

# **STATEMENT OF PURPOSE**

## **THE REGISTERED PROVIDER**

Wade House is owned by Suffolk County Council. The named registered provider is Jamie Cundall, Head of Service (Shelter & Safety), based at Endeavour house, Russell road, Ipswich. Commission for Social Care Inspection possesses qualifications and records of experience relevant to the holder of the post.

## **THE REGISTERED MANAGER AND STAFF**

Karen Curle, the registered manager has been the homes manager since 2003. Karen has worked in social care for older people since 1987 and has worked for the local authority since 2000 in their Care Homes for Older People.

Carers are working towards NVQ Level 11 and the senior Team NVQ Level 111 and 1V. Staff are encouraged to access a variety of training courses both mandatory and for personal development.

The number of staff working varies throughout the year, depending on the amount of relief works the home has to call on. At present there are approximately 60 personnel working at the home. A detailed list of staff and qualifications is detailed within our appendix.

## **THE ORGANISATION STRUCTURE**

We have two organisational structures. One detailing our department within our organisation and one relating to the home and located within our appendix.

## **REGISTRATION**

In line with legislation, the home was registered with the C.S.C.I in April 2002. The home is registered as a care home, caring for up to 28 frail older people, over the age of 65 years, alongside 2 short-term care beds, over the age of 65 years, totalling 30 people.

Our registration is split into three services. One of which is our frail elderly unit for those that suffer from dementia related illness and which accommodates up to 7 people. The second is our mainstream frail elderly unit, which accommodates up to 21 people and the third service is our two short-term care beds, one located in each of the above services.

We have an eight-bed unit catering for people who are registered as having a diagnosis of dementia and have extra care needs arising from this illness. These eight beds are on a designated specialised needs unit called Willow.

## REGISTRATION - continued

One of these beds is a short term care bed, providing a respite service for those that live in the community and require a break, as arranged and purchased by their named social work assessor. This STC bed can be used by a person over the age of 65 years old.

We have 22 people living on our mainstream frail elderly service. This service has no dedicated unitised areas. The bedrooms are located on the first floor and the communal living areas are located on the ground floor. We have one small lounge/dinning area called Silverbirch on the first floor that can accommodate approximately 6 people, should they choose. We have a lift access to the first floor and a staircase at each end of the building.

One of these mainstream frail elderly beds of a short term care bed, provided to offered support to those living in the community and requiring a break, as arranged and purchased by their named social work assessor. This STC bed can be used by a person over the age of 65 years old.

## THE BUILDING AND THE UNITS

The establishment was purpose built and opened in 1963. It was built as a home originally to have shared accommodation for 54 people, but in the 1980's reduced to provide single occupancy rooms for 30 people of either sex. Each bedroom has a washbasin but no bedrooms have en-suite facilities. Seven of our rooms are small and would be considered 'undersize' Please see separate information in the appendix for an overview of room sizes.

The only group living unit area is Willow unit, located on the ground floor.

This unit has one lounge/dinner area, a separate kitchen and small television lounge. It also has eight bedrooms, one bathroom, one sluice room and two separate toilets.

All other bedrooms are located on the first floor and the communal living areas are located on the ground floor. We have one small lounge/dinning area called Silverbirch on the first floor that can accommodate approximately 6 people, should they choose. We have a lift access to the first floor and a staircase at each end of the building.

We have one large dinning area on the ground floor called Homestead that caters for those living within our mainstream service and can accommodate up to 16 people. We have other dinning area available, should they prefer.

Our lounge areas include a small are within Homestead and larger rooms called Bluebell and Robin. The Robin lounge area has the potential for three functions, one as a lounge area, one as an activities area or dinning room and behind a suspended hanging curtain is our hairdressing area. Robin may be divided into two rooms with wooden folding partition doors, which is commonly used on hairdressing days and should the activities and/or dinning area require privacy.

For management purposes we identify groups by name, despite the fact that these units are 'virtual' and do not exist in real terms, with Willow being the exception.

Silverbirch and Robin are considered mainstream units. The people who live in these units have complex needs, for example, social isolation due to poor physical and emotional health and bereavement coupled with arthritis, mobility issues or Parkinson's disease. The age range of people can be extreme; at present the oldest service user is 102 years old.

