

SUTTON COURT CARE CENTRE

STATEMENT OF PURPOSE

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SUTTON COURT CARE CENTRE

1. INTRODUCTION

This statement of Purpose outlines the nature, type and support offered to the service users of Sutton Court Care Centre.

This is a care home providing nursing care and support for older people and older people with dementia needs and elderly mentally frail, to enable them achieve their optimum of functioning.

The management and staff seek to be continually responsible to the changing needs and wishes of those people whom we support and to be responsive to improvements required to maintain the quality of service.

2. LOCATION

Sutton Court Care Centre, 486-488 Sutton Common Road, Sutton, Surrey SM3 9JL.

- It is a large purpose built Care Home situated in a pleasant residential area in Sutton. Public transport such as trains and buses are easily accessible from the home.
- The shopping centre of Sutton is about 15 – 20 minutes away and there are numerous popular shops where service users can shop with confidence. A mobility service is also provided from the main St. Nicholas Car Park.

3. ACCOMMODATION

Sutton Court Care Centre is a care home for 63 service users (males and females) in single bedrooms with en-suite facilities. The home is comfortably furnished to a high standard and has staffroom, staff offices, communal lounges, dining rooms, conservatory, toilets, bathrooms and large kitchen. All these areas are accommodated on three floors and are accessible by a lift. The service areas, kitchen, laundry etc. are situated in the basement of the building.

All single bedrooms are 12 square metres to meet with the current recommendations of the National Minimum Standards for Older People.

The home has garden areas and parking facilities are available on the forecourt and on the road outside.

4. AIMS AND OBJECTIVES

The overall purpose of Sutton Court Care Centre is to provide rehabilitation and support for service users to enable them to achieve their optimum level of functioning and improve their quality of life. To do this we will:

- Promote within the individual the belief that his/her life activities are as valuable and as valid as those of the rest of the community.
- Promote behaviour which conforms to socially acceptable norms
- Assist service users in securing appropriate medical care and to ensure that public services provide them with the same standard provided for others and counsel them on the choice of services available to them.
- Ensure that the physical, emotional and therapeutic needs of the service users are recognised and addressed.
- Support and facilitate service users to take control of and manage their own healthcare.
- Ensure that service users' health is monitored and potential complications and problems are identified and dealt with at an early stage, including prompt referral to an appropriate specialist.
- Ensure that visits from medical/healthcare staff take place in private unless the service users choose to have key worker or person in charge present.
- Encourage and support service users to retain, administer and control their own medication.
- Agree an effective care plans/rehabilitation programme with service users to improve and maintain their daily living skills.
- Promote the safety and dignity of service users and facilitate gender appropriate services.
- Provide privacy to all residents in their own bedrooms, especially when attending to their personal hygiene needs.
- To meet the ethnic, cultural and religious needs of the service users.
- Protect service users from abuse, neglect and self-harm.

- Implement an effective complaints policy and procedure for service users.
- Provide trained and skilled caring workforce who are dedicated to improving the quality of life for all service users.
- Ensure that service users' records are accurate, secure and confidential.
- Work with other Social/Health care agencies providing service to the service users at Sutton Court Care Centre.
- Attend Care Management, Care Programme Approach and other review meetings as appropriate.
- Maintain close links with the Care Quality Commission and work with agreed policies.
- Ensure that regular service users and staff meetings take place

5. PHILOSOPHY OF CARE

Sutton Court Care Home operates with the philosophy that rehabilitation is the process of helping the individual with on going mental health needs, making the best use of his/her abilities in as normal a social context as possible. Service Users are treated with respect and their views are taken into account by involving them in all aspects of their programmes.

Service Users are also offered opportunities if able to participate in day to day running of the home and to contribute to the development and review of policies, procedures and services of Sutton Court Care Centre.

This philosophy of care emphasises on achieving the optimum level of functioning and improving the quality of life of the service user in the home.

