

Beane River View



Statement of Purpose

Beane River View
1 Beane View, Port Vale
Hertford SG14 3UD
Tel: 01992 503619
Fax: 01992 504563
E mail: beane@quantumcare.co.uk

www.quantumcare.co.uk



Objectives

- Provide a safe and secure environment.
- Formulate support and care plans based on the persons needs.
- Provide stimulation and opportunity for interesting experiences.
- Identify causative factors that create challenging behaviors and plan positive strategies to deal with these.
- To encourage family and friendship interactions.
- To offer short stays for those that require that service.
- Offer emergency admissions - following a pre-admission assessment.

1. Facilities and Service

Beane River View seeks to provide quality care for older people in an environment that promotes dignity, privacy, freedom of choice and the right of our residents to as much control over their own lives as possible.

The Home is purpose built and located in beautiful grounds overlooking the River Beane, offering space to walk in a tranquil setting. The town centre is easily accessible from the Home.

The Home is set over 2 floors with a passenger lift. It is split into three units: one 16 bedded unit on the ground floor and two units on the first floor, one of 16 and one of 8 beds.

We have 37 long stay beds, providing high quality care to older people (24 hours a day – seven days a week), specialising in caring for people with dementia. All rooms are single and have en-suite facilities. We also offer one room on a respite basis which can be for any duration, subject to availability, and two enablement rooms. Telephones for incoming and outgoing calls can be installed in bedrooms.

There is a garden area which is freely accessible to all service users. This is fenced securely so that service users feel safe, and for those living with dementia it provides a safety barrier.

At Beane River View, staff recognise the uniqueness of the individual. We have a member of staff who provides activities tailored to the individual needs of the resident, and our many social events provide a wide range of entertainment and includes visiting entertainers.

A hairdresser, chiropodist, dentist and optician also visit the Home regularly.

Laundry is managed within the Home.

Medication can be ordered and received into the Home.

All service users are allocated a keyworker on admission. This is some one who will get to know the service user particularly well and help them to settle. There are call bells situated around the Home and in all bedrooms. This is to enable service users to call for assistance easily. Our 'Residents Guide' holds detailed information about our services.

2. Name and Address of Registered Manager

**Grace Street
Beane River View
1 Port Vale
Hertford
Herts
SG14 3UD**

Grace has been in post at Beane River View since 1st September 2009, previously working as Home Manager at another Quantum Care home, Minden, since 2005. She has worked in care since 1992 and has completed the following qualifications and training:-

Registered Managers Award
NVQ4 in Care
Certificate in Foundation Management in Care 325/2
Parkinson's Disease Society Certificate
NVQ4 Registered Managers Award
NVQ Assessor Award
Fire safety
Food Hygiene
Appointed Person
Dementia Care
Dementia Mapper
Management Award
Computer Award
Assertiveness Skills Workshop
Falls and falls Prevention
Developing Pain Management
Leadership in Dementia Care Level 3

Grace is also assisted by a management team for both days and nights with various qualifications and experience.

3. Name and Address of the Registered Provider

**Quantum Care Ltd
4, Silver Court
Watchmead
Welwyn Garden City
Herts
AL7 1TS**

4. The Staff Team

Beane River View has a management team comprising of a Registered Manager, a Deputy Manager, four Day Care Team Managers, four Night Care Team Managers, a Housekeeping Manager and a Chef Manager.

Working alongside the Management Team is a group of support workers. The range of experience within the team is varied and ranges from over 20 years experience to just 6 months. More than 50% of our staff have been awarded the NVQ 2 in Health and Social Care (above the level that is required as a national target). We work at continuing to maintain this. Two members of staff are NVQ assessors and one is working towards this. All staff are expected to undertake a set of mandatory training yearly, including, Fire, Food Hygiene, First Aid, Health and Safety and Safe Administration and Handling of Medication. There is also site specific training available to the staff covering the needs of the service users, such as Diabetes and Parkinson's disease. Before staff commence employment, we undertake Criminal Records Bureau checks and Protection of Vulnerable Adult Checks. This is in addition to references from previous employment held.

