



Church View Nursing Home

Statement of Purpose

Date Reviewed: 1ST Sept 2012

Susan Burton Home Manager

ABOUT CHURCH VIEW NURSING HOME

Church View is a thirty six bedded Nursing home in the heart of Accrington, near to the shops and town centre.

With all Living areas and facilities at ground level we are able to maximise the independence of mobility for all service users without the extra fears of lifts which are so often associated with multi storey care homes. All rooms are single rooms.

Being mindful of the fact that moving into a nursing home is likely to be a traumatic experience for all service users, we, at Church View, make every effort to facilitate a friendly and relaxed atmosphere.

As a home registered to provide residential and nursing care to service users over the age of sixty five, we are able to cater for the needs of a wide range of service users, both sexes, from those who need just a little assistance with their personal care to those who require a lot more assistance.

We are also able to accommodate clients with Dementia and this is provided in a separate wing of the house which is conducive to clients with Dementia with orientation signage. All care staff within the home has received additional training in care of the person with dementia.

MANAGEMENT

Church View Nursing Home Ltd. Is a subsidiary of Pauls Care Services Ltd. Whose Directors are Mr Mubarik Paul and Mrs Patrizia Paul. Mr Paul is an accountant with exceptional knowledge of the Care Industry and Business Management. Mrs Paul is a registered Nurse with a divergent knowledge and eclectic approach to nursing. Both Mr and Mrs Paul have adopted a hands-on approach towards the Home and are available to service users, relatives and staff while visiting the home.

Mr Raj Patel Business Manager he has over 27 years experience working in the care Industry. He is dedicated to compliance of regulations and quality assurance, welfare of customers and overall development of our care home.

Mrs Susan Burton: Manager, Achieved NVQ 4 and LMC in Management and has had over 20 years experience in the Care Industry. She is dedicated to the welfare and safety of her residents whilst maintaining their individuality and choice.

STAFF AND ORGANIZATIONAL RELATIONSHIPS

The first priority of staffing Church View Nursing is to provide a safe environment whilst maintaining therapeutically sound treatment services. There is a qualified nurse on duty all times along with care and ancillary staff in support.

All staff is selected for their qualities of reliability, integrity, skills, friendliness, professionalism and ability to maintain confidentiality.

Staffing patterns will at all times reflect the legal requirements as determined by all regulatory bodies.

Responsibility for the smooth running and administration of Church View Nursing is shared between the Directors (Mr Mubarik Paul and Mrs Patrizia Paul) with organizational relationships, channels of communication, responsibility, authority and supervisory relationships as illustrated:

Mr. M.B. Paul (Director) Mrs P.R. Paul (Director)

Mr Raj Patel (Business Development Manager)

Mrs Susan Burton (Registered Manager)

Nurses

Senior Carers

Carers. Housekeeping. Senior Cooks

Maintenance

Administration

All staff within the home are expected to take a degree of responsibility to ensure that they remain updated on all issues affecting their particular department. The management make every effort to seek out relevant courses for staff and liaise with external agencies to provide up-to-date training.

All Health Care Assistants undertake NVQ training and kitchen staff holds basic food hygiene qualifications.

Maintenance within the home is monitored by our dedicated maintenance engineer, who works closely with appropriate registered agencies, and is available on-call when not in the building.

GENERAL INFORMATION

ADMISSION

Potential service users and/or their representatives are encouraged to visit the home prior to admission. The Manager will liaise with any external agencies such as Social Services, Hospital etc. The Manager is responsible for visiting the potential service user to assess his/her needs prior to admission.

ROOMS

Rooms are allocated prior to admission with the agreement of the service user and/or his/her representative and will remain occupied by the service user for the duration of his/her stay unless nursing needs dictate otherwise. Even in the event of a change in care needs, no transfer of rooms would be undertaken without the prior consultation of the service user and/or his/her representative.

TELEPHONE CALLS

Every room has a telephone point which links to the home's pay-phone and can, therefore, be used, at any time, in the total privacy of a service user's room. In addition, all service users are at liberty to have a landline telephone installed in their rooms at their own expense.

