

Bulwer Lytton House



Statement of Purpose

Bulwer Lytton House
Lytton Fields
Knebworth SG3 6DW
Tel: 01438 818000
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E mail: bulwer@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



Objectives

- To provide person centered care to all our residents
- Ensure our management structure and staffing levels are adequate to provide appropriate levels of care for our residents, whilst complying with the standards expected by Quantum Care and the Commission for Social Care Inspection.
- Endeavour to maintain a standard of care and quality of life for the Residents which respects their dignity at all times.
- All staff to receive appropriate training to enable them to provide the highest possible standards of care for our residents.
- Review business performance and plan for the future by ensuring sound finances.

1. Facilities and Services

Bulwer Lytton House provides a 24 hour care service. It is a purpose-built home and can accommodate 56 Residents. The Home is divided into six bungalows. Five of the bungalows are dedicated to caring for those living with dementia. The sixth is for people requiring intermediate care.

Accommodation is provided in single bedrooms. Our bathrooms are fitted with assisted baths and we provide a walk in shower room with shower chair and hand rails.

We offer a varied and nutritionally balanced menu for the residents and can cater for special dietary needs, both medical and cultural. Drinks and snacks are available throughout the day and night.

The home is designated as a no smoking area. Residents that choose to smoke can do so in the garden area.

All Residents are allocated a key worker who will be responsible for ensuring the agreed Care plan is kept up to date, and reviewed regularly. If Residents are able, after assessment, they will be supported to self medicate. For health care, residents are referred via the GP for relevant specialist services. Social workers and the Community Psychiatric Nurse visit the Home. A telephone service can be provided for the Residents to use with special adaptations for those with a hearing impairment. We have a large laundry that copes with a heavy daily wash load. See our 'Residents Guide' for more information about our services and those that visit the home.

Intermediate care

One bungalow at Bulwer Lytton House accommodates people in need of rehabilitation, often following a hospital stay. Guests stay for a short period, usually up to six weeks, during which time they receive support from various professionals including physiotherapists, speech therapists etc. Referrals are only accepted via the Intermediate Care Team responsible for Bulwer Lytton House.

2. Name and address of registered manager

**Ruby Holden
Bulwer Lytton House
Lytton Fields
Knebworth
Hertfordshire
SG3 6DW**



Ruby Holden has worked as the Home Manager at Bulwer Lytton House since April 2007, prior to this she was the Deputy Manager.

Ruby has 13 years experience working with the older people, 9 of these with Quantum Care.

Ruby completed her NVQ level 4 in Care and Management in 2007 and has completed the 1 year Dementia Care Certificated course.

3. Name and address of the registered provider:

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

4. The Staff Team

Bulwer Lytton House has a staff team of approx 73 support workers and a full Management Team. The range of experience within the team is varied and ranges from over 25 years experience to new starters who are on induction. The staff team is made up of individuals from a variety of backgrounds and is multicultural. Many of our staff hold the NVQ 2 in care and we continue to train staff continually.

Staff undertake all training which covers all requirements such as, Moving and Handling, First Aid and Fire Safety.

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.

