

Belmont View



Statement of Purpose

Belmont View
Hailey Drive, Hailey Lane, Hailey
Hertford SG13 7PB
Tel: 01992 450304
Fax: 01992 459067
E mail: belmont@quantumcare.co.uk

www.quantumcare.co.uk

October 2010 – This document is available in other languages and formats on request. Please contact the home manager for details



Our Objectives

- To provide a safe, secure and homely environment with adequate staffing levels.
- Formulate care plans which look at individual needs, and ensure that individual strengths are focused on.
- Provide a comprehensive activity program.
- To encourage relative/friends involvement in the individuals' daily living.
- Maintain professional working relationships with outside agencies.

1. Name and address of registered manager

Karen Parker
Belmont View
Hailey Drive
Hailey Lane
Hertford SG13 7PB
Tel: 01992 450304
Email: K_Parker@quantumcare.co.uk

Karen Parker has worked as Manager at Belmont View since June 2006. Prior to this she was Deputy Manager at Providence Court in Baldock where she worked for 11 years. Karen has worked with older people for 12 years. Karen holds a Registered Managers Award, NVQ2, NVQ 4 and A1 Assessors award.

2. Name and address of the registered provider

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

3. The Staff Team

Belmont View has a staff team of 80 with a very varied range of previous experience. Over 50% of our care team are qualified in NVQ 2. We have five in-house NVQ assessors. All of the staff team are trained in Moving and Handling, Fire Safety, Food Hygiene, Emergency Aid and Health and Safety. We offer other training depending upon need.

4. 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.

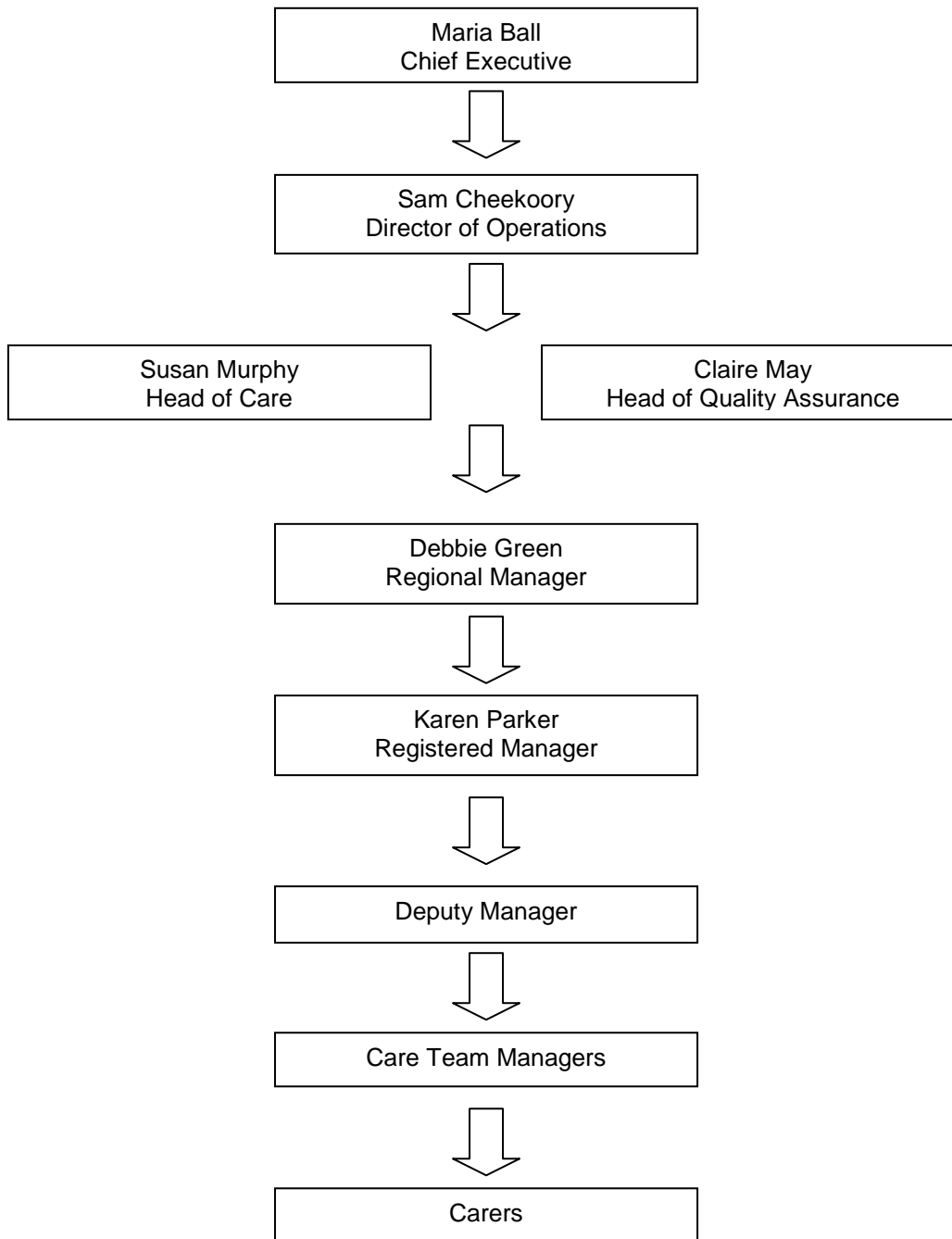
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual 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.

