



Statement of purpose for Upminster Nursing Home

A copy of this is available in large print
from the office if required.

Upminster Nursing Home

Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM14 3PL

Tel: 01708 220201

Fax: 01708 641420

Email: upminster@haveringcare.co.uk



Welcome

Welcome to Upminster Nursing Home This statement of purpose contains information about the organisation, the Registered Provider and the Registered Manager. It also provides details and information on the following:

- The name and address of the registered Provider and Registered Manager.
- The relevant qualifications and experience of the Registered Provider and Registered Manager.
- The number, relevant qualifications and experience of the staff working at the care home.
- The organisational structure of the home.
- The residents for whom the home is intended that accommodation should be provided.
- The regulated activities in accordance with the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010
- The range of needs that the care home intends to meet.
- Criteria for the admission including emergency admissions.
- The arrangements made for consultation with residents about the operation of the care home.
- The fire precautions and associated emergency procedures in the home.
- The arrangements made for the residents to attend religious services of their choice.
- The arrangements made for the social contact between residents and their relatives, friends and representatives.
- The arrangements made for dealing with complaints.
- The arrangements made for dealing with reviews of the residents care plan at Upminster Nursing Home.
- The number of rooms in the home.
- Arrangements made for the respecting privacy and dignity of the residents.

Statement of purpose

Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM14 3PL

Tel: 01708 220201

Provider contact details

Registered provider: Havering Care Homes Ltd
3 Latham Place
Upminster
Essex
RM14 1DU

Nominated Person: James Brennan
Director
3 Latham Place
Upminster
Essex
RM14 1DU

Managing Director Michael Armstrong
Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM14 3PL

Registered Manager: Jan Norris
Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM 14 3PL

Regulated activities: Accommodation with personal care and nursing, treatment of disease, disorder or injury, Diagnostic and screening procedures

Providers' qualifications & experience

PROVIDERS' DETAILS

The Registered Provider is Havering Care Homes Ltd. Havering Care Homes Ltd has been a provider of residential and nursing care since 1994. We are an established care provider of care to people who require nursing or personal care; who may need treatment for disease, disorder or injury; or who may need diagnostic and screening procedures carried out.

NOMINATED PERSON

James Brennan the Director/Proprietor takes a personal interest in the day-to-day running of the company and the highest priority is given to providing the best possible care and services.

Mr Brennan has been managing services for our clientele since 1994. He holds a Diploma in Care and closely monitors services within his role.

REGISTERED MANAGERS' DETAILS

The Manager has been in the medical profession for over thirty years. She is a Registered General Nurse on Pt 1 of the N.M.C. register. She holds a Diploma in Safety Management with the B.S.C, the Registered Managers Award and has the D32/33/A1/A2 in assessing for N.V.Q from City and Guilds, she holds Mentorship Certificate with Sunderland University, a Diploma level certificate in Dementia Care with Surrey University. Jan is also a specialist practitioner in Safeguarding Adults.

Upminster Nursing Home

At Upminster Nursing Home we pride ourselves on providing good quality care to very highly dependent residents who, in addition to having complex nursing needs, may also have dementia or cognitive impairment.

To ensure that we are continually improving our services at Upminster Nursing Home, we are currently working towards gaining the Gold Standard Framework Accreditation for End of Life Care in Care Homes; the training for this is carried out at St Francis Hospice which is

attended by our Registered Nurses who in turn cascade the information down to all our staff in order for them to provide the best care to our residents whilst they are residing with us. Because we have very experienced Registered Nurses and care staff trained up to NVQ level 3 we are able to care for the needs of residents who have a percutaneous endoscopic gastronomy (PEG), naso gastric feeding tube, syringe driver (for the administration of pain medication), tracheostomy, and Hickman lines. We also take certain blood tests; this reduces the need for our residents to go to the hospital. On an operational basis it is intended that the home be staffed to meet the needs of our residents.

Care staff

MANAGER

The Manager works 8 – 4 Monday to Friday.

REGISTERED NURSES

The Registered Nurses will work on all floors and will lead the Carers to meet the needs of the residents.

CARE WORKERS

Staff will be employed to reflect the needs of the home and meet the individual needs of the residents within the home. Both full and part-time care staff will be part of a working rota this rota will cover day and night duty.

