

FORDER LANE HOUSE

REGISTERED CARE HOME



STATEMENT OF PURPOSE

REGISTERED PROVIDER

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

RESPONSIBLE PERSON

Christine Candlish

REGISTERED MANAGER

Joann Pammenter



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

'Small enough to Care'

INTRODUCTION

THIS DOCUMENT

This Statement of Purpose document complies with the requirements of the National Minimum Standards for Care Homes, published by the Department of Health, and is freely available for inspection by customers and other interested parties.

This document reflects our determination to comply with all aspects of the National Minimum Standards, and details all aspects of our operating style. We aim to provide a quality of life standard that responds appropriately to the needs and aspirations of our residents (our customers).

FORDER LANE HOUSE

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, Forder Lane House was comprehensively refurbished and extended to a high standard in 2012.

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

PARENT COMPANY

South Devon Rural Housing Association Ltd. achieved Investors in People certification in 2002. This nationally recognised quality standard has been maintained since that date and demonstrates that the organisation is well managed by a qualified and 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 centred.

WORKFORCE

All staff members have undertaken 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.

EQUAL OPPORTUNITIES

Forder Lane House is an equal opportunities care provider. We aim to provide an equal opportunity environment to all customers and applicants, irrespective of sex, disablement, marital status, creed, colour, race or ethnicity.

All our admission criteria ensure that individuals are offered placements in the Home on the grounds of assessed needs and the ability of the Home to cater for those needs and that no other factor plays any part.

CHOICE OF HOME

Prior to any customer taking up residence at the Home, we will ensure they and their representatives are fully informed. So we will:

- Ensure residents and family know precisely what services we offer
- 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 prospective resident that we can meet their care needs as assessed
- Offer trial visits to prospective residents
- Avoid unplanned admissions, except in cases of emergency.

NEEDS CATERED FOR

Forder Lane House is registered to provide accommodation and personal care for older people. The Home will promote and maintain residents' welfare and ensure access to health care services. We will:

- 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 GPs, District Nurses etc. and act on advice
- 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
- 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 stay with or register with a GP of their choice, subject to GP 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 and sight tests and appropriate aids
- Provide information and advice about entitlements to health care
- Promptly 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 do everything in our power to meet residents' needs. If their mobility or ability to remain self-mobilising deteriorates at any time, we will work with Health Professionals to determine the appropriate level of Care and Support needed. If the need is greater than we can reasonably provide, a resident may need to move to an environment registered to provide higher levels of care.*

* The Home has a resident lifting hoist to assist with mobility if needed.

CARE

The Management undertakes to make available sufficient staff to meet residents' care needs and to fulfil our obligations to provide levels of staff cover required by the Care Quality Commission (CQC) according to our registration requirements.

A full assessment of each resident's care needs will be made before admission and those needs will be reviewed periodically. A Care and Support Plan will be drawn up for each customer, with the full involvement of that customer as appropriate. It will be monitored on a day-to-day basis and reviewed regularly, especially if there are any significant changes in the customer's needs.

Care Plans will set out in detail the action needed to be taken by care staff to ensure 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 subject to initial and ongoing care needs assessments.

MEDICATION

The Home maintains a clear policy and stringent procedures in accordance with Department of Health Guidelines for all aspects of handling a resident's medication. Records are kept as to 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 members who administer medication have completed appropriate training.

HEALTH AND SAFETY

The Management will enable as far as practicable the health and safety of residents, including compliance with relevant legislation. 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 precautions 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 indoors for reasons of health and safety and for legal compliance. Smoking, whilst discouraged, is permitted outside the main building.

SECURITY

We aim to provide an environment and structure of support offering assistance with tasks and situations that could prove perilous for residents:

- Minimise dangers common among the elderly – like the risk of falling.
- Protect residents from all forms of abuse.
- Provide readily accessible channels for dealing with complaints by customers.
- Create an atmosphere that customers find to be open, positive, inclusive and secure.

CUSTOMERS' RIGHTS

The Home places the rights of residents at the forefront of our philosophy of care and we seek to encourage customers to exercise their rights to the full. All staff should follow the following guidance:

- ▶ Enable residents to vote in elections and to be a fully participating member of society
- ▶ Encourage continued participation in religious practices and access to various denominational services
- ▶ Encourage residents to say what they think and adopt a friendly and open attitude towards them
- ▶ Be aware that talking to residents and listening to them is of paramount importance
- ▶ Allow residents access to the Home's written complaints procedure and advise on same
- ▶ Direct residents to the Commission for Social Care Inspection if they are not satisfied.

