



Sainthill House Ltd

T/A

**SAINTHILL HOUSE CARE HOME
& SAINTHILL COTTAGE**

STATEMENT OF PURPOSE

Cowick Lane
Exeter
Devon
EX2 9JG

Part of the **Vision** Family

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INTRODUCTION

This document sets out the key areas for our independent care facility. Currently the regulations and standards are set by the Care Quality Commission, CQC, we are also mindful of the healthcare commission standards and other regulatory bodies such as the department of environmental health,

Health & Safety Executive. This document meets the requirement made by the CQC and enables potential service users, commissioners and public/visitors to review our service.

This document is subject to review if internal or external direction or policy changes and any update will be made known to the Inspectorate and the service users within 28 days.

This document was updated on April 2013.

Sainthill House is a specialist facility, registered with the CQC.

We are registered for continuing care for 14 men and women aged 65 and over.

AIMS AND OBJECTIVES

- To facilitate timely and seamless pre-admission assessments, fee quotations and, transfer to Sainthill House.
- Improve the quality of service user experience and outcomes of care.
- To promote recovery, rehabilitation and integration, maximise individual's choice and Independence.
- To provide for a length of stay determined by the individual's need and choice.
- To be inclusive, non-discriminatory and, tolerant where diagnosis is not a barrier.
- To provide care as individual as the person themselves.
- To provide a homely environment for individuals with long-term changes to their functioning and enable psychological adjustment.

We aim to recruit skilled, sensitive and understanding staff to enable our service users to achieve the utmost quality of life whilst receiving a high standard of care and accommodation.

We aim to continually review and consider the care we give to be constantly improving and changing to meet the changing needs of the service users and of the wider health and social care bodies we support.

All of our staff receive on-going supervision from their line managers.

Our organisational strategy is to work in partnership with Health Authorities, Hospitals, trusts, and Local Authority Services to provide a South West England based facility that is flexible to the changing needs of the clients we serve.

PLACEMENT AT SAINTHILL HOUSE

Referrals are accepted in the first instance from the individual, their family or representative and health and social care professionals. Both privately funded and social care funded placements are accepted including places funded by a combination of all of these.

An initial contact/referral form is completed and further information will be provided including our brochure and the first part of our comprehensive assessment intended for the potential service user to complete with their carers and care manager. This provides some essential information as a first step.

Admission criteria to admission to Sainthill House are:

- Old age (over 65), not falling within any other category.

Exclusion criteria to admission to Sainthill House are:

- Over riding need for a primary acute mental health or, psychiatric screening/assessment/treatment including eating disorder, substance misuse and persons detained by section other than by section 117 for after care or, by agreement section 17 leave for respite/trial.
- Over riding requirement for primarily learning disability specialist service, screening/assessment/treatment.
- Unconscious individuals.
- Medically unstable individuals whose needs can not be met by the combined care team (not medically fit for transfer to our service).
- Any condition that requires fast access to the facilities only available at a hospital (diagnostic/therapeutic).

CHOICE OF HOME

Longer term or short term placement in our residential facility is a very personal thing and Sainthill House supports personal choice. We therefore are happy for trial periods and to support a service user while they explore their options. Should any service user feel that Sainthill House is no longer for them, we will always endeavour to meet any unmet needs and are happy to support and assist in considering other options.

On admission each new resident will be orientated to the house and their room.

ASSESSING AND CARING FOR INDIVIDUAL NEEDS

Sainthill House offers residential care to service users over the age of 65.

If the client and the Home are compatible, a thorough assessment of needs will begin. Discussions will then take place between the Home, the service user, their representative and the funding body to establish how best the individual's needs can be met.

Assessment is considered a therapeutic intervention where an individual can be helped to understand their current health problem and need in their individual experience and life events. This can provide a significant help within a problem solving approach. The assessments are carried out by the Home Manager and in some cases the Manager will assess a service user alongside the Area Manager.

