STATEMENT OF PURPOSE

Philosophy of Care

Ackworth House aims to provide our residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance. The accommodation, care and other services provided should be matched as closely as possible to the requirements of each individual so that he/she might lead as fulfilling a life as possible, whilst promoting an environment that corresponds as nearly as possible to the lives of those living in the community.

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

This will be achieved through recognition of the following core values of care that are fundamental to the philosophy of our care home.

Core Values of Care:

☐	Privacy	☐	Dignity	☐	Rights
☐	Independence	☐	Choice	☐	Fulfilment
☐	Security	☐	Respect	☐	Equality

All care staff within the nursing home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation and registration authority guidelines.

Residents' Rights

The rights of all our residents are the main priority in our philosophy of care. We will promote those rights through the care and services we provide and encourage all residents to exercise their rights to the full. Residents are encouraged to make needs and choices known at any time, but they will be regularly consulted about their care at reviews, and at least monthly by their Named Nurse/Keyworker.

Privacy and Dignity

We recognise the changes a resident may face when moving into a home. To minimise the impact of those changes we will promote the philosophy of a 'family circle'. We will endeavour to retain as much privacy and dignity as possible by:

- Helping residents to personalise and equip their rooms as they wish.
- By a secure place for their valuables, on request.
- Giving residents the opportunity to have privacy when receiving visitors, making telephone calls or opening and reading mail.
- Securing all residents' records and information and respecting the confidentiality of those records.
- Treating each resident as an individual and a respected member of the family circle.
- Assisting residents to maintain their dignity through their personal appearance and behaviour.
- Promoting activities that encourage residents to express themselves as individuals.
- Helping residents to overcome any shortcomings they may experience through age or disability.

Independence

We recognise the importance for all residents to retain their independence and the problems that group living can give. We will encourage residents to act and think as an individual by:

- Maximising the opportunities for self care.
- Encouraging residents to retain financial independence where they are able and willing to do so.
- Helping residents to take reasonable care of their health and safety, and fully understand the risks they may be facing by executing their individual rights of choice.
- Ensuring residents maintain links with contacts outside the home, and facilitate the formation of links in the community where they wish, and are in agreement with.
- Giving all residents the opportunity to contribute to the records of their own care and to express their views on their care needs as they see them, and make known their preferences and choices appropriately.

Freedom of Choice

We recognise that every resident should have the opportunity to choose a home that will meet their needs and can offer the care they require. They should be given the opportunity to exercise their right of choice, and make known their preferences and choices, in all aspects of daily living. To facilitate that choice we will:

- Provide comprehensive information on the home and the quality of services and care available.

- Provide each resident with a contract or a statement of terms and conditions of residency.
- Carry out a needs assessment prior to admission where admission is planned, and endeavour to gather as much information as possible immediately prior to emergency admission.
- Demonstrate to each resident that we can meet their assessed needs, and check at regular review and as opportunities present during care routines, that residents are happy with the care they are receiving.
- Offer the opportunity for prospective residents to assess the home by way of a trial visit or stay.
- Provide a range of meals residents can choose from and allow them to decide where and when they consume the food of their choice.
- Avoid strict routines and maintain flexibility to accommodate different choices, and variety in the daily life in the home.

AIMS AND OBJECTIVES

It is the objective of Ackworth House to provide care to all our residents to a standard of excellence that embraces fundamental principles of good care practice. This may be witnessed and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those residents who live in the home should be able to do so in accordance with the home's core values of care.

It is the home's intention that all residents shall live in a clean and safe environment and be treated with utmost respect and in a manner appropriate to their individual needs and abilities. Staff will also respond to the individual's choices and preferences to enable the appropriate degree of care to be given with the highest possible quality in mind.

In order to meet the resident's needs appropriately, the care service within the home is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and/or sustain the residents' overall quality of life. In this respect the care service is designed to meet the requirements of a recognised accredited quality standard eg ISO 9000 Quality Standard (latest edition) but in a people oriented fashion.

2. To ensure that care is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each resident's right to independence, privacy, dignity, fulfilment and the rights to make informed choices and to take risks.

3. To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.

4. To ensure that care as a whole is delivered in accordance with agreed contracts of care.

5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development, to enable residents' care needs to be met.

6. To manage the care service efficiently and effectively to make the best use of resources and to maximise value for money for the residents.