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## STAFFING

Julie Tooke is the homes Senior Team Leader and as such is the Homes Manager's deputy. Julie is responsible for managing the domestic and catering teams including our handyman. Julie also works alongside Karen to manage service development and recruitment and selection, in addition to various aspects of budget management with Karen and the homes clerk Tracy.

Julie Tooke also has responsibility for our dementia care unit called Willow. Julie also has the line management responsibility for all staff that work on this unit, some relief staff and all 7 residents that reside there, as well as the management of the short term care service bed, which totals 8 people.

Willow unit has a higher ratio of 2 staff to 8 residents, so that they are more able to respond to the particular needs of residents that reside on our dementia care unit.

Donna Cook is a full time Day Team Leader and has responsibility for one of our 'virtual' mainstream units called Silverbirch. Donna also has the line management responsibility for all staff that work on this unit, some relief staff and 10 of the residents that reside there, as well as the management of the short term care service bed, which totals 11 people.

Susan Gibson and Joanne Butcher work a job share Day Team Leaders post and has responsibility for one of our 'virtual' units called Robin. Jo and Susan also have the line management responsibility for all staff that work on this unit, some relief staff and 11 of the residents that reside there.

Julie Martin and Shaun Rands are our two Night Team Leaders and have the responsibility of 15 residents each respectively and between them the line management responsibility of the night staff team including the relief staff.

As part of our registration and inspections, CSCI monitor our staffing establishment to ensure that we have sufficient staffing levels to meet the needs of our customers. Our current establishment dictates that we have 2:8 on Willow unit and 3:22 in our mainstream frail elderly service. At night we have 3:30 over the entire home, under the direction of one of the Night Team Leaders. We ensure that one member of the team remains of the Willow unit and that the two remaining staff deliver services to the rest of the home.

## DEMENTIA CARE SERVICE: Willow Unit

People admitted to Willow unit are aged 65 years and over (with the exception of our short term care service – which is 65 years and over) and have a diagnosis of dementia made by a Psychogeriatrician with a recommendation for an extra care placement. The registration for this unit is classed as ‘Dementia (DE(E)) These residents present with what is termed as more socially unacceptable or challenging behaviour. This criteria for admission to this unit is stored within the appendix.

Twice a year we are visited by people who are trained by the University of Bradford to evaluate the quality of person centre care that we deliver. This is know as Dementia Care Mapping, a report is produced and circulated to the Home, locality Manager and the services Responsible Individual.

## MAINSTREAM SERVICE: Robin and Silverbirch

The mainstream service is available to frail older people over the age of 65 years old that do not display physical or mental health symptoms that exceed the registration, classed as ‘old people, not falling within any other category’ (OP) with the exception of our short term care service – which is 65 years and over.

## REGISTRATION OF AND CHANGES TO SERVICES

In the event that we have an application from a prospective customer that challenges our existing registration we would contact CSCI perhaps for clarification, and make a formal application to make a variation of the homes registration. This may be linked to an individual, a room and/or have a time limit applied.

Each application must be supported with evidence of how the customer’s needs would be met and liable to scrutiny.

## WHAT HAPPENS IF A CUSTOMERS NEEDS CHANGE?

Should a persons needs change and we can no longer meet that persons needs within the resources available we would conduct periodic reviews to discuss the situation. All people linked to the individuals plan of care and those authorised to attend, would be invited to participate, such as health professionals, consultants and specialists, representatives of the homes service, and whoever is authorised as the customers personal representation.

Unless it is a sudden change, most often a change would be gradual and so the process of reviewing a customers care needs will have been ongoing.

Within a review process an action plan will have been agreed, whereby potential tests, treatments and social care interventions may be explored, to seek whatever outcome is agreed as realistic and appropriate.

## WHAT HAPPENS IF A CUSTOMERS NEEDS CHANGE? Continued

Should it be considered that the homes services could no longer meet a customer's need, despite every effort and periodic reviews, we will together discuss the alternatives.

This could potentially include:

- A temporary increase in resources, such as staffing
- Adaptation of the premises, if possible
- Variation of registration (only an option if we can confirm that all needs can be met)
- Seek alternative accommodation in a service that is able to meet the customers need

## SOCIAL ACTIVITIES HOBBIES AND LESIURE INTERESTS

Service users have access to a pay phone, located in the front reception area. Each bedroom has a phone point which should they wish, can be activated for personal use independently from the home. Each customer would have to meet this cost.

