

WENTWORTH RESIDENTIAL HOME. STATEMENT OF PURPOSE

WENTWORTH RESIDENTIAL CARE HOME

Home for Elderly People

Registered Office:
59 South Street
St Austell
Cornwall PL25 5BN

Telephone: (01726) 72941

Email: wentresthome@aol.com

WENTWORTH RESIDENTIAL CARE HOME STATEMENT OF PURPOSE

Wentworth Residential Home was first opened in 1964 by Mr & Mrs Angilley. Five years later it was bought by Mr & Mrs Gilbert and is still owned and run by the family to this present day. During the past 50 years Wentworth has seen many changes taken place both in the construction and in the day to day running of the home, though to this day Wentworth remains the same with the homely feel and the care which is provided to each individual resident.

Wentworth is situated in the middle of the town of St Austell surrounded by approximately $\frac{3}{4}$ acre of grounds. The approach to the home is up a long private drive way with shrubs on either side and seating can be found along the drive way and in the grounds. The outlook from the home is looking across onto green fields and down the Pentewan Valley. The gardens are mainly laid out in lawn with flower beds and shrubs which are accessible for all residents to enjoy.

Our accommodation is homely and comfortable and every effort is made to ensure that there is a friendly welcoming atmosphere, maintained well, comfortably furnished and attractively decorated.

A range of activities and facilities are provided for the residents, however we do respect that each resident has individual rights therefore it is up to each one to decide if they would like to participate or not. We also respect that everyone needs their own space and for this we provide a number of different communal areas.

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AIMS AND OBJECTIVES

With over 40 years of experience in caring for the elderly we the management pride ourselves in providing our residents with the highest possible standard of care. We feel that when people have worked hard throughout their life they deserve that extra care.

Wentworth specialises in providing care for the elderly and aiming a high quality and individually designed to meet each resident's unique needs and preferences. Our aim is that of a homely, comfortable and above all happy environment where care is planned with the involvement of our residents as well as their relatives, friends, medical professionals and others wherever appropriate.

We are a small home registered with the Care Quality Commission to accommodate 20 people male and female over 65 years of age with a 24 hour a day care service. Wentworth is also a home that has a strictly no-smoking environment. The ethos of our home is to help each resident lead a happy, dignified life and remain as independent as possible in a safe environment.

RIGHTS - DIGNITY AND PRIVACY.

As a care home we place the rights of our residents at the forefront of our philosophy of care. In particular, the home is run as an open and welcoming place to live for people of all backgrounds and walks of life, cultures and faiths, and our staff strive at all times to treat all our residents with respect and to preserve the dignity and privacy of our residents.

Wentworth believes that privacy is an absolute right of every resident and an essential aspect in the safeguarding of each individual's personal dignity. Each resident is treated with sensitivity, respect and thoughtfulness at all times . Anyone entering a residents room will always knock before entering , they are all treated as individuals and addressed by their chosen title or name. We encourage and support residents to make personal choices , have their own personal space and privacy. All private and personal issues are discussed in a private environment . Intimate care is always treated in a sensitive way at all times.

PHILOSOPHY OF CARE

Wentworth aims to provide its service users 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 service users within a warm and caring atmosphere, and in doing so will be sensitive to the service users ever changing needs. The carers will provide support and stimulation to assist the service users in maximising their social, emotional, cultural, spiritual, intellectual and physical capabilities.

Safety is also very important in our philosophy and we aim to offer a safe and secure environment for all residents.

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CARE PLANNING.

An experienced care staff team will sit down with a resident and perform a full assessment of their needs. The team will then involve both service users and their relatives and professional bodies in preparing a care plan for each resident. At Wentworth each individual resident has a 'person-centred' plan of care. This means that it is unique to them and has been written just for them with their best interest in mind. The care plan covers all aspects of their daily living in the home. Each care plan is reviewed monthly by the management, or more often should the residents requirements change. Each review is done in consultation with the resident, their relatives or representative external social or healthcare professionals. Details of the reviews are documented and recommendations acted upon.

HOME OWNERS/DIRECTORS/MANAGER

Name:

Mrs Nancy Gilbert (Proprietor)
Mrs Heather Powell (Proprietor)
Mrs Pauline Stockman (Proprietor)
Mr Luke Patton (Manager)

Experience:

Wentworth Rest Home is a family run company, Mrs Powell has owned and run, on a personal basis Wentworth for some forty years. Mr Patton the son of Mrs Powell has worked for Wentworth in caring capacities for 16 years and became manager to the home in November 2003; he has completed his NVQ 3 managers qualification.

