

JANITH HOMES LTD CYPRESS LODGE

**Station Road
Potter Heigham
Norfolk
NR29 5HX**

Statement of Purpose

January 2008

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This document has been written in accordance with the Care Standards Act 2002. Each service user will be issued with a copy; a copy will also be available from the main office.

The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

Janith Homes Service Statement of Purpose – Jul 2008

Aims and Objectives

We want to provide an organisation whereby a high consistency of care and professional ethics will be the standard of its staff.

We will enable residents to make choices and decisions without creating undue risk to others. There is a need to assess ability levels in order to achieve this.

Freedom of choice can involve risk, but this need not prevent action as long as it does not impede the safety and quality of life of others. Maintaining high staffing levels helps to monitor levels of risk and make suitable changes to situation when necessary.

We will respect ethnic, religious, cultural beliefs and preferences by enabling resident's access to relevant activities (e.g. church).

Records are kept for reference purposes in order to protect staff, residents and the company. Visitors could easily misinterpret some aspects of our care procedures. Records are to be concise but above all accurate. It will be remembered that all aspects of the Rookery life is confidential.

We want to provide an environment that helps residents to make their own unique contribution to daily life. Staff will be empathetic and non-judgemental. The most unexpected decisions in the past have produced some excellent results.

Staff do not accept gifts from a resident. Consultation with the Manager will help staff to deal with this situation.

We want to enable residents to manage and understand their own finances as much as possible. Keyworkers will use the in house banking system and the Personal and Mobility monies sheet to help residents understand the consequences of 'spending'. Where possible residents will hold their own money in cash tins. And have personal bank accounts.

The home uses a keyworkers system to ensure that all residents have adequate individual attention from their keyworker thus attending to personal or private matters, person centered care plan, risk assessment, personal finance, long term aims, aspirations and general well-being.

Residents choose when they wish to go to bed. Residents may need help at night or may wish to be left undisturbed. Night staff acquaint themselves with these details. Regular checks of the ground ensure that there are not intruders and that visitors properly introduce themselves.

Staff set examples of behaviour to our residents in every action they do. The maturity and self control shown by Rookery staff has always helped to maintain a fairly peaceful and positive home life for residents. We recognise that bad carer attitudes are quickly copied by clients

We look after adults with learning disabilities, therefore it would be a mistake to treat residents like children or to make allowances for childlike behaviour - invariably this is due to 'parent like' staff attitudes. Our expectations for mature behaviour from residents and staff are high.

By understanding the unique relationship between, carer and resident and by not abusing ones position of power, staff at the Rookery are able to avoid compromising situations.

The residents at the Cypress Lodge are free to express their sexual preferences and wishes as long as:

- there is mutual agreement between both parties,
- privacy is respected.
- Guidance and support will be provided by staff and other agencies regarding contraception, safe sex and STI's. Staff can encourage faithful one to one relationships where appropriate and discourage promiscuous behaviour. In general we will accommodate couples in suitable lodgings (e.g. double beds, greater privacy).

Challenging behaviour may occur from time to time. We want residents to understand certain boundaries of acceptable behaviour at home without resorting to medication. Staff can help to define these boundaries by understanding the various ways of managing difficult situations. Staff are therefore asked to read and consider the 'guidelines for staff when faced with challenging behaviour'. Keyworkers may have further useful notes to make regarding his or her group. These can be noted down in the keyworker files and a copy given to the Manager.

Our policy to move forward and reinvest capital has ensured that home life at Cypress Lodge is centred around:

- Individual needs
- small autonomous units
- access to community facilities
- opportunities for community living placements in supported living bungalows
- opportunities to work and learn both at home and in the community environment.

In conclusion, we endeavour to enhance the life of each and every resident here at Cypress Lodge by encouraging staff learning skills, self sufficiency, self awareness and mostly the ability to make their own decisions in life.

This document has been written in accordance with the Care Standards Act 2002. Each service user can access a copy and each prospective service user will be issued with a copy.

The document will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

Philosophy of Care

Cypress Lodge aims to provide its residents with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
	CHOICE	

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Minimum Standards.

Home Owner/Manager – Name, Experience, Home Address and Communication Information

Name: Martin Bastow

Experience: Grown up in the Rookery and managed the home and holiday centre for 15 years.

