

The Manor House

Phone: 0129722433, Fax: 0129721175

Statement of Purpose

Registered Provider:

Mrs Susan and Hutch Curry

Tel: 0129722433

Fax: 0129721175

Nominated Person: Mrs Susanne and Hutch Curry

Residential Care Home

The Manor House's Statements of Purpose

AIMS & OBJECTIVES OF The Manor House

Welcome

15 Beds, residential

- A pre-admission assessment will be carried out to assess the suitability of the match between your needs and the Services and facilities of **The Manor House**. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative(s).
- Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.

Care Objectives

The Manor House aims to:

- *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
- *Treat all people who live and work at **The Manor House** and all people who visit with respect at all times.
- *Uphold the human and citizenship rights of all who live, work and visit here.
- *Support individual choice and personal decision-making as the right of all Service Users.
- *Respect and encourage the right of independence of all Service Users.
- *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
- *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Details of Registered Provider, Nominated Person and Registered Manager

- **Registered Provider:**

Mrs Susan and Hutch Curry

Tel: 0129722433

- **Fax: 0129721175**
- Address: The Manor House, Fore Street, Seaton, Devon, EX12 2AD
- Experience: **Hutch Curry** 20 years Care Home manager experience and PHD Psychology, NVQ Level 5

Mrs Susan and Hutch Curry 30 years+ relevant care experience as qualified nurse, NVQ Level 5

- **Nominated Person:**

- Name: **Mrs Susan and Hutch Curry**
- Address: The Manor House, Fore Street, Seaton, Devon, EX12 2AD
- Experience: **Mrs Susan Curry** 30 years+ relevant care experience as qualified nurse, NVQ Level 5

- **Registered Managers:**

- Name: **Hutch Curry Mrs Susan and Hutch Curry**
- Address: The Manor House, Fore Street, Seaton, Devon, EX12 2AD
- Qualifications: qualified psychologist and LMCS Level 5
- Experience: 20 Years+

Staff Profile

- A list of current staff and their qualifications is available on request and on display in the Home. In addition to the staffing levels shown Sue and Hutch Curry-the managers and owners- lives on the premises.
- New carers will complete the Care Certificate within 12 weeks of employment, and complete a Level 2 Diploma within 2 years of appointment. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action and a range of other areas.

Organisation of the The Home



Description of Our Services and Facilities

Services Offered

- The following services are provided at **The Manor House's** location:
 - Care home service without nursing
- The following regulated activities apply to services provided by **The Manor House**:
 - Personal Care
Accommodation for persons who require nursing or personal care
- The Home provides services for the following bands of Service User:
 - Older people
Adults
- The following Care and Support Services are provided by **The Manor House**:
 - Day Care
Independent Living Training
- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

The Physical Environment

- Service User at **The Manor House** enjoy the following facilities:
 - A full automatic fire alarm system, and an emergency lighting system;
 - A room call system covering each room;
 - A distinct dining area, where the menu choice for several days in advance is displayed;
- All people who live and work at **The Manor House** and all people who visit will be treated with respect at all times.
- We aim to offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
- We uphold the human and citizenship rights of all who live work and visit here.
- Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work here.
- The right of independence will be respected and encouraged for all Service Users by the caring activities within the Home.
- The individual uniqueness of Service Users staff and visitors will be recognised and these people will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff..

Keeping in Touch

Visitors are very welcome at **The Manor House** at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible we will pass on messages for you.

- Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.
- Special news, details of staff changes, changes in the organisation of **The Manor House**, minutes of the meetings and advance notice of events will be posted on a notice board in a public area.
- A telephone for your use is available, at wheelchair users' height, and with a comfortable seat adjacent. Any member of staff will help you to access the telephone if you need help. It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills. You are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff.
- Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.
- Links with the community are encouraged. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.

Property Location

- Quiet residential area on city centre main street

Call Bell System

- A call bell system call point is located in your room and at appropriate points throughout **The Manor House**, enabling you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Therapeutic Activities

- **The Manor House** has a policy of actively promoting the maintenance of Service Users' normal social network and social activities. Each Service User's Care Plan includes a facility for recording life history, social network and contacts, and preferences for activities and hobbies such that that staff are made aware of these, and the Service User is offered access to those networks and activities which are appropriate and desired. The policy of **The Manor House** is that activities and networking support are a part of normal daily living, and support for access will be available at all times.

Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We have displayed a note in each room asking to inform us if something goes wrong. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

- Our commitment is that:
 - All complaints will be taken seriously;
 - All complaints will be acted upon with fairness and impartiality;
 - You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
 - If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
 - Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Service Users and their representatives may take their complaints to persons in authority outside **The Manor House**. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded Service User, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.
- **Advocates**
- Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.
- **Other documents**
- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in The Home, and copies are available from the manager at any time.

Complaints Form

- | |
|---|
| <ul style="list-style-type: none"> • Date: |
|---|

•	Details of complaint:
•	The outcome that you expect:
•	Your name:
•	Signed:
•	Date received:
•	Received by (sign):

Privacy and Dignity

- We aim to respect your privacy and dignity at all times. Please speak out, or speak to the seniors or Registered Managers- Sue and Hutch Curry if your privacy or dignity is not being respected.
- **Service Users' privacy:**
- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs.
- Service Users' personal rooms will have a lock fitted such as is appropriate to their needs, and the Service Users will be provided with a key unless a documented risk assessment indicates that this is inappropriate. Decisions in this respect will be recorded in the Service User's Plan and signed as agreed by the Service User or

Advocate.

- All Service Users will have access to a locked cabinet in their room, or to a locked cash box.
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.
- Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager.
- Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.
- Service Users will always be offered privacy for personal discussions.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service Users' dignity:

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.

Bedrooms, bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for your invitation before entering the room.