

FORDER LANE HOUSE

REGISTERED CARE HOME



STATEMENT OF PURPOSE

REGISTERED PROVIDER

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

RESPONSIBLE PERSON

Christine Candlish

REGISTERED MANAGER

MISS BONNIE VAN BEEK



SOUTH DEVON RURAL

HOUSING ASSOCIATION LIMITED

'Small enough to Care'

INTRODUCTION

The National Minimum Standards for Care Homes specifies that the home produce a Statement of Purpose and that it be made available for customers. This document is our Statement of Purpose, which covers all areas of the National Minimum Standards, and therefore all aspects of our operating style. We aim to provide a style and quality of life, which responds appropriately to customer's needs and aspirations.

Forder Lane House is a 25 bed Care Home for the Elderly, owned and operated by South Devon Rural Housing Association Limited, a not-for-profit organisation with Charitable Status. Originally built as a hostel in 1981 and registered as a Residential Care Home in 1986. The home was comprehensively refurbished and extended in 2012 to a high standard.

In 2014 Forder Lane House attained the Investor in People award for the first time in its history

South Devon Rural Housing Association Ltd has achieved The Investors in People Award (2002). This is a National Quality Standard which has been maintained since that date. The organisation is well managed by a qualified professional management team.

Our Aim is to encourage the independence of our customers in every way. We work to ensure that they maintain their Privacy, Dignity and Individuality. Our services are person centered.

STAFF TEAM

CARE MANAGER

MISS BONNIE VAN BEEK
QUALIFIED SOCIAL WORKER
Registered with the HPCA
16 years experience in the care industry

DEPUTY MANAGER

Kyri Kyriacou
Level 3 in Health and Social Care

SENIOR CARE ADVISOR

Paul Lake
Level 2 Health and Social Care

CARE STAFF

Roslyn Chard
Care Certificate

Bozena Mackowiak
NVQ 2 Health and Social Care

Monika Orpisak
NVQ 2 Health and Social Care

Tania Ashford
NVQ 3 Health and Social Care

Gemma Crockford
NVQ 3 Health and Social Care

Janet Setter
NVQ 2 Health and Social Care

Sharon Down
Care Certificate in progress

Diane Lowden
NVQ 2 Health and Social Care

Jasmine Pitts
NVQ 3 Health and Social Care

Brenda Grills
NVQ 2 Health and Social Care

Jason Shine (CHEF)

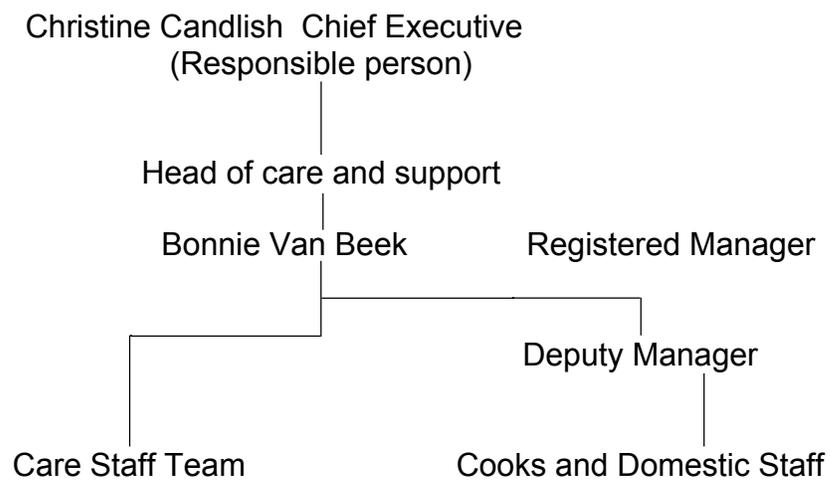
Alison Gardner (CHEF)

Chris Laffan (Housekeeper)
Dawn Rowe (Housekeeper)