7. To ensure all residents and service purchasers receive written information on the home's procedure for handling complaints, comments and compliments and how to use it.

FACILITIES AND SERVICES

Ackworth House, trading as Ackworth House Ltd, is a large attractive, although not listed, building situated in a prominent position on the seafront and has spectacular panoramic sea views across Filey Bay. The home has been operating as a residential care home since 1985.

Registered for 43 residents, we have 33 single and five double rooms and all but one have en suite facilities. Married couples are most welcome and the larger double rooms in the home can also be let for single occupancy as bed sitting rooms. Long stay residents are welcome to bring items of furniture and personal possessions to give their room a more familiar feeling, a "home from home".

Access to Ackworth House is either by steps or a ramp to allow wheelchair access into the home. We have a six person passenger lift which provides easy access to all floors. The main office/reception is on the ground floor opposite the lift.

We have specialist bathing facilities and the home is equipped with both electric and manual hoists to encompass the full range of needs that we are expected to encounter. The home has a two sluices and our waste disposal arrangements are in accordance with current legislation.

We have a room on the ground floor that is equipped for use by our hairdresser who visits every week. Regular visits are also made to the home by chiropodist, complimentary therapist, dentists, opticians and physiotherapists by referral. Local churches hold Songs of Praise Service and Holy Communion every month.

The home's large dining room has two distinct sections that make for a more homely atmosphere. The dining room's lounge area is also used for resident entertainment. There are two further lounges, one with a television. The main entrance and hallway double up as further sitting areas with appropriate furniture and are very popular with residents. Whilst all rooms have a television provided by the home, should a resident wish to bring his or her equipment into the home, then this is encouraged.

The laundry is equipped with modern washing and drying equipment and falls in line with the water regulations. It is generally expected that all personal laundry will be washed and ironed apart from those items that require specialised cleaning such as outer wear garments, suits and such items would be dealt with as far as possible by relatives or other appropriate persons. It is the policy of the home that all clothing must be named. Situated in the laundry area is a water softener.

Our kitchen is fully equipped with stainless steel storage and preparation areas, modern cooking equipment, hotel standard crockery and is fully tiled. A very high standard of hygiene is maintained. An extraction unit covers the main cooking area. There is a secure pantry area and also a servery where drinks and trays are prepared.

The home is equipped with gas fired central heating which is regularly serviced. Thermostatic control valves are fitted to all hot water taps in resident areas to restrict the temperature to 43 centigrade maximum. Radiators have a either a low surface temperature or have appropriate covers and are fitted with thermostatic control valves in accordance with current legislation.

We have a regularly maintained comprehensive fire alarm system. All parts of the building are fitted with smoke detectors, break glass points, fire fighting equipment and emergency lighting.

Electrical services and equipment are regularly serviced and/or maintained. The home has the benefit of a booster aerial for the television service to ensure that the best possible reception is received.

A nurse call system has been installed throughout the home and our care staff carry pagers.

Insurance for both the buildings and all aspects of operation are all comprehensively covered by a specialist policy through New India Assurance Company Ltd. The policy provides full fire and special perils cover for contents, including a limited amount for residents' belongings, and extends to include public liability and employers liability for all staff. Further insurance is in place with Royal and Sun Alliance Insurance Group for both inspection and comprehensive insurance in respect of all engineering aspects of the home which includes the lift.

SECTION 1

Named and address of registered person:

Susan L Bradney
1 Curlew Drive
Filey
North Yorkshire
YO14 0BQ

Name and address of registered manager:

Susanne Ladyman
Ackworth House Ltd
The Beach
Filey
North Yorkshire
YO14 9LA

SECTION 2

The Registered Person:

Sue Bradney has been employed as Administrator at Ackworth House since May 1994 and has been a Director since January 2000. She has been responsible for full financial management and responsibility for Ackworth House since that time. Her son Peter has been a Director of Ackworth House Ltd since July 2006 and works at the home as the maintenance person.

The Registered Manager:

Sue Ladyman was born and raised in London and Norfolk. She began nursing in 1982 in Bury St Edmunds in Suffolk. After training and working as an orthopaedic nurse, she decided to emigrate to Australia in 1988 to join family members and begin a new lifestyle. Sue furthered her education with two nursing degrees in Queensland, specialising in research into alternative forms of pain control for chronic pain sufferers.