Each service user will be:

- provided with and empowered to exercise choice
- able to exercise his/her civil rights
- helped to achieve fulfilment
- entitled for privacy
- afforded dignity and privacy

6. SERVICE USERS' RIGHTS

The Home seeks to recognise and respect the uniqueness and dignity of each service user and we aim to respond to their need for care, irrespective of origin, religious beliefs, personal attitudes, the nature of their health problems or any other factor.

We aim to work in an open and co-operative manner with our service users and their families, fostering their independence and recognising and respecting their right to be involved in the planning and delivery of their care, empowering each service user to make their own choices.

Sutton Court Care Centre believes that the care a service user receives should be holistic in nature i.e. taking into account the physical social and spiritual needs. We therefore work to maintain our service users in society as fully participating and benefiting Citizens in the following ways (some examples):

- Ensuring that service users have the opportunity to vote in elections and to brief themselves fully on democratic options.
- Preserving for service users' full and equal access to all elements of the National Service.
- Helping service users to claim all appropriate welfare benefits and social services.
- Assisting service users access to public services such as libraries, further education and lifelong learning

7. PRIVACY

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a service user's ability to enjoy the pleasure of being alone and undisturbed. We, therefore, strive to retain as much privacy as possible for our service users by:

- Giving help in personal situations as discretely as possible.
- Helping service users to furnish and equip their rooms in their own style and to use them as much as they wish.
- Offering a range of locations around the home for service users to be alone or with whomever they want.
- Providing locks on service users' storage space, bedrooms and other rooms when sometimes they need not to be interrupted.

- Guaranteeing service users' privacy when using telephone, opening and reading post and communication with friends, relatives and friends.
- Ensuring confidentiality of information the home holds about residents.

8. DIGNITY

At Sutton Court Care Centre, we try to preserve respect for our service users in the following ways:

- Treating each service user as a special and valued individual.
- Helping service users to present themselves to others, as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities, which enable each service user to express himself/herself as a unique individual.
- Tackling the stigma from which our service users may suffer through age, disability or status.
- Compensating for the effects of disabilities which service users may experience on their communication, physical functioning, mobility or appearance.

9. INDEPENDENCE

We will enable service users to maintain their independence by:

- Maximising the abilities our service users retain for self – care, independent interaction with others and for carrying out the tasks of daily living unaided.
- Encouraging service users to have access to and contribute to the records of their own care.
- Providing as tactfully as possible human or technical assistance where it is needed.
- Helping service users to take reasonable and fully thought - out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.

10. SECURITY

At Sutton Court Care Centre, we aim to provide an environment and the structure of support, which responds to the needs in the following way:

- Offering assistance with tasks and in situations, which would otherwise be perilous for service users.
- Protecting service users from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by service users.
- Creating an atmosphere in the home, which Service Users experience as open, positive and inclusive.

11. CHOICE

We will ensure that the service users get the choice by:

- Providing nutritious and attractive meals, which enable service users as far as possible to decide where and with whom they consume food and drink of their choice.
- Retaining maximum flexibility in the routines of daily life in the home, and enabling service users to manage their own time and not to be dictated to by set communal timetables.
- Avoiding, wherever possible, treating service user as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour of service users.

12. FULFILMENT

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives in the following manner:

- Informing ourselves as fully as each service user wishes about their individual histories and characteristics.
- Providing a range of leisure activities to suit the tastes and abilities of all service users and to stimulate participation.

- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of each service user.
- Respecting our service users' religious, ethnic and cultural diversity.
- Helping our service users to maintain existing contacts and to make new liaisons, friendship, and personal and sexual relationships if they so wish.
- Attempting always to listen and attend promptly to any service user desire to communicate at whatever level.