Address of Home Owners/Manager

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DETAILS OF STAFF NUMBERS AND STAFF TRAINING

Mr Luke Patton	Manager	NVQ 2 & 3 also managers qualification.
Mrs Kate Nock	Carer	NVQ 2 & 3 First Aid
Miss Jackie Grimshaw	Carer	NVQ 2
Mrs Laura Duncombe	Carer	NVQ 2 & 3
Miss Jessica Gale	Carer	Training
Miss Jay Buckley	Carer	NVQ 2
Miss Jodie Bushell	Carer	NVQ 2 & 3
Mrs Jill Milford	Carer	NVQ 2
Mrs Sandie Wright	Night/Carer	
Mrs Grace Hopper	Night/Carer	NVQ 2 & 3
Mrs Caroline Richards	Night/Carer	NVQ 2
Miss Tracy Knowles	Night/Carer	NVQ 2
Miss Theo Koromila	Carer	BTEC diploma Social Care level 2&3.
Miss Vicky Milham	Carer	NVQ 2
Mrs Julie Varcoe	Cook	
Mrs Kay Best	Cook	NVQ 2 Health and Social
Miss Natalie Peek	Domestic	
Mr Bradley Stockman	Maintenance.	
Miss Helen Solomon	Carer	NVQ 2
Mrs Lesley Hulston	Carer	NVQ 2
Miss Julie Owens	Carer	NVQ 2
Mrs Victoria Curd	Carer	Training
Mrs Ayesha Lamy	Night/Carer	Training
Miss Elaine Patton	Domestic/Cook	

Wentworth employs 19 Care Assistants, 2 Cooks, 1 Gardener and 1 Handyman.2 cleaners. The home's staff are 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 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
- Care Assistants Responsibilities
- Dementia

The home offers all Care Assistants training to NVQ2 and beyond in care. As owners we are firm believers in the importance of training and therefore it is on going through out employment.

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ACCOMMODATION

Wentworth has 20 bedrooms, all single rooms, many with en-suite facilities and all with their own wash basin.

Ground Floor: Has 6 single bedrooms 2 which are en-suite

1st Floor: Has 11 single bedrooms 1 being en-suite

Upper Floor: Has 3 single bedroom

Social Rooms:

There is one large lounge segregated to provide a quiet area while the other is provided for watching and listening of television, there is also a large dining room, a large conservatory and a large sun room. All rooms are centrally heated and decorated to a high standard. Service users are encouraged to use these public rooms; however residents who choose to stay in their rooms may do so.

We have a non-smoking policy in the home, but smoking is allowed outside the building. Alcohol may be consumed in moderation in the home.

Residents Rooms:

Each residents room is attractively decorated. All rooms have individually controlled heating, fire detectors, nurse call systems, as well as television aerial sockets. Telephones can be installed by arrangement with British Telecom. Service users may, if they wish, bring personal items of furniture with them, by arrangement, to make their rooms seem more like home.

Chair lifts provides a service to all floors.

ADMISSION

Clients interested in coming to Wentworth are encouraged to visit the home and sample the atmosphere and level of service. Often day-care can be arranged on a regular weekly basis while waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings.

A months trial period is always given before taking permanent residency. Clients will have their care needs assessed before admission to Wentworth.

The trial period can extended if it should be unclear if Wentworth can meet the care needs of the resident. Notification of this will be given in writing.

Whilst every effort is taken to cater for the needs of the resident, Wentworth must respond to any change in care needs. It is deemed that the residents care needs can not be satisfied, the resident may have to move to a home that is more suitable. Should this situation arise, the Manager will keep the resident, residents family and any professional bodies involved with the resident informed at all times. One months notice will be given in writing.

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EMERGENCY ADMISSION.

While we are happy to offer accommodation to people at relatively short notice we are not able to accept emergency admissions.

PRIVATE ELECTRICAL EQUIPMENT

Residents are welcome to bring items of private electrical equipment for use in their rooms. They are, however, reminded that these items must, for safety reasons, first be checked by a competent electrician before being put to use ("Portable Appliance Test"). Wentworth has portable televisions available on loan until such time as personal televisions have been checked.