Nicky Farey, Deputy Manager has worked in the care sector since 1977, holding the position of Deputy Manager since 1996. She has an NVQ4 and the Leadership in Dementia Level 3 qualification. Nicky is also an NVQ Assessor and Dementia Mapper.

Therese Thompson, Care Team Manager has worked for Quantum Care since 2002 and within the care sector prior to this. Therese has her NVQ2 and NVQ3 as well as the First Line Management qualification. She is also a Dementia Champion.

Kirsty Skinner, Care Team Manager has worked in the care sector since 2008 and is currently undertaking the year long dementia course as well as her NVQ3.

Neil Barnes, Care Team Manager has achieved the NVQ3 in Care and the Dementia Care certificate.

Kelly Crellin, Care Team Manager holds the NVQ3 in Care, Safe Handling of Medication and the Care Team Manager Induction.

Sue Drummy, Night Care Team Manager has worked in the care sector since January 2000. Sue holds the NVQ3 and has also completed the year long dementia course.

Rui Shang, Night Care Team Manager has an NVQ4 in Care and Safe Handling of Medication.

Julie Tester, Night Care Team Manager, has the NVQ2 in Care and is currently working towards her NVQ3. Julie has also completed the three day dementia course.

Krystyna Gladych, Night Care Team Manager has worked in the care sector since the 1970s.

Trish Burton, Housekeeping Manager has worked in this area since 1999. Trish holds the NVQ1 Cleaning, Infection Control, NEB Introductory Certificate in Management, NCFE Certificate in Occupational Health and Safety and the BTEC Food and Hygiene. She is currently working towards the BTEC Intermediate Certificate in Care Support for Older People and the NCFE Certificate in Healthy Eating.

Amanda Mansfield, Chef Manager has worked in catering since 1986.

