

Elmhurst



Statement of Purpose

Elmhurst
Windhill
Bishop's Stortford CM23 2NF
Tel: 01279 713100
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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

- Provide as safe and homely environment as possible.
- Maintain staffing levels to fully meet the needs of our residents and comply with the National Minimum Standards.
- Provide as high as possible standards of Person Centred Care based on a full and thorough assessment.
- Provide quality of food to the highest possible standard and cater for individual preferences and special dietary needs.
- Involve residents in choice of daily living which will include activities and meals amongst others.

1. Facilities and Services

Elmhurst is a purpose built care home and accommodates 61 residents. There are 2 units on the ground floor and two on the first floor. We cater for 59 residents who permanently live at Elmhurst and provide two short stay respite rooms. One of these rooms is on our designated Dementia unit which has a higher staffing ratio than our higher needs units. The other room is on one of our higher needs units.

Accommodation at Elmhurst consists of single rooms. All but one room, which is the respite room on the higher needs unit, have en-suite facilities. The respite room without en-suite facilities has a wash hand basin in the room and is located close to toilet facilities. All our rooms are fitted with a pull cord system as are the communal areas so residents can easily request assistance. Our bathrooms are all fitted with assisted baths to enable all residents to access them.

Kitchen and laundry services

Elmhurst has a laundry large enough to deal with all laundry requirements. We are able to provide a laundry service for most items including personal clothing which we ask to be clearly marked with the resident's name (see our Residents Guide for more information). We also ask that only clothes we are able to tumble dry are supplied.

Our kitchen provides a varied menu and the Chef is happy to discuss any special requests with residents to meet their preferences. Our main meal of the day is served at lunch time but other meals and snacks are available at any time during the day or night time. Tea, coffee and soft drinks are always available. We cater for any special dietary needs.

A no smoking policy operates throughout all communal areas at Elmhurst. Residents who choose to smoke should do so only in their own room and following a risk assessment being carried out. Any staff, visitors, workmen etc. must smoke outside the home.

All residents are allocated a key worker on admission to Elmhurst. The key worker takes a special interest in the resident and is responsible for keeping the care plan up to date and reports any necessary changes to the unit manager. The key worker is also responsible for other things to remember such as birthday celebrations and other important events in the life of the resident.

Health care is especially important. All residents are registered with a local GP who visits when required. The GP will refer residents for specialist treatment or investigation to the appropriate Consultant. We have a GP visit weekly as a minimum and when required. Elmhurst has access to Community Psychiatric care for any resident in need of this service. Referral will be via the GP.

We have a hairdressing salon and qualified hairdressers visit weekly or more often for special requests. Resident's family members are welcome to use this facility if they wish to attend to their relative's hairdressing needs.

All our rooms have television and telephone points. For residents who wish to have access to their own telephone there is a nominal monthly charge which is available on request from our administrator. Personal telephone calls can be taken by residents who do not have their own telephone using our cordless telephone.

Residents are encouraged to bring in personal items and small items of furniture as long as the items of furniture meet health and safety requirements and do not create a tripping hazard.

Elmhurst has a large garden which is accessible to all our residents.

Our large activity room is available for residents and families to use for special occasions such as birthday celebrations. We are happy to provide buffet style food for such occasions. The charge for this would be discussed at the time of enquiry.

We operate a system whereby residents' money can be held in our safe for their personal use. This money ensures the resident remains financially independent for such things as hairdressing, toiletries and Chiropody.

2. Name and Address of Registered Manager

**Sharon Howe
Elmhurst
Windhill
Bishops Stortford
CM23 2NF**

Sharon joined Elmhurst as Home Manager in January 2011. She started her career in the care sector over 20 years ago, and progressed to management level whilst at Belmont View Residential Home, where part of her responsibilities was managing an affective respite unit and day care centre. Sharon came to Fourfields in November 2007 and became Deputy Manager in March 2008. She has a national vocational qualification in care, dementia care qualifications and other qualifications gained over her many years working in the care sector.

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

Our staff team consists of a Manager, Deputy, Administrator, Chef Manager, Cook, Senior Housekeeper, Night Care Team Managers and Care Team Managers who are on duty during the daytime. We have many care staff who work various shift patterns. We also have a designated Activities Co-ordinator, Housekeepers and Catering Assistants. All our staff are trained in subjects relating to their area of work. All receive training in statutory areas such as Fire, Food Hygiene, First Aid and Manual Handling. We have many staff who have completed the NVQ level 2. Other staff have completed NVQ level 3. We have a rolling programme of training for all staff in specific areas such as Medication Administration.

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.