13. CHOICE OF HOME

We recognise that every prospective service user should have the opportunity to choose a Home which best suit their needs and abilities. To facilitate this we would ensure that our service users know about the services on offer at Sutton Court Care Centre, we will do the following:

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each service user a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective service user has his/her needs fully assessed before a decision on admission is taken.
- Demonstrate to any person about to be admitted in the home that we are confident that we can meet their assessed needs.
- In all cases offer introductory visits to prospective service user and avoid at all costs unplanned admissions.

14. RELIGIOUS AND CULTURAL NEEDS

- Applicants from all cultures and ethnic minorities are welcome and every effort will be made to meet any specific requirements relating to diet and spiritual needs.
- All religious denominations are welcome.
- Service users may choose to attend services outside the home and the staff can help to arrange this.

15. FAMILY AND FRIENDS

- Visitors are most welcome at any convenient time agreed by the service users and can participate in activities of the home.
- Relatives and friends are welcome to accompany service users on outings and holidays
- The home will encourage service users to keep in contact with their family and friends by letter, phones or visits.

16. ACTIVITIES

We have various organised activities at Sutton Court Care Centre to stimulate the service users and these are listed below:

- Light work-out to music (Chair based exercise)
- Bingo
- Board games
- Card games
- Painting (Art Club)
- Reminiscence
- Knitting
- Birthdays/Parties
- Barbecues (depending on the weather)
- Walks and sitting in the garden
- Group discussions/Meetings
- Shopping
- Outings i.e. trips to the seaside, parks etc.
- All daily living skills

All service users are consulted on a regular basis about the activities they wish to take on the day.

17. THE ENVIRONMENT

The physical environment of Sutton Court Care Centre is designed for service users' convenience and comfort and to achieve these we will do the following:

- Maintain the buildings and grounds in a safe condition.

- Ensure that the building complies fully with the Fire Regulations and that staff and service users are aware of what to do in case of fire.
- Supply toilet, washing and bathing facilities suitable for the service users for whom we care.
- Make detailed arrangements for the communal areas to be safe, comfortable and homely.
- Arrange for specialist equipment to be available to maximise service users' independence.
- Ensure that service users have safe, comfortable bedrooms, with their own belongings around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection and environmental hazards.

18. RISK ASSESSMENT

Sutton Court Care Centre will fully implement Regulation 3 of the Management of Health and Safety at Work Regulations (MHSWR) 1999 which require employers to:

- Make an assessment of risks to employees.
- Make an assessment of risks to other who might be affected by work activities such as service users, contractors, visitors and the public at least on a monthly basis. Records will be signed and kept.
- Clearly identify the measures needed to protect employees, service users, contractors, visitors and the public.
- Review the assessment and make necessary changes if there is significant change, which affects risk (new employee, machine or work) or else if there is a reason to think it is no longer valid.
- Keep records, where there are five or more employees, of the significant findings of the assessment or of any group of employees identified as being particularly vulnerable.
- Make clear records when review and revision of risk assessment will be required and will include arrangements for monitoring the validity of assessments.

- Provide information on the hazards identified to contractors, service users and other relevant personnel.
- Provide training to all staff and encourage to read the policy on health and safety as part of their induction and ongoing developmental process.

Sutton Court Care Centre will include the following as areas of potential hazard or risk:

- Hazardous substances within the scope of the Control of Substances Hazardous to Health Regulations, 1999 (chemical hazards, drugs, sharps, body fluids, hazardous wastes) and others not currently covered by COSHH (lead, asbestos and substances which are hazardous for reasons other than their toxicity, i.e. those which are flammable, or which enhance combustion, react violently, etc.)
- Manual Handling and the moving of service users.
- Use of display screen equipment (e.g. computers)
- Electrical hazards
- Work equipment and machinery
- Workplace hazards (e.g. space, clutter, heating, ventilation, tripping hazards, safe access, and inadequate sanitary facilities).
- Emergencies (e.g. fire, injuries requiring first aid, dangerous spillages, etc.)
- Violence or threat and abuse.