5. Dementia Care Training

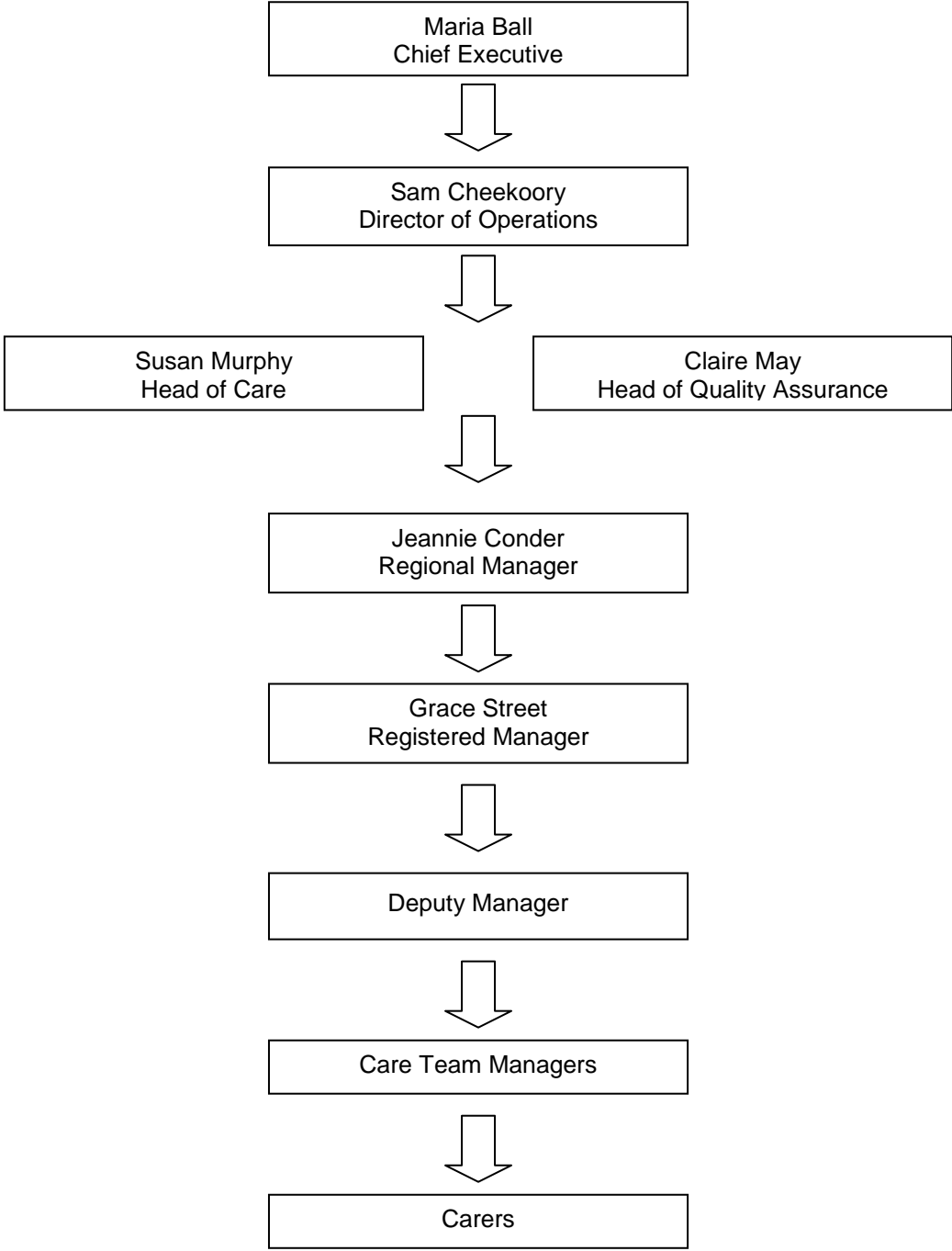
All of our staff working with people with a dementia have had specific training. Our first level course is a basic introduction to dementia care. This course is normally held within the home and new staff members complete it within the first six weeks of employment.

Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual with dementia. They spend time finding out about the unique life biography and the issues important to the person and their care. They look for ways of enhancing their well-being, and keep a diary of the things they have done and whether they were successful. The course is designed to give a better insight and understanding of behaviours, and helps staff to look at practical ways of assisting people.

The third training course is a twelve-module course called The Certificate in Dementia Care. This course looks in depth at the different types of dementia, and how they affect people. The aim of this training is to enable all staff working on a dementia unit to have a better understanding and insight of the disease. Again project work and hands-on experience is used to help staff learn.

We also have 'Dementia Care Mappers' in our home. Trained by The Bradford University, Dementia Group Mappers use a special set of judgement tools to look at how staff interact with residents. Mapping is normally done in pairs and involves spending time in one of our dementia units, for anything from two to five hours. This time is spent observing up to five residents in short five minute intervals. Staff learn to look at ways of enhancing and maintaining the well-being of residents with dementia. We also hold annual dementia talks in some of our homes. These talks are open to all relatives, visitors and staff. Families please ask for our brochure 'Your Journey – Dementia Care Services' or find it on our website www.quantumcare.co.uk.

6. Organisational Structure



7. Age Range and Gender of Service Users

Beane River View is registered for 40 older men and women. There is no age restriction as long as the primary care need is age related.

There is an age restriction of 65 years and over if an applicant has additional specialist needs. See below for details. We can only admit residents under 65 years with specialist needs if we apply for a variation to our registration. This may be possible in individual cases and we would consult CSCI, our registering body. This would take a short time to organise. A fee is also payable for the variation.

8. The Range of Needs the Home is Intended to Meet

The home will accept older people of any age that do not require nursing services outside of what the local community nursing services can offer. We care for people with a vast array of health problems and sensory disabilities. Admission is agreed following assessment. We also provide palliative care.

The home is registered to take people with physical disabilities and dementia but there is an age restriction of 65 years and over for people falling into these two categories.

