

VALEWOOD HOUSE

Nursing Care for Mental Health

Aug 2009

Valewood House Company Limited
Bell Vale Lane, Haslemere, Surrey
GU27 3DJ
Telephone: 01428.644670/644658 www.valewoodhouse.com

enquiries@valewoodhouse.com

Statement of Purpose

VALEWOOD HOUSE IS REGISTERED WITH THE CARE QUALITY COMMISSION at Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA. Tel : 03000 616161 : Fax 03000 616171: Email: enquiries.southeast@cqc.org.uk or registration.southeast@cqc.org.uk .
www.cqc.org.uk

REGISTER TYPE: **CARE HOME WITH NURSING**

SERVICE USER CATEGORIES: **DEMENTIA (DE)**

**MENTAL DISORDER (MD), EXCLUDING LEARNING
DISABILITY**

NURSE MANAGER/MATRON	Mr John Gibbin
Deputy Nurse Manager	Mrs Dawn Sturt
Deputy Nurse Manager	Mrs Julia Miclea

Directors: Mr P A Coleshill, Mrs K A Coleshill
Company registered in England No. 1645293
Registered office as above

Statement of Aims and Objectives

IT IS THE OBJECTIVE OF VALEWOOD HOUSE TO PROVIDE CARE TO ALL SERVICE USERS TO A STANDARD OF EXCELLENCE WHICH EMBRACES FUNDAMENTAL PRINCIPLES OF GOOD CARE PRACTICE. IT IS A FUNDAMENTAL ETHOS THAT THOSE SERVICE USERS WHO LIVE IN THE HOME SHOULD BE ABLE TO DO SO IN ACCORDANCE WITH THE HOME'S PHILOSOPHY OF CARE.

IT IS THE OBJECTIVE OF THE HOME THAT SERVICE USERS SHALL LIVE IN A CLEAN, COMFORTABLE AND SAFE ENVIRONMENT, AND BE TREATED WITH RESPECT AND SENSITIVITY TO THEIR INDIVIDUAL NEEDS AND ABILITIES. STAFF WILL BE RESPONSIVE TO THE INDIVIDUAL NEEDS OF SERVICE USERS AND WILL PROVIDE THE APPROPRIATE DEGREE OF CARE TO ASSURE THE QUALITY OF LIFE WITHIN THE HOME.

TO MEET THESE CLIENTS NEEDS, THE CARE WITHIN THE HOME IS DESIGNED TO ACHIEVE THE FOLLOWING OBJECTIVES:

1. TO DELIVER A SERVICE OF QUALITY THAT WILL IMPROVE AND SUSTAIN THE SERVICE USERS OVERALL QUALITY OF LIFE. IN THIS RESPECT THE CARE SERVICE IS DESIGNED TO MEET THE CERTIFICATION REQUIREMENTS OF THE ISO 9000 QUALITY STANDARD (LATEST EDITION), BUT IN A PEOPLE-ORIENTATED FASHION.
2. TO ENSURE THAT THE CARE SERVICE IS DELIVERED FLEXIBLY, ATTENTIVELY AND IN A NON-DISCRIMINATORY FASHION WHILE RESPECTING EACH SERVICE USERS RIGHT TO INDEPENDENCE, PRIVACY, DIGNITY, FULFILMENT AND THE RIGHT TO MAKE INFORMED CHOICES AND TO TAKE RISKS.
3. TO ENSURE THAT EACH SERVICE USERS NEEDS AND VALUES ARE RESPECTED IN MATTERS OF RELIGION, CULTURE, RACE OR ETHNIC ORIGIN, SEXUALITY AND SEXUAL ORIENTATION, POLITICAL AFFILIATION, MARITAL STATUS, PARENTHOOD AND DISABILITIES OR IMPAIRMENTS.
4. TO ENSURE THAT THE CARE SERVICE IN WHOLE IS DELIVERED IN ACCORDANCE WITH THE STATEMENT OF TERMS AND CONDITIONS AGREED AT THE POINT OF MOVING INTO THE HOME.
5. TO MANAGE AND IMPLEMENT A FORMAL PROGRAMME OF STAFF PLANNING, SELECTION, RECRUITMENT, TRAINING AND PERSONAL DEVELOPMENT TO ENABLE SERVICE USERS CARE NEEDS TO BE MET.
6. TO MANAGE THE CARE SERVICE EFFICIENTLY AND EFFECTIVELY TO MAKE BEST USE OF RESOURCES AND TO MAXIMISE VALUE FOR MONEY FOR THE SERVICE USER.
7. TO ENSURE THAT SERVICE USERS RECEIVE WRITTEN INFORMATION ON THE HOMES PROCEDURE FOR HANDLING COMPLAINTS, COMMENTS AND COMPLIMENTS, AND HOW TO USE IT.

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Philosophy of Care

Valewood House aims to provide its residents with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem, social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of our Home:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Quality Commission.

Home Owner

Name:

Philip Coleshill (Director)

Experience: 26 years operating Valewood House.

Qualifications:

Address of Home Owner/Manager

Valewood House
Bell Vale Lane
Haslemere
Surrey GU27 3DJ

Telephone: 01428 644670/644658
E-Mail : enquiries@valewoodhouse.com
www.valewoodhouse.com

Care Speciality of the Home:

Dementia
Mental disorder, excluding learning disability

Home Manager

John Gibbin (Nurse Manager)

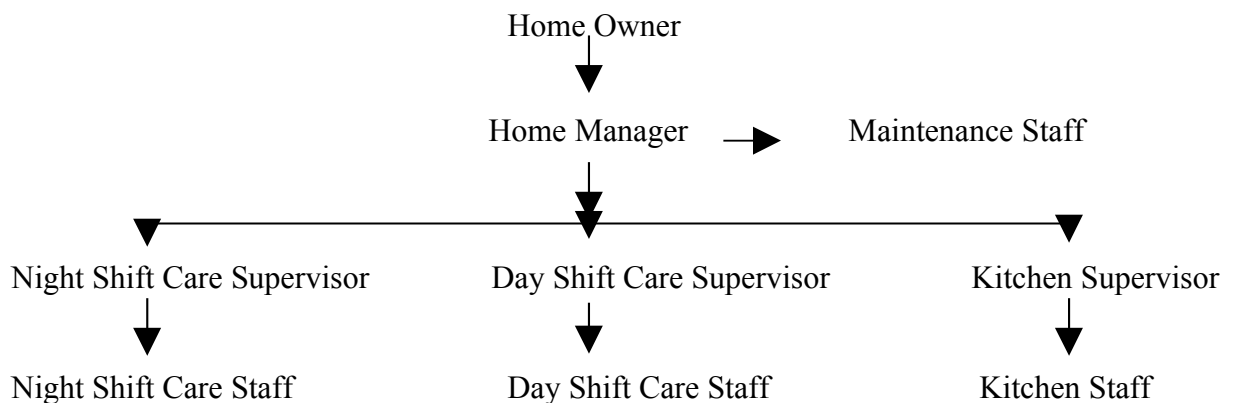
R.M.N ; R.G.N .Over 40 years experience in Psychiatry, Neurology & physical disability.

R.M.N, R.G.M

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Home Organisational Structure



In addition to a Director, who is in the Home daily, the Home employs 1 Nurse Manager, R.M.N, R.G.N; 2 Deputy Nurse Managers, R.G.N & S.E.N.M; an additional 6 Trained Nurses (4x1st level, 2x2nd level), 2 cooks, 18 care assistants, 1 Maintenance Manager, 2 Laundry Assistants and 5 Domestic Staff. The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities
- Abuse awareness
- Lifting and handling safely
- Challenging behaviour

The home insists that all Care Assistants will work towards a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The home also sends selected staff on external training courses for such topics as Food Hygiene, Lifting and Handling, Care of the Elderly, First Aid, Drugs Practice etc

Accommodation

The home has 34 bedrooms, mostly single rooms, with a small selection of twin bedded rooms for those residents who prefer to share. All bedrooms have vanitory units, with bathrooms and cloakrooms in close proximity.