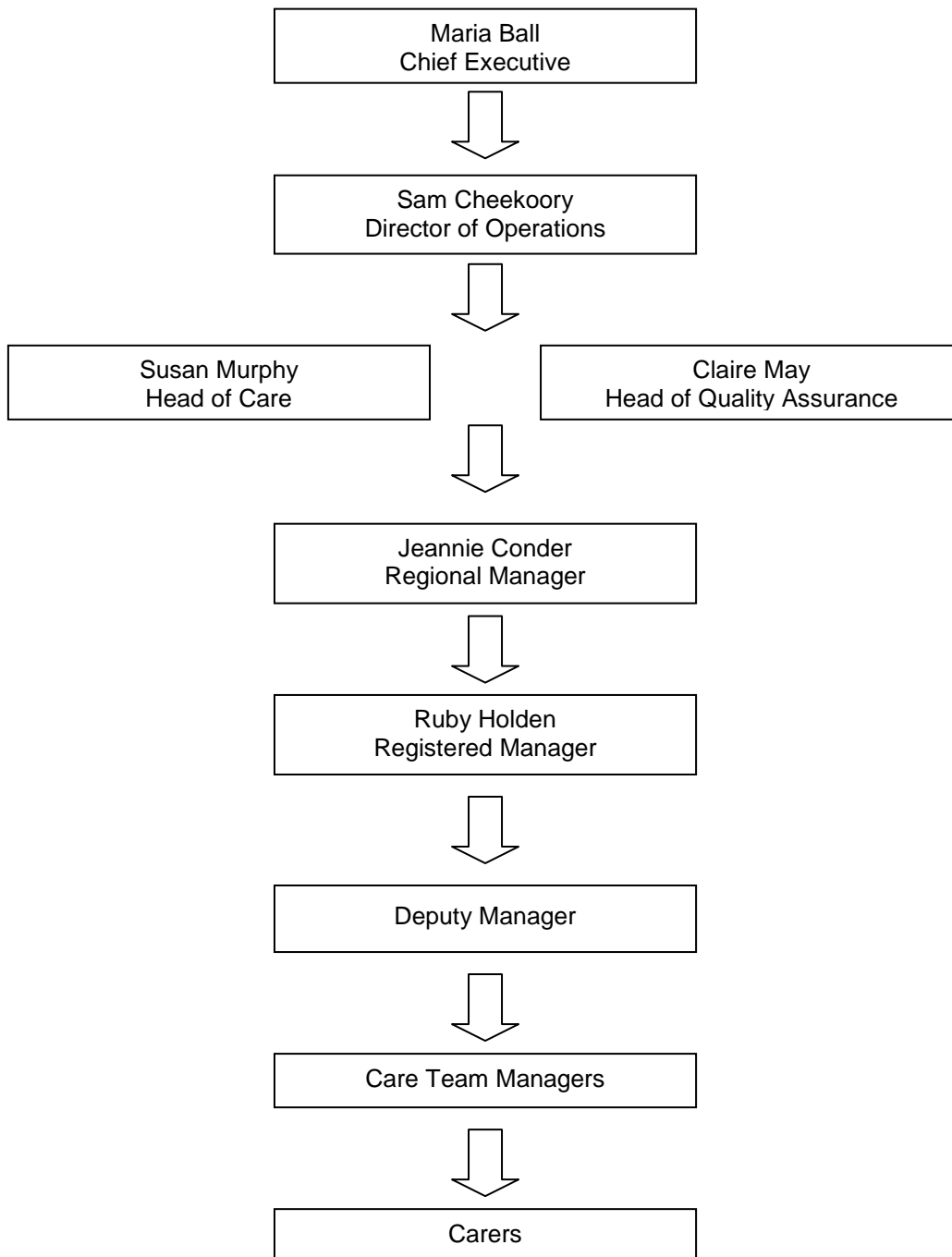
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual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



7. Age Range and Gender of Service Users

Bulwer Lytton House is registered for 56 older men and woman. 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. 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 CSCl, our registering body. This would take a short time to organise. A fee is payable for the variation.

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

In five of our bungalows, the home offers services to people over 65 yrs with a diagnosis of Dementia 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, physical disabilities and sensory disabilities. Admission is agreed following assessment. We also provide palliative care. Our sixth bungalow is for those requiring Intermediate care. For this service, referrals are only accepted via the Intermediate Care Team responsible for Bulwer Lytton House. The home is able to meet the cultural and religious needs that are prevalent in the local community. We work with families and carers to gather background information to help us to achieve this.

We offer each service user is encouraged to be as independent or active as possible and appropriate support and prompts are available as and when needed.

