



DURLAND HOUSE RESIDENTIAL CARE HOME

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Introduction

This Statement of Purpose sets out our aims, objectives, philosophy of care, services and facilities.

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We provide long-term residential care for 11 older people. We can sometimes also provide short-term respite care.

A Summary of our Aims and Philosophy

- We aim to provide a warm and friendly atmosphere for our residents in which they feel at home and in control of their own lives.
- Our aim is to treat each of our residents as individuals, and ensure that our committed and caring staff are able to give attention to detail in providing sensitive care and support for our residents.

The Proprietors & Staff

The Management Team

The Home Manager:

TRACY BANFIELD

The Registered Provider:

DURLAND CARE LIMITED

The Directors:

MR LEE STURCH

MRS SAM STURCH

The Manager:

MRS TRACY BANFIELD

Staff Numbers and Qualifications

- Durland House employs 10 members of staff, including two senior care assistants. We appoint our staff for their warmth, kindness and understanding for the elderly.
- All of our staff are qualified to a minimum of level 2 NVQ in care and some staff have achieved higher levels with other staff working towards these. .
- We maintain a strong emphasis on staff training. Staff attend regular mandatory courses and also have opportunities to attend additional courses in subjects that interest them.
- All new staff complete induction adhering to current guidelines.

Our Philosophy of Care

Our philosophy has identified the following needs people have. These are quality of life; exercising choice and control; making a positive contribution; personal dignity and respect; improving health and emotional well-being; economic well-being; and freedom from discrimination and harassment. These themes underlie our own philosophy of care, and we give examples of how we meet our objectives.

Quality of Life

We want to help and support our residents in continuing to lead an active and fulfilled life.

Accommodation

We believe that having ample accommodation that is clean, tidy and well-maintained enhances the quality of life for our residents.

- We currently provide accommodation for 11 residents, all with single en-suite rooms (and registered with the CQC for 11)
The homes layout comprises of two resident lounges, a dining room with visitor facilities, 11 bedrooms all with en-suite, two communal bathrooms, one kitchen, one laundry room. Access to first and second floors is via the stairs or a stair lift.

We believe that providing a range of activities, and helping our residents to continue their own hobbies and interests helps to enhance the quality of life for our residents.

Weekly Activities

ACTIVITIES	MORNING	AFTERNOON
MONDAY	CREATIVE ARTS AND CRAFTS 10.30AM	FLOWER ARRANGING 11AM AND SUMMER PLANTING
TUESDAY	Choose your own book LIBRARY MORNING 11.00AM	MUSIC FOR HEALTH 2PM
WEDNESDAY	HAIR DRESSER FOR LADIES AND GENTLEMEN 10AM	CHURCH SERVICE FOR THOSE WHO WISH TO JOIN IN 3PM
THURSDAY	QUIZ MORNING 11AM	REMINISCE WITH STAFF YOUR YOUNGER DAYS 2.30PM
FRIDAY	GENTLE EXERCISE WITH MARIA 10.30AM	BOARD GAMES AND CARDS 3PM
SATURDAY	DRAWING AND PAINTING 10.30AM	DESIGN YOUR OWN CARDS FOR THAT SPECIAL PERSON 2.30PM
SUNDAY	HYMN AND CD PLAYING 11AM	AFTERNOON AT THE FLICKS 2.30PM



Other activities and events such as quizzes, concerts and residents' parties are also arranged. Residents are also supported and encouraged to pursue their own hobbies and interests.

Visitors

We do all we can to help our residents to welcome visitors.

- Family and friends are welcome to visit at any time. They may join the resident in their own room or in the lounges.
- Family or friends may also join our residents for lunch at a dedicated table in the lounge area.

Food

At Durland House we consider that the quality and presentation of food is an important factor in determining the health, well-being and quality of life of our residents.

- Our chefs pride themselves on providing varied menus of excellent home-cooked meals.
- We cater for special diets, and always do our best to provide for the tastes of our individual residents.

The menus below are examples of what our residents would expect on a typical day.

