



In Compliance with
Health and Social Care Act 2008

Statement of Purpose

**Imperial Care UK Limited
T/A Holly Lodge Residential Care Home
208 Maidstone Road
Chatham
Kent
ME4 6HS**

Manager – Mrs Catherine Arthur

Tel: 01634 843588

IMPERIAL CARE UK LIMITED
TRADING AS HOLLY LODGE RESIDENTIAL CARE HOME
STATEMENT OF PURPOSE

INTRODUCTION AND DESCRIPTION OF OUR HOME

Holly Lodge Residential Care Home is an independent Care provider of residential care services to adults with dementia and EMI. The company is registered through companies house by an appointed accountant (Registration number: 6720324). The owners of the company are Mrs Kulvinder Kaur Brah and Mr Dabinder Singh Garcha. Mrs Brah has worked within the health and care sector in the NHS for the last 30 years. She started her career in nursing and over the years has attained an advance certificate in professional competence: Social work and Care Management and holds a BSc in mental health work. She is well known in the local community of Medway and Kent. Mr Garcha spent 10 years working within the civil service and for the last 20 years has been running his own business. He has considerable experience in administration and business management. The manager of Holly Lodge is Mrs Catherine Arthur, who has been in the care profession for the last 18 years and at Holly Lodge for 15 years.

The care home is based in Chatham, Kent and accommodates 16 beds for adults with dementia. The home is located on Maidstone Road, Chatham, Kent and provides easy access to all local amenities. Local transport is easily accessible i.e. buses, taxis and trains as well as the town centre. Major road links include the A2, M25 and M20. The nearest train station is Chatham, which provides services to Kent and London.

The home is a semi detached building with a large secluded garden to the back. There is ample car parking at the front of the house as well as plenty of off street parking. Facilities include en-suit bathrooms, separate assisted bathrooms, communal living room, communal kitchen, ground floor toilet and bathroom facilities, study/office, separate dining room, office and staffroom.

Holly Lodge Residential Care Home is registered with The Care Quality Commission in accordance with The Care Homes Regulations 2001.

MISSION STATEMENT

Holly Lodge Residential Care Home will make a positive difference to the quality of life for individuals with dementia by supporting and enabling the service users to have the opportunity to experience the same range of activities as other adults so they can reach and achieve their full potential and become equal members of the community.

AIMS AND OBJECTIVES OF OUR SERVICES.

Holly Lodge Residential Care Home is an 16 bedded semi-detached house providing excellent services with 24 hour support tailoring specifically to the needs of the individuals. This is accomplished by using person centred approaches and planning with the service users their care packages at an appropriate level. They will also live as part of the local community and lead full and active lives as appropriate. All rooms will be provided with either en-suite or easily accessible bathroom facilities, which offers a comfortable environment for its residents to live in.

Our philosophy is simple; "Individuals with dementia have the same rights as any other members of society and will be valued as such".

SUPPORT AND MANAGEMENT

Our services encompass the principles of rights, independence, choice and social inclusion, which form the basis of the Valuing People White Paper (2001). Each service user will have an up to date assessment of need and an appointed key worker within 3 months of admission. A multidisciplinary approach will be adapted to ensure that a holistic care / support package is offered to each individual. This will include a person centred life plan, planning, implementation and evaluation of appropriate support plans including risk assessments and associated action plans. Service users and their relatives and social workers will be encouraged to be actively involved in this process wherever possible. Specific plans will be reviewed by the individual, key worker and the manager on a regular basis as identified on each plan.

THE SERVICE USERS PLAN

At the time of admission we work with the service user, their representative and relative to draw up a written plan of the care we aim to provide. This plan sets out objectives for the care and how we hope to achieve these objectives while incorporating any necessary risk assessment. Each service user will have a monthly review to see that the plans are appropriate and amendments are made where changes have occurred to see that the care we are providing is relevant to helping the resident achieve their full potential. The focus will remain with the individual resident. The review will be co-ordinated by the key worker / co-coordinators along with the service user. It is the responsibility of the manager to ensure that this process is carried out and the documentation is available for inspection.