9. Dementia Care

Bulwer Lytton House 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

10. Nursing Care

Nursing Care is not provided at Bulwer Lytton House. If nursing assistance is required the community nurse, following a referral from the General Practitioner, would provide it.

11. Criteria for Admission

For admission to Bulwer Lytton House, 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 Bulwer Lytton House.
- 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 Bulwer Lytton House, 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 Bulwer Lytton House 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 Co-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 playing skittles, quizzes, board games, musical movement and in-house entertainment.

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

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 residents' families and other stakeholders. We hold an annual 'Home Forum' in Bulwer Lytton House. 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 service users are involved in twice yearly evacuation drills, the home has weekly fire alarm checks and a fire prevention officer visits annually to inspect the premises.

All the main doors and bedroom doors have half hour fire doors, smoke detectors are fitted in every room and these are checked regularly.

15. Religious observance

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

Bulwer Lytton House 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.

16. Visitors

Family and friends are encouraged to visit the residents. There are no set visiting times. Staff 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.

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.

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 above.

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 The 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.

Bulwer Lytton House is a six bungalow complex, providing care for 56 residents with a complexity of needs.

The bedroom sizes range from 9.8 m² to 16.4 m²
Lounge/Communal areas range from 12.40 m² to 68.13 m²

There are five smaller bungalows, one of these offers the intermediate care facilities previously mentioned. The other four smaller bungalows each accommodate up to eight service users. All rooms are single and each has their own washing facilities. There are shared dining and sitting rooms which are well used. Some of the bungalows have a second smaller sitting room which can be used for quiet times or for private visits. The larger bungalow accommodates seventeen residents, all of whom live with some form of dementia. All staff who work in this bungalow receive training in dementia care to ensure we are able to meet the complex needs of this particular group of individuals.

The home provides a varied menu and can cater for special dietary needs, both medical and cultural. Drinks and snacks are freely available throughout the day. There are company menus supplied to all Quantum Care homes which are nutritionally balanced. These menus can be changed by substituting the main ingredients to suit local preference. There is also the facility to cater for individual preferences and one-off changes can be requested.

All communal areas are designated as no smoking areas. If a service user wishes to smoke they must do so in their own room, following a risk assessment. Any staff who smoke at Bulwer Lytton house must do so outside.

If service users are able, after assessment, they will be supported to self medicate.

On admission, all service users are allocated a key worker. This worker will be responsible for ensuring the agreed care plan is kept up to date and reviewed regularly. They are responsible for co-coordinating the care and keeping everybody informed of any developments.

Service users are registered with a local GP, dentist and Optician as required. An Optician, Dentist, private Chiropodist, District nurse, Social worker and Community Psychiatric Nurse all visit the home. For specialist health care, service users are referred to a relevant specialist via the GP. The hairdresser visits the home on Mondays each week.

All service users need to have an inventory of all personal possessions they bring to the home. A form is available from the home but can also be downloaded from the Families Section of our website www.quantumcare.co.uk to enable families to complete an inventory at their leisure before admission.

If service users wish, we can take care of their laundry. This service is overseen by the senior house keeper, but we do ask that all clothing is labeled. The home can order labels on your behalf for a small charge. See our 'Residents Guide' for further details.

20. Specific Therapeutic Techniques

If service users require any specific therapies, then these can be made available through the referral process.

21. Arrangements for dignity and privacy

Each person living at Bulwer Lytton House has their own room, and if required a key will be made available.

We have a knock and wait policy where staff knock on a service user's bedroom door and wait to be invited in.

GP and other professional consultations are carried out in the privacy of the service user's room.

The views of the service user are taken into account in all areas of care; the care plan reflects the resident's choice. Personal care is carried out on an individual basis and all service users' preferences will be accommodated wherever possible.

All staff are trained to read care plans and carry out as far as possible the service user's wishes. Service users are addressed by their preferred name.

Service users' views are sought through one to one conversation, bungalow meetings and at reviews.