

# *Linden House Care Home*



## *Statement of Purpose*

# *Aims and objectives*

Linden house was first established back in 1983 by the existing providers. With over thirty years experience, the management of Linden house pride themselves on offering a highly professional care service to the elderly, with a personal touch. We are pleased to accept service user's for long term, short term, respite care and informal day care.

Linden House is registered with the Care Quality Commission as a care home for adults over the age of sixty five years who need personal care and/or have a mental illness such as dementia.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, where staff have time to give attention to small detail, and where they have a choice of enjoying the company of like minded fellow service user's.

**Privacy:** the right of a service user to be left alone and undisturbed whenever they wish.

**Dignity & Respect:** the understanding of a service user's needs and individual preferences and treating them with respect at all times.

**Independence:** allowing a service user to take calculated risks, to make their own decisions and think for themselves.

**Choice:** giving a service user the opportunity to select for themselves from a range of alternative options.

**Rights:** keeping all basic human rights available to the service user.

**Fulfilment:** enabling the service user to realise their own aims and helping them to achieve these goals in all aspects of daily living.

# *Philosophy of Care*

Linden house care home aims to provide its service user's with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality, and privacy of al service user's within a warm and caring atmosphere, and in so doing will be sensitive to the service user's ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and service user's are encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem, social interaction with other service user's and with recognition of the following core values of care which are fundamental to the philosophy of our home.

## *Core Values of Care*

- ❖ PRIVACY
- ❖ DIGNITY
- ❖ RIGHTS
- ❖ INDEPENDENCE
- ❖ CHOICE
- ❖ FULFILMENT

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme implemented to ensure that these high standards are maintained in line with the latest development in care practices as may be laid down in appropriate legalisations, Regulations and the care quality Commission.

### **Home Owner/Manager**

Mrs Rita Baker and Mr Mark Baker

### **Experience**

Mark has been involved with the elderly for over Thirty years. Twenty Six years of this, he has been registered as Linden House's Manager.

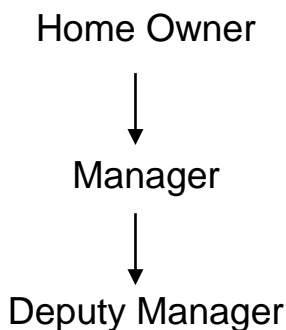
### **Qualifications**

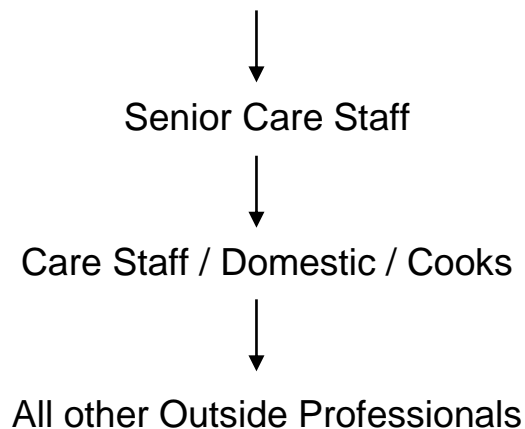
Mark Baker has achieved his Registered Manager's award together with his Health & Social Care in a National Vocational Qualification. Both of these are held at a level Four.

### **Care speciality of Linden House**

Long term care for the Elderly with/without mental health needs

### **Home organisational structure;**





### **Details of staff numbers and staff training**

The home employs one Manager, one Deputy Manager, one Administrator, one Senior Care Assistant, fifteen Care Assistants, two Cooks, two Domestic and one Handy Man. Each individual we employ is selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly together with a DBS check. During induction all staff are trained in house and/or by attending college in the following subjects;

- ❖ Code of Conduct
- ❖ Confidentiality
- ❖ The rights of the service user
- ❖ Health & Safety
- ❖ Food Hygiene
- ❖ Personal Care
- ❖ Responsibilities of the Care Assistant
- ❖ SOVA
- ❖ Dementia Awareness
- ❖ Infection Control
- ❖ Supporting Individuals in End of Life Care

The home encourages all Care Staff to hold a minimum of a NVQ/Diploma level 2 in Health & Social Care. At present Linden House has 77% of its core staff either holding a level 2 and above or working towards this achievement.

## *Accommodation*

Linden house has twenty- two single bedrooms; of which eighteen bedrooms have an Ensuite bathroom, and four bedrooms have a sink basin only. We have a maximum capacity of 22 live-in service users.

### **Ground Floor**

There are nine single bedrooms, of which six are Ensuite, and three with a basin only. There is one bathroom with a bath equipped with an electrical hoist, a main lounge with

one communal toilet close by, a conservatory, a small quiet lounge, a dining room, a kitchen, a laundry room and medication room, and a store room.

