

Victoria House Blantyre

01698 338855



Statement of Purpose

December 2016

Date: December 2016

This document has been written in accordance with the Health and Social Care Act 2008. Every resident will have a copy called Service User Summary Guide. A copy will also be available at the foyer at all times. Further copies are available upon written request from the Manager.

Welcome to Victoria House Care Home.

**We provide residential and nursing care for the elderly.
We place the rights of the residents at the forefront of our
philosophy of care.**

**This Statement of Purpose sets out our aims, objectives
and philosophy of care, services and facilities.**



Life can only be understood backwards, but it
must be lived forwards.

Soren Kierkegaard

Victoria House Care Home is owned and operated by RAM 217 Ltd. For more than 20 years, Victoria House prides itself on offering the most professional, holistic, person-centred care service for the elderly, some of whom with dementia, physical disabilities and other old-age ailments. Victoria House Care Home is pleased to accept care and accommodation for people with short-term, long term, respite needs following successful pre-admission assessments either conducted by the Registered Manager or any of the qualified trained staff nurses or/and senior HCAs.

Victoria House Care Home is registered with the Care Inspectorate for 50 beds.

We, at Victoria House Care Home, recognize that the people living in the home, and those who have chosen to live here deserve the commitment of the professional team that run the day-to-day demands of the care service.

The Registered Manager, the Deputy Manager, the entire Care and Auxiliary Team recognises that the people living in the home deserves their individuality preserved, honoured and respected at all times reasonably.

We aim to provide the people we care for a secure, relaxed, calm, peaceful and homely environment in which their best interests and comfort are maintained, and where their mental health needs can be met with dignity. We also recognize nor will we attempt to replace the homes that the people may have lost coming to live in Victoria House. This is why we will always encourage to make every living space as personalised as practicable.

We deliver a best-practice nurse-led and person-centred delivery approach wherein every individual care needs are emphasised. This personalised approach is very important when designing any material for reminiscence projects, for example.

Person Centred Advanced Care Planning (PCAP)

Person Centred Advanced Care Planning (or PACP) is developed with the input of those involved from the pre-admission stage – prior to any person is admitted for care at Victoria Care Home.

ACP's are developed and structured with the help of social workers, hospital discharge coordinators, the person's, families, friends and most of all the person themselves, if they are able to express this. A background information,

such as a summary biography, lifestyle profile, likes and dislikes profile, pre-admission assessment forms form part of the ACP to enable us to know the person who we will care for. It is essential that we promote Independence and Choice, and respect the Core Values and Beliefs of the people we care for.

Our Care Plans focus on ***what people can do*** rather than what they cannot do. We also recognise their abilities and the best most legitimate method on carrying interventions to maximize the abilities the people have left in them at their age. Where a particular need is identified, whether this need is short or long term, the care plan also highlights how staff can effectively address this need.

In addition, the ACP contains the last wishes of the person in the event of sudden illness or death. This part of the ACP may be most emotive to comply with some families, who may still be coming to terms of their loved one now living in a care home setting. Sometimes people may have had their Last Wills already prepared or Powers of Attorneys (POAs) already established. Our management and trained staff are fully competent and confident in dealing with these sensitive issues.

The ACP, in accordance with the Mental Capacity Act 2005, gives the staff the directives to care for the people under their professional conduct, and whenever possible, to empower the people to make the best interest and best informed decisions for themselves.

Personalised Care Plan (PCP) Review

The PCP is developed from the initial pre-admission assessment stage. Any other social, medical, nursing, and other relevant information in relation to the health and wellbeing of the (prospective) person is discussed with the care team. The PCP aims to give the care staff, and other regulatory bodies as required by law, a true reflection of the person in care.

Families, next of kin and any legal significant others related to the person needing care are encouraged to contribute in the PCP process. They are also invited to attend formal social work reviews or medical reviews, which are practicable and within the legal framework.

