



StaleyHouse
Residential Care Home

STATEMENT OF PURPOSE

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Service Users Rights

We place the rights of Service Users at the forefront of our philosophy of care. We try to advance these rights in all aspects of the environment and the services we provide and to encourage our Service Users 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 Service Users' 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: -

- Providing help in intimate situations as discreetly as possible.
- Helping Service Users 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 Service Users to be alone or with selected others.
- Provision of lockable storage, bedrooms and other rooms where Service Users may require uninterrupted privacy.
- Ensuring Service Users privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisers.
- Ensuring any confidential information, the home holds about a Service User is processed and stored in accordance to GDPR regulations.

Dignity

Disabilities can undermine dignity, so we try to preserve respect for our Service Users' intrinsic value in the following ways.

- Treating each Service User as a special and valued individual.
- Helping Service Users to present themselves to others as they would desire through use of their own clothing, their personal appearance and behaviour in public.
- Offering a range of activities which enables each Service Users to express themselves as a unique individual.
- Allowing for the impact a disability may have on a Service Users ability to communication, physically function, impact on mobility and appearance.

Independence

We regard it as highly important to encourage Service Users' opportunities to think and act without reference to another person in the following ways: -

- Providing assistance in a tactful manner when it is required.
- Optimising the abilities our Service Users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping Service Users take reasonable and fully thought-out risks.
- Promoting possibilities to establish and retain contacts beyond the home.
- Using any form of restraint on Service Users only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging Service Users to contribute to the records of their own care.

Security

We aim to provide a secure environment and structured support: -

- Offering assistance in situations that could otherwise be dangerous for Service Users.
- Protecting Service Users from all forms of potential abuse and abusers.
- Providing readily accessible channels for dealing with complaints by Service Users.
- Creating an open, positive and inclusive atmosphere.

Civil Rights

We work to maintain our Service Users' place in society by enabling their statutory rights as citizens in the following ways: -

- Ensuring that Service Users have the opportunity to vote in elections.
- Preserving the right of complete access to the NHS.
- Helping Service Users to claim all appropriate social and welfare benefits.
- Assisting Service Users to enable access to all public services.
- Facilitating Service Users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the care home.

Choice

We aim to help our Service Users exercise the opportunity to select from a range of options in all aspects of their lives such as: -

- Enabling Service Users to decide for themselves where, when, and with whom they consume food and drink of their choice.
- Offering Service Users, a range of leisure activities.
- Enabling Service Users to manage their time as they desire.
- Avoiding wherever possible to treat Service Users as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in Service Users.
- Retaining flexibility within the daily routines of life in the care home.

Fulfilment

We want to help Service Users to realise their personal aspirations and abilities in all aspects of their lives: -

- Understanding each Service Users historic background and personalities.
- Providing a range of leisure and recreational activities to suit the desires and abilities of all Service Users, and to engage participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every Service User.
- Respecting the Service Users' religious, ethnic and cultural beliefs and practices.
- Helping our Service Users to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships as they desire.
- Endeavour to listen and attend to Service Users' desires.

Choice of Home

Every potential Service User should be provided the opportunity to choose a home which suits their needs and abilities. To facilitate that choice, we shall: -

- Publish a statement of purpose and a detailed Service User guide.
- Give each private Service User a contract specifying the details of the relationship between themselves and the care home.
- Ensure that every potential Service User has their needs expertly assessed before a decision is made about admission.
- Demonstrate to every person prior to admission that we are confident that their assessed needs can be delivered.
- Offer introductory visits to potential Service Users and avoid unplanned admissions except in cases of emergency.

Personal and Health Care

Professional guidelines are utilised for devising the services the home provides: -

- Produce and implement a care plan with each Service User based on an initial assessment which, shall then be regularly updated following changes in Service User requirements.
- Arrange for appropriate professionals to meet the health needs of each Service User.
- Follow established procedures to administer medication to Service Users.
- Safeguard privacy and dignity in all aspects of health and personal care.
- Treat Service Users who are dying with extra care and sensitively and assist them and their relatives through the process.



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It is clear that Service Users may require care and assistance in various aspects of their lives: -

- Aim to provide a lifestyle for Service Users which satisfy their social, cultural, religious and recreational interests and needs.
- Help Service Users to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at a choice of times.