All staff shall be selected on their experience, aptitude and attitude. Each newly employed staff undertakes an induction programme with full support and guidance. All eligible staff has or are working towards gaining their NVQ level 2 or 3 qualification.

All levels of staff must attend mandatory training; these training courses are on an annual or bi annual basis. Staffs also attend any other relevant training to further enhance their current skills.

All staff are trained in first aid and basic life support, Cardio-pulmonary resuscitation will be carried out on any person that requires it until paramedic support arrives, unless a DNACPR document is in place. Upminster Nursing Home does not use a de-fibrillator.

Support staff

ACTIVITY CO-ORDINATOR

One part-time Activity Co-ordinators is employed to support the pursuit of recreational and social activities with the resident's.

ADMINISTRATOR

Administrative support is provided on a part- time basis, Monday to Friday 9 - 2. The Administrator will be computer literate and will have good organisational skills and communication skills. They will have experience of working with a similar client group.

MAINTENANCE

A part-time Maintenance person is employed to maintain the fabric of the building, conduct Health and Safety checks throughout the home. He also will maintain the grounds to a high standard. He will be actively involved in any training to enable efficiency within his role.

CATERING

Full-time Cooks work to provide home cooked meals on the premises.

HOUSEKEEPING

A team of Domestics and Laundry Assistants are led by our Housekeeper who provides cleaning and Laundry services to our residents.

Range of services

Upminster Nursing Home is a four-storey building registered to cater for the needs of both male and female residents requiring the following: -

Range of Needs, which the Home can meet

We recognise that the older person with age related problems associated with advancing years might also have a dementia. To ensure that these special needs are met we would seek to ensure that assessment procedures are robust and diverse to ensure that all health and social needs are identified and met at all times.

Upminster Nursing Home is a nursing and residential care home, including day care which provides personal care to meet all identified

needs assessed; this includes 24-hour care to older people including residents with Dementia. Although we care for people with varying levels of needs as detailed below; from time to time the Home's Manager may refuse admission to a prospective service user due to the existing levels of dependency within the Home.

HIGH DEPENDENCY

- Needs are highly complex, mechanical/technical assistance is frequently needed. Interventions constantly require reassessment, relationships are highly complex, and the likelihood of specialist referral is high.
- Physical or mental health is often fluctuating, erratic or unstable frequently requiring intensive or unpredictable interventions.
- Abilities are compromised or absent most of the time; sensory loss; low self-image/motivation, high risk or complications; frequent risk assessment needed.

MEDIUM DEPENDENCY

- Needs are complex, mechanical/technical assistance is intermittently needed. Interventions regularly require reassessment, relationships have complications, and there is some likelihood of specialist referral.
- Physical or mental health is sometimes fluctuating, erratic or unstable, sometimes requiring intensive or unpredictable interventions.
- Abilities are compromised or absent some of the time; some sensory loss; self-image/motivation can be low, some risk of complications; regular assessment needed.

LOW DEPENDENCY

- Needs are relatively uncomplicated, mechanical/technical assistance is rarely needed. Interventions require only routine or infrequent reassessment, relationships are relatively uncomplicated, and specialist referral is unlikely.
- Physical or mental health is rarely fluctuating, erratic or unstable, rarely requiring intensive or unpredictable interventions.
- Abilities are present most of the time; minimal sensory loss; self-image/motivation are within service users' normal range, low risk of complications; standard risk assessment only needed.

Aims and objectives of Upminster Nursing Home

Our aim is to provide the delivery of high quality service to people who require long-term nursing and residential and day care with provision for age related physical disability and dementia care.

The home will provide the above through the objectives listed below:

- By providing a service which meets the individual needs of the person receiving the care as specified in their care plan and which respects the rights, privacy and dignity of the individual
- By providing care jointly with the person needing assistance and encouraging them to do so as much as possible for themselves in order to maintain their independence and physical ability
- By providing a service which ensures that the care provided meets the assessed needs of the resident and their changing needs continue to be met
- By providing personal care and support in such a way that it achieves positive outcomes for and active participation of residents.
- To ensure that all our staff are appropriately trained for the work that they will undertake and receive supervision, so that they can continue to operate within the Code of Practice laid down in the General Social Care Council.
- To ensure that the Policies and Procedures are available to all staff and frequently reviewed to bring them in line with new changes in legislation.
- To ensure that concerns/complaints are investigated promptly and necessary action taken.
- There is a process and procedure for consulting with residents and their carers about the service on a regular basis and assuring the quality and monitoring of performance.
- The service we deliver to meet and exceed the Essential Standards of Quality and Safety. The Organisation has robust mechanisms in place for ensuring the quality of the service it is providing and taking the necessary action to promote high standards.