5. Organisation Structure



6. Age Range and Gender of Service Users

Belmont View is registered for 60 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 such as dementia or physical disabilities. 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 payable for the variation.

7. The Range of need the home is intended to meet

Belmont View is able to meet the needs of older people living with sensory impairment, physical disability and dementia.

We offer services to meet the cultural and religious needs of the local community.

We encourage our residents to be as independent and active as possible and have a variety of activities within the home.

8. 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

9. Nursing Care

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

10. Criteria for admission

For admission to Belmont 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 Belmont 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 Belmont 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 Belmont 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

Following admission a six week-week assessment period begins. During this time as much information as possible is added to the care plan to ensure we are meeting the resident's needs. A review is held following this six week trial period. This review is held with the resident, family members, social worker if involved and any other professional involved. At the review the decision is made as to whether the placement becomes permanent.

During the six week trial period either party may cancel the arrangement by written notice of at least 7 days.

11. Leisure

The Activity Co-coordinator provides a range of leisure activities and opportunities for group participation. Each service user has a choice of activities available to them each week.

The activities include drama therapy, craft, playing skittles, quizzes, board games, musical movement trips to local places if interest and in-house entertainment.

A monthly list of activities is placed on the notice board in each unit.

12. 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' in Belmont 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.

13. 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.

14. Religious observance

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

Belmont View encourages and makes arrangements for service users to attend the church of their choice in the community if this is their wish.

A monthly church service is held in the home by different ministers, service users can receive communion in the privacy of their room if they wish.

Families are welcome to join in at any time.

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

15. Visitors

Friends and family are encouraged to visit Belmont View.

Staff welcome the information family and friends can give about a service users past life. This helps to plan the care and activities the service user most likes.

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.

We offer services to those living with dementia but all service users are able to walk around the home and access the garden as they wish. Visitors do need to be cautious about allowing people that are moving around the home freely to leave the building unescorted. This could put people at risk.

16. Complaint 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

17. Review of service users plan

Residents care plans are reviewed by care staff and unit managers once a month, they are updated to reflect any changes in care needs.

Residents are encouraged to attend their annual review meetings.

18. Facilities and services including the number and size of the rooms.

60 Bedrooms	Average 11 sq m with en suite 13 sq m
4 Lounges	28.9m
4 Dining rooms	19.0m
Kitchens	20.65m
Libraries \ Offices	16.60m

Belmont View is purpose built and has 60 single bedrooms with en suite toilet and wash hand basins. The home is divided into four units of fifteen. Each unit has an assisted bath and shower all have a pull cord alarm system. All bath and shower areas are equipped with handrails.

Three beds are allocated for short stays.

The home provides a varied menu and caters for special dietary requirements both medical and cultural. Drinks and snacks are freely available throughout the day. The company co-ordinates the menus for the homes, these are all nutritionally balanced. The menus are able to be changed to suit individual requirements or local preferences.

All communal areas are designated as no smoking areas. If a resident wishes to smoke they are able to do so in their own room. A risk assessment for this will be carried out and put on the individuals care plan. Any staff that smoke, are able to do so in the designated outside area.

If able to, residents are supported to administer their own medication; a full risk assessment is carried out. On admission to Belmont View, residents are allocated a key worker, they are responsible for keeping the care plan up to date, carrying out a bath/shower, any personal shopping required and documenting any changes in care needs.

All residents have an inventory of all personal possessions brought in to the home. A form can be obtained from the home for families to complete before admission or it can be downloaded from the Families section of our website www.quantumcare.co.uk

All rooms have a telephone and residents are able to make and receive calls. Special adaptations for any resident with hearing impairments can be added if required.

Residents are registered with a local GP. We have a mobile optical service who visit 6 monthly and a local foot health practitioner who comes into the home when required. District Nurses visit the home twice a day 7 days a week. A dentist is able to visit the home by appointment. Our hairdresser, Lisa, visits the home on Mondays.

Belmont View has lovely grounds, we have a fish pond at the back of the home with a patio area and seating. There is a path allowing residents to walk around the garden, and allowing those residents in wheelchairs to enjoy the grounds.

19. Specific therapeutic techniques

We have a drama and movement therapist who comes into the home every Monday.

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

20. 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 users preferences will be accommodated wherever possible.

The care plan will record any special arrangements for personal care.