

Wardington House Nursing Home **Statement of Purpose**

This document is a requirement of the Care Home Regulations 2001, Section 4. (1). A version is available on the home's Web site at www.wardington.com.

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 Care Standards Act 2000, and the associated Regulations.

To endeavour to comply with the National Minimum Standards (NMS) subject to the following:

Some physical aspects of the home do not meet the NMS and cannot be changed on economic or practical grounds to meet the NMS.

Some NMS may not be appropriate for our service users

Some NMS 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.

Facilities and services to be provided to Service Users

Service Users may be provided with accommodation and care including, Registered Nursing care as defined by Section 49 of the Health and Social Care Act 2001, 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 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. 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.

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.

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.

Fire precautions. The home has recently had 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.**

Charges for services:

Fees vary according to the accommodation and care provided. Fees are currently from £995 to £1065 per week for single rooms dependant on size and facilities, and £940 per week for shared accommodation. They 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 Section 49 of the Health & Social Care Act 2001, 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 4% per annum for the past few years.

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, Wardington House, Wardington, Banbury, OXON, OX17 1SD. Tel: 01295 750622, Fax: 01295 750036.

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 Section 49 of the Health and Social Care Act 2001, nursing care, and personal care. 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, Wardington House, Wardington, Banbury, OXON, OX17 1SD. Tel: 01295 750622, Fax: 01295 750036.

The home employs an average of about 95 staff. Some are Registered Nurses. **Appendix 1**, attached to this document, gives the number, qualifications, and experience of the staff. It is updated in twice a year.

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 General 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 General Manager:

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. There is no upper age limit.

All Service Users are 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.

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.

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.

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.

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

Complaints Policy and Procedure

The home's 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, whose address is given below (Appendix 3). The home will inform the complainant of any investigation or action taken within 21 days of the complaint being made.

Independent Mental Capacity Advocacy Service (IMCA) and 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 742745.

Review of this document

This document was last reviewed in March 2011 and will be 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.

George Tuthill - 28/03/11

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:

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

Oxfordshire Primary Care 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

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

In the November 2008 the following staff were employed at the home:

Qualifications:

RN stands for Registered General Nurse

RMN stands for Registered Mental Nurse

<u>No. of staff</u>	<u>Job description</u>	<u>Relevant Qualification</u>	<u>Experience</u>
1	Managing Partner		20 years
1	Matron	RN	20 years
1	Deputy Matron	RMN	13 years
1	Facilities Manager		
1	Nurse	RMN	
1	Nurse	RN / RMN	
8	Nurses	RN	
6	Activities Assistants		
49	Nursing assistants		
1	House Keeper		
5	Laundry staff		
12	Cleaners		
2	Cooks		
3	Kitchen assistants		
1	Maintenance staff		
2	Administration staff		
1	Gardner		
96	Total staff compliment. Not all staff are employed on a full time basis.		

Some gardening work is undertaken by subcontract staff.