Qualifications: Bachelor or Arts

Address of Home Owner/Manager

The Rookery
Walcott
Norfolk
NR12 0PF

Telephone Number: 01692 650707
Fax Number: 01692 650330
Email: admin@janithhomes.org

Registered Manager – Name Experience, Home Address and Communications Information

Name: Jane Pearse

Experience: Worked with Janith Homes Ltd as a Welfare Assistant and Mentor 2004 – 2005

Qualifications: Batchelor of Education
NVQ Level 3 - Promoting Independence

Address of Registered Manager

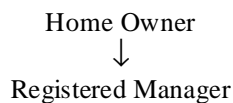
Cypress Lodge
Station Road
Potter Heigham
Norfolk
NR29 5HX

Telephone Number: 01692 650998
Fax Number: 01692 650998
Email: janithhomes01@aol.com

Care Speciality of the Home:

Adults with learning difficulties, especially with challenging behaviour.

Home Organisational Structure



↓
Care Staff

↓
Office Support Staff

Details of Staff Numbers and Staff Training

The home employs 1 Registered Manager and 3 Carers. The homes staff receive support from a General Manager, four office and two maintenance staff based at Head Office. The homes staff is selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Responsibilities
- Protection

The home also sends selected staff on external training courses for such topics as Food Hygiene, Lifting and Handling, First Aid, Drugs Practice, epilepsy, handling and preventing aggression etc.

All new staff immediately commence Common Induction Standards and the home aims for all Carers to hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The home also sends selected staff on external training courses for such topics as Food Hygiene, Lifting and Handling, First Aid, Medication Practice, Epilepsy, Challenging Behaviour etc. On the date this information was compiled the following was accurate.

One member of staff with and NVQ 3 working towards Level 4 and RMA award

Two members of staff working towards NVQ 2

Accommodation

The home has 6 registered bedrooms, all single rooms.

Social Rooms:

There are 2 day rooms. Smoking is not permitted in any of the communal rooms, in accordance with smoking policy.

BEDROOMS

ROOM	SQUARE AREA	BATHROOM
1	13.25	Not shared
2	25.78	En-suite
3	12.71	En-suite
4	12.16	En-suite
6	17.60	Not shared

COMMUNAL ROOMS

ROOM	SQUARE AREA
LOUNGE	22.31
DINING/COMPUTER ROOM	28.66
KITCHEN/ DINER	22.31

Admission

The client and relative(s) will be welcomed and introduced to the other service users and staff.

A brief discussion will take place with relative(s)/social worker to establish the following:

- a) Any comments re-assessment or person centred care plan.
- b) Relevant points from 'admission pro-forma' if not previously completed.
- c) Current medication.
- d) Address and telephone number of next of kin is correct.

Weight will be checked and recorded.

All valuable possessions brought in by the client will be listed in the Keyworker folder.

Details of the client will be recorded in the clients' personal file and incident/day book.

General Practitioner to give a general examination if more than six months since last examination, and, if any problem, record this in the appropriate individual service user file and incident book.

An entry will be made in Admission/discharge register and a personal details record compiled.

Ensure that the client is made aware of where the following are:-

1. his/her bed
2. wardrobe
3. toilets
4. any other facilities, including recreational areas
5. dining room, etc.

An informal discussion will take place with the client in order to obtain further information and to help put him/her at ease.

Distribution of appropriate information regarding the admission will be forwarded to the office who will, in turn, inform others.

Financial Arrangements and Fees

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

The fees charged are dependent on:

- 1 The type of facility required, and
- 2 The individual assessed needs of the client
- 3 Management of behavioural difficulties
- 4 Staffing requirements
- 5 A banding scheme is in operation to enable broader changes in clients care needs to be accommodated.
- 6 Level of access to day provision

Depending on the personal financial situation, a resident can either pay the fees privately or these may be paid by a placing authority. In this instance social security benefits would normally form part of the fee payment with the exception of personal allowances.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Call System
- Full Central Heating
- Full access to day services Monday to Friday.
- Personal care
- Managing challenging behaviour
- Full board accommodation
- On site Adult Literacy tutor/access to touch screen computer
- Person centred care programme
- Person centred risk assessments
- Access to fitness classes with qualified instructor
- Access with staffing to primary NHS health care, i.e. doctor, optician, chiropodist
- Access with staffing to NHS Psychiatrist if appropriate.
- Access to communication coordinator
- Speech and language skills, according to ability.

Fees – What is not included

- Dry cleaning

- Hairdresser
- Private phone installation and calls
- All personal items, i.e. personal T V licence and T V rental, satellite, video, DVD or music system
- Transport for requested outings*
- Staffing for requested outings*
- Personal clothing, toiletries, leisure items, i.e. books, cassettes, magazines etc.