VISITING

Visitors to Church View Nursing are welcome at all reasonable times without prior arrangement and the nurse on duty will; always make him/her available to discuss a relative's care. Where there is a need to discuss issues with a Director or Manager it may be advisable to arrange an appointment – however, every effort will be made to ensure maximum availability.

HOSPITAL APPOINTMENTS

All hospital appointments will be made at least one week in advance of the due date. Wherever possible, relatives are encouraged to attend appointments and in some circumstances actually provide transport. When transport by ambulance is required, this will be arranged by the home's staff. If a relative is unable to escort a service user, an escort from the home's staff will be provided, but this will incur cost to the service user.

SMOKING

A designated outside area has been allocated for service users who wish to smoke. Smoking is strictly forbidden inside the home.

RELATIVES AND FRIENDS ARE KINDLY REQUESTED NOT TO SMOKE ON THE PREMISES.

ALCOHOL

Service users are welcome to consume alcohol within Church View although it is strongly recommended that advice is sought from nurses with regard to the suitability or advisability of its consumption. Service users and their visitors should be aware that there may be occasions when alcohol is likely to react adversely with medication.

MEDICATION

If a service user wishes to take full responsibility for the administration and safe keeping of his/her own medication the Manager or the Nurse on duty will undertake a risk assessment to determine whether or not he/she is safe to do so. If the Manager or the nurse on duty is satisfied, every effort will be made by nursing staff to assist and advise the service user to enable him/her to remain independent in the administration of medication – this includes the provision of lockable storage facilities. Where a service user is not self-medicating nursing staff will take full responsibility for the administration of medication and its safe-keeping.

USE OF RESTRAINT

Generally, the policy in the Home is of No Restraint; however, there may be times when the use of bed rails is necessary for the safety of Service Users. These will ONLY be used after a thorough assessment has been made by our nursing staff or the local community District Nurses, and consent has been gained from the service user or his/her representative.

In cases of challenging behaviour, management advice will be sought from external agencies for example GP, Psychiatrist, psychologist, community psychiatric nurses etc. The Home will also liaise with the service user's representatives.

PETS

We are fully aware of the trauma involved in leaving a treasured companion behind when entering a care home, however, whilst we should like to have an open policy on the keeping of pets within the home, this, regrettably, is not possible on the grounds of health and safety. Nonetheless, each request to keep a pet within the home will be considered on its own merit and there will be occasions when we can accommodate pets. Visiting pets are generally welcome within Church View Nursing although it would be appreciated if they could be introduced to the nurse in charge on arriving at the home.

RELIGIOUS PRACTICE

Church View Nursing has no particular religious affiliation and welcomes services users of all faiths. Every effort is made to accommodate religious practice and service users are encouraged to maintain contact with clergy from outside the home. Where service users are

unable to join communal worship outside the home, visiting clergy are welcome to minister within the privacy of a service user's room.

Due to demand, communion is currently administered in a communal setting within the home by a local vicar on a monthly basis and significant religious festivals are also celebrated communally.

ACTIVITIES

Activities are offered, by our Activities Co-ordinator both on a one-one and group basis. Entertainment is arranged on a regular basis with participation from local choirs and children's groups and visiting singers and instrumentalists.

Service users are encouraged to continue with pre-existing hobbies where practical and relatives are encouraged to escort service users on trips outside the home. Outings from the home may be arranged on an ad hoc basis. For those service users who enjoy reading, the mobile library visits every month and will cater for individual needs with many books provided in large print.

GENERAL PRACTITIONERS

Where service users from within the locality of Church View Nursing enter the home, they are encouraged to remain on the list of their existing General Practitioner if that is their wish. For service users from outside the locality, staff will arrange to transfer them to the list of a local General Practitioner. Most of the service users at Church View Nursing are served by General Practitioners from the Hyndburn and Blackburn Borough. Nursing staff will arrange G.P visits where deemed clinically appropriate, but service users are also at liberty to make requests to be seen by their G.P. and this can be arranged via the nurse-in-charge.

EXTERNAL AGENCIES

Nursing staffs liaise very closely with many external agencies including Dieticians, Dentists, Opticians, Physiotherapists, and Occupational Therapists etc. These agencies may be called upon to provide their expertise for individual service users and will visit subject to referrals from the General Practitioner / District nursing staff as appropriate.

