrate events, anniversaries and festivals which are important to them.

## **Quality Care**

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

## **Choice of Home**

We recognise that every prospective resident should have the opportunity to choose which care home suits their needs, abilities, and convenience. To facilitate that choice and to ensure that a prospective resident knows precisely what services we offer, we try to do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Offer each prospective resident as much time as needed to feel they have made the right decision, by way off offering visits to the home which may include meals, overnight stays etc and a four-week trial period. The home will offer emergency admissions but only after a comprehensive assessment has been made with the professional input from multi agencies.
- Give each resident a statement of terms and conditions specifying the details of the relationship between the resident and the care home.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed by the home manager or other qualified member of the team.

## **Lifestyle**

It is clear that residents may require help in a range of aspects of their lives.

To respond to the variety of needs and wishes of individual residents, we will do the following.

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious, and recreational interests and needs in order for the residents to experience a feeling of satisfaction, empowerment, enjoyment, fulfilment and happiness over their lives.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing, and balanced diet in pleasing surroundings and at times of convenience to residents.
- Eradicating where safe and practical to do so, staff and environmental routines, allowing residents living here freedom and enjoyment with no constraints on their normal lifestyles.

## **Fees**

All residents who are privately funded will be informed of the cost for their care prior to admission, all fees are to be paid by standing order into the Sholden Hall – Good Shepherd Care Limited bank account.

The provider will periodically review fees, usually on annual basis

The home is a preferred provider with Kent County Council and will admit KCC funded residents.

The home will not discriminate based on funding.

## **Registration**

At present the home is dual registered to meet the needs of both older people and those with disorders such as dementia.

## **Concerns, Complaints & Protection**

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside of the care home. To tackle such problems, we will do the following.

- Provide and when necessary, operate a simple, clear and accessible complaints procedure
- Take all necessary action to protect residents' legal rights
- Make all possible efforts to protect residents from every form of abuse and from possible abusers
- Ensure that all staff have enhanced CRB checks, and a comprehensive application process is in place. All staff receive safeguarding adult training

## **The Environment**

The physical environment of the home is designed for resident's convenience and comfort. In particular, we will do the following:

- Ensure that the building and grounds are maintained and are in safe condition
- Make detailed arrangements for the communal areas of the home to be safe and comfortable
- Supply toilet, washing and bathing facilities suitable for residents for whom we care for
- Arrange for specialist equipment to be available to maximise residents' independence
- Provide individual accommodation which meets the National Minimum Standards and the Health & Social Care Act
- See that residents have safe, comfortable bedrooms, with their own possessions around them and decorated to their choice.
- Ensure that the premises are kept clean, hygienic, and free from unpleasant odours, with systems in place to control the spread of infection.

## **Staffing**

We are aware that the home's staff will always play a very important role in our residents' welfare. To maximise this contribution, we will be doing the following. •

Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs

- Provide at all times an appropriate number of staff with qualifications in health & social care
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare
- Offer our staff a range of training which is relevant to their induction, foundation experience and future development.

### **Management and Administration**

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do:

- Always engage as registered manager a person who is qualified, competent, and experienced for the task
- Aim for a management approach which creates an open, positive, and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard resident's interests. Keep up-to-date and accurate records on all aspects of the home and its residents
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

### **The Underpinning Elements**

A series of themes cut across and underpin the aims we have relating to the rights of residents and quality care.

### **Focus on Residents**

We want everything we do in the care home to be driven by the needs, abilities, and aspirations of our residents, not by what staff want, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led and focused.

### **Fitness of Purpose**

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our residents and their representatives.

### **Comprehensiveness**

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

### **Meeting assessed needs**

The care we provide is based on the thorough assessment of the needs and systematic, continuous planning of care for each resident in order to promote a person-centred approach.

### **Quality services**

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

### **Facilities and service**

#### **THE HOME'S MANAGEMENT**

The persons officially registered as carrying on the business of the home are Mrs. Stella Mary Georgy and Mr. Georgy Jacob, who can be contacted via the home. The registered home manager is Mrs. Tina Sanders who can also be contacted via the home.