Philosophy of care

- Highest quality of care and support
- All residents to live in a safe well maintained environment
- All residents, their relatives and representatives will be treated with respect, their dignity preserved at all times and their right to privacy is always observed.
- Comfort, choice, privacy, dignity, independence and fulfilment.
- To enable the person with age related physical disabilities, and Dementia to maximise their abilities and independence.
- Upminster Nursing Home will always be run in the best interest of the residents.
- Respect for the physical, spiritual, social, Psychological and cultural needs of each individual.
- To provide a stimulating environment to meet residents physical and emotional needs.

Dementia care

The Home can offer a caring environment for residents who have dementia care needs. All residents will be assessed when applying for a long-term placement, in the normal process. In some cases the Home Manager will consult with outside care agencies/professionals involved in previous health care packages or treatments. By gaining this information the Home Manager will be able to assess if the needs of the resident can be met within the setting to meet their changing needs. In some cases service users may be refused admission due to their dependency level of dementia care requirements.

Every resident is an individual, including those with different levels of dementia. It is the Home's aim to maintain a person's right of choice and quality of life, within each individual's capability level. Balancing the risks and rights in dementia care is a complex issue and the family members will be encouraged to be involved in the care plan package.

Havering Care Homes Ltd has a progressive training program for all staff. As part of the development of staff within the home the training program used is that produced by Age UK and promotes good practice

when caring for those with dementia. Havering Care Homes Ltd will provide on-going support and empower staff to promote person centred care and lead within the area for provision of dementia care.

We endeavour to take the following into account:

- The concept of ‘Person Centred Approach’ by Tom Kitwood will form the basis of our approach and will reflect in our philosophy of care.
- A select group of staff will be given the lead for provision and leadership for the staff with this aspect of care and service.
- The activities Co-Coordinator will promote stimulation for all residents and ensuring that all needs are identified and met within a structured program. They will implement varied therapeutic interventions to suit individual residents needs e.g. reminiscence therapy, reality orientation and validation therapy.
- A safe and secure environment will be provided without restricting the rooms will be individual and personalised to promote and maintain the resident’s identity.
- The home will not accept any admissions under any sections of the Mental Health Act 1983.

Specific rights of the resident with dementia

1. To have appropriate on-going comprehensive medical and social care irrespective of my disability.
2. To exercise choice including the right to refuse or to have representation.
3. To have my adulthood respected even if engaging in childlike activity.
4. To have expressed feelings taken seriously.
5. To live in an environment which; is personalised and gives feelings to being in control, inner safety, familiarity and well-being.
6. To have the opportunity to enjoy and the choice to participate in personally meaningful activities on a regular basis.

7. To be given the opportunity to have social and physical contact.
8. To be with others who demonstrate respect for an individual and their life history, taking into account race, sexuality, culture and religion.
9. To be cared for by individuals who are well trained in good practice in dementia care and who demonstrate and promote this.

Criteria for admissions

All admissions whether respite, emergency or permanent, should be planned in partnership with assessors, resident's relatives and the home. Effective communication is an essential part of the process to ensure the needs of the resident are met in a sensitive, flexible and professional way.

- All referrals will be made either via social services or privately if they are self funding.
- On referral, a trained person will always carry out a pre-admission assessment (usually within 48 hours)
- Details of this assessment are then discussed with the team to ensure that the home can meet the needs of that resident.
- Arrangements for that service user /representative/family carers to visit the home is offered unless they have already visited prior to the assessment
- If the placement has been agreed and approved by all parties involved, a date is agreed for the admission.
- A written contract statement of conditions is then issued to the resident/ representative at the point of moving into the home.

The personal care, which a resident receives at Upminster Nursing Home, is based on an assessment process, which also involves the resident, their family/representative/advocate or other health professionals who know the individuals and a care plan for the individual is then devised to meet the assessed needs. What is found during the assessment process is put into the resident's plan of care. Care is then delivered in accordance with the care plan for that individual. This resident's care plan will be amended as regular assessment of the resident reveals changing needs.