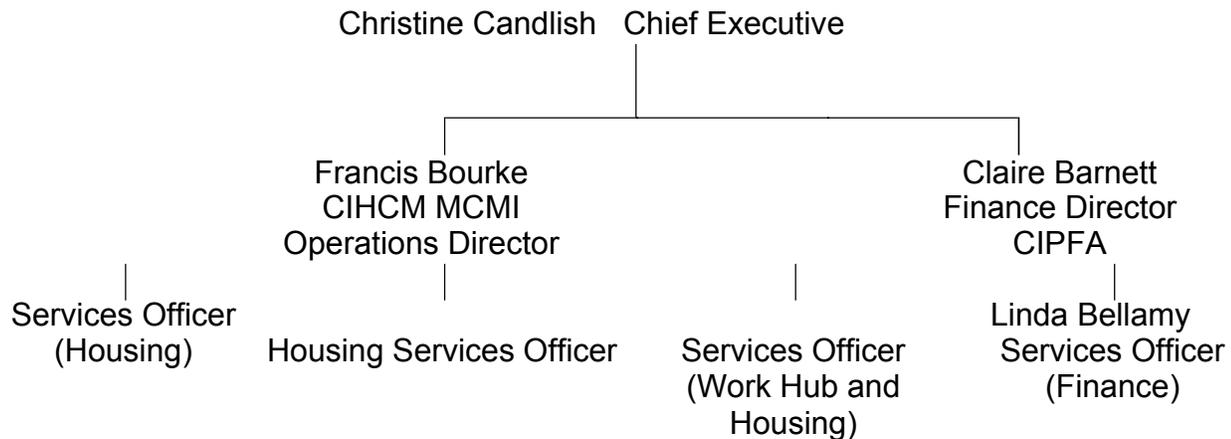
All Care staff have completed training in The administration of Medication, NCFE Understanding the safe handling of Medicines, Safeguarding (SOVA) , Infection Control, Fire Training, Moving and Handling, Emergency First Aid at work 1 day and seniors 3 day First Aid course, Dementia Level 2 and the chef CIEH Level 3 Food Safety course.
 All staff have an enhanced DBS Criminal Records Bureau Check.
 A comprehensive training plan for all staff is compiled on an annual basis to ensure knowledge and skills are kept updated and for the personal development of the staff.

All staff have an enhanced DBS Criminal Records Bureau Check.

Care Team



Association Team



EQUAL OPPORTUNITIES

Forder Lane House is an equal opportunities care provider, we aim to provide equal opportunity to all customers and applicants ensuring that no customer or applicant receives less favourable care or treatment on the grounds of sex, disablement, marital status, creed, colour, race or ethnic origins.

We endeavour to ensure that no one individual is disadvantaged by personal conditions and limitations. All customers are given equal opportunities of access to services and facilities within as well as outside of the home.

All admission criteria ensures that individuals are offered placements in the home on the grounds of assessment needs and the ability of the home to cater for those needs and that no other factor plays any part.

All our services are person centered.

ACCESS TO RECORDS

All records are kept secure under the GDPR.

Customers have the right to view records written by Staff, District Nurses and Doctors. Someone other than the customer can also have the right to view a customer's records on their behalf but this must be with the permission of the customer or if they have a legal right to see these records. Therefore the management of the home will not disclose information about any of its customers to any other person until that person has permission from a court of law.