Specialist training is given in all areas to assist the care we give.

9. Dementia Care

Beane River View has been awarded Hertfordshire County Council's accreditation for dementia care. This means we are recognised as a home providing Person Centered Care to our service users who live with dementia. Hertfordshire Contracts Department regularly inspects us to ensure we meet their accreditation standards.

We are committed to Person Centered Care and actively promote this approach. All staff are trained, and our philosophy is that care is given and offered as a right not a privilege.

We ensure care plans are compiled with the person concerned and their family to reflect the unique biography of the person. Care plans are designed to ensure that the physical, social and emotional needs of the person are known and that well-being is promoted. Residents are encouraged to make choices in all aspects of daily life wherever possible. We try to ensure continuity of previous life patterns and preferences and do all we can to preserve our residents quality of life. Hertfordshire County Council publish full standards their accredited homes are expected to meet. These are available in the foyer of each home and on our website www.quantumcare.co.uk

10. Nursing Care

Nursing Care is not provided at Beane River View. If nursing care is required, the community nurse, following a referral from the General Practitioner, would provide nursing services.

11. Criteria for Admission

For admission to Beane River View, please contact the Manager of the home directly.

If you are being funded by Adult Care Services they must contact the home and refer you.

An 'Assessment of Need' is carried out by the Home Manager (or Adult Care Services if they are funding the care package).

Anyone requesting admission will be invited to visit the home with their family, advocate, or a friend.

All formal referrals will need to have:-

- **RC1 Service Request** form available from the Home Manager and on our website www.quantumcare.co.uk

For applicants funded by Adult Care Services:-

- **ACSf673a(EPD)Specialist Assessment for a Person Moving into 24 hour Care.** (This form is required if an applicant is being funded by Adult Care Services for either long or short term care)
- **Risk Assessments / Handling Assessments** to be attached by ACS if required.

NB: depending on the assessed needs, we may ask for additional information from other professionals to assist with the process

We can not offer admission to:

- People who require long-term nursing care that the community nursing service can not deliver at Beane River View.
- People who are acutely ill and need hospital care.

Following an application, we will inform you by letter if you have been successful. If your application is unsuccessful we will give the reasons why.

If you are living with dementia and have been offered a service at Beane River View, we ask for the following additional form:

- **Family History Form** which is available in the home or on our website www.quantumcare.co.uk

This needs to be completed by the family to assist the staff to provide suitable care.

Everyone is asked to sign a Contract on admission that sets out the terms about notice periods etc.

A standard trial period of six weeks is offered to everyone to help them decide whether they wish to continue living at Beane River View and if the home can meet their individual care needs. This period of time can be extended to accommodate individual's wishes if required

The home accepts emergency admissions at the discretion of the Manager

12. Leisure

The Activity Coordinator provides a range of leisure activities and opportunities for group participation. Each service user has a variety of activities available to them each week. The activities include bingo, coffee mornings, hand massages, board games, discussion groups, craft sessions, baking and much more. Hobbies are discussed with service users on admission and attempts are made to cater for individual preference.

There are often trips out from the home, including trips to the local town and Hertford castle grounds, also to garden centres, pubs and to the sea side.

Newspapers can be organised and delivered daily.

13. Consultation

The staff team ensures that every service user has the opportunity to participate in the monthly in-house meeting. These meetings give everyone the opportunity to contribute their views on the running of the home. Questionnaires are sent out annually to resident's families and other stakeholders.

We hold an annual 'Home Forum' at Beane River View. Relatives are invited to attend. At the forum we give information such as results of annual questionnaires and plans for the coming year. It is also an opportunity for relatives to give us personal feedback about the service from their perspective.

We also host talks on Dementia from time to time. They are advertised in the home when planned. These are presented by Sue Harrison, Learning and Development Manager or one of the senior team. They are always well attended and interesting.

14. Fire Precautions

The Home has an up to date fire risk assessment and an evacuation procedure for both day and night.