## THE MANAGEMENT QUALIFICATIONS AND EXPERIENCE

The relevant qualifications and experience of the nominated individual are as follows:

Registered Nurse 01/09/2004 to 05/06/2006

Adaptation Nurse to Registered Nurse 13/08/2006 to 22/08/2007

Registered Nurse to Senior Nurse 24/08/2007 to 19/08/2016

Registered Nursing Home Manager (Sutton) 19/08/2016 to 4/06/2018

Registered Nursing Home Manager (Bromley) 1/07/2018 to current

## EDUCATION QUALIFICATIONS

Overseas Nurses Programme at University of Paisley 13/08/2006 TO 10/12/2006

Nursing and Midwifery 01.9.2001 - 31.08.2004. Shridevi School of Nursing, India.

Pre-University (Under Graduation) Sidhaganga College OF Arts and Science for Women,  
India .01.06.1999 - 09.06.2001

St Marys Girls High School, Gandhinagar, India -01.06.1994 - 31.05.1999

Matriculation (GCSE Equivalent). Subjects Studied: Science, Math's, Social science, English  
Economics, Sanskrit.

The relevant qualifications and experience of the Manager are as follows:

**NVQ level 5 – Awarded April 2016- LEADERSHIP AND MANAGEMENT**

**Person BTEC Level 5 Diploma in Management and leadership (qcf)**

Successfully completed all mandatory and specialized training requirements for a care home, with accompanying certificates.

- Dementia Care
- Health and Safety.
- Fire Safety.



- Equality, Diversity and Human Rights.
- Infection, Prevention and Control.
- Manual Handling.
- Food Hygiene/Food Safety Awareness.
- Safeguarding Adults Level 2
- End of life care
- Conflict management
- Communication
- Basic Life Support
- Mental Capacity level 2
- COSHH Awareness
- Diabetic Awareness
- Nutrition and Hydration level 2
- Oliver McGowan's Training – On Learning Disability and Autism

The qualifications and experience of the Manager are outlined as follows:

NVQ Level 5 - Leadership and Management Course (completion in progress)

Registered Manager who has successfully fulfilled all mandatory and specialized training requirements for a care home, supported by relevant certificates.

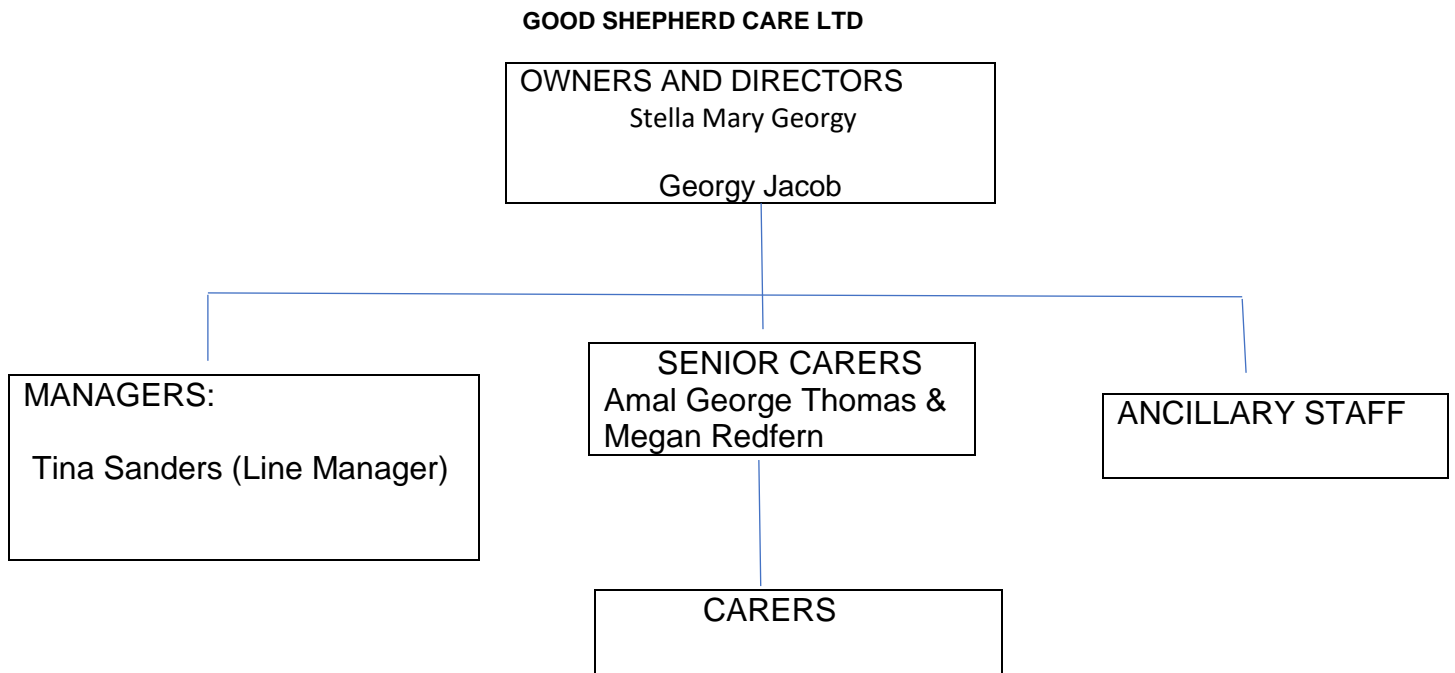
- Dementia Care
- Health and Safety.
- Fire Safety.
- Equality, Diversity and Human Rights.
- Infection, Prevention and Control.
- Manual Handling.
- Food Hygiene/Food Safety Awareness.
- Safeguarding Adults Level 2
- End of life care
- Conflict management
- Communication
- Basic Life Support
- Mental Capacity level 2
- COSHH Awareness
- Diabetic Awareness
- Nutrition and Hydration level 2
- Oliver McGowan's Training – On Learning Disability and Autism