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 type of care package and needs of the individual resident

Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits by social services.

FEES - WHAT IS INCLUDED

- Trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- G.P Visits
- Accompanied transport to medical appointments, Chiropody etc.
- Call System
- Full Central Heating
- A wide range of activities and entertainment in the home

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FEES - WHAT IS NOT INCLUDED

- Dry cleaning
- Personal Newspapers
- Cost of service by hairdresser
- Cost of service by Chiropodist, Dentist or Optician
- Private telephone installations and calls
- Taxi fares for social outings
- Personal toiletries

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.

FIRE SAFETY

The home has a modern Fire Alarm System, with "Fire Exit Notices" 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 use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of emergency procedure during admission and in the users handbook.

A fire exercise is carried out weekly on each shift, this ensures all staff and residents have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly which may involve evacuation of the home.

All fire systems and alarms are tested monthly by staff of the home. Records are kept of all such testing.

All fire fighting equipment is checked annually by a qualified fire extinguisher maintenance engineer.

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

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RELIGION / ATTENDANCE AT RELIGIOUS SERVICES

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, the parish can sometimes assist with transport.

Residents have the right to meet clergy of their chosen denomination at any time. A Communion service is normally held on the first Thursday of the calendar month. However all faiths, or none are respected.

CONTACT WITH FAMILY AND FRIENDS

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

Visitors are welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire reasons, visitors must sign the visitors book on each occasion.

The resident has the right to refuse to see any visitor, and this right is respected and upheld by the Person-In-Charge who, if necessary, informs of the residents wishes.

BEREAVEMENT

In the unfortunate event of bereavement, the family can expect every possible and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Room fees will be charged at eighty five per cent (85%) of the normal fee up to the date of the room being cleared of the residents personal effects.

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THERAPEUTIC ACTIVITIES

The Homes policy on therapeutic activities takes into account the service users interests, skills, experiences, personalities and medical condition. The Home offers a range of activities designed to encourage the service user to keep mobile and most importantly take an interest in life.

Staff encourage, and in certain instances assist the service user to pursue their hobbies and interests.

An example of some of the activities available;

Cards, Scrabble, jigsaws, puzzles, draughts, bingo, videos, listening tapes.

Activities with staff and entertainment:

- Chatting to Individual Residents
- Going for walks
- Manicures
- Playing games
- Armchair exercises
- Reading letters/magazines/newspapers
- Maintain lifelong hobbies, crosswords puzzles etc
- Minibus outings when circumstances permit
- Musical movement
- Visiting choirs
- Quizzes
- Reminiscence sessions

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MONITORING AND QUALITY

The running of Wentworth is a partnership between the management, the staff and the service users and their families. Just like other partnerships everybody has to have a 'stake' or a 'voice' in the running of the partnership. This is why we view consultation with our residents and their families as a key to our success. We try hard to make sure that everyone has a voice this includes regular discussions with the residents, and regular questionnaires and surveys designed to enable residents to have their views known and to make suggestions, anonymously if they wish.

Not only do we welcome comments and views about things that we do now, but we also welcome them about things that are to come. It is the philosophy of the home that it does not stand still but strives at all times to make continuous improvements in all areas of its care so that our residents always get the best quality of care that we can provide. For example, we are continually upgrading the premises, equipment, facilities, meals etc and we are constantly seeking to improve our staff through better training and supervision. We have in place an annual quality assurance which checks all policies, staffing and training, medicine procedures, risk assessments. Health and safety.

Wentworth is committed to providing high-quality services and to constantly seek ways to improve that quality. Therefore the comments and suggestions of the residents, relatives, friends and representatives, are particularly always welcome at the home and we take great pride in responding to them as quickly, effectively and honestly as we can.

SAFEGUARDING

We have an in depth folder of policies on safeguarding for all of our residents. On going training for all members of staff. All new staff receive training on whistle blowing as part of the induction training.. The home also provided staff information on how to make contact with the Public Concern Work organisation that has been established to protect whistleblowers from victimisation and bullying.

REPORT A SAFEGUARDING ISSUE

Safeguarding means protecting people's health, well-being and human rights, and enabling them to live free from harm, abuse and neglect.