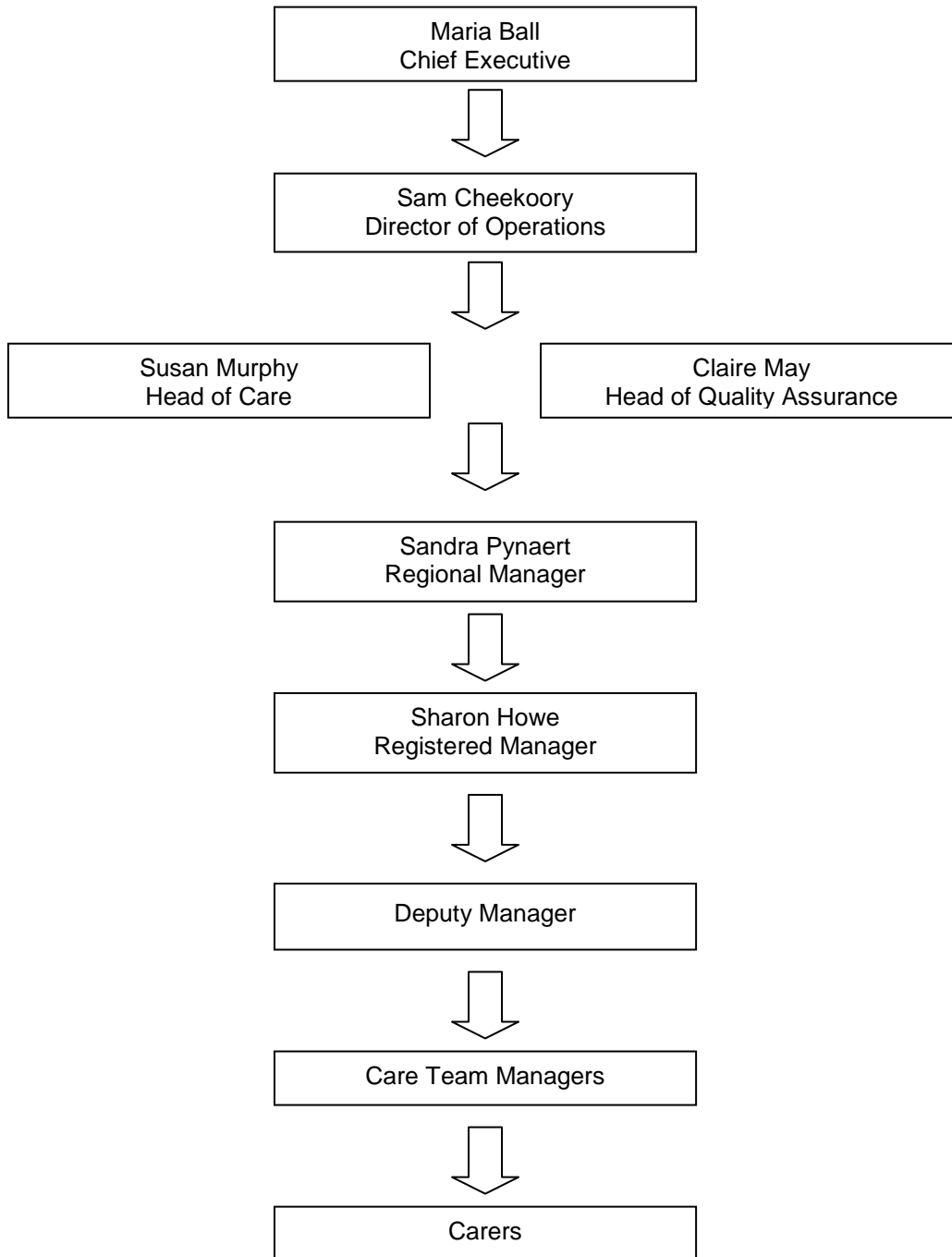
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual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

Elmhurst is registered for 61 older people. 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 CSCI, 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

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.

We specialise in Dementia 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.

9. Dementia Care

Elmhurst 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

Elmhurst is not registered to provide nursing care. District Nurses visit the home on a daily basis and tend to the needs of any resident requiring Nursing attention.

We also have an arrangement which allows us to call a Nurse between daily visits should it be necessary.

11. Criteria for Admission

For admission to Elmhurst, 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 Elmhurst.
- 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 Elmhurst, 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 Elmhurst 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

Staff encourage all residents to choose how they would like to spend their day. We have an activity coordinator who provides activities to meet the requests of the residents. This might include card making, cooking, bingo and skittles amongst other things. We have a large activity room which gives us ample space.

We book an entertainer to visit the home each month.

During the summer months we have the use of our lovely gardens.

For details of what is on offer see our notice boards.

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' in Elmhurst. 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

Elmhurst has in place a fire risk assessment. There are smoke and heat detectors throughout the home which are regularly tested. Our fire alarms are tested weekly and a Fire Officer visits annually to inspect the premises and our records.

All our doors are designed to give protection from fire for 30 minutes. Staff and residents are involved in evacuation drills twice yearly. All staff are trained in fire procedures. A manager on duty will coordinate action in the event of activation of a fire alarm.

15. Religious observance

All residents are asked if they have any specific needs in this area. Elmhurst staff will do their best to accommodate any requests. This may include arranging for a resident to attend a local Church service or arrange for a visit to the home by a member of the Clergy.

Residents can receive Communion in the privacy of their room.

Families are welcome to join in any services held at the home.

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

16. Visitors

Visitors are always welcome at Elmhurst.

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. 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

18. Review of Service Users Plan

Following admission, every resident has a care plan specifically recording their particular care needs, dietary requirements, likes and dislikes and many other things relating to them. The care plan is reviewed monthly and changed as required to reflect changing needs and choices. The care plan is also reviewed at the annual review meeting.

19. The number and size of rooms

Approximate room sizes:

Larger bedroom	175 sq ft
Smaller bedroom	126 sq ft
Kitchens	86 sq ft
Dining room	360 sq ft
Lounge	349 sq ft
Activity room	833 sq ft

20. Specific Therapeutic Techniques

Our activity staff can offer aromatherapy and hand massage on a one to one basis.

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. Each room has a lockable space within it.

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 residents' 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, unit meetings and at reviews. The care plan will record any special arrangements for personal care.