At the point of referral the information sharing will have begun, the information required will include:

- The pre-admission assessment
- The external funders care plan
- The name, address, telephone number, date of birth and marital status ethnicity and religion
- Next of kin or authorised representative details
- Date of Admission
- Date and full details of any transfer
- Care Managers and funders details
- Medication Administration records
- Copies of any accident or incident that have occurred.
- Treatment plans and, any other records of professional care or alternative/complimentary care (to include a range of professional care including pressure area care, falls, limitations agreed, nutrition, continence and so on).
- Information regarding any issues that challenge the placement such as communication difficulties.

When a satisfactory agreement is reached an individual's service user contract will be drawn up (The funding authority or privately placed person may then specify care and any arrangements for the client to engage in social activities, hobbies and leisure interests. This is the funders 'care-plan' or 'care package' statement). The Home Manager will design a person centered care plan, (PCP), for the service user. *See section "The Care Plan"*.

INFORMAL VISITS

Any client who is referred to, or has an interest in becoming a resident of Sainthill House will be offered an opportunity to visit the Home, to be shown around and to discuss any issues and expectations; Relatives and professional colleagues will be afforded the same opportunity to come and look around and to talk to the Registered Manager. Appointments will ensure that the person you want to see is available however; we operate an open door system within reason and, with consideration for protecting the privacy of our current service users.

Visitors are welcome at Sainthill House at any time and do not need to make an appointment. However we do ask that you consider the privacy and dignity of all service users. Visits can take place in communal areas, however for the overall privacy of all the service users; the gardens or the service user's personal room may be preferable. Relatives and friends who wish to telephone and speak to our service users are welcome to do so. Some service users have arranged for personal telephone connections in their rooms. We have a telephone systems that enables telephones be taken to our service users wherever they are in the building. We would ask that when telephoning to speak to a resident that relatives and friends are aware that certain times of the day are busy. Therefore, there may be times when staff request that the call is brief.

CONTRACT

A sample of the contract for Sainthill House covering the basic terms and conditions of staying at and paying for care received from Sainthill House, can be provided by the Manager at Sainthill House on request.

Certain behaviours that might pose unacceptable risk to other clients will not be tolerated within Sainthill House and the needs of the community of service users within the home are always paramount. We do promote tolerance where some individuals have behaviours that challenge the services and make every effort to be inclusive in our practice.

Smoking is discouraged as per National drivers for cessation and drinking of alcohol is restricted for the comfort of all service users. Illicit substances are strictly banned.

THE CARE PLAN

In consultation with the client and/or their representative and the Manager will draw up initial care plans on our own in-house documentation. This is a person centered care plan, (PCP) relates to the individual's daily living within Sainthill House and their social and personal care needs.

This plan will be based around the principles of inclusion and the social model of care, as well as ensuring that all physical and medical are planned for and met. The PCP will remain flexible and will be reviewed every month by the manager or more regularly if necessary.

The service user's PCP will address all aspects of care, create a comprehensive portrait of who the person is, what they want to do with their life and bring together all of the people who are important to the person including family, friends, neighbours, support workers and other professionals involved in their lives.

Care reviews may be initiated in-house by Sainthill House for our own reviews or for the placement care managers. Reviews are also initiated by care managers as part of their constant evaluation of suitability of placements. It is always our intention that everyone concerned with an individual service user's care and the right to be involved in it will be kept informed of assessments and care reviews etc. The only restrictions will be the legal and regulatory requirements necessary to protect the health and safety of service users, relatives, visitors and staff, and to ensure that the proper level of care is provided.

The Registered Home Manager is responsible for care plans and the keyworker, who will be a member of the care team, will ensure that care is delivered according to the plan. The client will be informed who is to be their keyworker and what they can expect from this role.

Care will be on the premises 24 hours a day to ensure that identified needs are met. At Sainthill House we believe that it is important to match the client's needs to the services we can offer. Clients at Sainthill House have access to medical services and community services such as nursing, dental, pharmaceutical, chiropody and therapeutic services according to need. It is the policy of Sainthill House to enable service users to retain their personal dignity irrespective of their physical or personal or social needs. Each service user will have their privacy and dignity respected in all aspects, including entering bedrooms, toilets and bathrooms whilst in the home. It is also absolutely our intention that each service user retains as much independence as possible; we will always encourage the client to retain as much independence as possible, for as long as possible.