Concerns, Complaints and Protection

Despite all efforts to provide a secure environment, we are aware that there may be instances where, the service provided does not meet the expectations of the Service Users or relatives. In order to resolve such issues, we: -

- Provide a simple, clear and accessible complaints procedure.
- Attempt to resolve any concerns and issues by accepting, acknowledging and remedying the points of concern.
- Take all necessary action to protect the Service Users' legal rights.
- Make all possible efforts to protect Service Users from every sort of abuse and from the various possible abusers.

The Environment

The physical environment of the home is designed for the convenience and comfort of the Service User(s). 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 suitable toilet, washing and bathing facilities.
- Use specialist equipment to be available to promote independence.
- Provide accommodation which at least meets the National Minimum Standards.
- Ensure Service Users 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 care home staff will always play a fundamental role in Service User welfare. To optimise their contribution, we will do the following: -

- Employ staff in sufficient numbers and with the relevant skill mix to meet needs of the Service Users.
- Provide sufficient staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect Service User safety and welfare.
- Offer our staff a range of training opportunity which is relevant to their induction, foundation experience and further development.
- To provide regular essential training and promote further training and development.

Management and Administration

We acknowledge that the role of the leadership within the home is essential to all operations. To provide leadership of the quality required, we will do the following.

- Ensure the manager is qualified, competent, responsible and sufficiently experienced for the role.
- 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 Service Users' 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 Service Users.
- Ensure that the health, safety and welfare of Service Users and staff are promoted and protected.

The Underpinning Elements

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

Focus on Service Users

Everything we do is driven by the needs, abilities and aspirations of our Service Users. We will ensure that the facilities, resources, policies, activities and services of the home remain Service User 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 Service Users.

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 Service User.

Quality services

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

Facilities and Services of The Home

The management structure

The Registered Provider of the home is Domain Care Ltd. Domain Care Limited has three Directors; Mr. Shafayat Hussain, Mr. Aurangzeb Akbar and Mr. Muddasser Hussain. The Nominated Person is Mr. Shafayat Hussain. The business operations are the responsibilities of Mr. Muddasser Hussain who works closely with the manager. The Registered Manager is Mrs. Louise Durber, who is in day to day control of all operations.

The managements qualifications and experience

Louise has many years of experience as a senior carer and deputy manager at Staley House. Louise has completed QCF Level 5. She is competently assisted by Sharon Hayward and Heather Flitcroft.

Staff

The total number of employed staff within the home is 29, of whom 24 have duties involving direct care for Service Users. There are two domestic housekeepers, and cooks, and we aim to have an 85% ratio of all care staff completing NVQ level 2 or above in Health and Social Care.

Organisational structure

The home is managed by the Manager, Louise Durber. Louise is assisted by two of Senior Carers Heather Flitcroft and Sharon Hayward who are experienced and skilled to run the home on a day to day basis. Carers report to Senior Carers who in turn report to the Manager. Arrangements for staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice. Our Housekeeper is a key person in the home and reports to the Manager.

Service Users accommodated

The home provides care and accommodation for Service Users irrespective of gender in an inclusive manner, some of whom may suffer from dementia and/or physical disabilities. We are registered by CQC to provide accommodation for people who require personal care.

A range of needs met

The home aims to provide a service for those people needing varying levels of assistance with their daily living. Our staff are trained to help and care for Service Users with some incapacities and disabilities, but we are unable to provide nursing care. Where periodic medical support is required, trained professionals are organised for assistance.

Admissions

Under government regulations, potential Service Users requiring government funding need to have their financial needs thoroughly assessed before entering a care home.

For potential Service Users who, are already in touch with social services or social workers, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the Service User(s) that this particular home is suitable to meet their needs.

For potential Service Users who approach the home direct, appropriately trained staff will make a full assessment of their needs, by liaising with the appropriate professional services (social services/NHS) once the Service User has provided consent.

The assessment will encompass a range of health and social needs set out in The Department of Health guidance. All information will be treated confidentially. The assessment process helps the care home staff to ensure that the home can meet the requirements of the potential Service User, following which, an initial plan of care shall be drawn up.

We shall provide potential Service Users with sufficient information regarding the care home to aid the decision-making process of whether this is a suitable facility for them. We offer the opportunity for a potential Service User to visit the home, join current Service Users for a meal and live in on a trial basis. We would encourage potential Service Users to engage their friends, family or other representatives in considering the level of care and facilities we provide before making the final decision about admission.

If either party concludes the care home unsuitable to meet their needs, we are able to assist in signposting to other available services/facilities.

Exceptionally, if an emergency admission is made, we will inform the new Service User/attorney 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 endeavour to enable our Service Users to live their lives as fully as possible: -

1. As part of the assessment process we encourage potential Service Users 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.
2. We try to enable Service Users to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside of the home, to carry on with existing hobbies, pursuits, relationships, and to explore new avenues and experiences.

3. We arrange regular organised activities. Service Users are encouraged to take part in community outings outside of the home and there are regular events that take place at Staley House. We hope that friendships among Service Users will develop and that Service Users will enjoy being part of a community, but there is no compulsion on a Service User to join in any of the communal social activities. A listing of activities offered and planned events is posted for the Service Users and their families and friends. Regular activities including music and movement, massage therapy, sing-a-longs and themed parties are arranged on numerous occasions throughout the year.
4. The home's facilities include an outdoor patio overlooking the rear garden and surrounding hills. Wheelchair access is available and this area is enjoyed by our Service Users particularly in summer.
5. Newspapers, assisted walks around the garden, within the local neighbourhood and visits to the shops can be organised with our staff as time permits.
6. We provide a welcoming environment in the dining room and ensure that mealtimes 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, Service Users are always offered a choice at meals. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each Service Users care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those in need. Snacks and hot and cold drinks are available at all times.
7. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some Service Users will wish to take certain risks despite or due to their disability. Therefore, we do not aim to provide a totally risk-free environment though we take care to ensure that the Service User(s) 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 any actions, which will appropriately balance the risk factors involved. Such risk assessments will be reviewed regularly, with the participation of all parties, in the light of experience.
8. For the benefit of all Service Users and staff, the communal areas of the home are designated as non-smoking. Service Users who may wish to smoke should make arrangements with management.
9. 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/Representative in advance.

Palliative Care Philosophy

Staley House has recently been awarded the North West Six Steps to Success End of Life Care Program and supporting education delivered by Tameside and Glossop Community Healthcare 27 April 2012. The staff at the home worked together to formulate our philosophy to "endeavour to provide Service Users, families and carers with dignity and respect, offering support in familiar surroundings which aim to provide a comfortable and pain free journey".

We believe that our Service Users have the right to choose where they receive their care. Most of our Service Users choose to spend their last days at home with us, in familiar surroundings and with staff and friends providing sensitive support and delivering the right care. Whenever possible, we welcome the opportunity to provide end of life care and work closely with medical and other professional staff as well as the families and friends to ensure the Service Users' needs are properly assessed and that we are delivering the care needed.

Consulting Service Users About the Way the Home Operates

Service Users are regularly consulted about the way the home is run and are encouraged to give suggestions. There is a Service Users' committee which meets as necessary. Menu planning specifically includes Service Users' requests and favourite meals. Surveys of user satisfaction are distributed regularly.

Consultation with Service Users

We use feedback on the services provided such as anonymous user satisfaction questionnaires, individual discussions and other evidence. Meetings are held with Service Users to ensure that their home is run in accordance with their wishes.

Fire Precautions, Associated Emergency Procedures and Safe Working Practices

All Service Users are made aware of the actions to be taken in the event of a fire or other emergencies, 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 shall make contact with any local place of worship on behalf of a Service User. 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 as they may wish.

Relatives, Friends and Representatives

- Service Users are encouraged and given opportunity to maintain the links they wish to retain with their families and friends outside of the home, but are in overall control to choose the relationships they may form and maintain.
- Service Users may wish to see their friends and relatives who are welcome to visit at any time convenient to the Service User and to become involved in their daily routines and activities.
- If a Service User 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.

Please refer to our Complaints policy included within this pack.

Service User Plan of Care

At the time of admission to the home, we engage with the Service User, their friend(s), relative(s) or representative(s) if appropriate and the professional services to draw up a comprehensively written care plan. The plan sets out objectives for the care and how we hope to achieve those objectives, and it incorporates any necessary risk assessments and management strategies.

On a regular basis, we review each Service User's plan together, setting out within it any changes that have, will or may occur. 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 appropriate to helping the Service User achieve their potential. Every Service User has access to their plan and is encouraged to participate as fully as possible within the care planning process.

Rooms within The Home

The home has 26 bedrooms for Service Users, of which 25 are for single occupancy. 12 bedrooms contain en-suite facilities. The bedroom sizes are all in excess of the requirements set out in the National Minimum Standards.

The rooms in the home for communal use are as follows:

- 2 Communal lounges
- 1 Dining room
- 2 Bathrooms
- 1 Shower room
- 6 Communal WC's

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.