

Hyde Valley House



Statement of Purpose

Hyde Valley House
Hyde Valley
Welwyn Garden City AL7 4ND
Tel: 01707 379700
Fax: 01707 379760
E mail: hyde@quantumcare.co.uk

www.quantumcare.co.uk

September 2009 – This document is available in other languages and formats on request. Please contact the home manager for details



Objectives

- To accommodate older people of both sexes, many of those people will have physical disabilities, sensory impairment or some form of dementia.
- To provide a safe and secure environment with adequate staffing levels
- To provide a detailed care plan in line with the needs and desires of the service user.
- Provide stimulation and opportunity to attend activities provided by the home.
- To work with other professionals to identify causes of challenging behavior and use positive strategies other than medication to deal with these.

1. Facilities and Services

Hyde Valley House has 46 rooms on two floors which can be reached by use of a lift. Each room ranges in size just under 10sq meters to 16.5 sq meters. There is a call bell system in each room, bathroom, and toilet and lounge area to summon assistance if required. The rooms are for single occupancy but we can accommodate a married couple, space allowing. There is a telephone point in each room should the resident request one.

In addition we have communal areas for our residents use e.g. Lounges, Dining Rooms and a Sensory area. The Day Centre is used for functions in the home during the evenings.

We take emergency admissions from the community although a review is required within 24 hours of them entering Hyde Valley House so that we can be assured that the person's level of needs is being met.

Each new resident is assigned a personal Keyworker, to act as an advocate and a link between the resident and their family.

Local G.P. practices visit weekly and district nurses are available when required.

We have well trained kitchen staff that provide a choice of homemade, nourishing meals each day.

Twice a week a hairdresser visits Hyde Valley, which the residents enjoy.

A daily newspaper can be ordered through the office and paid for weekly.

All the residents' laundry is done on the premises, but everything needs to be clearly labeled.

A dental, chiropody, and optician service is available to service users, as is maintenance of walking frames if required.

We have a seven day a week Day Centre which accommodates eight service users, who are brought in by transport services and taken home at round 4pm.

We have a visiting library service that leave books for the service users to choose, some of which are large print books.

We have a small enclosed garden at the rear of the building where services users can walk around or just sit and enjoy the plants and water features.

2. Name and address of registered manager

Elizabeth Cook
Hyde Valley House
Welwyn Garden City
Herts
AL7 4ND

My name is Elizabeth Cook, I have worked in residential care for 20 years. During this time I have taken up all opportunities to improve and build on my knowledge of care of older people. My training includes NVQ4, the Registered Managers award, the BTEC Advanced Certificate in Care Supervision, NVQ2 Administration and Computer Skills, Intermediate Dementia Care, Dementia Care Mapper and in house trainer for Dementia Care, Fire, Food Hygiene and Emergency Aid.

I have managed Hyde Valley House in Welwyn Garden City since August 2004. I can honestly say I enjoy each and every day of my work and I am particularly passionate about providing quality care for the people in our home who live with dementia. I encourage the staff team to broaden their skills by attending a wide range of training courses in order that they can grow and develop into confident and dedicated carers.

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

The Deputy Manager has worked in the care sector since 2006. She started at another Quantum Care home in July 2009 and was promoted to Care Team Manager in August 2009. She moved to Hyde Valley House in June 2011. She has achieved both NVQ 2 and 3 in care and has the certificate in dementia care qualification. She has also gained the leadership in dementia care award. She is currently working towards NVQ5

Care Team managers – experience and qualifications

- Care Team Manager has worked in the care sector for 7 years. She has achieved NVQ 2 and 3 as well as the Quantum Care Management qualification. She is in-house trainer for dementia care and is also company trainer for basic and intermediate dementia care. She has achieved the Certificate in dementia care. She has completed the NHS end of life care qualification.
- Care Team Manager started at another Quantum Care home and transferred to Hyde Valley House in 2009. He has achieved NVQ level 2 and Btec in dementia care. He has also achieved the Certificate in dementia care.
- Started work at Hyde Valley in 1998 as a careworker, then transferred to another Home to take up the position as a Care Team Manager. She then came back to us in October 2005. Qualifications held include NVQ level 2 and 3, in addition to the mandatory courses for the role of Care Team Manager and others to broaden her care skills. She has achieved the Certificate in dementia care award.
- Started at Hyde Valley House in August 2011. She holds qualification NVQ2 in Health and Social Care. She is a qualified moving and handling trainer. She has completed the Certificate in dementia care and the intermediate Btec award in dementia care. She has also gained her Quantum care leadership qualification, and is now working on her NVQ3

Night Care Team Managers – experience and qualifications

- Night Care Team Manager has worked for Quantum Care since March 2011. She is a Registered nurse and has worked with elderly people most of her career. She has completed the basic and intermediate dementia care training, and the Certificate in Dementia Care.
- Night Care Team Manager has worked at Hyde Valley since July 2005 as a careworker then appointed as a manager in 2006. She has achieved the NVQ2 award and the certificate in dementia care.
- Night Care Team Manager worked as a careworker from 1999 and was promoted to Manager in June 2005. She has completed the Intermediate Dementia Care Course and has achieved the Certificate in Dementia Care.

All the management team are involved with the induction and training of new staff. The management team is supported by a well trained care staff, an activity worker and housekeeping team, together with the assistance of a part time handyman. Other services/ maintenance staff and decorators are provided on a regular basis by Head Office.

