

# **Wardington House Nursing Home**

## **Statement of Purpose**

Revised: 1<sup>st</sup> May 2023

Wardington House is registered with the Care Quality Commission.

This document is a requirement of:       The Health and Social Care Act 2008  
Health and Social Care Act (Regulated Activities) Regulations 2009  
Care Quality Commission (Registration) Regulations 2009

A version is available on the home's Web site at [www.wardington.com](http://www.wardington.com).

Legal status of Provider - Partnership  
Name of Service Provider - Wardington House Partnership  
CQC Registered Location ID 1-120378228  
CQC Registered Provider ID 1-101649303  
CQC Registered Manager ID 1-139890055  
Registered Manager - Mr George Tuthill

Location Name and Address:   Wardington House Nursing Home  
Wardington  
Banbury  
Oxfordshire  
OX17 1SD  
Tel: 01295 750622  
Fax: 01295 750036

### **Registered Activities**

- Accommodation for persons who require nursing or personal care.
- Treatment of disease, disorder or injury.
- Diagnostic and screening procedures.

### **The Aims and Objectives of the Home are:**

- To provide care for Service Users with dementias and other mental disorders, without the use of routine tranquillising medication.
- To provide care for Service Users taking into account of their age, mental disorder, learning disability, physical disability, past or present drug or alcohol dependence, terminal illness, or sensory impairment.
- To provide care for Service Users in such a way that they are:
  - Free to do as they wish in time and space.
  - Free from restrictions to their liberty.
  - Free from the instructions and orders of any person employed or working as a volunteer in the home.
  - Free to be happy and enjoy their lives.
- To communicate with the relatives, friends and family of the Service User so that they are as involved with the Home and the Service User as they and the Service User wish.
- To protect the rights to confidentiality of our Service Users, our employees and our business.
- To encourage, train, and help all the people who work in the Home to enjoy their work and achieve their potential.
- To protect our Service Users, our employees, and our business from abuse, intimidation, or bullying by anyone.
- To endeavour to comply with the Health and Social Care Act 2008, The Care Quality Commission (Registration) Regulations 2009 and the associated Regulations.
- To endeavour to comply with the CQC Essential Standards of Quality and Safety (ESQS)
  - Some ESQS may not be appropriate for our service users.
  - Some ESQS may not be compatible with our philosophy, policies, procedures, or our aims and objectives.
- To endeavour to provide a suitable return on their investment for the stakeholders in the business.

## **Registered Activities**

- **Regulated Activity 1) Accommodation for persons requiring nursing or personal care**

### Accommodation, facilities and services to be provided to Service Users

Service Users may be provided with accommodation, nursing care, personal care, food and accommodation, all the above subject to mutually agreed contractual terms and conditions.

The Home is set in gardens and grounds amounting to approximately 3.5 acres.  
The Home has four sitting rooms with a combined area of 155 sq. metres.  
The Home is registered for 60 Service Users. It has 43 bedrooms.

Service Users individual rooms are not all identical and do not all have the same facilities. Some are single and some are shared and the size range is from approximately 10 sq. metres to 23 sq. metres. The average bedroom area is 11.5 sq. metres. Prices vary according to room size. On some occasions it may be necessary for a Service User to change rooms as their capabilities change. Unless it is an emergency, any such changes are only made after agreement between the Service User, or their representatives, and Matron.

The privacy and dignity of Service Users is protected by staff training and procedures. Service User's accommodation is fitted with specialised door locks that prevent other Service Users from entering the Service User's room. The specialised door locks allow the Service User to leave their own room without hindrance. Curtains and screening are provided in shared accommodation to protect each Service User's privacy and dignity.

The Home may provide the Service User with telephone, fax and e-mail facilities and these services may be used by the Service User in private. The Home is pleased to help Service User's communicate by telephone, fax, e-mail, and letter writing. The Home does not usually make any charges for the use of the home's telephone, fax, or e-mail facilities, however if a Service User wants their own telephone in their room that would be charged at cost, by prior agreement.

Service users may bring their own furniture if they wish.

The Home will arrange for the laundering or dry cleaning of clothes. There may be a charge for the dry cleaning of clothes. The Home will endeavor to keep safe any items of jewellery deposited with the home by special arrangement.

The Home does not keep or manage Service User's money.

Service User's relatives, friends and representatives are welcome to visit the Home at any time subject only to the Service User's convenience.