FACILITIES AND SERVICES

Holly Lodge Care Home is a 16 bedded semi-detached house set in Chatham, Kent. It has a large secluded back garden and ample parking facilities to the front of the house. It provides ground floor, first floor and second floor accommodation. The ground floor living accommodation comprises of 7 en-suite bedrooms with washing facilities it also has a communal bathroom with hoist and hair washing facilities. There is also a communal toilet, kitchen, dining room, residents lounge, office and a visitor's room. A patio door leads on to the back garden. The first floor accommodation has a further 4 single bedrooms, 1 twin bedded room, a separate communal bathroom and a sluice room which also has a macerator. All bedrooms are comfortably furnished with a lockable cabinet for service user's personal possessions. All rooms are lockable and service users are issued with a key should they wish. Access to the upper floors are via stairs and a stair lift. Entrances to the home have ramps for wheel chair users. See attached sheet for room sizes. Local facilities are located within a 5 mile radius i.e. trains, buses, doctors, dentist, local shops, religious places of worship and the local shopping centre is literally 1/2 mile away. The nearest train station is Chatham which operates a regular service from London to Kent. The home will provide 24 hours care and will have a person in charge at all times and a manager for the day to day operations.

DAILY LIVING AND SOCIAL /LESUIRE & RECREATIONAL ACTIVITIES

Service users will be encouraged to pursue individual interests where possible and participate in social and recreational activities willingly and without any pressure from staff. The emphasis will be on community participation and individuals will be encouraged to make full use of the facilities and pursue their interest. The staff team will offer information and appropriate support to enable each service user to make informed choices and be fulfilled in the lifestyles of their choice, where practical. The day to day running of the house will primarily be the responsibility of the staff team but emphasis will be on user participation and their involvement will be encouraged. Service user's religious and cultural needs will also be met.

MEDICAL CARE

Each service user will be registered with a local GP and dental practice. Other services will be utilized if / when necessary, i.e. chiropody, hair dressing, optician, physiotherapy etc. Referrals will be sent to the appropriate service as and when necessary, as identified in the individual's assessment of need. Medication will be prescribed by the service users' GP and dispensed accordingly. Prescriptions will be for a maximum of 28-day supply and individual to each service user. Medication will be managed by Boots and we will use the Boots Monitored dosage system (MDS) and all staff who administer medication receive training by Boots' MDS department. Overall responsibility for the care, custody record keeping and safe handling of medicines rests with the Manager and designated staff. Service users will be supported in managing their own prescribed medication, if identified in their assessment of needs.

STAFFING

We are aware that staff plays a very important role in the residents welfare and we ensure that we employ staff in sufficient numbers with relevant skills to meet the residents needs. When employing staff proper checks are carried out while observing recruitment policies and practice. Staff will be fully encouraged to undergo regular training starting from induction, and progressing on to foundation experience and further development.

The majority of our staff are trained upto NVQ2 and NVQ3 level undergo regular mandatory training on an annual basis.

MANAGEMENT AND ADMINISTRATION

Leadership of the home is critical to all its operations and we aim to provide leadership of the quality required. The team will be lead by a registered manager who is qualified and competent and creates an atmosphere which is open, positive and inclusive. Appropriate quality insurance and monitoring systems will be installed and accounting and financial procedures will be used to safe guard the homes and the resident's interests. All staff will be supervised and up to date records maintained on all aspects of the home and its residents to ensure that health, safety and welfare of residents and staff are maintained and protected.

HOUSE MAINTANCE

We realise that the physical environment of the home is designed for the resident's convenience and comfort. We strive to maintain the building and grounds in a safe condition and arrange for specialist equipment where necessary to be made available to maximise residents comfort. In particular we ensure the premises are kept clean, hygienic and free from unpleasant odours with systems in place to control the spread of infection. The house will be maintained by the proprietor and the Manager. The staff team will carry out day to day, weekly and monthly routine checks including health and safety. Staff at the home will be responsible for identifying and reporting repairs. Approved contractors will be used to carry out the repairs. All contractors visiting the home will be directly supervised by staff from the home.

AGE RANGE AND SEX

The home will be registered to take adults of both sexes of any age group.

RANGE OF NEEDS THE HOME IS INTENDED TO MEET

Holly Lodge Residential Care Home intends to meet the needs of adult service users with dementia and EMI. Each service user will have an assessment prior to admission. Through this assessment, the home will identify any specific and individual needs of the service user and meet his/her needs accordingly, also including cultural and religious needs. The home will also be suitable for service users who have mobility restrictions as the home has a chair lift for access to the first and second floor. Individual service user's needs will be met according to their assessment of needs package and support will be provided so they can as far as possible become independent and active members of the home.