The PCP is continuously reviewed at other levels:

- ❖ Daily, at shift handover basis – At every shift change-over, the residents' daily care notes are handed over by the outgoing shift team to the incoming shift team. The residents' wellbeing, response to medical or nursing treatments, changes to behaviour etc. are discussed at this point. Any further changes to care plans may also be proposed as a team at this point.
- ❖ A six-monthly medical/nursing/social work review is held, wherein the resident and his/her representatives (POA, next of kin, also including the named Keyworker) are also invited to attend.

Any amendments to the PCP are also reviewed, audited and authorised by the Registered Manager or the nominated person.

RAM 217 Ltd

The Registered Provider for Victoria House Care Home is RAM 217 Ltd. (a limited company registration number 454913). The Registered Business Address is 16 Victoria Road, Blantyre, G72 0AS.

RAM 217 Ltd. is a small family run care company operated by two directors in the company being Mr Anand Poddar and Mrs Rashmi Poddar.

Both directors also share a “hands-on” approach to the care home wherein they are visibly engaging with the residents and staff. They also form a strong part in ensuring that the staff maintain their professional conduct in their care homes.

Details of Staffing Ratio and Staff Training

All employees in the Victoria Care Home are competent and confident staff. They already have and are continuously gaining qualifications and training to ensure that we deliver the best holistic care.

Staff receive continuous Supervisions from their mentors, seniors, and shift leaders, Deputy Manager and/or the Registered Manager.

Nominated Individual

The Registered Manager – Laura McFadyen RGN

Laura McFadyen is a Level 1 RGN who has been with the company for 3 years. With 11 years of nursing experience she has taken on the position of Home Manager from November 2016.

Laura's responsibilities are to ensure that the home complies with all aspects and guidelines of the day-to-day running of a care home. Her hands on approach and holistic application of her training ensures safety within the home, staff and residents. She is fully committed to supporting staff in the most professional manner to be fair yet firm and leads the nursing and care staff to ensure that continuity of care is always carried out.

Deputy Manager-Caroline Clark

Caroline is a Senior HCA who has been with the company for almost three years now and has 15 years' experience in health care. Caroline has been given the role of Deputy Manager recently and has been instrumental during the transitional management changes. She is the first port of call for all staff and also acts as the building officer whilst on shift or in the absence of the manager. Caroline is also the homes Training Coordinator.

Our Staff Nurses – Kerry Fearn RMN, Cheryl McMullen RMN, Nancy McLoughlin RGN, Jean Stafford RMN, Michoeline Kirundi RNLD

There is a pool of permanent and bank trained nurses in the home. The Duty Nurse has over-all responsibility for the shift she runs. Nurses' shift patterns vary from 08:00-14:00, 08:00-20:00 for day shifts and 20:00-08:00 for night shifts. There is always a trained nurse on duty 24 hours daily.

Indeed it is inevitable that the home may often require nurse cover from approved nursing agencies. The home has maintained good reliable links from Care Inspectorate regulated nursing agencies namely Caledonia, Highland Care and Newcross.

Senior HCAs

The day shifts are run along with a dedicated Senior HCA. **Senior Health Care Staff – Margaret Paterson, Rebekah Mullen and Debbie Wallace**

Senior Health Care Staff work alongside the Duty Day Nurses from 08:00 to 22:00 hours. Seniors have competently completed an SVQ Level 3 or 4 in Health and Social Care. Seniors also have the experience and knowledge to allocate the care team and ensure that the day's duties are coordinated and carried out timely, calmly, reasonably and in a team effort.

Terry Anne Feenie is the home's Moving & Handling Coordinator. She also takes lead in any liaison work with the physiotherapist, advice and guidance to moving and handling inanimate and animate objects, use of equipment such as hoists, slings. She is fully qualified under the HSE Act and Guidance.