Personal care

WHAT IS MEANT BY PERSONAL CARE?

It is our intention to consider a person's needs, not only their physical needs but also their intellectual, emotional, and social needs. It is important to provide a holistic approach when caring for each individual resident.

These needs are not always made known and sometimes have to be looked for.

It involves assisting people with some or all of the following:

- Going to bed
- Assistance during the night
- Getting up in the morning
- Dressing and undressing
- Washing, shaving and hair and dental care
- Bathing
- Using the toilet and managing continence
- Maintaining a clean environment
- Helping with eating and drinking
- Mobility
- Being attentive to symptoms of illness and problems of disability
- Caring for the confused person
- Caring for a very ill or frail person
- Conversation
- Social activities
- Referral to outside professionals for medical assistance

Treatment of disease, disorder or injury

Our registered nurses monitor the health care needs of all of our residents, and work closely with other health care professionals to ensure that the health care needs of people are met. Our home can care for people who have illnesses such as Parkinsons Disease, Cancer, Multiple Sclerosis, Strokes, Diabetes etc.

Diagnostic and screening procedures

Our registered nurses are able to take urine and certain blood tests which mean that residents do not have to go to hospital for these tests to be done.

In all of the regulated activities, the aim of the service and staff is to promote the maximum possible self-respect and individuality by encouraging residents to maintain their independence and make choices, to the fullest extent they can.

Planned admission

Admissions to Upminster Nursing Home will be made via social services, after a community care assessment has taken place. As part of this initial referral arrangements include undertaking our own pre-assessment of needs. On referral the Care Co-ordinator will make contact within the home to discuss the resident's needs and the appropriateness of the planned placement. For all planned admissions via Social Services and Self-referrals a representative from the home will visit the resident and/or their representative, who will in turn be invited to the home to look around and discuss their specific care needs and expectations. This visit would enable us to assess the risk and needs of the prospective service user, which is part of the care planning process. If all parties are satisfied and agree the placement, arrangements for admission will be made via the Social Worker and/or hospital.

Net fees for rooms range between £700.00 & £925
Private rates are negotiated at the time of assessment.

Arrangements for activities

Upminster Nursing Home will promote social activities within the home. Consideration will be given to each resident's specific needs and interests in respect of leisure and social activities will be identified and outlined within the assessment and care planning process.

Part of the key worker's role is about encouraging and assisting residents to continue their links with families, friends and leisure pursuits. This will include being aware of the particular interests and hobbies that the resident enjoyed prior to admission and identifying how these can best be maintained within the home setting as far as reasonably practicable.

The Activities Co-ordinators will aim to provide a range of activities that take into account the changing needs and preferences of the individual. Our aim will be to provide comprehensive, organised and planned group activities, one to one social interactions, and incidental activities, such as garden parties, birthday parties, and entertainment, to encourage community service interaction.

All activities will be culturally appropriate and sensitive to the needs of people within the home, once establishing their individual choices.

Planned events will take place in the home, which are generally funded through the homes amenities account.

At Upminster Nursing Home care plans are outcome based and will involve the residents family, and where possible, the resident. The documentation will incorporate any medical needs, social interest, likes, and dislikes, aspirations, achievement of goals, and involvement in their chosen activity.

Arrangements for consultation with service users about the operation of the care home

It is our intention as one of our objectives to ensure that all residents are given every opportunity to take an active involvement in the decision- making processes within the home.

Residents/relatives meetings will be held within the home on a regular basis, which all residents are encouraged to attend. This will give an opportunity for them to speak openly about the standards of service provision, changes to the environment and planning activities.

Quality assurance process

To ensure that the service we deliver meets and exceeds the Essential Standards of Quality and Safety, the organisation has a robust mechanism in place for ensuring the quality of the services it is providing and taking the necessary action if the service falls below the standards specified.

Audit

We commission, “Focus-Social Care Consultants” to carry out audits on a quarterly basis, the Consultants will monitor us against all the Essential Standards of Quality and Safety; they will then issue a report for us to review where we can make improvements.