## THE HOME'S STAFF

The total staff establishment at the home comprises 24 individuals, with 19 engaged in direct care for residents. The qualifications and experience of the care staff are as follows:

Manager: 1 (NVQ 5)  
 Head of Care/Deputy Manager: 1 (NVQ 3/5 )  
 Team Leader: 1(NVQ 3)  
 Senior Days: 5 (NVQ 3)  
 Senior Nights: 2 (NVQ 3)  
 Care Staff (Days): 5 (NVQ 3, NVQ 5)  
 Care Staff (Nights): 3 (NVQ 3, NVQ 5)  
 Cook's: 2 (NVQ 2 & 3)  
 Domestic: 2 (NVQ3)

**The organisational structure of the home, is as follows:**



A key-worker system is implemented, and shifts are organized within a 24-hour period: 08:00 – 14:00 & 14:00 – 20:00, 08:00 – 20:00, 20:00 – 08:00, 06:00 – 01:00 & 04:00 – 11:00. This structure is designed to optimize staff consistency for the safety and benefit of the residents.

Arrangements for staff recruitment, training, and supervision align with relevant government guidance and adhere to best practices in personal care.

**Residents accommodated** The home provides care and accommodation for older people and those with dementia, the home accepts residents of either sex.

### **The range of needs met**

The home provides 24-hour care in terms of assisting the resident group in meeting their needs in terms of the daily activities of living. This includes support in meeting the following needs:

- Personalised care and support
- Mobility
- Nutrition
- Medication
- Communication
- Socialising/stimulation
- Safeguarding and safety
- Continence
- Spiritual
- Involvement
- Suitability of staff
- Quality and management
- Suitability of management

The home is staffed with a team holding bachelor's degrees in nursing or equivalent NVQ level 5 qualifications. Access to pertinent professionals through local health and community services is accessible to comprehensively meet the diverse needs of our residential and dementia group.

Although the home doesn't directly provide nursing care, arrangements can be coordinated through the local District Nurse team if such services are needed. Sholden Hall – Good Shepherd Care also offers specific therapeutic techniques, such as interactive activities and Namaste therapy. For more specialized therapeutic interventions, the home collaborates with local health services based on individual needs.