Sue worked in all aspects of health care in Queensland, continuing her interest in palliative and aged care, and became Director of Nursing of a Hospice on the Gold Coast. She trained and ran a chemotherapy unit in Queensland providing treatment for cancer patients for three years. Sue has worked in aged care settings in Australia and enjoys working with and for the elderly and their families.

Sue moved back to the UK in April 2008 to be closer to her family and has worked at Ackworth House since June 2008. She continues to have a keen interest in pain control and palliative care as well as charity work (an active fundraiser for the Cancer Council Queensland for 20 years).

She is currently studying towards an NVQ4 in Leadership and Management and hopes to begin her PhD in whilst still working at Ackworth House.

SECTION 3

Ackworth has a total staff compliment of approximately 53 personnel made up as follows:

Qualified Staff (11)

Ackworth House employs nine first level nurses and two second level nurses.
Our qualified nurses have collectively many years' experience of working in elderly care and have done various courses and/or obtained certificates relevant to their working environment as follows:

Education	-	1
First Aid	-	4
Manual Handling	-	11
Health and Safety	-	1
Phlebotomy	-	4
Palliative Care	-	9
Infection Control	-	11
Wound Management	-	7
Diabetes Management	-	4
NVQ Assessors	-	2
Food Hygiene Cert	-	4
Catheterisation and Management	-	4

Senior Care Staff (2)

Ackworth House employs three senior care assistants who have attended following training courses:

NVQ Level III	-	2
First Aid	-	2
Manual Handling	-	2
Food Hygiene	-	2
Medication and the Older Person	-	2
Palliative Care	-	2
Wound Management	-	2
Health & Safety	-	2
Fire Safety	-	2

Care Staff (26)

Ackworth House employs 28 care assistants. All new care assistants receive induction training from our senior care staff and qualified staff along with our own induction package they must all complete. Our care assistants have the following NVQ qualifications and attended the following courses:

NVQ III	-	4 and 1 currently studying
NVQ II	-	16 and 6
First Aid	-	7
Manual Handling	-	18
Food Hygiene	-	15

Catering Staff (6)

Ackworth House employs six catering staff. All have received food hygiene training. The full time cook has achieved NVQ II Catering and two of our kitchen assistants has NVQ II.

Cleaning Staff (6)

Ackworth House employs six cleaners, four work five days per week and three works three days per week on average. Health and safety/moving and handling/COSSH/infection control regulation training is essential in this field.

Maintenance Staff (1)

We employ one full time maintenance person to deal with day to day minor repairs, fire safety checks, hot water temperature checks, portable appliance testing, decorating, gardening, etc.

Laundry/Housekeeping Staff (2)

Ackworth House employs two laundry assistants.

Administration (1)

Ackworth House's Administrator is normally available Monday to Friday between 9.00 am and 5.00 pm.

SECTION 4

Organisational Structure:

Proprietors

Administration	Nurse Manager
Catering	Qualified Staff
Housekeeping	Care Staff

The proprietors oversee the overall financial running of the business together with the maintenance of the building and equipment. The Nurse Manager has the responsibility of staff and care of our residents,

SECTION 5

Sex and Age Range of Residents:

Sex: Male and Female

Age range: Over 60 years

SECTIONS 6/7

Range of Needs Catered for Within the Home:

Nursing Care

Residential Care

Respite Care

Holiday Stays

Day Care

SECTION 8

Admission Policy

All residents will have a pre-admission assessment of their care needs, which will be made by their Social Services Care Manager and/or our Nurse Manager.

All residents funded by Social Services will have a contract prepared by their Care Manager in accordance with their individual placement agreement. Self funding residents will be given a standard Ackworth House contract.

Emergency admissions may be taken on request from Social Services or via relevant health professionals, the resident themselves or their next of kin, after it has been ascertained that the resident is either to be funded by the Local Authority or is fully able to fund themselves. An assessment of care needs will be initiated on admission and will be completed within 48 hours.

On admission, an inventory of the resident's property will be completed and it is advised that any valuables are placed in the main office safe until they can be secured in a suitable place elsewhere.

Fees:

Residential only	-	£472.00 per week
Nursing Care	-	£535.00 per week plus funded nursing contribution
Day Care	-	£31.00 per day

Where Social Services are involved fees are discussed directly with their Community Care Manager.