Upminster Nursing Home is approved by the Registered Nursing Home Association. The Commissioning Department of the Local Authority visits the home and audits us on an annual basis. The Director of Upminster Nursing Home visits regularly and gives his full support.

The Government's regulator and inspectors from the Care Quality Commission visit and inspect the home on a regular basis and issue a report which is available on their website www.cqc.org.uk

Outcome

Following every audit, a report is submitted to the Manager by the Director for comment and recommendations for action are discussed and agreed between the Manager and Director.

The areas of major focus are generally;

- Satisfaction of residents as reflected in the informal comment, interviews, questionnaires and monitoring complaints
- Effectiveness and efficiency of the service provided, both direct client care and support services
- Motivation and staff development.

Fire precautions and emergency procedure

All residents' visitors and staff are advised of the fire precautions and safety arrangements on arrival at the home. Fire escapes, call points and fire extinguishers are located around the building as per the requirements of the Fire and Rescue Services.

The Main assembly point in the home is: -

At first – Main reception area.

A fire log is maintained for examination by the care commission and the Fire and Rescue Services. All staff are required to participate in quarterly fire drills and drills are carried out on a regular basis, minimum of every three months, to facilitate this. In-house fire alarm and emergency equipment checks are carried out within frequencies as specified by Havering Care Homes Ltd. Arrangements are in place with external contractors for annual service and checks on all fire equipment.

- Anyone who detects or has a suspicion of fire is to activate the nearest alarm point if alarm has not automatically activated. On hearing the alarm the person in charge on each unit will proceed to the fire assembly point and await further instruction from the person in charge.

- The person in charge will check the fire panel to locate the source of the problem and will instruct staff to act accordingly.
- If a decision is taken to evacuate the building the nearest fire escape route is to be used moving those people who are at greatest risk in the first instance, providing it is safe to do so.
- On NO account must the lifts be used if fire is suspected

A fuller more detailed fire procedure and guidance relating to the prevention of fire is available in the home.

In the case of the homes' full evacuation, Havering Care Homes will make arrangements for all residents to be cared for at Abbcross Nursing Home in Romford or Cranham Court Nursing Home, Cranham.

On hearing the fire alarm

Sound the alarm – by breaking panel in red cased box on wall

Phone 999 and ask for fire services giving details as follows:

Upminster Nursing Home
 Clay Tye Road
 North Ockendon
 Upminster
 Essex
 RM14 3PL
 01708 220201

State that the home is registered for 35 residents and give the present number in the building.

- Ensure residents are not in immediate danger
- Ensure residents are behind the nearest fire door
- Shut all fire doors
- Visual head count of residents in your unit plus locate any wanderers
- Make your way to the assembly point at the main entrance to the building shutting all doors as you go

- If your way is filled with smoke or obstructed find the nearest exit point and make your way safely
- Do not use the lifts.

Other emergency procedures

In the event of another emergency within the home, there is a local procedure relating to the particular emergency and contact numbers. This relates to such aspects as Gas, Electric, water, lifts and Fire alarm. (This is not exhaustive)

Arrangements for religious observance

Residents will be encouraged to maintain their own cultural and religious beliefs and the home will endeavour to enable them to do so. Specific needs, including requests for attending local places of worship, will be discussed as part of the admission process and agreement reached as to whether or not they can be met within the home.

Resident contact with family, friends and representatives

The home has a visiting policy in place with regard to visitors to the home; we encourage and welcome all visitors between 9am and 9pm. If any visitors wish to visit outside the visiting hours stated this can be facilitated by prior agreement with the Manager, or the Registered Nurse on duty.

Visitors are encouraged and are able to have a meal with residents for a nominal charge as laid down by Havering Care Homes Ltd.

Residents are free to go out with their visitors should they wish to do so. In such situations the home cannot take responsibility for the resident whilst they are out. It is requested that when going out residents or their visitor inform a member of the management team that they are going, this will ensure that in the event of a fire our records of people in the building are accurate. Where residents need to attend hospital or other appointments, they will need to be accompanied by a member of the family or a charge will be incurred if a staff member has to act as escort.

All mail received for residents will be delivered to them unopened, apart from those who are mentally frail in which case this would be

given to their next of kin. Staff will assist residents where required to do so in the writing of letters to friends and family, including arrangements for posting, but cannot be involved in correspondence relating to the service users business or financial affairs.