NEEDS CATERED FOR

Forder Lane House is registered to provide accommodation and personal care for older people. The home will promote and maintain the residents' welfare and ensure access to health care services. In particular it will do the following: -

- Support self care wherever possible
- Maintain personal and oral hygiene
- Administer prescribed medication
- Identify pressure sores or the risk of developing sores and undertake appropriate action
- Liaise with other health professionals including GP's, District Nurses etc and act on advice on received.
- Monitor psychological health and ensure that preventive and restorative care is provided
- Provide appropriate opportunities for exercise, physical activities and mental stimulation
- Identify and act on any risks of falling

- Regularly assess and act on the resident's nutritional needs and monitor weight gain or loss
- Enable residents to continue with or register with a G P of their choice, subject to the G P's agreement
- Facilitate access to medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community health care as required
- Liaise with other agencies to enable access to hearing tests and sight tests to appropriate aides
- Provide information and advice about entitlements to health care
- Inform resident's next of kin or representative of serious illness or death
- The home will endeavour to care for residents as if being looked after by loving and caring families

The home will not be able to guarantee that any residents needs will be met if their mobility or ability to remain self mobilising deteriorates at any time whilst resident at the home. We will work with Health Professionals to determine the appropriate level of Care and Support needed and if the need is greater than the Home can reasonably provide, residents may need to move on to higher levels of care in an environment which is registered to provide higher levels of care. However, we will do everthing in our power to meet the residents needs.

The home has a resident lifting hoist; Invacare Jasmine, to assist with mobility if needed.

MEDICATION

The home maintains a clear policy and stringent procedures in accordance with Department of Health Guidelines for all aspects of the handling of resident's medication. Records are kept of whether residents wish to administer their own medication and lockable storage is provided in each resident's room. The home uses the NOMAD Monitored Dosage System provided by the Well Pharmacy based in Totnes. Staff that administer medication have completed medication training in the administering of medication.

HEALTH AND SAFETY

The management will enable as far as practical the health, safety and resident's, including compliance with relevant legislation. To comply with fire regulations and for the safety and comfort of customer's and staff smoking is permitted only in designated areas. All customers are expected to act in a manner that promotes their own health and safety as well as the health and safety of others at the home. Failure to comply with any reasonable health and safety issues whilst at the home may lead to the customer's residency being terminated. The

home undertakes to provide training on health and safety, fire precaution and COSHH to all staff members.

What to do in the event of a Fire or the Fire alarm sounding

- ✓ Do not panic
- ✓ Stay in the room that you are in until a member of staff comes to assist you
- ✓ Co-operate fully with what the staff ask you to do
- ✓ Staff will either ask you to evacuate the building or lead you to a place of safety (two fire doors away from the fire) somewhere else in the building
- ✓ Leave all possessions behind
- ✓ Close all doors behind you
- ✓ Do not leave the place of safety until you have been told by staff that it is safe to do so.

SMOKING POLICY

Forder Lane House operates a no smoking policy for reasons of health and safety. Smoking, whilst discouraged, is permitted outside of the main building, this applies to resident's rooms also.

ACCESS TO RELIGIOUS SERVICE

The home encourages continued religious participation and practice of beliefs and rites and the visiting of religious worship and will endeavour to arrange for ministers of religion to visit individual customers or groups of the home. The local Church of England minister takes Holy Communion at the home on a regular basis.

VISITORS

The home encourages family and friends to visit their relatives and loved ones as often as possible. Visitors are free to call in anytime during the day and evening. There are no restrictions. The home can provide a small room where family and visitors can meet in private should they wish to do so. It is a requirement that all visitors to the home sign the visitor's book when entering the building and to sign out when they leave. The home appreciates that when they take a resident out of the building they let a member of staff on duty know, so not to cause undue concern. Residents reserve the right to refuse to see a visitor if they so wish and the residents wishes are to be respected in such a case.

If in the unlikely event of an outbreak of an infectious disease or illness, visitors will not be allowed to visit the home until appropriate authorities have given the all clear.

Whilst all care is taken to achieve a safe and risk free environment for all our customers, staff and visitors potential hazards inevitably exist within the home, particularly for young children. We refer to wheelchairs, walking frames, lifting/moving equipment individual resident's bedrooms and the bathrooms. We would therefore request that all visitors' relatives and friends accept responsibility at all times for accompanying children and minors.