### **Admissions**

Under government regulations such as the National Minimum Standards and Health and Social Care Act, potential residents are assessed before entering the 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 KCC case manager the initial assessment will be undertaken as part of the care

management process, but we also need to assure ourselves, the resident, and their sponsor (s) that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the resident's permission, on specialist advice and reports if necessary, taking into careful consideration the residents right to confidentiality and the data protection guidance. The assessment will cover the range of health and social needs set out in the Department of Health guidance. All information will be treated confidentially. The assessment process helps the staff working at the home ensure that we can meet the needs of the potential resident. The assessor will also draw up an initial plan of care reflecting the prospective needs based on information given. We will provide prospective residents and their sponsors 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. We are happy for a prospective resident to involve their family, friends, or other representatives in seeing the home and the care facilities we provide before making the final decision about their admission. If we feel that the home is not suitable for a particular person we will say so. If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hrs about our key aspects, rules, routines and of the home to carry out the full information and assessment process within five days. The home also offers day care facilities and respite care.

### **Social activities, hobbies, and interests**

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 interest, 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 as possible both inside and outside of the home, to carry on with existing hobbies, pursuits, and relationships, and to explore new adventures and experiences. All residents are entitled to use the dining rooms, communal lounges, other sitting areas and circulating areas, and the grounds of the home, within their safety limitations as the home has a responsibility of duty of care to ensure that residents' safety remains paramount. Those residents who wish to remain in their rooms can do so 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 coffee mornings, arts and crafts, music therapy and entertainers. We hope that friendships amongst residents will develop and that residents will enjoy being part of the community; however, there is no compulsion on a resident to join in any of the communal social activities.
4. We are able to take residents to the local library although expenses accrued will be invoiced to the resident. taxi.
5. We receive delivery of daily newspapers and magazines of interest; these will be invoiced to the resident.
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 room 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 a resident's own room if desired. Three full meals are provided each day, there is a regular change and choice of the menu, snacks are offered throughout the day and night. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's plan of care where likes and dislike information is gathered, care staff are available to provide, discreet, sensitive, and respectful help with eating and drinking for those who require assistance. We aim to make all the food and drink we provide, attractive, appealing, and appetising; we also aim 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, with no visiting time restrictions, we also encourage visits to the home from, local churches, representatives of voluntary organisations, students, school children and others. Naturally we respect the views of residents about whom they want and do not want 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 some risks. We do not aim therefore to provide a totally risk-free environment, although we can take care to ensure that residents are not subject to unnecessary hazards. When a resident wishes to take part in an activity which could involve risk, we will carry out a thorough risk assessment with that individual or their sponsor, we will then agree and record action (s) which 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. For the benefit of all residents and staff, we have designed all the communal areas of the home as non-smoking; staff have a designated smoking area at the top of the garden and residents are only permitted to smoke outside of the building.e.g. in the garden.

10. We may make a charge associated with some social activities and services, where this applies the details will be made clear to the resident or their sponsor in advance.

11. Consulting residents about the way the home operates. We aim to give residents and their sponsors an opportunity to participate in all aspects of the home. Residents are regularly consulted both individually and corporately about the way the home is run. Views are ascertained through residents' meetings, individual consultation in areas such as menu planning, reviews of policies etc, and arrangements are in place for surveys of user 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.

12. Some of our night staff wear pyjamas, this is to orientate our residents who require support to tell between night and day, which results in a good night's sleep

13. We have a no uniform policy, but care staff wear a coloured tabard with their name badge. This is to help reduce the feeling of a clinical environment and enhance a family and homely feel, building relationships more on trust.

### **Consultation with residents**

We try to consult residents as fully as possible about all aspects of the operation of the home and the care we provide. In particular, methods used for obtaining feedback on the services provided include anonymous resident satisfaction questionnaires, individual and group discussions, evidence from records and life plans, audits, the opportunities for resident's involvement in the formulation and revision of policies and procedures and other written documents.