### **First Floor**

There are nine single bedrooms, of which 8 is Ensuite, one wet room with a toilet and a sink, and a visitor's toilet.

### **Top Floor**

There are four single Ensuite bedrooms, and two store cupboards.

### **Social rooms**

There are two lounges, a conservatory, and a separate dining room, all centrally heated. Service users are encouraged to use the public areas however service user's who choose to stay in their own rooms may do so. Smoking is not permitted within the home or within any of the public areas. If a service user wishes to smoke then a risk assessment will need to be carried out. Linden house will try to facilitate this requirement, but this will be down to the manager's discretion.

### **Admission**

Clients interested in coming to live at Linden House are encouraged to visit the home and sample the atmosphere and level of service on offer. We offer, and strongly recommend the use of our Informal day care service. We feel that it is a great way to break down the stigma and misconceptions of residential care home. It is also useful for anyone considering making the move into residential care, as much reassurance can be found from spending days at our home. This gives the client the opportunity to get to know the staff structure and to adjust to new people and new surroundings. A month's trial period is always given before taking up permanent residency.

### **Termination**

If for any reason Linden House is not a suitable placement and the client has been here for longer than a twenty-eight day period, then Linden House requires the statutory notice as within the contract.

## *Financial Arrangements and Fee structure*

Linden house is committed to providing value for money within our comprehensive and caring service.

**The fees charged are dependent on;**

1. The type/preference of accommodation required.
2. The type of care package and needs of the individual service user.

Depending on the personal financial situation, a service user can either pay their fees from their own resources or they may be entitled to support from the local authority.

For a decision to be made about who will be responsible for funding the clients care, the local authority will require a financial assessment completed. You will need to contact your local authority to arrange this.

The current rules can be complicated and are ever changing. Specific advice is available and the relevant bodies will need to be contacted.

### **Fees - Example of service provided and what is included;**

- ❖ Fully trained staff in 24 hour attendance
- ❖ Good home cooking
- ❖ The Provision for special diets
- ❖ Laundry service
- ❖ Nurse call system throughout the house and accessible 24/7
- ❖ Central heating
- ❖ Regular in-house activities & outside entertainment
- ❖ A clean and tidy environment
- ❖ In-house Hairdresser who visits weekly (chargeable)
- ❖ Chiropodist who visits every 6 weeks (chargeable)

### **Fees- Example of what is not included;**

- ❖ Dry cleaning
- ❖ Cost of having the Hairdresser
- ❖ Cost of having the Chiropodist
- ❖ Private phone installation and calls cost

## *Fire safety*

The home has a modern fire alarm system fitted with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic points throughout the home, as advised by the local fire department.

All staff are instructed during their induction training with regard to the fire prevention/drills policy of the home. This includes use of the homes fire appliances, evacuation procedure, assembly points, how to raise the alarm, etc. Clients are informed of the emergency procedure during admission. Policies are located in the staff handbook, which can be found in the office.

All fire systems and alarms will be tested weekly by staff of the home and 6 monthly by the maintenance contractors employed by the home. Records are kept of all such testing as part of the proprietor and managers responsibilities.

All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.

Furniture and fixtures will be made of fire resistant or fire retardant fabrics and materials, where possible.

## *Individual Preferences & Needs*

### **Smoking and Alcohol**

The home does not encourage smoking but has a designated smoking area for those who do smoke. Any service user who wishes to smoke will need to have a risk assessment carried out first. With regard to alcohol, service users will normally make their own arrangements, but as with smoking, may require to be supervised and risk assessed.

### **Religion - Worship/Attendance at Religious Services**

Service users may attend religious services either within the home or outside the home, as they so desire. If services are outside the home, the service user should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany service user's on specific occasions if staffing levels permit. Service user's have the right to meet clergy of their chosen domination at any time. If required a private room will be made available for such meetings.

### **Contact with Family and friends**

Service user's family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the service user to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the person in charge know of their arrival and departure from the home. For security and fire safety reasons, visitors must sign the visitor's book on entry to the home and then sign out when leaving. The service user has the right to refuse to see any visitor, and this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the service user's wishes.

### **Pets**

Linden House has introduced a pet for the home, a Black Labrador female dog named Misty. We feel that much can be gained from having her with us at the home, especially therapeutic benefits with regards to companionship, and stimulation. Whilst we

acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users with regard to Health and Safety to ask that no other pets are living within the home. This is not to say we do not permit pets being brought in to the home on visits. The manager will however treat each case dependent on need and the amount of pets already at the home.