Complaints

Havering Care Homes Ltd constantly strives to improve the services provided. Therefore if it is felt that if anything has happened which causes concern or if residents/ relatives or representative feel that they are not happy with the service being provided to them then we have a robust system to enable residents, their relatives or representatives to make a formal complaint.

We recognise the need to ensure a culture within the home whereby residents or their representatives feel able to raise any concerns or complaints that they have without fear of retribution.

Any resident who is unwilling or unable to voice their concerns will be offered access to an independent advocate so that their views can be expressed.

We will ensure through induction and on-going discussion with staff that there is a clear understanding of a resident's right to complain and of the appropriate way to respond on such occasions. Where a complaint or concern has been raised, it must be ensured that no discriminatory action or non-action is made against a complainant.

The home works to Havering Care Homes Ltd complaints procedure.

All complaints received by the home will be logged and records maintained of their investigation and outcome. Each resident will be given a copy of the homes complaints procedure in writing and it will also be displayed in prominent locations within the home.

If you are satisfied with the service you are receiving then please let us know your views and any helpful ideas. It is important for us to receive your views so that we can monitor and improve the quality of service we provide.

All residents and their family or representatives are invited to telephone or write to the Manager in the first instance at the following address:

Jan Norris
Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM14 3PL

Tel: 01708 220201

On receipt of the call or letter the complainant will receive a written acknowledgment from the Manager, outlining the proposed course of action. Every effort will be made to resolve the matter quickly and you will receive a holding letter within a further 10 days outlining the progress. The aim will be to resolve the matter within 28 days or sooner.

Alternatively contact:

Michael Armstrong
Managing Director
Havering Care Homes Ltd
Upminster Nursing Home
Clay Tye Road
North Ockendon
Upminster
Essex
RM14 3PL

Once your complaint has been fully dealt with by Havering Care Homes 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.

LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614
E: advice@lgo.org.uk
W: www.lgo.org.uk

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

If Upminster Nursing Home does not meet the Regulations and/or Standards that apply to us; you can ask the Care Quality Commission to look into the matter. Depending on their findings, they may decide to take further action. You can contact C.Q.C. by writing to the following address:

Care Quality Commission
London Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Resident care plan reviews

Each resident will have a comprehensive care plan that will cover their physical, psychological, emotional, social and spiritual needs. The care plan is outcome based and enhances the uniqueness and individuality of each resident.

These plans will be drawn up following a period of assessment and will take into account the views of the resident, relatives and other professionals involved in their care.

Each care plan will be reviewed and assessed on a monthly basis, or sooner if the need arises. Consultation will take place with the resident and others as part of this process. The care plan will be revised to take account of any changes arising from these reviews.

Reviews are also held on a quarterly basis, this is an opportunity for residents/family and the Home's staff to discuss the appropriateness and satisfaction of the service offered.

Every six months a review will also be held by their GP to review all medication.

On an annual basis a formal opportunity for all parties involved in the care of the resident, including them and their representatives, to get together will be arranged. As part of this process the care plan will be discussed in full.

Choice of home

Upminster Nursing Home offers nursing and dementia care to people and gives the opportunity to enhance their quality of life by providing a safe manageable and comfortable environment; due to government legislation a "No Smoking" policy operates within the home, residents wishing to smoke will have to go to the designated smoking areas

outside the building. Upminster Nursing Home also offers support and stimulation to residents to help maximise their potential physical, intellectual, emotional and social needs.

The home has been fully commissioned to meet the Essential Standards of Quality and Safety.

Residents are entitled to be involved in all decisions affecting their lives unless there are demonstrable reasons why this is not possible or appropriate.

It is assumed that residents are capable of making choices about their own lifestyle. (E.g. retaining independence and dealing with financial and medical issues, holding their own bedroom key, deciding what to do and when to do it). However there is also provision within the home to offer assistance to residents that are frail, as and when necessary.

Upminster Nursing Home offers clear procedures and opportunities for residents to review their individual needs regularly, involving family or friends and staff within the home.

All residents retain their citizen's rights when they enter Upminster Nursing Home; the aim is to safeguard these rights and to help residents to exercise them.

Upminster Nursing Home ensures that residents continue to have unrestricted access to all community support services, including health, social services, leisure and education, and endeavours to facilitate such access whenever possible.