### Fire precautions

The Home has a fire sprinkler system installed throughout the building. In the event of a fire the system will spray water in the area of the fire to control or extinguish it. Such systems have an exemplary safety record. The Home's fire precautions and associated emergency procedures are attached, **Appendix 2**.

### Insurance for resident's personal effects

The Home has found it impractical to insure Service User's personal belongings and effects. Service User's should make their own arrangements for insurance of their personal property if they wish to do so.

- **Regulated Activity 2) Treatment of disease, disorder and injury**

The aim is to:

- Provide care for Service Users with dementias and other mental disorders, without the use of routine tranquillising medication.
- To provide care for Service Users taking into account of their age, mental disorder, learning disability, physical disability, past or present drug or alcohol dependence, terminal illness, or sensory impairment.
- These include medication, nebulizer infusions, dressings, pressure care, relief equipment and podiatry.

The staff at Wardington House receive training in the following subjects:

- Fire Prevention and evacuation
- Safeguarding of Vulnerable Adults (SOVA)
- Manual Handling
- Infection Prevention and Control
- Food Hygiene
- Health and Safety
- First aid
- Dementia Care
- Prevention of Abuse
- Challenging behaviour
- End of Life Care
- Wound care / tissue viability

The Home is able to offer Qualified Nursing Care for the following specific areas:

- Dementia Care
- Elderly
- Elderly frail
- Elderly mentally infirm
- End of life Care
- Physical disability
- Young disabled
- Learning disabilities

### **Independent Mental Capacity Advocacy Service (IMCA) All-age Dementia Advocacy Project.**

The IMCA service provides independent safeguards for people who are not able to make certain important decisions and who, at the time such decisions need to be made, have no-one to support them. The Oxfordshire Advocacy Development Group provides this service and can be contacted by phone on 01865 767462.

The All-age Dementia Advocacy Project provides an advocacy service for people with dementia in Oxfordshire. Advocacy is a way of helping people, in partnership, to express their views and wishes, so that they can be heard. The advocacy service can be contacted by phone on 01865 741200.

### • **Regulated Activity 3) Diagnostic and screening procedures**

Registered Nurses may monitor the residents by taking baseline, monthly, or 3-monthly weight, blood pressure, pulse, urine and temperature.

Blood samples, urinalysis and neurological observation, wound swabs are taken, as required and requested by the resident's general medical practitioner or other medical professional.

## **Policy of Emergency Admissions**

Every effort should be made to assess the person in his or her own home or in hospital before they are admitted to the Home. If, however the Home is approached in an "Emergency" capacity, from a Care Manager, or NHS provider either on behalf of a relative or NHS hospital, it will be at the Matron or Deputy Matron's discretion whether they receive the patient, following an assessment of the immediate needs of the patient and their family, in communication with the Care Manager.

The policy of the Home will be to fully assess this patient / resident within 24 hours following admission, either by the Matron or Deputy Matron.

The resident's GP Patient summary and Care Plan from the Social Worker should be obtained within three days of their admission to the Home

## **Charges for services**

Fees vary according to the accommodation and care provided.

Fees are currently from £1,655 to £1,850 per week for single rooms dependant on size and facilities, and £1,565 per week for shared accommodation.

Fees are payable monthly in advance and are reviewed every year with effect from May 1st.

Fees are inclusive of accommodation at the home and the following facilities and services: use of bedroom, dayrooms, gardens and grounds in which residents can walk securely, (grounds are covered by closed circuit television), minibus excursions if appropriate, activities that are appropriate, telephone calls from a private room, food including breakfast, lunch, tea and supper, drinks and snacks at any time, lighting, heating, laundry and, all necessary personal care, nursing care and, subject to a subsidiary agreement with the National Health Service (NHS), Registered Nursing care as defined by the Health & Social Care Act 2008, or NHS Continuing Care.

The NHS may make a contribution to us for the registered nursing care we provide, under the NHS "Funded Nursing Care" scheme (FNC), or under NHS Continuing Care arrangements. Any payments we receive under the FNC scheme will be refunded in full, every quarter, to the person who is paying our fees.

The Home's fees do not include Service User's personal expenditure on clothes, cigarettes, alcoholic drinks, and any external professional charges, such as medical, dental and chiropodist's charges. If the Home has paid for any of these services then the Home will send the Service User an account for settlement every six months.

Fees and charges are the same for Service User's whether or not their care is funded in part by the NHS or by a Local Authority. Service User's should be aware that fees paid by the NHS or a Local Authority can vary or cease. The liability for the full fee will nevertheless remain with the person who signed the contract. Service Users will be advised of the reasons for any changes in fees.