CARE

The management undertakes to make available sufficient staff to meet the residents care needs and to fulfil our obligations to provide levels of staff cover required by the Commission for Social Care Inspection according to our registration requirements.

A full assessment of care needs will be carried out before admission and care needs will be reviewed periodically. A care and support plan will be drawn up for each customer, with the full involvement of that customer where appropriate, and it will be monitored on a day to day basis and reviewed regularly and when there are any significant changes in the customers needs abilities and aspirations. The care plan will set out in detail the action needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the resident are met. Residents and/or their representatives will be expected to agree and sign any changes made to individual care plans after they have been reviewed. We are able to cater for people who have dementia, this is based on initial and ongoing care needs assessments.

ACCOMODATION

There are 14 rooms on the ground floor and 11 rooms on the first floor serviced by a lift and staircases. All rooms are en-suite. All ground floor rooms have patio doors leading out to the garden and patio areas, some of which have a private garden area and others a shared private patio area. There are three wet/bathrooms and two disabled toilets, one on each floor.

Bathroom 1 - A wet room with shower with hair (back wash) washbasin and chair, chair scales. Wall height rail.

Bathroom 2 - Bathroom , bath with a lowerdown bath seat, washbasin and toilet

Bathroom 3 Wet room with shower and toilet

Disabled toilets with room for wheelchair access are available on the ground floor and first floor.

There is a lounge on the ground floor with TV and radio facilities. Also on the ground floor is a smaller, quiet room kitted out as a reading room. This room can be booked by customers as a private room in which they can meet friends and family.

We have a large purpose built dining room with an 'alfresco' seating area outside with fold back doors. On the first floor there is a further lounge area with comfortable seating. These areas are not exclusive to a particular floor and are open to all. On each floor there is a nurse station. The managers office is situated on the 1st floor. Customer toilets are situated on each floor and are fully adapted for disabled visitors and customers.

CUSTOMERS RIGHTS

The home places the rights of residents at the forefront of our philosophy of care and seek to encourage customers to exercise their rights to the full. We therefore ensure that all staff at the home should carry out the following: -

- Enable residents to take part in local and Government elections
- Welcome all church visitors and introduce members of the appropriate religion to church officials
- Encourage resident's to say what they think and adopt a friendly and open attitude with residents
- Be aware that talking to resident's s and listening to them is of paramount importance
- To allow resident's access to the homes written complaints procedure, and to be able to advise customers on the same
- To direct them to the Commission for Social Care Inspection if they are not satisfied.

PRIVACY

The home will undertake to retain as much privacy for the resident as possible in the following ways: -

Helping residents to furnish and equip their rooms in their own style and to use their room as much as they wish for leisure, meals and entertaining.

Giving help in intimate situations as discreetly as possible.

Always knock on resident's doors and wait to be invited in.

Understand and recognise the need for confidentiality.

Be sensitive to discuss matters with customers in public areas.

Not to routinely enter a residents room at night to “check”, only if illness or other conditions necessitate it.

Introduce official visitors to residents

Always ask permission of resident’s before showing official visitors to their room.

Guarantee residents privacy when using the telephone, opening and reading their post, communicating with friends, relatives and advocates/advisors.

Make residents feel they can openly discuss any problem privately with management.

DIGNITY

To ensure the continued dignity of resident’s is of utmost importance we will: -

Aim to make any new resident and their family and friends feel comfortable

Try to find out what they like/dislike

Address all resident’s as they wish to be addressed in their preferred mode of address

Respect their territory (their room is their home)

Allow all resident’s to choose their menus within the availability of the day

Allow all resident’s to choose who baths them, should they have a preference

Not make resident’s rise or retire to bed to suit “routine” enable resident’s full choice

Keep an eye on residents appearance such as appropriate clothing, personal appearance

Handle resident’s who are behaving unconventionally with sensitivity

Handle the confused resident with sensitively

Handle all complaints sensitively and try within our limits to find a resolution.