VISITORS

The Home encourages family and friends to visit relatives and loved ones as often as possible, as follows:

- Visitors are free to call in at any time during the day and evening, subject to minimal restrictions
- The Home will provide a small room where family and visitors can meet in private, should they wish to
- All visitors to the Home must sign into the visitors' book when entering the building and sign out when they leave
- If a visitor takes a resident out of the building, we would appreciate it if they inform a member of staff on duty, to avoid causing undue concern
- Residents reserve the right to refuse to see a visitor if they so wish and the resident's wishes are to be respected in such a case.

NB. 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*.

* Please see separate guidance issued in relation to the Covid-19 pandemic in 2020/21. This guidance will remain in place so it may be implemented again at any time, should the need arise.

PRIVACY

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

- Help 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
- Give help in intimate situations as discreetly as possible
- Always knock on residents' doors and wait to be invited in
- Understand and recognise the need for confidentiality
- Be sensitive to discuss matters with customers in public areas.
- Avoid routinely entering residents' rooms at night to "check" except for cases of illness
- Introduce official visitors; ask residents' permission before showing official visitors to rooms
- Ensure privacy when residents use the phone, open post, or communicate externally
- Ensure residents feel they can openly discuss any problem privately with Management.

DIGNITY

To ensure that the continued dignity of residents is of paramount 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 residents as they wish to be addressed
- Allow all residents to choose their menus within the availability of the day
- Allow all residents to choose who bathes them, should they have a preference
- Enable residents to choose times for rising or retiring to bed, rather than to suit "routine"
- Keep an eye on residents' appearance such as appropriate clothing and personal appearance
- Use sensitivity when handling residents who are behaving unconventionally
- Handle any confused residents with sensitivity
- Handle all complaints sensitively and try within our limits to find a resolution.
- Safeguard residents' 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.

INDEPENDENCE

We are aware that residents may have given up a good deal of their independence when choosing communal living. So it is all the more important to encourage and enable residents to think and act as independently as possible by:

- Providing as tactfully as possible human or technical assistance when required
- Enabling residents to retain responsibility for self-care, interaction with others and carrying out the tasks of daily living unaided
- Helping residents to take reasonable and fully thought out risks after asking their views
- Promoting residents' rights to establish and retain contacts beyond the Home
- Using any form of restraint ONLY in situations of urgency when it is essential for the safety of the resident or others
- Impressing on staff the need to do things WITH residents, not FOR them
- Being aware of a general rule that residents should be able come and go as they wish.

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 might even suffer abuse inside or outside the Home. The following remedial measures are in place as a matter of routine:

Any resident who feels that any aspect of the care provided is not what it should be or is of sub-standard quality 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 within 10 working days of the complaint being made
- ▶ The Home will keep a record of what happened and what response was given
- ▶ You should not feel afraid of the consequences of complaining
- ▶ If any of the above does not take place, you should speak to the Home's management, who should provide an answer

Process for making a complaint:

1. If you are unhappy with any aspect of the way the Home is run or the care provided, but feel you cannot deal with the complaint yourself, you should ask a friend or relative to help.
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 you may have. If the complaint is about the Care Manager, let the Deputy 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 escalate your complaint as per our complaints policy.

Finally although we value the part that complaints play in helping us to improve the quality of service we provide, please remember it will be equally appreciated to know when we are getting things right!

MEETING ASSESSED NEEDS

The care provided is based on the individual assessment of needs and systematic and continuous planning of care for each resident. The care needs of prospective residents are assessed before admission. The prospective customer will be seen in his or her own home whenever possible. This pre-admission assessment will enable the Home to ascertain whether the prospective resident's care needs can be appropriately met.

Following any referrals from the local authority's Social Services unit and as long as the Care Plan for that individual deems the Home able to meet their assessed needs, only then will they be offered a placement. All successfully placed residents should sign the Home's Contract of Residency Agreement. An initial Care Plan will be generated from the assessments and will be continually assessed and amended. Risk Assessments will be drawn up in consultation with the resident as appropriate.