19. PERSONAL AND HEALTH CARE

We draw on expert professional guidelines for the best possible care the home provides, and we do the following:

- Produce with each service user a plan of care based on an initial and continued assessment. These plans will be regularly reviewed and updated.
- Seek to meet or arrange for appropriate professionals to meet health care needs of each service user.
- Establish and carry out careful procedures for the administration of service users' medicines.

- Take steps to safeguard service users' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care service users who are dying and sensitively assist them and their relatives at the time of death.
- Access to professional support

The General Practitioner responsible for the home is:

Name Dr Stephen Wong
 Address Grove Road Practice, 83, Grove Road, Sutton SM1 2DB
 Tel No 020 8642 1721

However, service users may choose their own GP if they so wish.

Psychiatrist input is available from the local health centres as and when it becomes necessary.

Referral will be made to other professionals if and when necessary and these are some

- Physiotherapist
- Dietician
- Chiropodist
- Occupational Therapist
- Dentist
- Optician
- Speech Therapist

20. LIAISON WITH MULTI-DISCIPLINARY TEAM

Sutton Court Care Centre is committed to working closely with members of the multi-disciplinary team within the context of mental health policy and legislation.

- On admission to Sutton Court Care Centre, use of services already supplied by the multi-disciplinary team will be retained if possible or will be established.
- Care reviews are important aspect in evaluating care. It is vital that the Registered Manager and other staff members of the team attend. The reviews will be documented in an appropriate Review Sheet. These will be monitored and updated.
- The role of the key-worker is paramount in ensuring success of the care plan. Sutton Court Care Centre is committed to providing training for staff to enable them to fulfil their roles in working in the multi-disciplinary teams.

- Work to accounting and financial procedures, which safeguard the interests of service users.
- Offer service users appropriate assistance in the management of their personal finances.
- Supervise and appraise all staff regularly. Provide regular staff meeting.
- Keep up-to-date accurate records on all aspects of the home and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

23. PROTECTION OF SERVICE USERS

Sutton Court Care Centre believes that every resident has the right to live their life with privacy, dignity, independence and choice, and be free from abuse or fear of aggression and violence. The Home works with legal collaboration of caring agencies to uphold this right and to ensure that our service users are protected from harm through abuse or exploitation at all times.

At Sutton Court Care Centre the following will apply:

Staff will ensure that service users are protected and safeguarded from the following:

- Physical abuse
- Financial or material abuse
- Psychological or emotional abuse
- Sexual abuse
- Abuse through neglect
- Discriminatory abuse
- Inhuman or degrading treatment.

Staff will furthermore ensure that service users are protected and safeguarded from harm, physical violence or attack or self-harm.

Robust procedures are in place for responding to the suspicion or evidence of abuse or neglect (include whistle blowing) and ensuring the safety and protection of service users in accordance with the Department of Health guidance ‘No Secrets’.

All allegations and incidents of abuse, along with action taken, will be clearly recorded.

Staff who are considered by the management of the home to be unsuitable to work with vulnerable adults will be referred to the Care Quality Commission.

Responsibilities of management and staff

Sutton Court Care Centre will ensure that staff have detailed knowledge of and are familiar with the service user so that any situation is correctly interpreted, i.e.

- Care staff have a duty to report concerns about abuse in the interest of protecting people within the home.
- Where the investigating agency takes a decision on behalf of an individual who is not able to come to such a decision personally, the agency workers must at all times be mindful of the person's safety and future support.
- Where allegations are made against a member of the staff, they should always be investigated.

Procedure for dealing with abuse immediately it is suspected or witnessed

- Immediate action will be taken if there is concern that the resident may be in danger or need medical attention
- Everything will be done to ensure that the service user is safe; this may mean calling the emergency services.
- This would be done without confronting the alleged perpetrators or alerting them to what has been alleged, although it may be necessary to remove the alleged perpetrators from the service users or care duties.
- The area where the incident is alleged to have happened will be protected, i.e. nothing will be removed; will not be cleaned and everyone will be kept away.
- The service users will be given support through all stages of the investigation and medical examination

Procedure for investigating and dealing with alleged abuse

- A full report of the incident or concern will be made to the Registered Manager.
- The Registered Manager in consultation with the Provider will establish the facts and decide on the action to be taken.