NURSING CARE

We are not registered as a nursing home, so therefore no nursing care can be provided in the home. Any minor nursing care needs will be supported through community nurses. However, if and when the needs change for long term nursing care, then service users needs will be reviewed and facilitated for them to move on.

ADMISSION AND EMERGENCY ADMISSION

New service users will be admitted on the basis of a full assessment undertaken by the social care manager and the home manager. The social worker and the home's manager will assess the service user's needs and then a multi-disciplinary meeting is held for the final decision. Service users are invited for visits to the home and followed by an overnight stay and weekend stay. After a trail period of 6 weeks, the service user is offered a placement on a permanent basis. We can accommodate emergency admissions where the resident meets the criteria of the home.

SUPPORT TO RESIDENTS

Staff will be employed and managed by the proprietor and the manager of the home. All staff will have a full enhanced CRB and POVA checks as well as two satisfactory references before commencing employment with Imperial Care UK Limited. They will have the appropriate skills, knowledge and experience to carry out their delegated duties. Training needs will be identified through regular supervision and periodic performance appraisals. Holly Lodge Residential Care Home will use recognized and approved training organizations to offer training to staff. This includes Induction and Foundations, NVQ's accreditation and mandatory courses and specialist courses.

FIRE AND SECURITY

Fire procedures are agreed with the local fire authority and in accordance with statutory requirements. Furniture, furnishings and bed assemblies are fire retardant and of non-toxic materials, where possible. All staff will receive fire prevention and safety training during their induction period and appointed fire wardens will receiver further training. All equipment will be tested and maintained regularly and all relevant records will be kept open to inspection. Fire risk assessments are carried out and action plans agreed for both service users and staff (and visitors).

CONSULTATION

All service users will have the opportunity to discuss and get involved in the day to day operations of the home. Service users can voice their opinions, concerns or any issues they may have to any of the staff in the home. All service users will be encouraged to be actively involved with their day to day care needs. This also includes their meals, meal times, weekly routines, care reviews, care plans and monies. Service users will be encouraged to be as involved in managing their own finances with support from staff when necessary. Holly Lodge operates a non smoking policy applicable to all residents and staff. This will be pointed out prior to admission. Relatives and visitors will be asked to abide by this rule as it poses health and safety and fire risks.

RELIGION AND CULTURAL NEEDS

The home will recognize and cater for individual's cultural and religious needs. Service users will be supported to partake in religious festivals of their choice and ones that are appropriate to the service user's religious and cultural needs.

VISITORS

Relatives, friends and representatives are able to visit the home whenever they wish and it has been agreed with the individual. Our visitors will receive a warm welcome and offered hospitality. Staff will be courteous and respectful at all times and will expect this in return from the visitors. Service users can choose to spend time with their visitors in the privacy of their own room or in the visitor's room. If they wish to see their visitors in the communal living area, consideration must be offered to the other service users at home at the time. Other visitors to the home i.e. inspectors, contractors etc will also be made welcome, however identification must be produced upon request or entry to the home may be denied until confirmation of identification and purpose of visit is received. All appropriate records will be maintained for inspection.

SPECIFIC THERAPEUTIC TECHNIQUES

The home will provide any appropriate therapeutic services to the service users as and when requested or identified according to their needs. Support services can include aromatherapy, hairdressers, beautician and chiropody. All services provided will be to high standards and by qualified professionals.

ARRANGEMENTS FOR DIGNITY AND PRIVACY

The home will maintain service user's private and confidential matters at all times (where appropriate) and not share /discuss this information with anyone else other than the service user without their consent. Service user's privacy and dignity will be respected at all times and arrangements will be made for them to have personal private meetings or conversations at their chosen area. All staff will knock on doors before entering a service user's room. Privacy and dignity will be maintained during personal care and risk assessments will be completed for any identified risks associated with the service users to carry out their chosen tasks or personal hygiene care. Service user's rooms will be equipped to their needs and can use them as much as they wish for leisure, meals and entertaining. All rooms will have a lock on them and each service users will be provided with a key if they so wish. Each service user will be treated as a unique and valued individual.

SECURITY

We aim to provide an environment and support structure where residents are offered assistance with tasks and in situations which would be perilous while also protecting residents from all sorts of abuse and possible abusers and creating an atmosphere in the home which residents experience as open, positive and inclusive.