“Our personalised & holistic nursing care aim to give the residents peace of mind & home-away-from home feeling” Laura McFadyen

HCAs

Auxiliary Team

We have full time permanent Domestic, Laundry and Catering Staff always happy to help and answer any queries relating to housekeeping and nutritional requirements.

Administration

Jean Routledge is our Accounts Administrator. She deals with any care and personal accounts queries and records. Jean works Mondays to Fridays and her office is based on the first floor of the building. **Lorraine Pinnell** currently

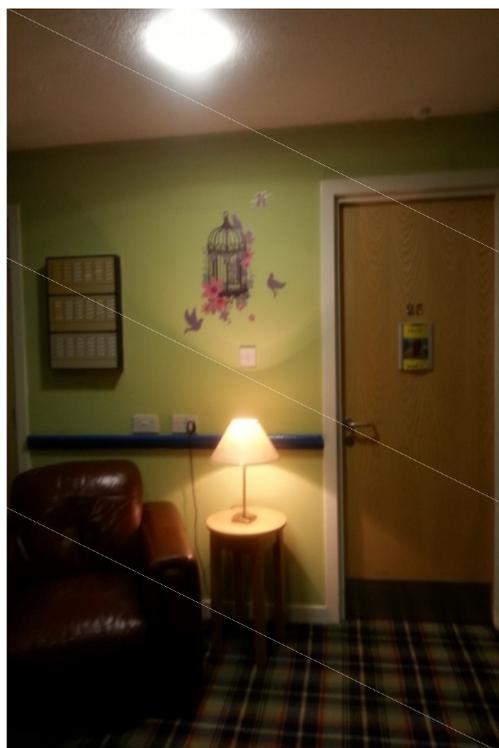
works part time Mondays, Wednesdays and Fridays. Based in the Manager's office she assists Laura and Caroline in office administration tasks which is also crucial in ensuring smooth running of the home.

Accommodation

Residents' Personalised Rooms

We encourage residents to personalise their bedrooms. Our hope is to provide a home-away-from home atmosphere and this may be achieved by ensuring the residents' choice in, for example, the paint colour in his/her room is her choice. We encourage a "feature wall", if the resident do so chooses, we will accommodate for this to be realised.

Social/Communal Rooms ...





General Facilities

We would like to share our Vision for the Future (i.e. Sensory Garden) if you have any other ideas to share, please do not hesitate to do so.



Admission

A Pre-Admission Assessment is always carried out prior to any admission to Victoria House Care Home. Referrals for permanent, temporary, respite or end-of-life care are received from different local authority social workers, hospital discharge planners, our healthcare partners like GPs or private/self-referrals. The most crucial part of the pre-admission assessment is to ensure if we are able to meet the current and future care needs of the prospective resident. Re-admission assessments are carried out at the discretion of the Nursing Team.

Our Services

Financial Arrangements and Fee Structure

We are committed to providing value for money within our comprehensive and caring service.

The fees charged are normally dependent on the type of care package and needs of the individual.

Depending on the personal financial situation fees may be paid privately or with benefits from social work services. Such rules may be complicated and specific advice is available through our Accounts Administrator.

Fees – *What is Included*

Standard charges include the provision of a room of your/the prospective resident's choice (depending on availability) fully furnished, en-suite with all linens and towels.

- Fully trained staff in 24 hours attendance
- Quality home cooked meals and snacks of your choice
- Provision for special diets i.e. finger foods, fortified drinks, textured meals
- In-house laundry service (excluding dry cleaning)
- Twice weekly GP visits (from Calderside Medical Practice)
- Once weekly dental visits (from Dr. Usman,
- Nurse Call System
- Central Lighting system
- Infra-red heating system
- Occupational therapy as required
- Individualised care plans
- Some outings and entertainment
- Book and video library service (links also with local Blantyre Library)
- Letter writing facility
- Reminisce therapy
- Religious services (as required)
- Manicure and hand massage

Fees – *What is Not Included*

- Dry cleaning
- Private phone installations and cable TV installations and programmes
- Chiropodist
- Private hairdresser
- Newspapers and magazines
- Staff escorts to hospital appointments
- Shopping and transport services
- Respite services

Fire Safety

Fire Exit Notices and Fire Emergency Instruction Notices are displayed strategically in access points throughout the home. Please take time to read through these notices as they have been installed as per Fire Regulatory advice.