We have one garden leading from the Willow unit on the ground floor, with tall fencing and paving with two raised beds and other assorted ground floor level beds. This garden area is undergoing some regeneration as a homes project.

We also have one grass area that has limited access to residents and paved areas surrounding the home. The paved areas, especially at the front and south side of the home have seating arrangements, such as benches and tables.

Approximately three days per week we have a dedicated member of staff for approximately 1 ½ hrs per day to provide a varied programme of activities, dependant of the chosen subjects of the days – led by the how the residents feel and who chooses to participate.

We endeavour to book visiting entertainment, which is held in the communal rooms or organised on the individual units. Notice boards throughout the home advertise the forthcoming events.

An exercise expert visits once a month to provide gentle exercise to residents in the Robin lounge to those that choose to participate.

We consider and encourage all staff to engage with all customers in the promotion of each person preferences, their social activities and/or to pursue their own particular hobby or pastime.

Each lounge has its own music centre, television and access to a video recorder/player.

The homes manager holds quarterly meetings with service users to gain feedback. These are either 1:1, small group or larger meetings. The agendas cover anything from the menus to the recruitment of staff. Service users are encouraged to give feedback on the service they receive and put forward ideas of how they would like to see things develop.

## FOLLOWING CHOSEN FAITH

We endeavour to ensure that each service user is enabled to follow their chosen faith either going out to worship or by inviting the church into the home or both. Church services are held in the communal lounge for those who wish to attend – no ones private space is invaded by activity unless they prefer it that way.

A local priest will provide communion privately on request.

## COMMENTS, COMPLIMENTS AND COMPLAINTS

Suffolk County Council has a comments, compliments and complaints procedure on place know as “ having your say ” (see appendix) People may choose to speak to the Homes Manager, any member of the staff team or the homes line manager directly and the process may be discussed either formally or informally.

Every service user, their family and friends and the staff team have access to and knowledge of the procedure. Any comments raised are recorded, even in the event that it is reported as an informal complaint, where they have requested no action is taken.

On every occasion anyone making a comment or complaint no matter how trivial it may first appear, it is always taken seriously, investigated without delay and the outcome recorded.

Records are reviewed by visiting managers and CSCI officers and should the formal ‘having your say’ process be engaged, the outcome is then sent to County Hall where the information is monitored, evaluated and reported on. This happens to all feedback, good or not so good and comments generally on the service provided.

It is important to have such a procedure in place to assist us continually to improve the service we provide and develop into an even more “customer focused” service for the future.

## ADMISSION TO THE HOME

When we have a vacancy we contact our line manager and the Care Homes Placement Team.

This team supplies us with the name of a potential customer that we must assess for the appropriate service within our homes registration.

It is preferable that each customer visits the home prior to making a decision about coming to live here but this is not always possible if they are residing in hospital or that the journey would negatively affect the potential customers well being.

We call the visits to the home a ‘look/see day.

Prior to admission a person is invited to look around the unit, which has a vacancy where they meet with other service users and staff. The person will be invited to spend the day initially however; this would be extended in order to accommodate the differing needs of the individual.

In the case of short-term care, we insist on a look/see visit, in order that the new customer may engage in the process and make decisions about its future use.

A planning meeting is held at the end of the day with the prospective service user, their family member or friend, their assessor if available, either the unit manager or the homes manager and the key worker. The purpose of this meeting is to discuss the needs of the person and how they will be met, their hopes and fears and to answer any questions they might have.

ADMISSION TO THE HOME continued

The “service users contract” is discussed and given to the service user. When signed it is placed in the resident’s file. The planning meeting for all services is very similar and designed to both gather information in an unobtrusive manner, but also to provide us with an opportunity to inform new customers about our services. All information is recorded care plan in readiness for their arrival.

Following admission to the home, we hold a six-week review, similar to the planning meeting. Within this meeting we will find out how the customer feels about their stay and our service. They may wish to stay or choosing to move on. In addition we find out what we can do to support the customer and how we may better meet their needs. Should they wish to remain in the home they will then be registered as a ‘permanent resident’

Thereafter, unless required each customer has a review meeting every six months or as often as required and/or requested.