Breakfast	Lunch	Supper
Coffee, tea & Fruit Juice, Cereals, Grapefruit, Prunes, Toast or Bread & butter <i>with</i> Assorted preserves, marmalade, honey etc	Roast Lamb <i>served with</i> Roast Potatoes, Carrots & Cabbage, Honey & Mustard Roast Parsnips, Cauliflower Cheese, Gravy and Mint Sauce	Chicken Pie <i>or</i> Tuna Pasta Salad <i>or</i> Broccoli & Salmon Quiche <i>or</i> Cheese & Onion Pasties <i>or</i> Cheese & Cucumber Sandwiches <i>or</i> Egg Mayonnaise & Salad
Cooked breakfast	Strawberry Yogurt Cheese Cake <i>or</i> Steamed Pineapple & Toffee Sponge <i>or</i> Chocolate & Hazelnut Meringue Roulade <i>or</i> Fresh Fruit Salad With Cream, Custard or Icecream	Fresh Fruit Salad <i>or</i> Grapes in Sherry Jelly <i>or</i> Baked Egg Custard Tart <i>or</i> Banana Fritters <i>or</i> Mango & Raspberry Terrine <i>or</i> Mandarin Mousse

Although there is only one main dish for lunch, an alternative will always be provided, and dishes are often adapted according to the preferences of our individual residents.

Exercising choice and control

We believe that our residents should be able to make their own decisions about their daily life wherever possible.

All residents are fully involved in creating an agreed care plan which outlines how we care for our residents. This care plan helps us to provide a service which meets individual needs and preferences.

- Our care plans are reviewed monthly and on a continuous basis. We also have annual care review meetings to which we encourage family members or friends to attend if that is the wish of the resident. We encourage our residents to tell us if there is anything we can do differently to provide the care that they feel they want or need.
- We make sure that our residents are given all the information about the options available to them, so that they are able to make informed decisions.

Making a positive contribution

We believe that in moving to Durland House, our residents should continue to feel a part of the wider community.

- We support our residents to use their democratic right to vote if they wish to.
- We help our residents to attend local events and functions.

We value the contributions that residents make to life.

- We actively seek the views of our residents on how we provide our services through interviews and questionnaires. We want our residents to know that their views are valued, and that they have a say in how services are provided.

Personal Dignity and Respect

It is an absolute priority for us that our residents are valued as individuals, and that their privacy and dignity are valued and protected.

- As our residents begin to need more help with their personal care, this is always provided in a friendly, professional and efficient way.
- Our staffing levels ensure that residents are always given the time they need.

Physical Health and Emotional Well-being

We believe that we must always act to promote the physical and emotional well-being of our residents.

- We maintain a good working partnership with local health professionals (doctors, consultants, district nurses, chiropodists). As a residential home, we do not provide nursing care ourselves.
- Our Care Planning & Care Reviews cover all areas of physical and emotional health. Our processes ensure that we note any changes and take the action that is needed.
- We carry out and review risk assessments in areas such as manual handling and pressure areas.
- Where necessary we help residents in monitoring their blood pressure, pulse, and blood sugar levels.
- We are often able to accompany service users to medical appointments, or will ensure that transport is arranged on behalf of the resident if that is appropriate.

Accessing additional products and services

Although most of the costs for everyday living are included in the room fees, we believe that we should help our residents to access additional products and services if they wish.

Services included with the room fees

Fully trained staff

Excellent home-cooked meals and snacks

Provision for Special Diets

Laundry Service

A range of activities

Personal Care

Furniture and Bedding

Services with an additional charge

Visiting Hair Stylist

Visiting Chiropodist

Newspaper delivery

Supplies of toiletries, chocolates, sweets, cards, stationery and stamps.

- We have a visiting Hair Stylist, Chiropodist and Manicurist.
- If residents choose not to hold their own money then we will make purchases on their behalf if requested, and then send out invoices of sundry purchases every two months.
- We keep a stock of items such as toiletries, chocolates, sweets, cards, stationery and stamps which our residents may pay for by cash (on a no-profit basis), or which we can add to our invoices of sundry purchases.
- If residents find they need cash, we can loan up to £25 which we will add to the sundry invoices.
- Where possible, we will also provide or arrange transport into Rainham so that residents may visit the shops the bank.

Providing quality services free from discrimination and harassment

We aim to provide a quality service in all aspects of care and services important to our residents regardless of their faith, beliefs, colour, sexuality, ethnicity or disability.