INDEPENDENCE

We are aware that resident’s have given up a good deal of their independence when entering community living. Therefore it is all the more important to encourage and enable residents to think and act without reference to another person in the following ways:

Provide as tactfully as possible human or technical assistance when required

Enable resident’s to retain their abilities for self-care, interaction with others and caring out the tasks of daily living unaided

Help resident’s to take reasonable and fully thought out risks

Promote resident’s to establish and retain contacts beyond the home

Use any form of restraint ONLY in situations of urgency when it is essential for the safety of the resident's or others

Encourage resident's participation of planning care needs and access to care plans

Enable resident's to do things for themselves

Staff should do things WITH resident's not for them

Ask resident's their views and wishes

Be aware that residents may come and go as they wish

SECURITY

We aim to provide an environment and structure of support offering assistance with tasks and in situations which would otherwise be perilous for residents.

Try to prevent the dangers especially common among older people, notably the risk of falling.

Protect residents from all form of abuse and from possible abusers.

Provide readily accessible channels for dealing with complaints by customers.

Creating an atmosphere in the home which customers find to be open, positive, inclusive and secure.

CIVIL RIGHTS

Ensure residents have the opportunity to vote in elections and have all information of options available to them

Preserving for residents full and equal access to the elements of the National Health Service

Assisting residents access to public services such as libraries and further education

Facilitating residents 's access to advocates or others to enable residents to maintain a place in society as a fully participating and benefiting citizen

CHOICE

We aim to help residents exercise choice on all aspects of their lives

Provide meals which enable residents to decide for themselves where, when and with whom they consume food and drink of their choice

Offer residents a range of leisure activities

Avoid treating residents as a uniform group

Enable residents to manage their own time and not be dictated to by set timetables

Respect individuals, retaining maximum flexibility in the routines of daily life

Be aware that residents have the choice to use their bedrooms whenever they wish and may entertain visitors and have their meals there

Ask resident's who require assistance to dress and select their own clothing

Enable resident's to choose their own GP

Advise residents of the various options available to them if, for example they wish to avoid activities.

FULFILMENT

We aim to help residents to realise personal aspirations and abilities in all aspects of their lives
Respond appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident

Respect all religious, ethnic and cultural diversity

Where appropriate, involve the resident in the planning of their care

Discuss matters with resident's family, bearing in mind confidentiality and the wishes of the resident at all times

Empower residents to do things for themselves

Ensure residents access to all health care facilities

Listen to residents and any ideas that they may have and to act appropriately

Provide a range of leisure activities to suit the tastes and abilities of residents and to encourage participation

Make all friends and family welcome and to offer refreshments.

CHOICE OF HOME

Ensure residents and family know precisely what services we offer

To provide information via a Statement of Purpose and Brochure

Give each resident a contract of residency or terms and conditions specifying details of the relationship

Ensure residents have their needs assessed before a decision on admission is taken

Demonstrate to every person to be admitted to the home that we can meet the care needs as assessed

Offer trial visits to prospective residents

Avoid unplanned admissions, except in cases of emergency

HEALTH AND PERSONAL CARE

Produce with each resident, where possible, a regularly updated care plan, based on initial and then continued assessment

Ensure the resident has access to appropriate health care professionals to meet their health care needs

If the resident is not able or does not wish to administer their own medication, establish and carry out careful procedures (Co Operative MDS system) for the administration of residents medication

Ensure records of ordering and delivery are made for residents who wish to self medicate

Provide safe lockable storage for self-administered medication

Safeguard resident's privacy and dignity in all aspects of the delivery of health and personal care

Treat with special care residents who are dying and sensitively assist them and their relatives.

DAILY LIFE AND SOCIAL ACTIVITIES

We aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs. Help residents to exercise choice and control over their lives, provide meals, which are wholesome, appealing, and provide a balanced diet, in pleasing surroundings and at times convenient to residents.