- In all cases of suspected abuse, the Local Authority Social Services Adult Protection Team and the Care Quality Commission will be notified. Police may also be notified.
- If necessary the Protection Team will call for a Case Conference to decide the way forward.
- The aim is to protect the service users and review care plans.
- Any new care plan would be implemented and monitored.
- The service user will be involved in the discussions and the formulation of any new plans.

24. TERMS AND CONDITIONS

Admission :- Following admission the first four to six weeks is the trial period. At the end or before this period a meeting (if necessary) will be held to determine permanency.

Termination of Agreement :- Generally a written notice of four weeks with reasons must be given either way to terminate an agreement. A shorter period or less than four weeks may be given, if reasonable depending upon circumstances i.e. seriously disruptive or violent behaviour.

Alteration of an Agreement :- With the exception of changes in the weekly charge, this agreement may only be altered after full consultation with the service user or next of kin/advocate and the Home Manager.

Vacating Premises :- Should the agreement be ended other than by death of the service user, the service user must vacate on or before the date on which the notice to vacate expires. Unless otherwise agreed, payment of charges in lieu of the notice at the normal weekly rate shall be paid.

Temporary Absence :- If the service user goes out of the home, he/she is requested to inform Person in Charge as a precaution in case of fire or any other emergency.

25. FINANCIAL INFORMATION

Charges :- The minimum weekly charge for occupancy of the premises with full board and lodgings will be discussed at the time of assessment and is payable four weeks in advance. This is agreed prior to admission. More information is available from the home. Payment can be made by cheques or Standing Order.

Changes to charges :- The home may increase or decrease the weekly charges by giving a service user not less than four weeks notice in writing or to the representatives or next of kin.

26. AUDITING

The owner is always looking for ways to improve the standards in the home. He therefore audits the home on a regular basis to ensure compliance with the National Minimum Standards for Older People and its regulations.

Under the Care Standards Act 2000, the Officers of the Care Quality Commission carry out two statutory inspections per year and make reports available to the public following their visits.

If requested the manager will make inspection reports available to service users, their relatives and professionals to read at the home.

27. FIRE EMERGENCY PROCEDURES

A Fire Notice is displayed on the noticeboard to alert everyone of what to do in an emergency and these are as follows:

As soon as you hear the fire alarm, you should start leaving the building through the entrance door towards the main gate. You must not panic. Staff will be available to guide you.

You should not stop to collect any belongings etc. You must not enter the building unless you are told to do so.

28. COMPLAINTS

We welcome comments/concerns about our services from visitors of home, service users, staff etc. These can be made verbally, in writing or over the phone to the home or to the Care Quality Commission (See address and telephone below).

All complaints will be treated very seriously.

It would be preferable to raise any concerns in the first instance with the staff in charge of the home who will attempt to address these (Naturally we must, wherever possible, try to resolve your concerns before the complaint is made official.)

If you remain unhappy or not satisfied with the response of the staff, you may wish to make an official complaint to the owner/manager in writing or speaking directly to him/her who will then investigate and try and resolve the complaint to your satisfaction.

If you are still unhappy with the outcome you may write/phone

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Email: southeast@cqc.org.uk

Our address is:

Sutton Court Care Centre
486-488, Sutton Common Road
Sutton
Surrey SM3 8JL

Tel No: 020 8644 8118

Fax No: 020 8 644 5458

Email: info@suttoncourtcarecentre.com

Web Site: www.suttoncourtcarecentre.com

Manager: Marie Bannister

Owner: Hydefall Limited. Director: Mr A A Jivraj.