*These additional charges will be shared with number of people taking part in outings etc

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Smoking and Alcohol

Smoking and consumption of alcohol is permitted subject to medical advice and smoking policy.

Fire Safety

- The home has a modern Fire Alarm System fitted. There are “Fire Exit Notices/symbols” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes evacuation procedure, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.
- A full fire drill is conducted monthly which involves evacuation of the home.
- All fire systems and alarms will be tested monthly by staff, problems noted and addressed and annually serviced by the approved contractor. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.
- Measures are available to alert a hearing impaired resident of the fire alarm if this facility is required.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services outside the home as they so desire, care staff will be made available to accompany residents when required.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Resident's family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the staff know of their arrival and departure from the home for Security and Fire Safety reasons.

The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the staff who will, if necessary, inform the visitors of the residents' wishes.

Care Plan Review

Once developed the Person Centred Care Plan will be regularly reviewed to ensure that it maintains appropriateness to the individual. Adverse reaction to the Care Plan by the resident will result in an immediate review of the Care Plan by the named keyworker, Manager, Senior Carer and/or other appropriate professionals as necessary.

Family, relatives and advocates will be encouraged to participate in the residents' care planning as far as is practicable, and are invited to annual formal reviews. Residents and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

All amendments to the care plan will require the authorisation of the Home Manager or Senior Carer; Certain amendments may require the authorisation of the resident's GP. All amendments to the Care Plan are recorded in full.

Complaints

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint as per the complaints procedure, which is available from the office or senior staff. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Commission for Social Care Inspection at Norwich. Details of the registration authority are shown below

At anytime you can with confidence make a complaint. Martin Bastow, Linda Jenkins or Jane

Pearse (Cypress Lodge) will try to resolve any concerns you may have and take you through the complaints procedure. You can also make your complaint to;

Judith Last
Regional Contact Team – Norfolk
Commission for Social Care Inspection
Eastern Regional Office
Capital Business Park
Fulbourn
Cambridge
CB21 5XE

Other local contacts you may find useful are;

North Norfolk Learning Difficulties Team
Blickling Hall
West Wing
Blickling
NR11 6NF
01263 835200

INSPECTION REPORTS ARE AVAILABLE ON REQUEST.

Therapeutic Activities

The home policy on “Therapeutic Activities” takes into account the residents interests, skills, abilities, experiences, personalities and development. The home offers a wide range of activities designed to encourage the residents to develop social, artistic, educational and work based skills. These interests and skills are detailed in each Person Centred Care Plan.

This encourages interest, enthusiasm, progress and the opportunity to enjoy all experiences of life.

Day Services are contracted to provide:

- Animal husbandry and general farming duties (non agricultural)
- Art Centre - extensive range of textiles, sculpture, ceramics, painting and drawing.
- Music
- Bingo
- Education
- Cooking
- Outdoor pursuits

Outings

All outings are arranged to accommodate resident’s interests, choices and requests.

Examples of outings are listed below:

- Meals out, pub visits
- Shopping trips.
- Theatre, concerts and cinema
- Bowling
- Swimming
- Local tourist attractions and events i.e. car boots, fetes etc.
- Horse riding
- Fishing

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided the normal fee is paid. In the case of social work funded residents, this retention period would be reviewed by the Home Manager.

Monitoring and Quality

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We hold regular resident's meetings and catering meetings to discuss any topic that residents may wish to raise and. an annual quality assurance questionnaire is issued to both residents, families, advocates and staff that allows the home to review and analyse the requirements of all those living here.

Pets

Individual requests for pets are considered. The home does have a fish pond in the garden for the enjoyment of the residents, bearing in mind that have an accessible working farm.

Medication

The home provides a comprehensive approved system to enable residents' personal medication as prescribed by the GP to be ordered, dispensed and administered by competent staff. Self medicating will be accommodated with provision for safe storage, advice and help as deemed necessary.

Telephone

The home has a phone, which can be used by the residents for incoming calls in privacy, or residents may prefer to use personal mobiles.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if this is their choice or use the outdoor facilities during warm weather.

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.

Contract of Residence

THIS AGREEMENT Is between Janith Homes Ltd

And “**THE RESIDENT**”:

Our Aim is to provide a long term care home for adults with learning difficulties. A safe stimulating environment with 24 hour care, three meals daily and access to snacks and beverages.