COMPLAINTS AND 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 the home. To tackle such problems we will do the following: -

As a resident in the home, if you feel that any aspect of care you are provided with in your opinion is not what it should be or if it's of substandard quality you should expect the following to take place:

- Your complaint should always be investigated by the home
- You should always be given a satisfactory answer to what is or has been the problem
- This answer should always be given to you within 10 working days of the home first receiving the complaint
- The home will keep a record of what happened and how it was responded to
- You should not feel afraid of the consequences of complaining
- If any of the above does not take place you should speak to the homes management who should be able to give you an answer

You should take the following steps in the event of a complaint being made: -

1. If you are the resident at the home and are not happy with any aspect of the way the home is run or the care that you are receiving, but feel you cannot deal with the complaint yourself, get a friend or relative to help you.
2. If a complaint is about the way you are being treated or the behaviour of staff at the home let them know immediately.
3. Let the Care Manager know about any complaint that you may have. Or if the complaint is about the Care Manager let the Chief Executive know of the complaint.
4. If you feel that a criminal offence has been committed you should contact the police.

5. If you are still not satisfied with any of the previous steps your next step is to do the following: -

Inform the Registration and Inspection authority of the Quality Care Commission. The address and telephone number is pinned on the notice board in the lobby at Forder Lane House. You should do this in writing or in person. You may want a Registration and Inspection Officer to come and speak to you in private. When they have gathered all the information, they will carry out a full investigation. Please remember to remain calm when making a complaint. It makes the problem seem even worse if you are in an angry or distressed state. You will find it a lot easier to make your point clear if you stay calm. If you cannot deal with making the complaint, get a friend or relative to do it for you.

Finally although we value complaints as it helps to improve the quality of service we provide, remember it will be equally appreciated to know when we are getting things right!

THE ENVIRONMENT

The physical environment of the home is designed for resident's convenience and comfort. We aim to: -

- ✓ Maintain the building and grounds in a 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 the customer's for whom we care for
- ✓ Arrange for specialist equipment, if and when necessary, to be available to maximise residents independence
- ✓ Provide individual accommodation, which at least meets the National Minimum Standards
- ✓ See that residents have safe, comfortable bedrooms, with their own possessions around them
- ✓ Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection

FORDER LANE HOUSE – Approximate Room Sizes and Attributes

The following are the sizes of the bed-sitting rooms in Forder Lane House. The association can provide a telephone and internet service should this be required. All rooms have a television point with a digital freeview outlet and a satellite outlet along with free wired and wi fi internet.

Ground Floor:

Room Number	Size	Attributes	Comments
1	12.78	Standard	
2	12.74	Standard	
3	12.86	Standard	
4	12.80	Standard	
5	12.94	Standard	
6	12.95	Access to shared, private courtyard	
7	12.81	Access to shared, private courtyard	
8	12.80	Access to shared, private courtyard	
9	12.75	Access to private patio and garden	
10	12.75	Access to private patio and garden	
11	12.75	Access to private patio and garden	
12	13.53	Access to private patio and garden	Larger room
14	14.24	Access to private patio and garden	Larger room
15	12.75	Views across front courtyard	
First Floor			
16	13.51	New first floor room	Larger room
17	13.91	New first floor room	Larger room
18	12.56	New first floor room	
19	12.73	New first floor room	
20	12.70	New first floor room	
21	12.73	New first floor room	
22	12.80	New first floor room	
23	12.74	New first floor room	
24	12.82	New first floor room	
25	12.67	New first floor room	
26	12.63	New first floor room	

These floor areas do not include the floor area of the en-suite W C's and are calculated in accordance with guidance.