CIVIL RIGHTS

We ensure that by residing in a care home our residents are not deprived of their rights as citizens. We therefore work to retain our residents place in society as fully participating and benefiting citizens by ensuring where appropriate that they participate in the democratic process, have full access to all elements of the NHS. Helping them to claim all appropriate welfare benefits and other public services. Residents will also be encouraged in contributing to society by helping each other and taking on roles within and beyond the home.

COMPLAINTS

Service users, their relatives or representatives are able to make complaints on any subject of their care / support, home, etc; without fear of incurring discrimination or disapproval. Holly Lodge Residential Care Home will ensure that all complaints are fully investigated and a satisfactory outcome is achieved where possible. If you are not satisfied with the outcome or the way the complaint was investigated then you can contact the Care Quality Commission (CQC) for further investigation. The address of CQC will be made available to each service user and their families' and displayed in an appropriate place where it can be viewed. A written complaints procedure will be given to each service user prior to admission

and staff are aware of their responsibility. Compliments and suggestions for improvement are also welcome. Contact details for making a complaint is as follows:

1.
Mrs Catherine Arthur
Manager
Holly Lodge Residential Home
208 Maidstone Road
Chatham
Kent
ME4 6HS
Tel: 01634 843588

2. Mrs K Brah
Head of Care Services
Imperial Care Home UK Limited
208 Maidstone Road
Chatham
Kent
ME4 6HS

Tel: 01634 846946

3. Mr DS Garcha
Proprietor and Administrator
Imperial Care Home UK Limited
208 Maidstone Road
Chatham
Kent
ME4 6HS

Tel: 01634 843588

4. The Local Authority Social Services at
Medway Council
Social Care Commissioning Team
2nd Floor
Kingsley House
37-39 Balmoral Road
Gillingham
Kent

Tel: 01634 306000

**OR IF YOU ARE NOT ENTIRELY HAPPY WITH HOW YOUR COMPLAINT WAS
INVESTIGATED OR DEALT WITH THEN YOU CAN WRITE TO:**

5. Care Quality Commission South East
 Citygate
 Gallowgate
 Newcastle Upon Tyne
 NE1 4PA
- Tel: 03000 616161

THE NUMBER AND SIZE OF ROOMS IN THE HOME:

Room Sizes and Numbers		
Physical Environment	Dimensions (Metres)	FloorArea (Sq Mtrs)
Ground Floor		
Foyer	5.33 x 1.75	9.33
Office	3.66 x 3.60	13.18
7 x single Bedrooms (<i>all en-suite with disable facilities</i>)	3.00 x 4.00	12.00
Bathroom (<i>with bath hoist, toilet and hairdresser sink</i>)	1.80 x 2.40	4.32
Disabled toilet	1.50 x 1.90	2.85
Lounge 1	5.24 x 4.00	21.00
Lounge 2	5.00 x 4.80	24.00
Dining room	3.89 x 3.42	13.3
Kitchen	4.70 x 2.60	12.22
Patio area x 2	13.50x 13.50	27.00
Garden		
Stairs to first floor service by spiral Chair Lift		

First Floor		
Bathroom (with hoist, bath, toilet and wash basin)	2.84 x 2.67	7.58
Staff/ Visitors toilet	2.31 x 1.09	2.52
Residents toilets (<i>with wash basin</i>)	2.18 x 1.14	2.49
Bedroom No. 1 (<i>single with was basin</i>)	4.25 x 2.75	11.69
Bedroom No. 2 (<i>double with wash basin</i>)	4.66 x 3.30	14.72
Bedroom No. 3 (<i>single with wash basin</i>)	4.55 x 2.70	12.29
Bedroom No. 4 (<i>single with was basin</i>)	4.55 x 2.70	12.29
Bedroom No. 5 (<i>single with was basin</i>)	3.59 x 3.11	11.04
Storage Cupboard		
Corridor leading to Fire Escape		

Stairs to second floor service by spiral chair lift		
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Second Floor		
Residents Toilet <i>(with wash basin)</i>	1.80 x 1.40	2.52
Bedroom No. 7 <i>(single with wash basin)</i>	4.83 x 3.00	14.49
Bedroom No. 8 <i>(double with wash basin)</i>	6.90 x 3.50	24.15

Basement		
Storage and Laundry	4.57 x 2.08	9.51

REVIEW OF THIS DOCUMENT

We keep this document under regular review and would welcome comments from residents and others.

Attached Service User Guide

01 September 2010