Clients and their representatives will, through regular meeting and on-going communication, be consulted about the daily living arrangements within the Home.

All clients are supported to follow the religion and cultural preferences of their choice and staff will help in making any arrangements for service users to attend religious services either inside or outside of the Home.

MAKING DECISIONS & TAKING RISKS (NON-RESTRAINT OPERATION) Mental Capacity

The care received at Sainthill House operates within the five core principles of the mental capacity Act 2005 and the Deprivation of Liberty Safeguards:

1. A person is assumed to have capacity. A lack of capacity has to be clearly determined.
2. No-one should be treated as unable to make a decision unless all practical (reasonable) steps to help them have been exhausted and shown to work.
3. A person can make an unwise decision. This does not necessarily mean they lack capacity.
4. If it is determined that a person lacks capacity then any decision taken on their behalf must be in their interests.
5. Any decision taken on behalf of a person who lacks capacity must take into account their rights and freedom of action. Any decision should show that the least restrictive option or intervention is achieved.

The Mental Capacity Act governs decision-making on behalf of people, who may lose mental capacity at some point in their lives or where an incapacitating condition has been present since birth.

In Devon, the implementation of the Mental Capacity Act is managed by the [Safeguarding Adults Team](#). The team at Sainthill House follow the “Devon Deprivation of Liberty Safeguards (DoLS) Process Flowchart”, which has been provided by the safeguarding team. This legislation came into force on the 1st April 2009.

Choices

It is the right of every individual deemed competent to do so to make informed choices about their life style, risk taking and individual expression. Individual risk assessments will be completed for any activity or intervention that could carry a potential risk . On occasion a person may be named as the legal representative for specific decisions.

Ethical and complicated discussions and considerations are often necessary where individual choice and risk taking impacts on others in our care. There is not one directive for such dilemmas and, every situation must be considered on an individual basis.

Non Restraint

Sainthill House does not restrain people in our care by any of the following; physical restraint, chemical restraint, environmental restraint, electronic surveillance, forcing nutritional intake on an individual, medical or lifestyle.

This means we would never restrict movement by the use of belts or cords, sheets or blankets, bed or side rails or lap tables. However a person with a disability may be temporarily restricted

such as for example; by a lap table while eating temporarily and the intention would be to assist, not restrain or prevent.

Drugs and prescriptions should be used responsibly and when a medication is prescribed for use 'as required' this should be qualified in the individual care plan.

Security and responsible restriction to protect the vulnerable adults in our care is acceptable however we will not lock people into sections of the building or create complicated systems that restrict individuals in our care. Certain areas are staff only and appropriately restricted from clients and visitors.

We never use criminal or forensic interpretations of restraint or restriction such as electronically tagging individuals.

We do not create rules or routines that give no choice about bed-times or leaving the building, having a snack or watching a late night film. Some routines are helpful to the smooth running of a residential home and we strive to achieve flexibility and explanation.

CONFIDENTIALITY

Sainthill House considers confidentiality and professional boundaries paramount to the effective running of the home. Staff will be asked to sign a confidentiality agreement which protects the anonymity and confidentiality of service users, fellow staff and the business of Sainthill House. Information sharing between agencies, carers and professionals is vital to the responsible care of our service users. Information sharing documents are often signed by our service users and staff are reminded of their roles and responsibilities through their job descriptions, staff meetings and supervision.

Information may need to be shared; to initiate admission following referral, to gain informant history regarding a person known to the referrer's staff, to re-admit in certain emergency situations to local hospital or, previous placement.

LIFESTYLE, ACTIVITIES AND OCCUPATION OF TIME

We respect individuality and lifestyle choices irrespective of, disability, gender, race, culture, ethnicity and sexuality.

There are individual and group activities and programs available in Sainthill House and outings to local attractions/places of interest, as well as visiting entertainers. Clients are encouraged to take an active part in activities, however we respect their right to decline to participate as per their requests.

There will inevitably be rare situations that interrupt the program of care for an individual or they may prefer not to follow the program. On occasion some activities are achieved with others sharing the same program and the key at Sainthill House is flexibility and individual choice.

COMPLAINTS PROCEDURE (concerns and comments)

We are always pleased to receive comments and compliments to inform our future service development.