Lower Ground: 6 Single, 0 Double – 2 Toilets, 1 Bathroom

Ground: 7 Single, 2 Double – 6 Toilets, 4 Bathrooms

1st Floor 15 Single, 4 Double – 6 Toilets, 3 Bathrooms

A passenger lift, able to accommodate wheel-chair users, serves the ground and first floors.

Social Rooms:

There are two lounges, a conservatory, a library and a separate dining room, all centrally heated. Residents are encouraged to use these public rooms; however, residents who choose to stay in their own rooms may do so.

Admission

Clients interested in coming to Valewood House are encouraged to visit the home and sample the atmosphere and level of service. A month's trial period is always given before taking permanent residency.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on the type of care package and needs of the individual resident

Depending on the personal financial situation, a resident can either pay the fees privately or receive funding arranged by Social Services or their Health Authority.

The current rules can be complicated and specific advice is available from the Home Manager.

Fees - What is included

- Fully trained staff in 24 hour attendance
 - Good Home Cooking
 - Provision for Special Diets
 - Laundry Service
 - Fortnightly GP visits
 - Call System
 - Full Central Heating
 - Manicure and Hand Massage
 - Monthly assessment & review by Consultant Psychiatrists
 - Annual ophthalmic assessment & review
 -
- | |
|---------------------|
| Aromatherapy |
| Massage Therapy |
| Music Therapy |
| Reality Orientation |
| Art Therapy |
| Behavioural Therapy |
| Daily Newspapers |

Fees – What is not included

- Clothing
- Dry cleaning
- Special medical equipment not generally available in the home.
- Outside entertainment
- Private treatments such as physiotherapy and chiropody, or the expense of items at cost required as part of the residents therapy or otherwise; e.g.; books, music tapes and the like.
- Private car hire or taxi service
- Special escorts, e.g. for visits to hospital, dentist, optician.
- Weekly visits from the hairdresser to the home
- Private phone installation and calls
- Smoking materials e.g. cigarettes, tobacco, papers, lighter fluid
- Registration of the resident's death.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks are served and available 24 hours a day. Visitors are also catered for.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Smoking and Alcohol

The Home has designated smoking areas. With regard to alcohol, residents are reminded that they are not permitted to receive alcohol from visitors, or to store it on the premises. Accordingly, residents are requested not to ask visitors to bring alcohol onto the premises for consumption or otherwise.

Fire Safety

- The home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission.
- Fire exercises and drills are carried out regularly.
- All fire systems and alarms will be tested monthly by staff of the home and 6-monthly by specialist contractors. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Resident's family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The resident has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the residents wishes.

Care Plan Review

Once developed, the Care Plan will be regularly reviewed to ensure that the resident is responding in a satisfactory manner. Adverse reaction to the Care Plan by the resident will result in an immediate review of the Care Plan by the named Carer, Manager, Senior Carer and other members of care staff as necessary.

Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable, and are invited to formal reviews. Residents and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the Care Plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a formal review is held with Care Staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager or Nurse in Charge; certain amendments may require the authorisation of the resident's GP. All amendments to the Care Plan are recorded in full.

Complaints

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is, in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

If, after this investigation, the complaint is not resolved satisfactorily, the complainant has the right to refer the complaint to the National Care Standards Commission. Details of the registration authority are displayed within the entrance area to the Home.

Incompatibility

If the Home Manager considers that a resident is not compatible with the Home, for example, if a resident finds it difficult to adhere to the Homes rules, the Proprietor may consider that it is in the best interests of both the resident and the Home for the resident to leave. In this eventuality, the Proprietor would give the resident at least one weeks notice and the resident would be required to leave the Home at the end of the notice period.