We advise all prospective customers to come in on a trial period of residency for an agreed duration – usually four weeks – to give the resident time to feel sure they have made the right choice and for the Home to assess its ability 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.

THE ENVIRONMENT

The physical environment of the Home is designed for residents' 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 our customers
- ✓ Arrange availability of specialist equipment as necessary to maximise residents' independence
- ✓ Provide individual accommodation that 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

ACCOMMODATION

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 wash basin and chair, chair scales. Wall-height rail.
- Bathroom 2 - Bathroom, bath with a lower bath seat, wash basin and toilet
- Bathroom 3 - Wet room with shower and toilet

Disabled toilets with wheelchair access are available on the Ground Floor and First Floor. A lounge on the Ground Floor has TV and radio facilities. Also on the Ground Floor is a smaller quiet room that can be booked to meet friends and family. There is also a large purpose-built dining room with an 'alfresco' seating area. On the First Floor is a further lounge with comfortable seating. These areas are open to all. On each floor is a nurse station. The Manager's office is located on the first floor.

The following table shows the sizes of the bed-sitting rooms in Forder Lane House. The Home 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 access.

TABLE SHOWING CAPACITY OF ACCOMMODATION

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	

The above floor sizes do not include en-suite WC's and are calculated in accordance with guidance.

STAFFING

We aim to employ staff in sufficient numbers and with a relevant mix of skills to meet residents' needs. We will:

- ▶ Ensure that a prospective employee's identity is checked for authenticity prior to offering employment
- ▶ Ensure that satisfactory references and DBS (Criminal Records Bureau) disclosures are obtained for each prospective employee
- ▶ Ensure 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
- ▶ Continuously work towards staff qualifications meeting or exceeding national minimum standards
- ▶ Observe recruitment policies and practices that deliver equal opportunities and protect residents' safety and welfare
- ▶ Offer our staff a range of training relevant to their ongoing needs and future development
- ▶ Offer any new staff a range of training relevant to their induction, foundation, experience and future development.

MANAGEMENT AND ADMINISTRATION

We recognise that leadership is critical to success in all of the Home's operations. To provide leadership of the quality required, we will:

- * Ensure the Registered Manager is qualified, competent and experienced in the task
- * Aim for a management approach that creates an open, positive and inclusive atmosphere
- * Create and operate effective quality assurance and quality monitoring systems
- * Follow accounting and financial procedures that 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 the health, safety and welfare of customers and staff are promoted and protected.

FULFILMENT

To help residents to realise personal aspirations and abilities in all aspects of their lives, we will:

- Respond appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident
- Where appropriate, involve the resident in the planning of their care
- Discuss matters with a resident's family, bearing in mind confidentiality and the wishes of the resident at all times
- 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, including the offer of refreshments.

FITNESS FOR PURPOSE AND COMPREHENSIVENESS

We are committed to achieving our stated aims and objectives. We therefore welcome the scrutiny of our residents and their representatives. We are also pleased to hear examples 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.

QUALITY SERVICES

We are continually aiming to improve our standards. Staff training is an ongoing programme and team members are encouraged to undergo both mandatory training and instruction in related care subjects.

Maintenance and general improvement programmes are of importance to sustain and improve the physical standards of the Home.

We also have a comprehensive Quality Assurance Programme and we routinely survey the views of Residents, Family and Friends and Stakeholders such as health professionals.

ACCESS TO RECORDS

All records are kept secure under the provisions of the General Data Protection Regulation (GDPR). Customers have the right to view records written by Staff, District Nurses and Doctors. Someone other than the customer may 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 under a legal right to see these records – for example Power of Attorney. Management will not disclose information about any of its customers to any other person until that person can provide evidence of permission from a court of law.

CONCLUSION

Our aim must always be to provide customers with a way of life that allows them to enjoy their rights as individuals to the greatest possible extent. Management is committed to maintaining an environment in which the best care can take place, to building and sustaining a group of staff equipped to deliver and support such care, and to establishing and keeping under review the necessary delivery framework.

We hope this Statement of Purpose has provided a range of useful information. Details were correct at the time of publication, but changes may be made during the year.

This Statement of Purpose will be reviewed annually or more frequently as may become necessary.

We welcome any comments on 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
Forder Lane House
Dartington Totnes TQ9 6HT
01803 863532 (Care Home)
01803 863550 (Office)



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.



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HOUSING ASSOCIATION LIMITED