All staff are trained on fire prevention and drills policy. This is part of every staff induction training, including use of fire appliances, evacuation, muster points, raising the alarm, etc.

Fire systems are regularly checked by approved regulatory contractors. A qualified fire extinguisher maintenance engineer and smoke/fire alarms engineer checks all the firefighting equipment annually. A Fire Risk Assessment is also carried out annually by a local fire prevention expert.

Records are kept of all such testings as part of the service provider and manager's responsibilities.

Where possible, furniture, fixtures and fittings are made of fire-retardant fabrics and materials.

Spiritual Needs – *Worship/Prayer/Attendance in Religious Services*



The people we care for in the home may attend religious services either within or outside the home, as they do so wish. If a resident wishes to attend a religious service outside the home, where possible, transport and escort should be arranged with family or friends. In the event that this may not be possible, care staff may accompany the resident. A separate charge may be made for this service.

Contact with Family & Friends

We recognise that communication and contact with family, friends or significant others to our residents is essential to maintaining a sense of well-being, especially those diagnosed with dementia. We aim to provide opportunities for the people we care for to also keep in touch with the wider community. This may be achieved through providing areas for the residents to welcome their families, friends and visitors in the home.

Family, relatives and friends are encouraged to maintain contact by letter, telephone or email when visiting is not possible. Staff will always offer to assist with responses where help is needed.

Visitors are welcome at all reasonable times. For security and fire safety reasons, visitors must sign the visitors' book on each occasion. Family and visitors taking the residents out of the building will also need to sign a separate signing in and out sheet for residents.

The people we care for have the right to refuse to see any visitor and this right will be respected.

Meaningful/Therapeutic Activities

Some Activities with the staff (on a daily basis)

Outings

Contract

All people we care for are provided with a contract. This sets out the terms and conditions of the care and residency provided.

A sample residency agreement is supplied here.

Monitoring and Quality Assurance

We are a care home dedicated to strengthen our services to our residents and their families. We do this by ensuring residents, their families, our nursing and care team and the management regularly evaluate ourselves through a programme of continuous improvement.

We are continually improving every day.

The main areas we regularly assess are:

- Nursing and care
- Record keeping and administration
- Staff training and supervision
- Policies and procedures
- Various feedback and complaints
- Environment and housekeeping

Attention to the smallest detail is pivotal to everything that we do. Feedback from those who we care for, their families and significant others, other healthcare professionals we work with is important aspect of our quality assurance schedule.

Key Policies and Procedures

Policies and procedures are kept in the manager's office and some in the nurses' station. Details of key policies and procedures may be supplied **via a written request to the Home Manager**. Constant reviews of policies and procedures take place as part of our quality assurance programme. Examples are:

- Data Protection
- Adult Safeguarding and Protection
- Health and Safety
- Pets policy
- Medication Ordering Procedure
- Manual Handling Policy
- Health and Safety Policy
- Complaints Policy

Insurance

Victoria Care Home has all appropriate insurances arranged with New India Insurers Ltd. Our Employers Liability Insurance Certificate can be viewed outside the Manager's Office.

Pets

We recognise the therapeutic benefits of animals for those with or without dementia. We will acknowledge the fact that some people have had pets for company for some time which they may wish to bring to the care home when they move in. The management will take into account any health and safety issues in allowing this.

Medications

Resident can be responsible for their own medications, providing that the nursing team is convinced that he/she is able to do so. This will be permitted following a thorough assessment and agreement in place. Otherwise, all medication management, administration is conducted by the trained nurse and

senior health care assistant – with the support and guidance from the GP, the supplying chemist (Polbeth Pharmacy, Biodose Medication System).