Other reasons

There may be other reasons why the Proprietor requires a resident to leave the Home. For example, if the Proprietor decides to close the Home for whatever reason, the Proprietor will give at least 4 weeks notice and the resident must leave the Home at the end of the notice period.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Therapeutic Activities

The home policy on “Therapeutic Activities” takes into account the clients interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staffs encourage, and in certain instances help, clients to pursue their hobbies and interests:

Clients can play the following games using the equipment that is designed for fading sight:

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Ball games – feet or hand.
- f. Dominoes

Activities with the staff (On a Daily Basis)

- a. Chatting to Individual Residents.
- b. Going for walks.
- c. Manicures
- d. Playing games.
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles etc

Outings

All outings are geared to client's needs and capabilities and due to this a limited number of clients can go on any one outing.

Examples of outings are listed below:

- a. A drive around the countryside.
- b. Visit to a garden centre.
- c. Visit to a pantomime or play.
- d. Luncheon outings
- e. Shopping trips
- f. National Trust Houses and Gardens
- g. Seaside trips to our beach hut
- h. Cinema trips

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a maximum period of eight weeks, provided the full charge is paid for the first four weeks and 80% of the full charge is paid for the remaining 4 weeks. In the case of Local Authority funded residents, this retention period would be reviewed by the Home Manager.

If a resident is temporarily absent for more than 4 weeks, the Proprietor reserves the right to let the room out for all or part of that period of absence. No charge will be payable by the resident for any period that the room is let out.

Monitoring and Quality

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

Pets

Pets are not permitted to be accommodated within the Home, except by special arrangement, with prior written approval from, and at the absolute discretion of, the management of the Home. In such circumstances, the pet must remain in the resident's room and the care of the pet will be the sole responsibility of the resident. This includes making arrangements for the pet's removal from the Home during periods when the resident is temporarily absent, e.g., on holiday or in hospital. The Proprietor reserves the right for the Home Manager to withdraw his/her agreement for a pet's accommodation in the Home if the resident fails to care for, or becomes incapable of caring for the pet and/or if the pet is disruptive or causes disturbance to other residents.

Medication

The Home is required to ensure that all medication is kept in a locked cupboard. If a resident wishes, and the Home Manager is satisfied that the resident is able, to administer his/her own medication, the resident will be provided with a suitable lockable cupboard in the resident's room for the medication to be kept in. The resident is required to ensure that the medication is always kept in the cupboard and that the cupboard is kept locked. Failure to observe this rule will result in the withdrawal from the resident of the facility to self-administer his/her medication. Any resident may request to see a doctor in private if they wish.

Telephone

The home has a phone, which can be used by the residents for incoming calls. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through British Telecom at the going rate.

Liability and Insurance

The Proprietor does not accept liability for loss of, or damage to, residents personal possessions (including clothing) while in the Home unless the loss or damage can be proved to have been caused by an employee of the Proprietor. Please note that under no circumstances will the Proprietor accept liability for damage to items of clothing that are recommended for hand washing, as all laundry is machine washed.

Residents are strongly advised to:

- a.) hand cash and small items of value to the Home Manager for safe keeping. Items that are handed to the Home Manager for safe keeping are covered by the Proprietors insurance up to a maximum of £ 500 per item in respect of personal clothing and effects, and £ 500 in respect of cash and subject to an excess of £50 per claim. The excess in respect of each claim is payable by the resident (save for injury)
- b.) arrange insurance for all items of personal possession that are brought to the Home and that are not handed to the Home Manager for safekeeping.

The Proprietor does not accept liability for death or personal injury unless proved to have been caused by the negligent act or omission of the Proprietor or its staff.

In the event of an emergency

The following information is requested to assist the staff in the event of an emergency or termination of accommodation.

Name, address and telephone number of Next of Kin

Name, address and telephone number of relevant Social Services

Information regarding any social or cultural traditions that the resident wishes to maintain.