OTHER EXTERNAL SERVICES

A local hairdresser visits the home every Monday and can generally cater for all service users' needs. Some service users may choose to have a different hairdresser visit them or may wish to have a relative escort them to a salon outside the home.

A local chiropodist visits the home every 3 months.

A local Optician visits the home every 12 months or more when needed, they also provide a hearing test for those service users who wish to use the service.

MEAL TIMES

Meals are prepared daily on the premises with a four-weekly menu in operation and fresh meat and vegetables are purchased locally. All diets and individual preferences are catered for.

Breakfast is served between 7.30am and 10.30am.

Lunch is served between 12.00pm and 1.00pm.

Tea is served between 4.00pm and 5.00pm.

Supper in the form of light snacks is served from 8.00pm onwards.

Light refreshments and additional drinks are served between meals.

Service users can choose whether to join others in the dining area or to dine in the privacy of their own room.

CONSULTATION WITH SERVICE USERS

The Management at Church View Nursing Home operate an “open door” policy for suggestions regarding the operation of the Home. Service Users or representatives are encouraged to make any suggestions or comments either to the management or to the Nurse in Charge.

CARE PLAN REVIEW

On entry to Church View Nursing Home, a Care Plan will be formulated by a nurse or manager in consultation with the service user and his/her friends and relatives. This Care Plan will be used to ensure that all a service user’s needs are met on an on-going basis and will take account of contributions to be made by all members of the care team and a service user’s family/friends.

Care Plans are reviewed on a shift by shift basis and where a service user’s needs are seen to have changed or a particular method of care is no longer appropriate, staff will amend the Care Plan accordingly. On occasions changes to the plan of care may be as the result of some form of advice taken from a G.P. or other external agency, but individual service users and their relatives will be kept informed.

After an initial setting in period of two weeks, Care Plans will be reviewed formally on a monthly basis.

COMPLAINTS

Whilst we make every effort to provide the best service possible, there may be occasions when people are not happy with the service and we would encourage all service users and their representatives to make us aware of this.

All comments, suggestions and/or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

All complaints will be recorded and acknowledged within 48 hours of being drawn to the Manager’s attention and will be investigated by the Manager within fourteen days.

In the first instance, every effort will be made by the Manager to rectify the complaint and the complainant will be invited to discuss the outcome.

The complainant may also, at any stage, contact the Care Quality Commission or/and the Lancashire County Council at the following addresses:

Care Quality Commission (CQC)	Lancashire County Council (LCC)
North West Region	FREEPOST
City Gate	NEA 13870
Gallow Gate	PO Box
Newcastle	Preston
NE1 4PA	PR1 3ER
Contact No 03000616161	Contact No 08450530009

The Home acknowledges that there may be times when service users or their representatives may wish to make comments or suggestions anonymously and for this reason, a comments box is provided and can be found by the signing in book in main foyer.

It is the sincerest hope of the management at Church View Nursing Home that anyone entering the home will feel sufficiently comfortable to approach them at any time to discuss any concerns whatsoever.

FIRE SAFETY

Church View Nursing Home is a single storey building with fire exits on every corridor and in all communal areas.

'Break glass' points to sound the alarm can be found by every exit. There is a modern fire alarm system with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic points throughout the Home.

Staffs receive regular up-dates on fire prevention and drills are held weekly. All fire systems and alarms within the home are tested weekly by the management and records of these tests are kept for reference.

Emergency lighting is also checked and records maintained in keeping with statutory requirements. Fire fighting equipment is tested annually by suitably qualified engineers.

Combustible materials within the Home are kept to a minimum and all portable electrical appliances are tested annually.

We should be grateful if anyone bringing an electrical appliance into Church View Nursing Home could present it to our maintenance engineer for testing BEFORE it is put into use.

AIMS AND OBJECTIVES

It is the objective of Church View Nursing Home to provide care to all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the home's stated values.

It is the objective of the home that all service users shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of service users and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet the service user's needs, the care service within the home is designed to achieve the following objectives:

- * To deliver a service of the highest standard in order to improve and sustain the service user's overall quality of life. The care service is, therefore, designed to meet recognized quality standards in a people orientated fashion.
- * To ensure the care service is delivered flexibly, attentively and in a non-Discriminatory fashion while respecting each service user's right to Independence, privacy, dignity, fulfilment and the rights to make informed Choices and to take risks.
- * To ensure that each service user's needs and values are respected in matters Of religion, culture, race or ethnic origin, sexuality and sexual orientation, Political affiliation, marital status, parenthood and disabilities or impairments
- * To ensure the care service as a whole is delivered in accordance with Agreed contracts of care.
- * To implement a formal programme of staff planning, selection, recruitment, Training and personal development to enable service user care needs to be Met in full.
- * To manage the care service efficiently and effectively to make the best use of resources and to maximise value for money for service users.
- * To ensure all service users receive written information on the homes Procedure for handling complaints, comments and compliments and to be Encouraged to use this procedure.

STATEMENT OF PURPOSE

PHILOSOPHY OF CARE

Church View Nursing Home aims to provide service users with a secure, relaxed and homely environment in which their care, well being and comfort is of prime importance.

Carers/Nurses will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in doing so will be sensitive to the service user's ever changing needs. Such needs may be medical / therapeutic (for physical and psychological well-being), cultural, spiritual, emotional or social and service users are encouraged to participate in the developments of their individual 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 users 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
Security	Respect	Equality

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme will be implemented to ensure that these standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation and registration authority.

SERVICE USERS' RIGHTS

The preservation of individual rights is at the heart of our philosophy of care and we aim to promote those rights through the following Charter:

CHARTER OF RIGHTS

Each and every service user at Church View Nursing Home has the right:

- * To be called by the name of his/her choice.
- * To care for him/herself as far as possible.
- * To take personal responsibility for his/her actions.
- * To have personal privacy at all times and a right to lock his/her own room.
- * To retain independence wherever possible.
- * To be treated in a dignified and respectful manner at all times.
- * To be treated as an individual at all times.
- * To receive an anti-discriminatory service, responsive to race, religion, Culture, language, gender, sexuality, disability and age.
- * To live in his/her chosen lifestyle.
- * To access his/her own personal records and information relating to decisions made with all staff that affects his/her life and, where necessary, receive assistance with this.
- * To take an active part in any decisions about daily living arrangements that affect his/her life.
- * To access external agencies of his/her choice e.g. doctor, optician, chiropodist etc. and, where necessary, receive help to gain this access.
- * To look after his/her own medicines.
- * To control his/her own finances.
- * To make personal life choices such as what food to eat, when to get up and when to go to bed.
- * To be involved in the formulation of plans for his/her care and to be involved in any formal review of his/her needs on a regular basis.
- * To participate in voting at elections.

MISSION STATEMENT

In pursuit of our aims and objectives we, the staff of Church View Nursing Home, will dedicate ourselves to deliver the highest quality service in response to the needs of all service users by:

- + Achieving service user satisfaction by giving service users first priority +
- putting courtesy, respect for dignity and service first
- + Maintaining a high standard of excellence through unwavering performance +
Standards
- + Maintaining a positive attitude towards change +
- + Maximising our potential through visible and dynamic leadership, open + communication
and continuous training and development
- + Maintaining and strengthening our position as a centre of excellence in care + provision

It is the belief of all staff at Church View Nursing Home that service users should have the right, privilege and ease of access to all available professional services. We also believe that any programme of care should utilise therapeutic methods and individualised care plans which reflect concern and respect for the individual.

From this basic philosophy, we derive the following principles related to service user treatment and organizational goals:

- + Each service user will have a safe and secure environment with risks minimalised +
Wherever possible
- + Each service user will have professional clinical services available at all times +
- + Each service user will have an individualised care plan with specific goals and +
Objectives relevant to his/her needs
- + Each service user will receive therapeutic services which are consistent with the + highest
standard of care
- + Each programme of care will be co-ordinated with other service providers to +
ensure that the full range of services are delivered either directly or through
referral, consultation or contractual agreements

Each service user and their relative will contribute in making decisions regarding their life in the home

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