Apsley House

Care Home with Nursing

Statement of Purpose

This statement of purpose is reviewed yearly and any changes implemented.

This document is available in large print, Braille or Audio CD.

CQC Overall Rating: 'Good' in all areas (March 2021)

Reviewed by: Tim Wilson

Date: March 2021

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APSLEY HOUSE CARE HOME

Apsley House Care Home is a 35 bed care home, which aims to provide the highest possible standards of care and accommodation. The accommodation is provided in 29 single rooms and up to 3 companion rooms, some of which are en suite. The accommodation complies with the national standards that came into force from 1st April 2002. The home maintains a close link with the community, friends and relatives and other members of the interdisciplinary team such as GPs, Dentists, Opticians, Physiotherapists and Occupational Therapists. Other services provided for our service user's comfort and welfare include a hairdresser, Chiropodist and a variety of home entertainers. The home is set in 3 acres of land, including secluded decorative garden and grounds. The home and the gardens are fully accessible to wheelchair users.

STATEMENT OF BELIEFS

Our aim is to provide all Service users with a life that is as normal as possible, given their individual health and care needs. We provide this in homely surroundings with care that will enable them to live as independently as possible with privacy, dignity and with the opportunity to make their own choices. To achieve this, we ensure that assessments of the needs are used to develop individual care plans.

Our objective is quite simple; to provide the highest quality care in the best possible surroundings. We always focus on a person's abilities, never their disabilities.

We believe that the home should be…

- A place where each person can feel valued and have all of their individual needs met.
- A residence without unnecessary rules and regulations.
- A corner where dignity, peace and comfort take priority.
- A niche providing tender loving care.
- A meeting place where companionship, interest, and activity flourish.

The Company's Philosophy is based upon the belief that the Service Users are entitled to be treated as individuals. We encourage independence, individual choice, consultation about services within the home, and maintaining social choice, e.g. the right to vote. The Service Users are given the opportunity to take part in a wide range of activities and interest.

We believe that our staff should maintain a smart well presented appearance and behave in a caring professional manner offering understanding, patience and friendship. The staff will work together as a team and promote a happy and relaxed atmosphere. Staff will treat residents with respect at all times. Trust is an integral part of our ability to provide consistent high standards of care. We will always strive to improve our nursing practice and implement new and updated aspects of medical developments.

'Open House' is the policy towards visitors to the Home. We encourage relatives, friends and other voluntary organisations to visit the Home during the day. This enables visitors to come along when it is convenient to them. Service users can receive visitors where they choose e.g.: their bedroom, the quiet rooms or in the garden

All visitors must ring for admittance and be greeted by a staff member. They must confirm who they are and whom they are visiting. The visitors' book must be signed so that if there is a fire, there is a record of who is in the Home.
Official visitors must produce identification before being admitted into the Home and also sign the visitors' book.

Service users have the right to access all of their personal records kept at the Home. A service user may nominate someone else such as the next of kin or person holding a Power of Attorney to access the records on their behalf.

FAITH AND CULTURE

Everyone has the right to continue to attend a place of worship of his or her faith. It is the duty of the Staff in the home to ensure that this is possible. Staff transport, relatives or volunteers may be used for this purpose. If the Service User is incapable of attending their chosen place of worship, then ministers are invited to visit or hold services in the Home.

The Home does facilitate the observance of those religious festivals that are appropriate to the faith of the Service Users. The observance of religious rituals to be carried out prior and post death is respected.

PROVISION OF CARE

The Home is a 'Nursing Home' and accommodates and offers nursing or personal care for people of both sexes and treatment of disease, disorder or injury. Caring for adults of all ages where their needs can be met. The Home accommodates and offers nursing care for certain service users with mild dementia that would not infringe on the care of our other service users.

DETAILS OF REGISTERED PROVIDER

Apsley House Care Home Ltd is the registered provider. Our nominated individual is Jules Dove. She is a qualified Registered Nurse (RN1), has been a Registered Manager for over 20 years and several years as Clinical Director overseeing CQC compliance, regulations and care standards. Further professional developments include Diploma of Teaching in Life Long Sector (DTLS), Dorset Council Accredited Safeguarding Trainer & completed 'My Home Life'.

Apsley House Care Home Ltd

Registered Office:
31-33 Commercial Road
Poole
Dorset
BH14 0HU

e: info@apsleyhousecarehome.co.uk

THE TEAM

The Managing Director is Mr Tim Wilson (for contact details use the above Registered Office address), the Financial Director is Mr Anthony Wilson and our Clinical Director is Jules Dove.

The Manager, Louise Kbies, is responsible for the overall management of the home and maintaining a liaison with medical professionals, Regulatory Authorities, relatives or friends of residents, and trade contacts.

The Head of Care/Deputy Manager is Angela Mayhew. Working with the Manager they ensure that the high standards of care in the home are maintained during the 24 hour cover. All our staff are either trained, undertaking training, to Diploma Level 2 or 3 (NVQ/QCF equivalent) or have gained equivalent levels through relevant experience.

Contact Louise at:

Apsley House Care Home
86 Barrack Lane
Aldwick
Bognor Regis
West Sussex
PO21 4DG
01243 267755

Email: louise.kbies@apsleyhousecarehome.co.uk

ORGANISATIONAL STRUCTURE

See attached schedule 1

ADMISSION PROCEDURE

- On receiving a referral we will arrange for an assessment to ascertain the care needs of the Service User. This is done either at their current address or hospital. We encourage Service Users and relatives to visit the Home as the first step of the assessment process.
- A copy of the home's brochure will be given to the prospective Service User as well as an information pack. A Service Users Guide and a Statement of Purpose is also available.
- The completion of the Assessment form is done before the Service User is admitted to the Home.
- We only offer a place if we can be sure we can provide the care needed.
- We accept emergency admissions and ensure the usual process is completed within ten days.
- All service users are given a Residents Agreement, together with the Terms & Conditions of Residency

Admissions of an urgent nature are accepted in instances where the welfare of the individual might be harmed if the admission is delayed. Therefore it is possible to admit a service user without a full assessment being carried out.