STAFFING

- We aim to employ staff in sufficient numbers and with relevant mix of skills to meet the resident's needs
- Ensure as far as is possible that a prospective employees' identity is checked as being authentic prior to offering them employment

- Ensure as far as is possible that satisfactory references and DBS (Criminal Records Bureau) disclosures are received for each prospective employee
- Ensure that a SOVA (Safeguarding of Vulnerable Adults) check is carried out for each prospective employee
- Provide at all times an appropriate number of staff in health and social care
- Ensure that we are working towards reaching the national minimum standards as far as staff achieving these qualifications
- Observe recruitment policies and practices with both respect of equal opportunities and protect residents' safety and welfare
- Offer our staff a range of training which is relevant to their ongoing needs and future development
- Offer any new staff employed by the home a range of training, which may be relevant to their induction, foundation experience and future development

MANAGEMENT AND ADMINISTRATION

- * We know that leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following: -
- * 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 which safeguard residents' interests
- * Supervise all staff regularly and carefully keep up-to-date and accurate records on all aspects of the home and its residents.
- * Ensure that the health and safety and welfare of customers and staff are promoted and protected

FOCUS ON THE RESIDENTS

Everything we do in the home is driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain, to the best of our ability, resident needs led.

FITNESS FOR PURPOSE AND COMPREHENSIVENESS

We are committed to achieving our stated aims and objectives; therefore we welcome the scrutiny of our residents and their representatives, we also like to hear of resident and family satisfaction. We aim to provide a total range of care, within our registration, to meet the overall personal health and social care needs and preferences of our residents.

MEETING ASSESSED NEEDS

The care provided is based on the individual assessment of needs and systematic and continuous planning of care for each resident.

Prospective residents care needs are assessed before admission. The prospective customer will be seen in his or her own home when ever possible. This pre admission assessment will allow the home to ascertain whether the prospective residents care needs can be appropriately met. Following any referrals from the Local authority's social services department and as long as the plan of care accompanying that individual deems that the home is able to meet the assessed needs of that individual only then will they be offered a placement. All successfully placed residents will be expected to sign the homes Contract of Residency Agreement once resident at the home. An initial care plan will be made up from the assessments and will be continually assessed and amended. Risk Assessments will be drawn up in consultation with the resident as appropriate.

We would advise all prospective customers to come in on a trial period of residency for an agreed time-usually four weeks, to give the resident time to make sure they have made the right choice and for the home to assess they are able to meet the true needs of the resident. The home has the right to refuse admission to any individual, whose needs following assessment, would not be met by the home.

QUALITY SERVICES

We are continually aiming to improve our standards. Staff training is an ongoing programme in which the staff are encouraged both in mandatory training and related care subjects. Maintenance and general improvement programmes are of importance to maintain and improve the physical standards of the home.

We also have a comprehensive Quality Assurance Programme and survey the views of Residents, Family and Friends and Stakeholders such as health professionals on a twice a year basis. We take very seriously the comments our customers make about their experiences of visiting or receiving services at Forder Lane. The results of these surveys are on view throughout the care home and inform our future plans.

CONCLUSION

Our aim must always be to promote a way of life for customers, which allow them to enjoy, to the greatest extent possible, their rights as individuals. The management is committed to maintaining the environment in which the care takes place, to building up and sustaining a group of staff who will be chief agents in delivering and supporting care, to establishing and keeping under review the systems necessary to making these possible.

We hope this Statement of Purpose has provided you with useful information.

At the time of publication, details were correct but changes may be made during the year.

This Statement of Purpose will be reviewed yearly or more often if it is necessary to make changes.

We welcome any comments by readers regarding this Statement of Purpose. These can be made either in person at the home or in writing to the home manager at the address below:



SOUTH DEVON RURAL

HOUSING ASSOCIATION LIMITED

South Devon Rural Housing Association
Forder Lane House
Dartington
Totnes
TQ9 6HT

01803 863532 (Care Home)
01803 863550 (Office)



NATIONAL
HOUSING
FEDERATION
member

Registered Office: South Devon House, Babbage Road, Totnes.
TQ9 5JA.

T. (01803) 863550 F. (01803) 863685 An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.