All rooms are equipped with a lockable medication cupboard secured on the wall. Residents who may wish to see their GP in private may do so as they wish.

Telephone and Cable TV Subscriptions

The care home has a central phone line which may be used for incoming and outgoing calls. We also have a dedicated fax line for all other facsimile requirements.

The home will assist in any liaison work for any resident who may wish to have their own phone line installed in their own rooms. This assistance also includes personalised cable TV installations. Private subscriptions will be paid for by the resident themselves

Home Cooked Meals



**Some hae meat and canna eat
And some wd eat that want it
But we hae meat and we can eat
And sae the Lord be thankit**

Robert Burns

Our menus are varied, favourite dishes, personal preferences and special diets are also catered for by our dedicated team of cooks and kitchen assistants

namely: **John, Will, Bella and Bernadette** who all take turns in providing home cooked meals throughout the year. Bella in particular makes all the home baking in the home.



We operate a **Protected Mealtime Policy** wherein visitors may be asked to wait until the mealtime service is complete. This protected mealtime protocol ensures that the residents' nutritional needs are met specially for those who may require extra attention and assistance.

We do not discourage families though to have lunch or dinner with their loved ones in the home but we ask if you could give us at least 2 to 3 weeks notice in advance so we can ensure you may enjoy lunch/dinner with your loved one. We can also offer a separate table or room as you may wish.

Having a meal with your loved one in the home will not cost you but donations are welcome. Further considerations will apply if you wish to have a meal with your loved one on a regular basis. All donations will go to the Residents Fund. We will also have to ask you to complete a Food Satisfaction Survey which will form part of our continuous quality improvement service.

Bowls of fresh fruits and bottled water are easily accessible for residents in the home. This not only adds to the homely ambience we maintain but also ensures that people who, for example are on their feet most of the day due to their dementia, can help themselves to fresh fruits anytime of the day and night.

Confidentiality/Data Protection

Victoria House Care Home adheres to the data protection policy which ensures that the processing of Personal Data in connection with residents or employees of the home will comply with the UK Data Protection Act 1998, which implements within the UK the requirements of the EC Data Protection Directive (EC/95/46).

The basic requirement is that the processing, both electronic/automated and manual shall comply with the following data protection principles which require that personal data shall:

- Be processed fairly and lawfully
- Be obtained only for specified and lawful purposes and not to be processed in any incompatible manner
- Be adequate, relevant and not excessive
- Be accurate, where necessary, kept up to date, not be kept longer than necessary
- Shall be processed in accordance with the rights of Data Subjects
- Be protected by appropriate security measures
- Not be transferred outside the EEA unless adequate level of data protection exists

Rights of Access

Residents and employees have the right to be supplied with a copy of their personal data which the home retains. All requests are to be made to Laura McFadyen Home Manager who is the “Data Protection Coordinator”. In her absence, contact should be made to the Administrator.

Comments, Compliments, Complaints and Quality Assurance

Copies of the Complaints Procedure is available from the foyer, Nurses Station and Manager.

Participation Strategy

The home maintains a Family Forum at least once bi-monthly. The yearly schedule is available from the Nurses Station/Manager.

Our Partners in Delivering Care

Community Links/Multi-Disciplinary Team

GP Medical Practice – Blantyre Medical Practice, twice weekly (Mondays, Wednesdays OR Tuesdays & Thursdays)

NHS Lanarkshire Care Home Liaison Team

NHS Physiotherapy

NHS Continence Service

Mental Welfare Scotland

South Lanarkshire Council

Glasgow City Council

Blantyre Community Council

Blantyre Miners Welfare Club

NHS Hairmyres Hospital

NHS Udston Community Hospital

Merrylee Dental Practice, Glasgow (Dr. Usman) – Domiciliary Dental Team – Every Thursdays & as and when required

Opticians – Visioncare at Home – as and when required