We aim to provide a high quality service as standard, in a friendly and homely environment. However, if you do have any complaints please do not hesitate to draw them to our attention as soon as possible. Please speak with the member of staff on duty in the first instance if this does not resolve the matter Complaints can be directed to:

The Manager
Sainthill House
Cowick Lane
Exeter
Devon
EX2 9JG
Tel: 01392 436042

Under our complaints procedure, your complaints will be acknowledged in writing within five working days. A thorough investigation by the most suitably qualified person will be made, including taking statements from all relevant parties. We will reply to your complaint in writing within fourteen days and submit our findings, together with any action anticipated or implemented.

The Manager will keep the Responsible person informed of all significant and critical events within Sainthill House. The complaint if not resolved locally or of a serious enough nature will be shared with CQC by the registered manager. If the complaint regards a safeguarding issue, the safeguarding team at Devon County Council will be informed. The manager will follow the local safeguarding procedure, will be advised by the safeguarding team and the matter will be investigated by a member of the safeguarding team. The manager may be required to take immediate action, such as staff suspension and informing the police. If the complaint is forwarded to another party, such as CQC, the safeguarding team or the police, then the person having made the complaint will be informed accordingly.

Should you not be satisfied with our response within Sainthill House and wish to take your complaint further, we will be as helpful as possible. In the first instance please raise your complaint to the level Vision UK Healthcare Executive:

Healthcare Executive
Vision UK Limited
Suite G06
Science Park
6 Babbage Way
Exeter
EX5 2FN
Tel: 01392 425111
Fax: 08458 333602
Email: info@vision-4-u.co.uk

For privately funded and or private arrangements, any unresolved complaints can be raised with:

The Local Government Ombudsman
The Advice Team
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614
Fax: 02476 82 0001
Email: advice@log.org.uk
SMS text: 07624 804299

Alternatively, if you remain unsatisfied to the CQC registration inspector responsible for Sainthill:

Care Quality Commission South West
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Email: enquiries.southwest@cqc.org.uk

We undertake to treat your complaint seriously and wish to state that at no time will a client's care or employees rights be compromised.

THE ENVIRONMENT

All our rooms conform to the requirements set out by the CQC.

Sainthill House is a period property on the outskirts of the St Thomas and Alphington areas of Exeter. It is on a main bus route to the city of Exeter and close to a local school and Supermarket. The home is set well back from the road and has delightful, private garden to the front and rear of the property, with parking at the front.

Rooms can be painted to individual choice and own furnishings brought in. There are thirteen single rooms. There is a resident's lounge and a dining area. There is a stair lift to the upper floor.

Our care team supply the delicious menus with special diets catered for and sourced locally from fresh ingredients wherever possible. The housekeeping and laundry is carried out by the care team and Vision UK Ltd maintenance team provides assistance with our maintenance programs and odd jobs around the house. There is a fire alarm system and fire exits and procedures are displayed around the home.

MANAGEMENT OF SAINTHILL HOUSE & STAFFING STRUCTURE

(DAY TO DAY ROUTINES, QUALITY ASSURANCE, AND GOVERNANCE, POLICIES AND PROCEDURES, RECORD KEEPING)

Registered Manager

Sainthill House has an experienced manager, with a background in elderly care.

Care staff are available 24 hours per day, with three members of staff on am shifts, two on pm shifts, two night staff, plus a manager. The care team have particular focus on assuring service users receive the highest quality of nursing and professional care based on research, evidence based and best practice Therapists Allied Professionals & Assistants

At Sainthill House we organize a lively social calendar including entertainment, trips such as shopping, and events in the home. We also arrange regular visits from Hairdressers, chiropodists, dentists, opticians, local GP's, and a range of other professionals.

We employ an activities organizer who works three afternoons per week.

Catering and Housekeeping, the care team and the manager are responsible for all catering, laundry and housekeeping. We ask that all clients' clothes are clearly names as all laundry is done in house.