If you feel you should report a safeguarding issue please contact the social care local authority with your concerns. Telephone number - 03001234131

PETS

Whilst we acknowledge the fact that many people have pets for company throughout their lives and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users with regard to Health and Safety.

The Home has a no permanent pets policy but visiting pets are welcome.

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MEDICATION

If a resident wants to self medicate, a risk assessment will be carried out. If the service user is safe to do so, then all support and advice is given. However, all medication should be kept in a locked cupboard/box in their room.

No medication (whether prescribed or over the counter) should be brought into the residents by family or friends without management knowledge.

Otherwise, all medication will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any service user may request to see a G.P in private if they wish.

TELEPHONE

The home has one payphone, which can be used by the service users for outgoing calls. Incoming calls for service users are received on a cordless phone for ease of access to service users.

Service users may have their own private line through British Telecom at the market rate.

MEALS

Home cooking is our speciality with an excellent and varied menu. Individual tastes and diets are taken into consideration. Suggestions and requests are welcomed.

Tea, coffees and other hot and cold drinks are served and available 24 hours a day. Visitors are also catered for.

Visitors may bring items of food into the Home. It is preferable if this food could be restricted to that of a low-risk nature, such as fruit, biscuits, chocolates and packed drinks.

PERSONAL BELONGINGS

Residents are encouraged to bring a reasonable amount of personal belongings including photographs, pictures, ornaments and such furniture that can be accommodated.

Any belongings brought to Wentworth will be entered on an inventory and will remain the property of the service user.

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BUSINESS HOURS.

Management will be available Monday to Saturday inclusive from 9am to 5pm. If you wish to make an appointment outside of these hours it can be arranged .

INSURANCE

We have an Employer's Liability Insurance which covers no less than £5 million, this will include Theft and residents effects.

COMPLAINTS

It may seem odd to say that we welcome complaints as well but we do. We believe that it is everybody's right to complain if they are not happy and besides the raising of a complaint means that we are alerted to something that might be going wrong and we then can take steps to improve it.

We would like all of our residents to be confident that if they do have a complaint it will be welcomed and listened to sympathetically. There will be no criticism of them complaining. Instead we will act quickly to investigate their complaint and do something about the problem they have raised. We will keep them informed of progress to reassure them that their complaint has not been forgotten.

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COMPLAINT PROCEDURE

Verbal complaints can be made to any member of staff but more serious complaints and all formal, written complaints should be made to the care home manager.

Complaints will be treated seriously and dealt with as soon as possible.

Verbal complaints will be responded to immediately on an individual basis. If not satisfied with the response then the complaint can be progressed to a written one.

A letter of acknowledgement will be sent in response to a written complaint within 2 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.

If the complaint cannot be resolved satisfactorily within the home then it will be referred on to:-

Social Service Offices
Sedgemore Centre,
Priory Rd,
St Austell.
PL25 5AB Tel:03001234131

CQC South West,
Citygate,
Gallowgate,
Newcastle upon Tyne,
NE14PA Tel: 03000 616161

Residents should complain to the home first so that the home has a chance to respond, but in very rare cases the complaint may be serious enough to be made directly to the Care Quality Commission.

- This document has been written in accordance with the Care Standards Act 2000. Each new resident will be issued with a copy. A copy will be available in the office at all times.

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

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WENTWORTH - ROOM SIZES

GROUND FLOOR

- RM 1 - (13 sq.m)
- RM 2 - (14 sq.m)
- RM 3 - (11 sq.m)
- RM 4 - (10 sq.m)
- RM 5 - (13 sq.m with En Suite)
- RM 6 - (15 sq.m) with En Suite

1ST FLOOR NEW WING

- RM 7 - (10 sq.m)
- RM 8 - (10 sq.m)
- RM 9 - (10 sq.m)
- RM 10 - (10 sq.m)
- RM 11 - (10 sq.m)
- RM 12 - (10 sq.m)
- BATHROOM - (4 sq.m)

1ST FLOOR

- RM 14 - (10 sq.m)
- RM 15 - (17 sq.m)
- RM 16 - (8 sq.m)
- RM 17 - (8 sq.m)
- RM 18 - (13 sq.m) with En Suite
- BATHROOM - (4 sq.m)

2ND FLOOR

- RM 19 - (12 sq.m)
- RM 20 - (17 sq.m)
- RM 21 - (13 sq.m)
- TOILET - (4 sq.m)