**MAYFIELD CARE HOME**

**STATEMENT OF PURPOSE**

**The Underpinning Elements**

A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care:-

***Focus on service users***

*Everything we do is driven by the needs, abilities and aspirations of our residents. We will ensure that the facilities, resources, policies, activities and services of the home remain resident-led.*

***Fitness for purpose***

*We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.*

***Comprehensiveness***

*We aim to provide a total range of care to meet the overall personal and health care needs and preferences of our residents.*

***Meeting assessed needs***

*The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.*

***Quality services***

*We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.*

**Service users accommodated**

The home provides care and accommodation for male and female residents who require accommodation and personal care. These residents are normally aged 65 years and older, but we may accept some younger residents if it is appropriate for them to come into the home, if they need to be in a home because of aging, and we can meet their needs. All residents are thoroughly assessed before coming in. If the home is in any doubt about the suitability of a resident to enter the home, we may also consult Social Services and CQC.

**The range of needs met**

The home aims to provide a service for those people needing assistance with their daily living. Where periodic medical support is required, trained professionals are called.  Respite services are offered and are encouraged.  Intermediate Care and Nursing Care are not offered.

**Admissions**

Under government regulations, potential residents requiring government funding need to have their needs thoroughly assessed before entering a home.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

**Social activities, hobbies and leisure interests**

We try to make it possible for our residents to live their lives as fully as possible:-

As part of the assessment process we encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.

We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.

We have organized activities. Residents are encouraged to take part in community outings outside of the home and there are regular events that take place. We hope that friendships among residents will develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities.

The home's gardens are well maintained and used by residents and their families to enjoy a simple picnic or just a cup of tea.

Daily newspapers, assisted walks around the garden and in the neighbourhood and visits to the shops can be organized with our staff as time permits.

We provide a welcoming environment in the dining room and ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals.

We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times.

We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards.

When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

For the benefit of all residents and staff, the communal areas of the home are designated as non-smoking. Residents who wish to smoke should make arrangements with management.

There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

**Consulting service users about the way the home operates.**

Residents are regularly consulted about the way the home is run and are encouraged to give suggestions. There is a residents’ committee which meets as necessary. Menu planning specifically includes residents’ requests and favourite meals. Surveys of user satisfaction are distributed at least three times a year, and results are discussed with residents.

**Consultation with service users**

We use feedback on the services provided such as anonymous user satisfaction questionnaires, individual discussions and other evidence

**Fire precautions, associated emergency procedures and safe working practices**

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

**Arrangements for religious observances**

Services users who wish to practice their religion will be given every possible help and facility. In particular we will do the following.  We will try to arrange transport to any local place of worship if required.  If asked to we will make contact with any local place of worship on a service user's behalf.

We usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.  In the public areas of the home we celebrate the major annual Christian festivals.  Service users have the opportunity to participate or not as they wish.

**Relatives, friends and representatives**

Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.

If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.

If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

**Concerns and complaints**

The management and staff of the home will listen to and act on the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints.

**Service user plan of care**

At the time of a new resident's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written care plan. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

Once a month, we review each service user's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential. Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process.

In addition there are some areas of the home which are generally for staff use only such as the kitchen, staff kitchen, laundry and office.

**Residents' Rights**

We place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

**Privacy**

Life in a communal setting, and the need to accept help with personal tasks, are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We retain as much privacy as possible for our service users in the following ways:-

*Giving help in intimate situations as discreetly as possible.*

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

*Offering a range of locations around the home for residents to be alone or with selected others.*

*Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be interrupted.*

*Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisers.*

*Ensuring the confidentiality of information the home holds about residents.*

**Dignity**

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways:-

*Treating each resident as a special and valued individual.*

*Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behavior in public.*

*Offering a range of activities which enables each resident to express themselves as a unique individual.*

*Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.*

**Independence**

We regard it as all the more important to foster their opportunities to think and act without reference to another person in the following ways:-

*Providing as tactfully as possible assistance when it is needed.*

*Maximizing the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.*

*Helping residents take reasonable and fully thought-out risks.*

*Promoting possibilities to establish and retain contacts beyond the home.*

*Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety or others.*

*Encouraging residents to contribute to the records of their own care.*

**Security**

We aim to provide a secure environment and structure of support:-

*Offering assistance in situations that could be dangerous for residents.*

*Protecting residents from all forms of abuse and from all possible abusers.*

*Providing readily accessible channels for dealing with complaints by residents.*

*Creating an open, positive and inclusive atmosphere.*

**Civil rights**

We work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways:-

*Ensuring that residents have the opportunity to vote in elections.*

*Preserving for residents full access to the National Health Service.*

*Helping residents to claim all appropriate welfare benefits and social services.*

*Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.*

**Choice**

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:-

*Providing meals which enable residents as far as possible to decide for themselves where, when, and with whom they consume food and drink of their choice.*

*Offering residents a wide range of leisure activities.*

*Enabling residents to manage their own time.*

*Avoiding wherever possible treating residents as a homogeneous group.*

*Respecting individual, unusual or eccentric behavior in residents.*

*Retaining maximum flexibility in the routines of the daily life of the home.*

**Fulfillment**

We want to help residents realize personal aspirations and abilities in all aspects of their lives:-

*Understanding each resident’s histories and characteristics.*

*Responding to the personal, intellectual, artistic and spiritual values and practices of every resident.*

*Respecting our residents' religious, ethnic and cultural diversity.*

*Helping maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.*

*Listening and attending to a resident's desire to communicate at whatever level.*

**Choice of home**

Every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice, we will do the following:-

*Publish a statement of purpose and a detailed service user guide.*

*Give each resident a contract specifying the details of the relationship.*

*Ensure that residents have their needs expertly assessed before a decision on admission is taken.*

*Demonstrate to every person about to be admitted that we can meet their needs as assessed.*

*Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.*

**Personal and health care**

We draw on expert professional guidelines for the services the home provides:-

*Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.*

*Arrange for appropriate professionals to meet the health needs of each resident.*

*Establish and carry out procedures for the administration of residents' medicines.*

*Safeguard privacy and dignity in all aspects of health and personal care.*

*Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.*

**Lifestyle**

We aim to provide a lifestyle for residents that satisfies their social, cultural, religious and recreational interests and needs.

*Help residents to exercise choice and control over their lives.*

*Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.*

**Concerns, complaints and protection**

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time. We address this by:-

*Provide a simple, clear and accessible complaints procedure.*

*Take all necessary action to protect residents' legal rights.*

*Make all possible efforts to protect residents from every sort of abuse.*

**The environment**

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following:-

*Maintain the buildings and grounds in a safe condition.*

*Ensure the communal areas of the home are safe and comfortable.*

*Supply toilet, washing and bathing facilities suitable for the residents.*

*Use specialist equipment to be available to maximize residents' independence.*

*Provide accommodation which at least meets the National Minimum Standards.*

*Ensure residents have safe, comfortable bedrooms.*

*Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.*

**Staffing**

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following:-

*Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.*

*Provide an appropriate number of staff with qualifications in health and social care.*

*Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.*

*Offer our staff a range of training which is relevant to their induction, foundation experience and further development.*

**Management and administration**

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

*Ensure the manager is qualified, competent and experienced for the task.*

*Create an open, positive and inclusive atmosphere.*

*Install and operate effective quality assurance and quality monitoring systems.*

*Work to accounting and financial procedures that safeguard residents' interests.*

*Supervise all staff and voluntary workers regularly and carefully.*

*Keep up-to-date and accurate records on all aspects of the home and its residents.*

*Ensure that the health, safety and welfare of residents and staff are promoted and protected.*