Training

Training is very important for all our staff. Sainthill House requires staff to undergo ongoing training for specific individuals in our care, as well as the required mandatory training, including, Food and hygiene safety, safer moving and handling, Health and safety, First Aid, Safeguarding adults, Fire safety, Infection control and COSHH. NVQ 2 is considered desirable for the role and the service users require a senior level of input from the care team. Therefore we aim to recruit those with the NVQ2 and support those wishing to work toward the NVQ2 and 3.

An organizational chart can be found at appendix A.

FIRE PROCEDURE FOR VISITORS

1. On discovering a fire, raise the alarm by operating the nearest Fire Alarm Call Point.
2. All staff should report to the alarm panel near the Ground Floor main entrance. Ensure the resident you are assisting at the time is left safe in their room.
3. The second member of staff to arrive at the panel should immediately go to the area indicated to investigate the cause of the alarm. If there is any indication that a fire MAY be present, the Fire Service must be called immediately using the 999 telephone system.
4. If there is no indication of a fire, the alarm may be silenced and a full investigation into the cause of the false alarm should be conducted. Record the details of this action in the Fire Safety Log Book. The alarm should be reset only when the cause is established.
5. If a fire is discovered, residents in the rooms immediately adjacent to that room affected (to the side, above and below) should be moved to another safe compartment with at least two fire doors between them. Further residents should be moved away as necessary working away from the room of origin.
6. If it is suspected that a fire is within a room that is occupied and the door to that room is

closed, staff MUST NOT open this door. To do so may compromise their own safety and that of the other residents.

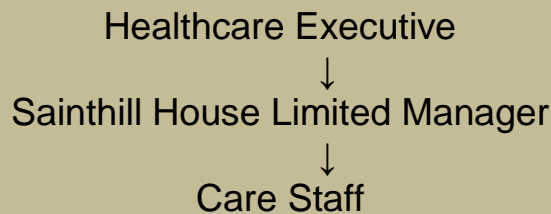
7. Should the fire develop and it become necessary to evacuate the premises, residents should be moved to the lounge at Sainthill Cottage.

SAINTHILL HOUSE VISION OF CARE

- We aim to preserve the privacy, dignity, safety and confidentiality of clients at all times, to promote health and to respect gender and ethnicity.
- We endeavour to provide highly skilled staff that are committed to the care and treatment of individuals. To create a safe, caring environment for clients, relatives and carers. Within which they can receive both treatment as necessary and the full support of the multidisciplinary team, ultimately working together for health promotion.
- We will work together with those using our services to jointly establish helpful relationships in which individuals feel actively involved in their care and treatment.
- To ensure that all relevant agencies are kept informed and involved in the total care of the client. Thus, providing high standards of care and support in this environment and continuation into the community.

SAINTHILL HOUSE

Organisational structure



Sainthill House

Schedule of Rooms

Room No.	Ensuite	Description of Room	Total sq mtrs	Type	Floor
		Lounge	28.30		Ground Floor
		Dining Room	43.48		Ground Floor
		Quiet Room	7.68		Ground Floor
New B'room	Yes	Bedroom	19.39	Single	Ground Floor
New B'room	Yes	Bedroom	14.00	Single	Ground Floor
1	Yes	Bedroom	11.80	Single	Ground Floor
2	Yes	Double Bedroom	19.31	Single	Ground Floor
3	Yes	Bedroom	13.87	Single	First Floor
4	No	Bedroom	10.05	Single	First Floor
5	No	Bedroom	8.45	Single	First Floor
6	No	Bedroom	10.52	Single	First Floor

7	No	Bedroom	12.19	Single	First Floor
8	No	Bedroom	11.22	Single	First Floor
9	No	Bedroom	10.29	Single	First Floor
10	No	Bedroom	10.21	Single	First Floor
11	No	Bedroom	10.03	Single	First Floor

Thank you for taking the time to read this Statement of Purpose. If you have any suggestions regarding how we can enhance the information provided in this booklet which would assist you, please do not hesitate to contact us.

The Manager
Sainthill House Limited
Cowick Lane
Exeter
EX2 9GJ
Tel: 01392 436042

Healthcare Executive
Vision UK Limited
Suite G06
Science Park
6 Babbage Way
Exeter
EX5 2FN
Tel: 01392 425111
Fax: 08458 333602
Email: info@vision-4-u.co.uk