### **Meals – Eating & Drinking**

Menus will be varied and favourite dishes and special diets can be catered for. Each day there will be a 'main' meal on the menu but an alternative option is always available and will also be offered. Service users' are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot/cold drinks are served and available 24 hours a day. Visitors are also catered for.

### **Medication**

If a service user wants to be self-medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any service user may request to see a Doctor in private if they wish.

### **Telephone**

Linden House has a phone which can be used by the individual for incoming calls. We have three telephone points on the ground floor, one of which is cordless and can be used in a side room if the service user requires privacy. They can also be used for outgoing calls at a nominal fee. Service users' may have their own private line through British Telecommunications at the going rate.

### **Therapeutic Activities**

We acknowledge the importance of each individual Service user's social interaction and stimulation needs and promote this at Linden House. Our policy on 'Therapeutic Activities' takes into account the clients interests, skills, experiences, personalities and medical condition.

The home offers a range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life. Staff will try to encourage and in certain instances help clients to pursue their hobbies and interests.

**Clients can play the following games using the equipment that is designed for fading sight;**

- ❖ Cards
- ❖ Scrabble
- ❖ Bingo
- ❖ Draughts
- ❖ Ball games-feet or hand



- ❖ Skittles
- ❖ Rope quoits
- ❖ Touch/feel/smell-objects (used for cognitive impaired and also for sight impairment)

### **Activities with the staff**

- ❖ Going for a Walk
- ❖ Manicures
- ❖ Playing games
- ❖ Armchair exercise
- ❖ Reading letters/magazines/newspapers
- ❖ Helping to choose a library book
- ❖ Music and sing a longs
- ❖ Maintain life long hobbies, crosswords, puzzles, etc
- ❖ Chatting & reminiscing with individual service users

## *Monitoring and Reviewing of Care plans and Individual Needs*

### **Care Plan Reviews**

Once developed, the care plan will be regularly reviewed to ensure that the service user is responding in a satisfactory manner and that all of their individual needs and being supported and met by the home and the staff. Adverse reaction to the care plan by the service user will result in an immediate review of the care plan by the Manager and/or the Deputy Manager/Senior Carer, and any other members of care staff as necessary.

Service users are encouraged to participate in the development and reviewing of their individual care plan. Service users may access their care plan at any time. Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable and are invited to reviews when applicable. Service user's and their relatives are always welcome to chat with a member of the care staff if they have any concerns.

### **The care Plan is reviewed as follows**

On a monthly review, or before hand if the needed, all amendments to the care plan will require the authorisation of the Management or Senior Carer. Certain amendments may require the permission of the individual service user, their GP, or any other practitioner. All amendments to the care plan are recorded in full.

# *Other Important Information you may need to know*

## **Complaints**

If a service user, relative or visitor feel that there is a cause for complain, you should first discuss the matter with the person in charge. If the matter is in your opinion is a serious one, or if you remain dissatisfied, you can record the complaint in the complaints book which is available on asking. A full investigation will be made into the complaint, and you will be advised of the outcome accordingly.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to the inspector, they can be contacted at;

**Care Quality Commission**  
**City Gate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**  
**Tel; 03000 616161**  
**Email; [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)**

## **Bereavement**

In the unfortunate event of bereavement, the family can expect every possible support and consolation from the staff. Where as funeral arrangements are usually made by the next of kin, the home staff can be relied upon to assist and explain what is required. Where there is no next of kin, a referral will be made to the local authority for an advocate to make the necessary arrangements. The home will endeavour to support the relevant bodies in making the necessary arrangements.

## **Leaving or temporarily vacating Linden House**

If a service user wishes to be discharged from the home then four weeks notice must be given of this intention, or alternatively, four weeks fees paid in lieu of notice. These conditions are waived during the four week trial period. If a service user temporarily moves out of the home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 80% of the normal fee is paid. In the case of social funded service users, this retention period would be reviewed by the home manager.

## **Monitoring and quality**

Within Linden House there are various systems which ensure that close monitoring is maintained on all of the home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the service users and their relatives. We regularly ask for comments on the home, the staff and service provided. Feedback forms are available on request and are much appreciated.

### **Useful contacts and telephone numbers you may need**

Below is a list of contacts and telephone numbers that we feel may be useful and support you further;

#### **Southampton City Council**

Tel; 023 8083 3003

Website; <http://www.southampton.gov.uk/living/adult-care/>

#### **Hampshire County Council**

Tel; 0845 603 5630

Website; <http://www3.hants.gov.uk/adult-services.html>

#### **Linden House Care Home**

Tel; 023 80 422 279 / 023 80 441 472

### *A little note...*

*On behalf of the management and the staff we thank you for taking the time to read our Statement of Purpose.*

*If there are any further questions or information you may require, please feel free to contact us at your earliest convenience.*