All staff are CRB and POVA checked before they are able to commence employment. Two written references are taken up (one is always from the last employer)

All staff undertake mandatory training 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.

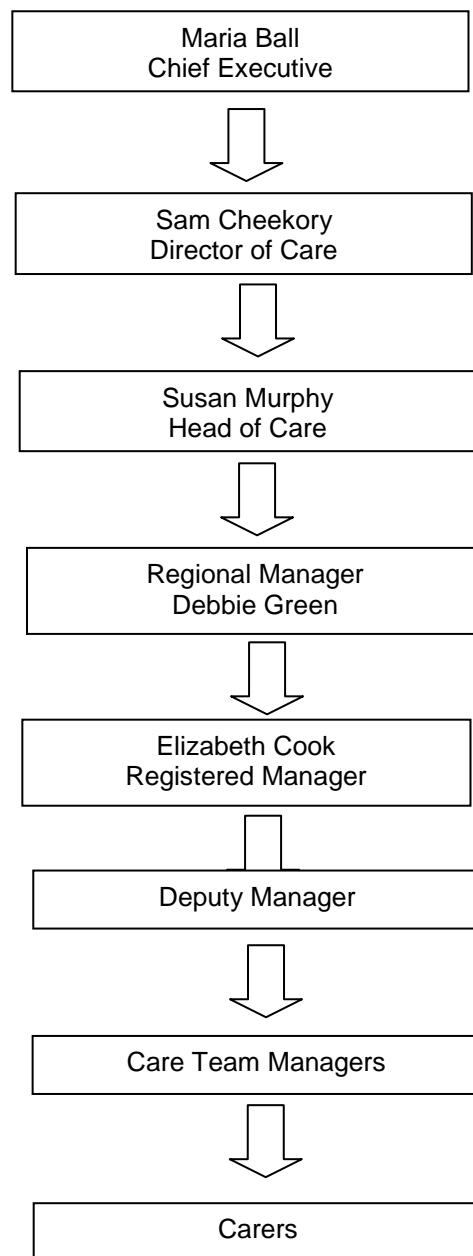
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual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



7. Age Range and Gender of Service Users

Hyde Valley House is registered for 46 residents. 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

Hyde Valley 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 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 .Hyde Valley House. If nursing input is required. The community nurse, following a referral from the General Practitioner, would provide nursing services

11. Criteria for admission

For admission to Hyde Valley 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 Hyde Valley 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 Hyde Valley 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 Hyde Valley 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

Activities are provided within the home and are tailored to suit individual needs.

We have a sensory area on Cherry Blossom unit for the service users who wish to have a calm and relaxed atmosphere. A gentle exercise class is held weekly and a hairdresser and aromatherapist visit weekly for those who wish (for a small charge).

A dedicated activity co-ordinator works in the home 10 hours a week and provides a variety of entertainment, quizzes and reminiscence sessions. Our Champion of Dementia Care provides a variety of activities on a spontaneous basis for our service users who live with dementia.

We also have entertainment from professional entertainers on a regular basis. Hobbies are discussed on admission and whenever possible, we encourage service users to maintain anything they gain pleasure from doing.

Outings are arranged periodically and we try to make the most of any good weather we have. We have a small cottage garden for all our service users.

13. Consultation

The staff team ensure 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.

Age Concern offers an independent advocacy service to the home and they visit monthly.

Questionnaires are sent out annually to residents' families and other stakeholders.

We hold an annual 'Home Forum' in Hyde Valley 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 normally presented by Sam Cheekory, Director of Care and Development or one of his 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 bedroom 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

Every 3rd Wednesday in the month a Church of England Service is held.

Once a month we hold a Roman Catholic Communion and a Mass is said in the Home on special occasions.

Other denominations are invited into the Home if the service user requests it.

Any cultural or religious dietary needs can be met.

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 Hyde Valley House. Staff welcome the information family and friends can give about a service user's past life. This helps us 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:-

Sam Cheekory Director of Care,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1TS
Email: s_cheekory@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368236
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 Concern 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 Sam Cheekory, Director of Care at our Head Office. His 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

Sam Cheekory, Director of Care and Development,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1TS

Email: S_cheekory@quantumcare.co.uk

Telephone No: 01707 393293

Direct Line: 01707 368236

Fax No: 01707 368283

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

What will happen?

Sam or one of his 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 Silver Court. Sam 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

Additionally you can alert the inspectorate at the address below at any time:

CQC Eastern

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
Email: enquiries@cqc.org.uk

NB: The Commission inspect our homes but do not investigate individual complaints

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

Revised July 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.

The home has 46 bedrooms. The bedrooms are divided into three units, one on the ground floor and two on the first floor. Each unit has its own lounge, kitchen area and dining room

46 Bedrooms ranging from	10 sq m x 16.5 sq m
3 Kitchens	8 – 12 x 12 ft
3 Dining rooms	6 – 19 x 24 ft
3 Lounges	19 x 19 ft

We also have a large laundry, main kitchen, offices and staff areas.

Hyde Valley has a courtyard garden with garden furniture. We have patios that are wheelchair friendly for Residents and families to use.

20. Specific therapeutic techniques

- Hand Massage and Aromatherapy
- Use of Multi Sensory equipment
- Reminiscence

21. Arrangements for dignity and privacy

A key to each bedroom is available should the service user wish. If the service user administers their own medication, a key to their bedside locker is provided. 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 each 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 users' 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.