In these circumstances as much information as possible will be obtained. The assessment will be completed as soon as possible after admission.

The emergency agreement is that admission is short term only and that any decision for the placement to become long term would not be made until a full assessment and review had been completed.

- A representative of the home will carry out an assessment of need. The assessment will be discussed by the Manager and senior staff. If the needs identified by the assessment can be met by the facilities and services on offer at the Home a placement will be offered.

- An emergency admission can be accepted providing the person or agency referring the service user is able to provide sufficient information for the Manager to determine that the prospective resident has needs broadly within the services and facilities offered by the Home. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

CARE PLANS

Based on assessment of needs and risks, care plans are drawn up with the service user or, with consent, their representative. The care plan offers a comprehensive holistic evaluation of the service user but principally focuses on the health and care needs and how these are to be met. The individual care is planned using the Roper Logan and Tierney model of nursing to assess the activities of daily living, in conjunction with this care plan a host of other assessment tools are used to deliver the best care for the service user. Care plans are reviewed monthly or when the individual's care needs differ.

SOCIAL ACTIVITIES

There is a full activities programme in the Home based upon the interests and abilities of the service users. A programme is published and accessible to everyone.

The home has access to disabled transport and arranges outings and visits to suit the needs and wishes of the service user.

QUALITY ASSURANCE

The home implements a fully comprehensive policy and procedure manual, which all staff must adhere to and use as reference. CQC have their quality assurance tool, which they implemented from under the Regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, called the Provider Information Return (PIR). This is based on outcomes from the five Key Lines of Enquiry (KLOE) i.e. Is the service Safe, Effective, Responsive, Caring and Well Led, that must be assessed in order for the home to be compliant. We also have a Quality Assurance Audit which works alongside the CQC outcomes and incorporates questionnaires that are distributed to Service Users, Relatives, and Stakeholders, e.g.: GP's and District Nurses, on an annual basis, requesting their comments and views on the service and operation of the home. The consequent feedback contributes to us identifying the areas where there is a potential to improve the service.

Service User Forums are held to give our clients an opportunity to comment on the operation of the home. Matters of concern can be raised. Contributions and suggestions for inclusion in the activities in the home are encouraged and management can use the meetings to inform the service users of impending events, new policies, and changes taking place in the home and to gain the their views.

The home's complaint procedure can also act as an audit tool to improve care and conditions.

FIRE PROCEDURE

The home complies with all current Fire Regulations. A fire risk assessment has been carried out. The home is fully equipped with alarms, fire detection devices and fire fighting equipment. The building is designed to offer the correct barriers, compartments, and escape routes. Fire protection, detection equipment and systems are regularly checked. The alarm is tested on a weekly basis. People will be reminded before it is activated and assured there is no need for a response. Members of staff receive regular training and participate in fire drills. If the alarm sounds at any other time residents are asked to remain where they are behind closed doors until instructed otherwise.

COMPLAINTS PROCEDURE

While we trust that all our service users are satisfied with the quality of the care they receive, there may be occasions when a resident or relative may wish to raise a concern, or make a formal complaint.
Here at Apsley House Care Home people are encouraged to feel free about raising concerns. It is hoped that a discussion with the Manager will resolve any issue. However, it may be necessary to make the complaint a written one. This should be directed to the Manager in the first instance.
If the Manager believes an investigation is necessary then they will forward it to the Company's Responsible Person below. The Responsible Person will carry out a thorough investigation with an impartial view and will notify the complainant within 28 days. The Service User, or their representative, is contacted within 28 days and if appropriate, advised on what action is intended to be taken.

The Company's Responsible Person:

Mr Timothy Wilson
Apsley House Care Home Ltd

31 – 33 Commercial Road
Poole
Dorset
BH14 0HU

Telephone: 01243 267755

Where the complaint may involve Managers themselves then the complaint can be sent **direct** to the Company's Responsible Person as the first resort.

If any matter above is still unresolved the complainant should write to:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 03000 610614 or 0845 6021983
www.lgo.org.uk

Where the Service User is receiving care under a 3rd party contract such as issued by Social Services or the NHS then the written complaint will also copied by us to the relevant offices below. The individual complainant can also contact these offices independently if they wish.

Socially Funded Service Users:
West Sussex County Council
Durban House
Durban Road
Bognor Regis
West Sussex
PO22 9RE
Telephone:01243 642400

Service Users funded by West Sussex NHS:
Continuing Healthcare
1 The Causeway
Goring By Sea
Worthing
West Sussex
BN12 6BT
Telephone: 01903 709419

Privately funded Service Users can take advice from AGEUK or CROP (Citizens Rights for Older People) or the local Citizens Advice Bureau or any other relevant agency sourced by the internet.

The Care Quality Commission does not investigate individual complaints but their office can be sent the outcome of the complaint for their interest / information only. Details below:

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: 03000 616161
www.cqc.org.uk

THE CQC DOES NOT INVESTIGATE INDIVIDUAL COMPLAINTS.

SCHEDULE 1

APSLEY HOUSE CARE HOME — ORGANISATIONAL STRUCTURE