Accommodation

- Fully furnished rooms, single or double with ensuite facilities where appropriate or access to bathrooms.
- Communal areas for relaxation and recreation. Beautiful gardens. Access to working farm and its animals.
- Day facilities four miles away with very extensive gardens and grounds

General

1. The residents have written their own house rules to provide a harmonious life for everyone and we request residents do not disturb or harm other people or their property.
2. Resident's rights including privacy are to be respected.
3. The home follows a procedure (which can be seen) for staff when faced with challenging behaviour
4. Personal belongings and furniture will be accommodated wherever possible.
5. For everyone's comfort and to comply with legislation there are designated smoking areas.
6. Visitors are welcome - prior notice appreciated to avoid disappointment during the day. For evening and night visits we would ask for notice.

Residence and Payment of Residential Fees

1. Fees range from £780 to £2000 per week depending on individual needs. Individual fee as per contractual agreement.
2. Personal monies as deemed by Department of Social Security.
3. Upon payment of the weekly charge (see clause 1 below) the Proprietors undertake to

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provide accommodation, food, light, heat, laundry and all necessary personal care as would normally be required by a Resident of a Residential Care Home.

4. The weekly charge shall be paid two weeks in advance and two weeks in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 3 above. The weekly charge shall remain unchanged unless three months written notice is given by the Proprietors or this Agreement is jointly amended by all parties to this agreement.
5. The proprietors undertake to maintain a standard of care as required by the Residential Care Homes regulations 1984 and the registration authority. If an occasion should occur where a complaint or query arises the Resident is referred to the Home's written procedure for dealing with complaints. The Proprietors will be pleased to help in every way possible; if the complaint is not resolved the Resident may wish to refer to Commission for Social Care Inspectorate, the registration authority whose address is on the complaints procedure on page 4.
6. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Resident leave the Home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.
7. The first three months of admission shall be regarded as a trial period for the benefit of the Resident and the Proprietors.
8. The Home will be the abode of the Resident. Should a Resident at any time require hospital treatment, the Proprietors will retain the accommodation for four weeks at full fee, after which time we will negotiate the current fee, unless two weeks notice of termination of contract is given by either party to the other.
9. In the event of death, any fees outstanding for Residents will be charged to the Authority responsible for their placement or to their estate. Third parties who agree to meet Residents fees in whole or in part must sign below to this effect before the said person becomes a Resident.
10. The Proprietors may give notice, as outlined in clause 6 above, requiring the Resident to leave the Home under the following circumstances.
 - a) non payment of fees
 - b) if, having consulted the Resident and taken advice from the appropriate members of the primary health care team, e.g. general practitioner, community nurse or social worker, concerning the present and future care needs of the Resident, the Proprietors are no longer able to meet the Resident's needs
 - c) any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the Home or welfare of other Residents.
11. Fees will be reviewed from time to time as determined by the Proprietors. Any increase in the fee will be as a result of inflation, for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements

1. The Resident shall from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription) hairdresser, newspapers, clothing, toilet requisites and other items of a luxury or personal nature. Transport for requested outings by Company vehicle is charged @ 60p per mile and £7 per hour staffing to be shared by occupants.
2. Residents will be required, before taking up residence, to provide information to the Proprietors on the state of their health, any treatment required and the name of their medical advisor.

3. The resident or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense all the Residents prescribed medications. If a Resident elects to retain and administer his or her own medication this will be subject to a risk assessment and the provision of a locked cabinet by the home.

Personal Effects and Personal Mobility

1. Residents are free to journey out alone as per the agreed care plan and will be accompanied by staff as deemed necessary.
2. All electrical items brought by Residents on admission or during occupation of the Home shall be first inspected as to their safety by the Proprietors before their use.
3. At the discretion of the Proprietors items of furniture may be brought in by the Resident subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Residents responsibility or that of their Executors.

Insurance

- a. The Home is insured at the rate of £ 1,000 per person with £150 excess for valuable effects left in the Residents room. The insurance cover does not extend to the Residents cash securities and monies so the home has a system of encouraging and supporting residents to use banking facilities.
- b. All valuable assets must be declared to the Proprietors upon admission for insurance purposes. Safekeeping can be arranged by the Proprietors.

In the Event of an Emergency

1. The Resident is asked to supply the following information to assist the proprietors in the event of an emergency or termination of accommodation:
 - a) Name, address, and telephone number of next of kin.
 - b) Any social or cultural traditions that the Resident requires to be kept
 - c) Any particular wishes of the Resident concerning funeral arrangements.

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Status of the Home

Cypress Lodge Residential Care Home is registered as such by the Norfolk County Council Authority. It is not a nursing home.

SIGNED:

For and behalf of Janith Homes Ltd

DATE:

SIGNED: RESIDENT

DATE:

