

**MAPLEFORD**  
Bolton Avenue  
Huncoat, Accrington  
Lancashire BB5 6HN  
Company Reg.no.2262952 Registered in England and Wales

# **STATEMENT OF PURPOSE**

## **Our Vision**

To raise and maintain the levels of the quality of life and personal fulfilment for each of our residents.

## **Our Values**

- The comfort and happiness of our residents are our first priorities. Mapleford exists for them and not vice versa.
- Every resident is of equal importance. Each is a person of worth whose individual needs: wants and tastes are paramount to them, their families and to us.
- The dignity and self-esteem of every resident must be preserved at all times. Each one is, or has been someone's wife, husband, parent, brother or sister. Most have lived and served their country through wars and have suffered terrible hardship and deprivation. Now they deserve the best we can give them.
- Residents have the right to expect consistently high standards from us. We must never burden them with our own personal problems, nor must we allow these problems to affect the way we carry out our duties.
- Residents must be treated with respect at all times. They are not to be shouted at, sworn at, punished or subject to ridicule, nor should any reasonable request be denied them.
- No resident should ever be subject to rough treatment, physical abuse or retaliation. Their sensitivities and modesty must always be safeguarded.
- If there is any doubt as to how to handle or treat a resident we need only ask:

**“How would I feel if that were me?”**

**1. Name and address of the registered provider and any registered manager**

The registered provider is Mapleford (Nursing Home) Ltd.

The responsible individual is Mr Mubarik Paul

Mrs Julie Hammond is the registered manager. Both of these people can be contacted at Mapleford.

**2. The relevant qualifications and experience of the registered provider and the registered manager**

The manager, Mrs Julie Hammond is a qualified Mental Health Nurse and Registered General Nurse. She has her Registered Managers Award. Julie has worked at Mapleford for over twenty years and has a great deal of experience both as a general nurse and mental health nurse

**3. The number, relevant qualifications and experience of the staff working at the Home**

At Mapleford we currently employ:

6 Registered General Nurses.

6 Registered Mental Health Nurses.

Most of our carers have achieved their NVQ levels 2, 3 and 4 Some are studying towards their QCF Senior care staff either have or are completing their leadership and management level 2

Full details are kept in the personal records in the Home.

**4. The organisational structure of the care home**

The organisational structure of this home is attached.

**5...**Mapleford is registered to provide residential and nursing care for a total of 54 residents of both sexes.

**Type of Service**

**The home is Registered with Care Quality Commission (CQC)**

**Regulated Activity Treatment of Disease, disorder, or injury**

**Regulated Activity Accommodation for persons requiring nursing and personal care**

**Regulated Activity Diagnosis and screening procedures**

**Maximum Number registered**  
**Additional Conditions of Registration**

**54**

- Staffing for service users requiring nursing care will be in accordance with the CQC and the dependency of clients.
- The service must at all times employ a Manager who is suitably qualified and experienced person who is registered with the CQC

**5. The range of needs that the care home is intended to meet.**

Mapleford exists to meet the needs of people with mental health difficulties. These conditions which include organic disorders and functional disorders

**6. Whether nursing is provided**

Mapleford is registered to provide nursing care for up to 54 residents. We are registered with the Commission for Social Care Inspection.

**7. Any criteria used for admission to the care home, including the care homes policy and procedures for emergency admissions**

Our criteria for admission are that the residents correspond to the groups listed in paragraph 6 above and our admission is carried out in accordance with our policy, "Admission of a resident" available in our Policy and Procedure manual.

**8. The arrangements for residents to engage in social activities, hobbies and leisure interests**

At Mapleford we employ a full time activity coordinator whose role is to organise social events, entertainment, outings and activities on a daily basis. Bingo is very popular with the residents. Socials are held every Thursday, to which family and friends are invited. Once a month an entertainer is present and all residents are encouraged to participate. The Mapleford minibus goes out once a week for the half-day in the winter months and a full day in the summer with a packed lunch on board. We visit local markets, St Anne's, Blackpool, and the Illuminations Etc. Residents hold regular meetings in which they are involved in the running of the home

We also have a number of specialists who visit the home regularly to provide hairdressing, chiropody relaxation and Reiki healing, physiotherapy, as well as dental and optical services.

**9. The arrangements made for consultation with residents about the Operation of the care home**

Whenever possible, residents and their families will be involved in the planning, delivery and review of the operation of the Home. Residents are encouraged to voice their opinions formally or informally, to any member of staff or the Management. Additionally the residents named nurse will be willing to discuss and if practicable take on board any suggestions to make life at Mapleford more comfortable.

**10. The fire precautions and associated emergency procedures in the care home**

The Home has a fire procedure; the fire extinguishers are readily available throughout the Home with clear instructions on how to operate them. Every member of staff is clear on what to do in case of a fire and where to assemble if the fire alarm should sound. This is tested on a regular basis, usually on Monday morning at 10am.

The policy and procedure for what to do in the event of a fire can be found in the Policy and Procedure manual.

**11. The arrangements made for residents to attend religious services of their choice**

In our philosophy of care we are clear that opportunities should be made available for religious and political beliefs to be pursued. This involves recognition of practices such as prayer and contemplation, which require privacy and quiet and enabling residents to visit places of worship. The following places of worship and ministers are local to Mapleford:

St Josephs RC Church, Belgarth Road, Accrington

St Augustine's Church, Bolton Ave, Huncoat, Accrington

A number of lay preachers visit regularly to administer Holy Communion. Arrangements can be made to transport any resident who wishes to attend one of the local churches, with an escort if required. A quiet room is available for the lay preachers who visit to administer communion.

## **12. The arrangements made for contact between residents and their relatives, friends and representatives.**

In our philosophy of care we make it clear that residents should be free to decide how far they wish to participate in the daily life of the Home and how far they maintain relationships with family, friends and the local community. Residents should have normal opportunities for emotional expressions and for intimate and personal relationships within and outside the Home. The ability to manage relationships and to assume personal responsibility will fluctuate over time. Nonetheless residents will continue to have the same needs as other people for expressive behaviour and physical human contact and these needs should be respected.

Residents should be able to meet people, have conversation, correspond with and receive family and friends, make or receive telephone calls without being overlooked or overheard.

The Home environment should be stimulating, providing the appropriate supporting services for residents and enabling a flexible life style.

Visiting is encouraged throughout the day, and are always welcomed with refreshments, and offered the chance to dine with their relative or friend if they wish so wish. If need arises and visitors are required to be close at hand day or night, then they are made comfortable, in the residents own room, or near by.

## **13. The arrangements for dealing with complaints**

It is our philosophy of care that residents, their relatives or advocates are able to comment upon or complain about the care they receive without fear of repercussion. We have a complaints policy, a copy of which can be found in reception.

Management and senior staff are freely available for informal or formal discussion on any matters of practice or policy concerning the Home in general or any resident in particular. All complaints will be dealt with and a response given within 28days of the complaint being made.

## **14. The arrangements for dealing with reviews of residents care plans**

At Mapleford we operate a named nurse policy where each resident is allocated their own nurse, who will plan care wherever practicable with the resident themselves or their relatives. This is done approximately two weeks after admission, giving the resident time to settle in and for the nurse to get to know them. If the need arises the Home will arrange for advocacy service to visit the resident. The care plan should be a working document, which is subject to review, evaluation and updating on a monthly basis and as needs change.

### **15. The number and size of rooms in the care home**

Mapleford has a total of 36 single rooms, 8 double, three lounge areas all of which comply with the National Minimum Care Standards.

### **16. Details of any therapeutic techniques used in the care home and arrangements for their supervision.**

We have a Policy and Procedure manual regarding clinical procedures and a guide note on the use of complimentary therapies, which outline the techniques, used and supervision applied. Such therapeutic techniques include:  
Relaxation  
Healing  
Fitness therapy  
Supervisions carried by suitably trained staff or by outside specialists.

### **17. The arrangement for respecting the privacy and dignity of residents**

Mapleford's philosophy of care states that "privacy and dignity of residents is paramount". The intrinsic value of the individual should be recognised and their needs and uniqueness respected. Staff should have knowledge and understanding of the whole person taking account of their expectations of privacy and respect. It is reasonable for a resident to choose to be addressed in different ways by different people.

The right for an individual to be left alone or undisturbed and free from intrusion or public attention to their affairs must be respected. Residents should have their own individual space in which he/she can look after their personal care to the fullest extent, in keeping with their level of infirmity. Residents should be able to wash, bathe and use the toilet in privacy. Dependence on staff for personal care should not compromise the resident's dignity and their privacy must be respected. The residents who are not always in control of their behaviour or appearance should be safeguarded by sensitive and attentive care.

Residents wishes should be at the centre of the decision making at all possible times, they should have the right to choose how they dress, and what they eat, when they go to bed and when they get up, how they spend their day, and the extent to which they wish to associate with other residents. Housekeeping and administrative procedures should intrude as little as possible into their lives. Staff should deal discreetly with the affairs of each resident and safeguard the confidentiality of all personal information that is kept about them.

**The latest compliance review undertaken by CQC is available to read in reception**

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