To help us continue to improve the quality of our services:

- We genuinely want to know the views of our residents which we seek through our care planning process, questionnaires, interviews and informal comments or suggestions
- We keep up to date with recent research in our industry and developments in technology; and implement improvements that are in keeping with the ethos of our home and the wishes of our residents.
- We act positively on advice and recommendations from outside agencies, such as our regulator, CQC and the local authority.

DURLAND HOUSE TEAM

<i>DIRECTOR</i> LEE STURCH	<i>MANAGER</i> TRACY BANFIELD	<i>DIRECTOR</i> SAM STURCH
<i>SENIOR C.A</i> M.STANFORD	<i>SENIOR C.S</i> I.KIRST	
<i>CARE TEAM</i> L.CLIFTON - A.MARLOW S.MEAD - V.NEWMAN C.BALCHIN - L.ENNOR		
KITCHEN TEAM	DOMESTIC TEAM	
MAINTENANCE TEAM		

Governance and Management Policy

DURLAND HOUSE

MANAGEMENT AND GOVERNANCE POLICY

The aim of this policy is to ensure the continued viability, growth; support and welfare of the home, residents and staff by ensuring the following procedure are in place and adhered to.

The management structure is supported by two Directors and a Manager who in turn support the Durland House team.

Durland House operates an assessment, audit and monitoring system that evaluate each part of the service ensuring that robust measures are in place to ensure the continuity and safety of our home.

This includes direct input and monitoring by the Directors and Management, the home has a robust set of policies and procedures that are reviewed and updated appropriately following updates and guidance from regulatory bodies. This is evidenced through the audit system in place.

All services provided are reviewed either weekly or monthly, to include care plans, care needs, health & safety etc (A full audit process can be found within the Managers office.) to ensure the residents needs are listened to and met in compliance with regulated standards. Risk assessments, procedures and policies are in place to ensure Health & Safety targets are met, these are regularly reviewed and actioned appropriately to ensure regulatory compliance.

Resident person centred care plans are established with resident, advocate and professional input with regular reviews to include the resident/advocate/professional. Measures around the review process are in place to ensure the continued best needs of the resident and any decisions made are met. Daily, weekly and monthly records are held and reviewed appropriately. Keyworker/staff meetings are held monthly.

Staff are recruited, audited, reviewed and monitored according to current guidelines. Staff training and development is continual, a matrix is in place and reviewed monthly with issues identified through supervision and staff meetings. All training is certified and adheres to current standards, training is in-house or work book based.

Resident/advocate and professional views are sought monthly by keyworkers and six monthly by questionnaires and meetings with any action agreed and delivered and or reported appropriately to ensure continued improvement and fitness for purpose of the home.

Resident/advocate meetings are held in association with a key worker system.

All records/documentation are accurately recorded, maintained, stored and reviewed in accordance with Data protection regulations and resident's needs. Documentation is stored in a lockable office.

The home strives to establish and maintain multi-disciplinary relationships with quality improvement to services in mind.

Durland House Residential Home

Our Complaints Procedure

- We are committed to providing high-quality services and to continually look for ways to improve that quality.
- Comments, compliments, suggestions or complaints are always welcome, and we take pride in responding to them quickly, effectively and honestly.
- All comments, compliments, suggestions or complaints should be made to our manager Tracy Banfield
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- We will acknowledge any written complaint in writing within two days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
- We view complaints as an opportunity to identify anything that is going wrong and to make it right. Our residents can help us by keeping a look out for any problems and letting us know about them as soon as possible. Comments and suggestions for improvements are always welcome.

Once your complaint has been fully dealt with by us and 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.

The 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.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC are happy to receive information about our services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: www.cqc.org.uk/contactus.cfm

Fire Safety

- The home has a modern Fire Alarm System fitted with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic positions throughout the home.
- Our Fire Risk Assessment is reviewed regularly.
- Staff are instructed during induction training with regard to the significant findings of our risk assessment, fire prevention and emergency procedures. Staff then receive instruction once in every three month period.
- Service Users are informed of our emergency procedures during admission, and this information is included in our Residents' Guide.
- Regular checks are made to our fire precaution systems following the recommendations from the Kent Fire and Rescue Service.