Residents are able to expect continuity in terms of maintaining links with their former life (G.P's dentists etc.; if they are willing to retain resident on their files); and are encouraged with active participation in their civic duties.

Number of rooms in the home

Upminster Nursing Home is registered to accommodate 35 residents. All bedrooms have en-suite facilities. Three lounges overlook the gardens and surrounding areas as do our dining room. There is also a car park for visitors and staff. We will seek the professional advice of an Occupational Therapist to adapt environment to meet any individual, special needs of the service users.

- Three bathrooms incorporating a variety of different bathing facilities
- Four assisted WC

- A range of ancillary rooms
- One passenger lift provides access to all levels within the home.

Upminster Nursing Home respects that residents are entitled to their own private space. Each resident will be encouraged to make their room their own and will be supported as far as possible in the process.

Therapeutic techniques

If a resident requests a therapeutic activity, a risk assessment would need to be undertaken and consultation would need to happen with the GP before any activity could be undertaken. The manager would need to ascertain that the person coming in to provide this service is suitably qualified and has the necessary insurance covering the procedures to be undertaken. The manager would need to discuss any of these arrangements with the resident or their representative before a decision could be reached as to whether the activity could take place.

All charges relating to therapeutic activities would need to be met by the resident.

Promoting the privacy & dignity of service users

RESIDENTS RIGHTS

The aim of good quality care must always be to promote a way of life for residents, which permits them to enjoy, to the greatest possible extent, their rights as individual human beings.

The following rights are fundamental to the working of our home.

Privacy. An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our resident's privacy in the following ways:

- Staff will enter a resident's room only with expressed consent.
- A resident has the right not to have to interact with or be interrupted by staff when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
- We respect the fact that resident's possessions are private and always act in accordance with the principle that staff are guests.

- Our staff respects a residents rights to make telephone calls and carry on conversations without being overheard or observed.
- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

Dignity. The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our resident's dignity in the following ways:

- We arrange for residents who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
- We ensure if asked that residents receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for residents with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves, as they would wish.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability, which residents may have arising from disability.
- We treat residents with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to resident.

Independence. Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our resident's independence in the following ways:

- We help residents to manage for themselves where possible rather than becoming totally dependent on care staff and others.
- We encourage residents to take as much responsibility as possible for their own healthcare and medication.
- We involve residents fully in planning their own care, devising and implementing their care plans and managing the records of care.
- We work with relatives, friends and representatives of residents to provide as continuous a service as is feasible.
- We aim to create a climate in the delivery of care and to foster attitudes in those around a resident, which focuses on capacities rather than on disabilities.

Security. In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of residents therefore means helping to provide an environment and support structure, which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our residents needs for security in the following ways.

- We try to make sure that help is tactfully at hand when a residents needs or wishes to engage in any activity, which places them in situations of substantial risk.
- We hope to help to create a physical environment, which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the resident who is being helped.
- Our staff will advise residents about situations or activities in which their disability is likely to put them or their property at risk.
- The staff are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a resident.

Civil Rights. We aim to help our residents to continue to enjoy their civil rights in the following ways:

- If residents wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance, which they need to vote.
- We want to help our residents to make use of as wide a range as possible of public services, such as libraries, education and transport.
- We will encourage our residents to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our residents and their friends, relatives and representatives to complain about or give feedback on our services.
- If we can, we will support our residents in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice. Choice consists of the opportunity to select independently from a range of options. We will respond to our residents right to choice in the following ways:

- We avoid a pattern of service delivery, which leads to compulsory timings for activities like getting up and going to bed.
- We will manage and schedule our services so as to respond as far as possible to residents preferences as regards the staff with whom they feel most comfortable.
- We respect residents eccentricities, personal preferences and idiosyncrasies.
- We hope to cultivate an atmosphere and ethos in our service delivery, which welcomes and responds to cultural diversity.
- We encourage residents to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

Fulfilment. Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to residents rights to fulfilment in the following ways:

- We try to help residents to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a resident to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We aim to respond sensitively and appropriately to the special needs and wishes of residents who wish to prepare for or are close to death.
- We make particular efforts to understand and respond to the wish of any resident to participate in minority-interest events or activities.
- We will do everything possible to help a resident who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