The Home cannot predict future fee increases as most of the factors for change are outside the home's control. On average fees have increased by 5.0% per annum over the past three years.

Service users are free to engage in their chosen social activity, hobby, or leisure interest, provided their activities do not cause a nuisance or danger to other Service Users. If any activities involve an unusual cost, not anticipated in our standard form of agreement, then the Service User or their representative will be advised of the cost in advance, and their agreement sought.

## **About the Service Users**

The Home provides care for Service Users of both sexes. The usual age of admission is over 65, though younger people whose needs may also be met by the home are sometimes admitted, at the Manager's discretion, following a full needs assessment. The Care Quality Commission will be informed. There is no upper age limit.

### **Assessment**

- All Service Users are fully assessed prior to admission and Matron's decision about the home's ability to meet the Service User's needs is required prior to the admission of the Service User to the home.
- Service User plans are reviewed by Matron regularly.
- A Service User or their relative or representative can request a review of the Service User plan at any time.
- The Home will safeguard the Service User's right to confidentiality.
- The Home is registered under the Data Protection Act.

### **Feedback**

The Home pays great attention to the Service Users' comments and reactions to the care and facilities they are enjoying at the time the care is being provided. This is particularly important feedback to the Home as Service Users cannot usually remember the nature of any service provided for any significant time after they have received it. Service User's relatives are urged to comment to any member of staff at any time about any aspect of the service. The Home has introduced a satisfaction survey that invites families' comments and suggestions, which the home uses to guide the development of its services and facilities.

### Personal beliefs

The local Vicar and the Priest attend the home regularly. There are no formal arrangements for Service Users to attend religious services. However individual arrangements are sometimes made and the home always tries to accommodate Service Users and their relative's wishes. If any arrangements involve an unusual cost, not anticipated in our standard form of agreement, then the Service User or their representative will be advised of the cost in advance, and their agreement sought.

### **About the Registered Provider**

The Registered Provider is the Wardington House Partnership (WHP), of which Mr George Tuthill is the Managing Partner. Mr George Tuthill has been a Partner in WHP since 1973 and the Managing Partner in day-to-day control of the business since 1989. He has extensive relevant management experience and is the individual responsible for the home.

His address for the purpose of this document is the home's address, as above.

### **About the staff**

The Matron of the home, who is a Registered Nurse, is responsible for the care provided to the Service Users, including Registered Nursing care as defined by the Health and Social Care Act 2008 and the Care Quality Commission (Registration) Regulations 2009.

The Matron is Mrs Maggie Rampley who is a Registered General Nurse (RGN). Mrs Maggie Rampley has worked at the home since 1989 and has been the Matron since 1994. She has extensive relevant experience. Her address for the purpose of this document is the Home's address, as above.

The Home employs an average of about 100 staff. Some are Registered Nurses. **Appendix 1**, attached to this document, gives the number, qualifications, and experience of the staff. It is updated annually.

The organisational structure of the home is as follows:

- The Managing Partner is responsible to his Partners in the WHP.
- The Matron is responsible to the Managing Partner.
- The Facilities Manager is responsible to the Managing Partner.
- The Nursing staff, Occupational Therapist, Care staff, and Housekeeper are responsible to the Matron.
- The Laundry staff and Domestic staff are responsible to the Housekeeper.
- The Cook is responsible to the Matron.
- The Kitchen staff are responsible to the Cook.
- The Administrative staff, Building Maintenance staff, and Gardening staff are responsible to the Facilities Manager.

### **Review of this document**

This document is reviewed periodically. It is not practical for us to advise everyone to whom we have sent this Statement of Purpose of any changes that we may make to this document. However we will be pleased to provide the current version to anyone who requests one, and the current version is on the home's Web site at [www.wardington.com](http://www.wardington.com).