Staff and Residents are involved in evacuation drills twice a year. We have weekly fire alarm checks and a fire prevention officer who visits the home annually to inspect the premises.

All main doors and bedrooms doors are fire doors and will withhold a fire for up to 30 minutes. Smoke detectors are fitted in every room. These are serviced and maintained on a regular basis.

15. Religious Observance

Arrangements will be made for religious observance, in accordance with the expressed wishes and practices of individuals.

Present arrangements include a monthly service from a local vicar. We also try to mark each Christian religious festival with an event to celebrate.

Families are welcome to join in at any time.

See our 'Residents Guide' for fuller details of what the home offers.

16. Visitors

Friends and family are encouraged to visit the home.

Staff particularly welcome the information family and friends can give about a service user's past life. This helps to plan the care and activities the service user most likes, even if they are unable to tell us.

The front door to the home is secured at all times. To gain entry, the doorbell must be used, and to exit, a coded keypad operates. Visitors are asked to sign in and out of the building for Health and safety reasons. If a fire broke out we would need to know which visitors are in the building at any given time.

The downstairs dementia unit has a push button by which to gain access, and a numerical keypad to exit the unit. In the 16 bedded unit upstairs, entry is gained again via a push button and exited with a numerical keypad. These precautions are for the safety of the service users.

17. Complaints Procedure

“We welcome your views”

This procedure can be made available in other languages and formats on request. Please contact Quantum Care Limited at the address given below.

At Quantum Care we seek to provide a high standard of care in our services for older people.

Our customers' views are important to us and help us to ensure our services are consistently meeting peoples needs. If you are dissatisfied with any of our services we need to know.

Quantum Care assures you that service users and their families will not be victimised or have their services withdrawn/reduced for making a complaint in good faith.

If a complaint alerts us to possible abuse or neglect of service users we always forward details to Adult Care Services who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operate with Adult Care Services in respect of complaints, investigation and resolution. Additionally, Quantum Care may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault.

If you wish to make a suggestion

Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time.

Who to contact

In the first instance you should speak to the Home Manager or Duty Manager at the Home providing the services. Often our homes have a Comment/Suggestion box that you can use if you wish. If the suggestion is something that Quantum Care as a company needs to consider you can send it in writing to:-

The Director of Operations,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR
Email: S_Stevens@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368208
Fax No: 01707 368283

What will happen?

This will depend on the nature of your comments, but any action required will be communicated to you if you provide your contact details.

If you wish to complain

We accept complaints from anyone receiving a service from Quantum Care. We will also accept complaints from a representative acting on a service user's behalf. If a service user needs the assistance of an advocate, Age UK provide a free and independent advocacy service. They can be contacted on their information line 0845 6013446 (local rate). We will endeavour to provide interpreters if required.

We have a two stage process for complaints:

Stage 1

Who to contact

You should first bring your concerns to the attention to the Manager of the Home or service that you are receiving. Complaints may be made by telephone, email, personal visit or letter.

If the complaint concerns the Home Manager, you should contact the Director of Operations at our Head Office. The contact details appear below.

What will happen?

The service will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint, which would normally be the Home Manager. A report on the outcome will be given both verbally and in writing. Complaints to the Home will usually be dealt with in 10 working days.

If you are not satisfied with the outcome of your complaint you can move on to stage 2.

Stage 2

Who to contact

The Director of Operations,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR

Email: S_Stevens@quantumcare.co.uk

Telephone No: 01707 393293

Direct Line: 01707 368208

Fax No: 01707 368283

Complaints may be made by telephone, e mail, personal visit or letter.

What will happen?

The Director of Operations or one of the senior team will contact you if your communication is not in writing, to clarify a complaint. An investigation will then be carried out by one of the senior team at Head Office. The Director of Operations will write acknowledging your complaint and tell you who is investigating on his behalf. In most cases we will provide a written response within 20 working days. This will include an account of the investigation, clear findings and recommendations where necessary.