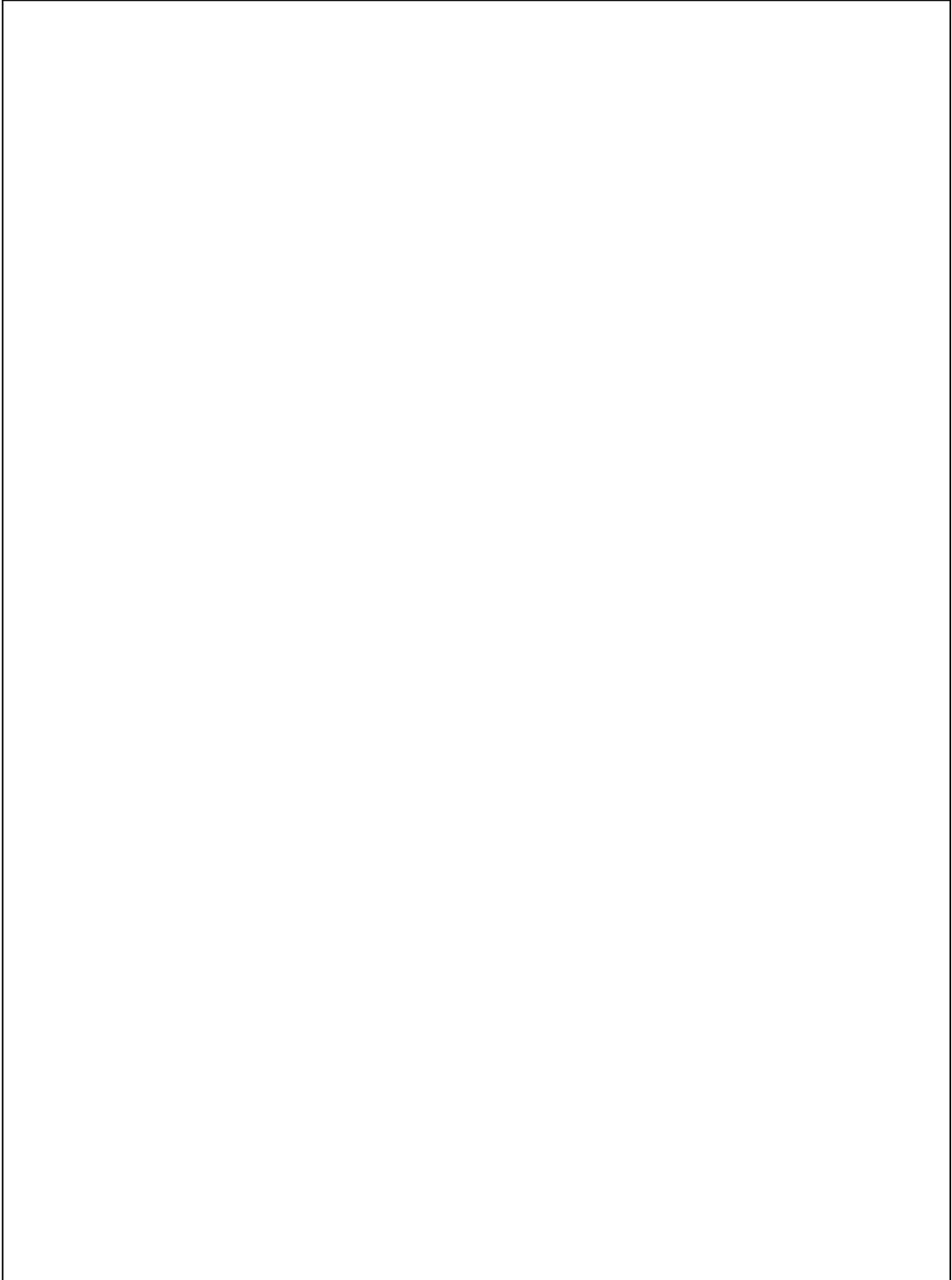
Comments section

As part of a process of continuous improvement, we welcome any comments, amendments or suggestion that you have in relation to this document.

Please return this slip to the Manager at Upminster Nursing Home.

We thank you for your application in this process.

Name: (optional)



If you require a written response to your comment please supply your contact details/address.