### **Fire precautions, associated emergency procedures and safe working 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 upon request. The home conforms to all government guidance on promoting and protecting the health, safety and welfare of our residents, staff, visitors, contractors etc. The home also has in place a "grab and go" folder; therefore, in the event of permanent evacuation, staff are able to access emergency contact details for agencies and families, sponsors etc to assist in placing our residents in a warm, safe and comfortable environment. Families, friends etc may be asked to take their relative who lives here home with them until a longer-term solution can be made.

### **Arrangements for religious observances**

Residents who wish to practise their own preferred religion will be given every possible help and facility within the home remits. In particular we will do the following.

- We will arrange transport for residents to any local place of worship if required
- If asked we will make contact with any local place of worship on a resident's behalf. We will usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.
- In public areas of the home we celebrate annual Christian festivals. Residents have the opportunity partake in this if they so wish to
- Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager prior to admission.

### **Relatives, friends, and representatives**

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside of the home, but they can also choose whom they see and when and where.
- If a resident chooses to, their friends and family are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities, including joining the resident for meals strict infection control prevention protocols in place
- 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.
- If a resident becomes unwell, or is nearing the end of their life, they will along with consent to pass on information be given the opportunity of where to be cared for, residents are involved with their care for as long as they are able to practically do so. The home will ensure that their wishes are carried out whenever reasonably practical, staff will treat all residents with, dignity, empathy, kindness, a professional approach and with the utmost respect.

### **Concerns and complaints**

The staff and management of the home 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 success, but we can also learn from comments which 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, in the first instance raise the matter 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



behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves, or 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 they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for the task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complaint form for them to do so. The written record of complaint must be signed by the complainant, who will be provided with a copy, together with the written acknowledgement that the complaint is being processed, outlining the timescale for responding. The person handling the complaint will then investigate the matter, interviewing any appropriate staff, and, if it is necessary, 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 the report.

The person who investigates the complaint will initiate any action which needs to be taken in response of their findings, will inform the complainant about any action, and will apologise or arrange an apology if that is appropriate.

### **Residents' plans of care**

At the time of a new resident's admission into the home, we work with the resident and their sponsor (s) to draw up a written plan of the care we aim to provide. The plan sets out the objectives for the care and how we hope to achieve these objectives and incorporates any necessary risk assessments.

Once a month the resident's key or co-worker will review with the resident their care plan, setting out whatever changes have occurred and need to occur in the future. From time-to-time future 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 of care and is encouraged to participate as fully as possible in their care planning process. Personal care plans reflect enrichment, person centred care and the person's past life, goals and wishes for the future and areas of support.

### **Rooms in the home**

The home consists of 22 rooms, 17 single and 5 double/ twin rooms, and 15 of the rooms have ensuite facilities.

The home is a maintained Grade II listed older style property. Over time the required standards in terms of registration have continuously been reviewed. The total area of a room



is one of the key measures assessed by inspection and registration units prior to an inspection. The generally accepted size for single accommodation is 10 square metres.

Each room is comfortably furnished to meet the required standards of registration. Residents may if they wish would bring some of their suitable furniture with them to ensure the accommodation reflects their personal choice. The home is equipped with a range of aids/equipment to assist in meeting the needs of residents, including a chair lift, lift shaft, mechanical hoist, slide sheets, standing belt, transfer boards, bath hoists, raised seats, commodes, and a nurse call system in each room

### **Therapeutic techniques**

The home can arrange appropriate therapeutic techniques according to needs.

### **Privacy and dignity**

The home places a high value on respecting the privacy and dignity of residents. The detailed measures we take are set out in the paragraphs headed respectively Privacy and Dignity at the beginning of this document.

### **Facilities and services of the home**

The following services are offered to our residents as part of our programme of care: Fully trained staff in 24 hour attendance Monthly evaluation of all care aspects Good home cooking with choice of menu to include provision for special diets as required Laundry Service GP Visits Dentist (charged) Optician (charged) Chiropodist (charged) Weekly Hairdressing Visit (charged) Daily Newspaper (charged) Daily Activity Programme Fund Raising Activities Entertainment Communion Church Visits Residents' Meetings Passenger Lift Private telephone installation and calls (charged)

### **Review of this document**

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

Signed: Stellamary

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Date: April 2024