*George Tuthill – 01/05/2023*

### **Appendices:**

1. Schedule of the number, relevant qualifications and experience of the staff working at the home. It is updated annually.
2. The Fire Precaution Procedures. Updated every year in March and whenever it is appropriate (not available on the Web site).
3. Addresses

## Appendix (1) to Statement of Purpose for Wardington House Nursing Home.

In May 2023 the following staff were employed at the home:

Qualifications:           **RN** stands for Registered General Nurse  
                                  **RMN** stands for Registered Mental Nurse

<b><u>No. of staff</u></b>	<b><u>Job description</u></b>	<b><u>Relevant Qualification</u></b>	<b><u>Experience</u></b>
1	Managing Partner		32 years
1	Matron	<b>RN</b>	32 years
1	Assistant Matron	<b>RMN</b>	25 years
1	Facilities Manager		11 years
1	Nurse	<b>RN / RMN</b>	
10	Nurses	<b>RN</b>	
1	Activities Assistant		
50	Nursing assistants		
10	General Assistants		
1	House Keeper		
4	Laundry staff		
10	Cleaners		
3	Kitchen Manager & cooks		
4	Kitchen assistants		
3	Maintenance staff		
3	Administration staff		
2	Gardener		
106	Total staff complement. Not all staff are employed on a full time basis.		

## **Appendix (3) to Statement of Purpose for Wardington House Nursing Home.**

### **Addresses**

Care Quality Commission  
South East  
Citygate  
Gallow Gate  
Newcastle upon Tyne  
Tyne & Wear  
NE1 4PA  
Telephone: 03000 616161

Oxford Health NHS Foundation Trust  
NHS Funded Care Office  
Continuing Care Services  
Abingdon Community Hospital  
Marcham Road  
Abingdon  
OXON  
OX14 1AG  
Telephone: 01235 205484  
Fax: 01235 205781

Oxfordshire County Council  
Social & Community Services  
Information & Services Team  
Telephone: 0845 050 7666

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Telephone: 0300 061 0614 or 0845 602 1983.

## **COMPLAINTS PROCEDURE**

### **FOR RESIDENTS AND RELATIVES**

The Home believes that if a Service User wishes to make a complaint or register a concern or make a suggestion they should find it easy to do so.

We look upon complaints as an opportunity to learn, adapt, improve and provide better services.

The Home's policy is to resolve the complaint to the satisfaction of all parties as quickly and completely as possible.

The complainant may complain in any way they choose to any of our staff.

If they want their complaint brought to the attention of either the Matron or the Managing Partner, they should either ask the staff member to pass the complaint on, or approach either the Matron or the Managing Partner directly.

If a complainant is not satisfied with the Home's response to any complaint, and in any event, the complainant may also contact the Care Quality Commission, or the Local Government Ombudsman, whose addresses are given below (and in Appendix 3).

The Home will inform the complainant of any investigation or action taken within 28 days of the complaint being made.

This Home is registered with the Care Quality Commission (CQC). The address is given below.

Residents and their relatives are encouraged to make suggestions and constructive comments. They should also feel confident to voice their concerns.

Should a resident or their relative have cause to make a complaint about the Home, please follow the procedure below:

1. If the grievance is care related, it should first be brought to the attention of the Matron, Mrs Maggie Rampley. All other grievances should be brought to the attention of the Registered Manager, Mr George Tuthill. They will record the complaint and then proceed to investigate the matter.
2. The Matron or Registered Manager will then discuss the result of the investigation with the complainant and hopefully a mutually acceptable outcome will be reached.
3. A response will be made to the complainant, in writing, within 28 days
4. If the matter is still not resolved to the satisfaction of the complainant within 28 days, the complaint should be referred to:

**Care Quality Commission South East**  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171  
Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)



## **Extract taken from - Care Quality Commission Ombudsman Complaints leaflet**

### **Complaints about care homes and social care services**

If you have a complaint about a care home, nursing home or any other social care service, the first thing you should do is tell the home or service.

This applies whether you pay for your care or your local council funds it.

By law, every care home and social care service must have an efficient procedure for dealing with complaints.

Ask for a copy of the service's complaints procedure so that you know what you need to do and how they will deal with your complaint.

### **Care funded by your local council**

If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local social services department. You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do.

You can find the address of your local social services department at **[www.direct.gov.uk](http://www.direct.gov.uk)**.

The care service or the social services department should try to sort out your complaint themselves and put things right to prevent the same thing happening again.

### **Care funded by yourself**

From October 2010, you will be able to ask the Local Government Ombudsman to take up your case if you are not happy about how a care home or service dealt with your complaint about care that you pay for yourself.

### **If you are not happy with the reply you get**

Complaints that are referred to the Ombudsman are known as “Stage 2” complaints.

If you are not satisfied with the final reply from the care service or your local social services department, you can complain to the Local Government Ombudsman.

There are three local government ombudsmen in England. They each deal with complaints from different parts of the country. However, you should first send your complaint to:

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Phone:  
**0300 061 0614** or  
**0845 602 1983**