Further steps

If at any stage you are not happy you can refer your complaint to Adult Care Services. This should be addressed to:-

The Client Relations Manager
Adult Care Services
(SFAR209)
Farnham House
Six Hills Way
Stevenage
SG1 2FQ

Telephone: 0300 1234042

Complaint forms are available. A form can be posted to you or accessed via Hertfordshire County Council's website www.hertsdirect.org

You also have the right to take your complaint to The Local Government Ombudsman. They can be contacted at:

Phone: 0300 061 0614 or 0845 602 1983

Email: advice@lgo.org.uk

Post:

PO Box 4771, Coventry, CV4 0EH

Fax: 024 7682 0001

Internet: www.lgo.org.uk

Mobile: text "call back" to 0762 480 4299

NB. The Local Government Ombudsman cannot consider your complaint if it has not been dealt with by Quantum Care first. Also, they are not able to consider complaints where the complainant is instigating legal proceedings.

Even though The Care Quality Commission cannot investigate an individual complaint their role is to develop and improve services. You may inform them of your complaint for information purposes at any time. They can be contacted at:

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

Telephone: 03000 616161

Fax: 03000 616171

"Quantum Care expects the highest standards of conduct from all its employees and will treat seriously any concern that a customer may have".

Revised March 2011

18. Review of Service Users Plan

The service users 'Care Plan' is a document that details the care that the individual requires and how it is to be delivered.

This is reviewed by the care staff in the home at least once a month. A monthly summary is recorded to update and reflect changing requirements and current objectives for health and personal care.

A more detailed review is completed annually, usually at a review meeting when family and professionals will be invited to attend. Reviews can be held more often if needed. A resident, their family or a professional may request additional reviews during the year if required.

19. Facilities and Services Including the Number and Size of the Rooms.

40 Bedrooms	11ft 10" X 16ft 9"
3 Kitchens	13ft X 9ft (part of the kitchen/diners)
3 Lounge/Dining rooms	28ft 5" X 18ft 10"
3 Lounges	24ft X 11ft 7"

Beane River View was purposely built as a residential home in 1992. The building is on 2 floors. There are 40 en-suite single rooms measuring between 11sqm and 17sqm, two of which are used for respite care. The ground floor dementia unit has 16 bedrooms with one dining/lounge area and one dining room and lounge.

The first floor comprises of two units. One unit has 16 bedrooms, and is currently a mixed unit of dementia and higher needs, but with a long term plan to become a dementia unit. This has one lounge/dining room and one lounge and separate dining room. The second unit on the first floor consists of 8 bedrooms and one lounge /dining room. The bathrooms are fitted with assisted baths and handrails for ease of use, plus a pull cord alarm system.

The home provides a varied menu and can cater for special dietary needs, both medical and cultural. Drinks and snacks are readily available during the day. There are company menus supplied to all Quantum Care homes which are nutritionally balanced.

If any service user wishes to smoke they must do so in their own room and following a risk assessment. Any staff who smoke, have to leave the building and smoke outside.

Service users are registered with a local GP, dentist and optician as required.

A hairdresser visits the home on Tuesday, Wednesday and Thursday.

All service users need to have an inventory of all personal possessions they bring to the home. A form to record this can be found in the family section of our website www.quantumcare.co.uk. Alternatively it can be emailed or provided by the home.

20. Specific therapeutic techniques

The activities coordinator has undertaken a course in hand massage and relaxation.

There is a local Art studio adjacent to Beane River View. We have good links with them and they offer us art sessions (especially for those service users that live with dementia).

If service users require any specific therapies they can be made available through a referral process.

21. Arrangements for dignity and privacy

Each person has their own room, and if they wish they can hold a key to that room.

When individuals are in their room, any person wishing to enter will knock on the door and wait to be invited in before entering.

Personal care is carried out on an individual basis and all service user preferences will be accommodated wherever possible. The care plan will record any special arrangements for personal care.