All fees are payable four weeks in advance, either by standing order, BACs or by cheque. The above quoted fees do not include personal requisites such as toiletries, newspapers, hairdressing, chiropody, etc and a personal allowance will be needed to cover the cost.

When short/holiday stays are booked a 10% deposit will be payable.

SECTION 10

Social Arrangements

Ackworth House operates an open visiting policy. Relatives and visitors are welcome to join in with any planned activity or entertainment. All our residents have the opportunity to participate in various organised activities throughout the year, including vocalists and musicians, choirs, etc. Each resident will have their own individual activities plan which will be implemented in accordance with the resident's personal wishes and choices. We will endeavor, where possible, to provide social activity and interaction according to their preferences.

In addition to the musical entertainment residents may be able to take advantage of therapy such as hand massage and craft sessions.

All events and activities are advertised in our Ackworth News newsletter. Ackworth News also includes local information and events, articles of interest and a diary of forthcoming events. Residents, relatives and visitors are invited to contribute to the monthly newsletter.

Ackworth House arranges outings from time to time when suitable events announced and transport to these events is arranged via local taxi with disabled facilities.

SECTION 11

Consultation with Residents

Residents are given the opportunity to express their needs, choices and preferences during all aspects of daily care and/or activity. It is not assumed that their care and daily activities should adhere to a strict pattern or routine. It is the named nurse's responsibility to consult each resident on a regular basis to review the plan of care, and to ensure that their needs and desires are being met appropriately. Each resident also has a key worker who is a member of the care staff who will work closely with the resident and their relatives, and also liaise with their relevant named nurse.

Our Nurse Manager also has regular contact with the residents in the home and is available for them to discuss any issues they may have directly.

SECTION 12

Ackworth House has a fire detection system installed throughout the building that consists of both smoke detection units and heat detection units.

Along with the fire detection system our home has all necessary fire fighting equipment and emergency lighting. Our fire exits are clearly identified and fire escapes are regularly checked for obstruction or hazard. Other fire precautions include annual portable electrical appliance inspections and gas safety checks, and also a three yearly electrical installation inspection, all by qualified engineers.

Ackworth House has it's own Fire Evacuation Plan and Fire Notices are displayed throughout the building, outlining the procedure should a fire be suspected. When the fire alarm sounds all staff meet at the fire assembly point, which is located in the main hall on the ground floor, by the main fire alarm control boards. All visitors to the home are asked to complete our visitors' book, so that all occupants of the home can be accounted for in an emergency situation.

Regular staff safety training and fire drills are carried out in accordance with safety regulations. Fire safety awareness is a priority when inducting new staff. Every Thursday at 12.00 pm the fire alarm is tested.

SECTION 13

Arrangements for Religious Services

Upon admission or soon after each individual resident has the opportunity to let us know their religious preferences. If a resident has attended a place of worship on a regular basis prior to admission and would like to continue to do so, every effort will be made to arrange transport and attendance. Where attendance is difficult contact with the relevant religious order can be made on their behalf.

There are a number of different denominations locally: Church of England, Roman Catholic, Methodist and Salvation Army, all within half a mile radius of the home. We have regular Songs of Praise services and Holy Communion is given every month.

SECTION 14

Contact between Residents and Friends and/or Relatives

There are no visiting restrictions but relatives and friends are asked to limit their visiting time to between 9.00 am to 9.00 pm wherever possible. Most visitors tend to meet with their relatives/friends in the lounge areas but alternatively, should they wish more privacy, they may use the resident's own room. Relatives and friends are encouraged to participate in organised activities, meetings or events and contribute towards the newsletter.

An open and friendly atmosphere is fostered to enable effective communication of needs and suggestions to improve each individual's quality of care.

Relatives and friends wishing to dine with residents may do so by prior arrangement.

All bedrooms are equipped with a private telephone line should residents wish to have their own telephone. Alternatively a pay phone is available on the ground floor, next to the lift.

Complaints

All complaints, both verbal and written, will be recorded in the complaints book and responded to within 48 hours of receipt.

1. In the first instance, residents or their representatives should make their complaint to the Nurse in Charge who will ensure that the complaint is fully documented in the complaints book located in the main office. This should be carried out within 48 hours.

2. Once any complaint is logged, our Nurse Manager will endeavour to resolve the situation and discuss more deeply the circumstances resulting in the complaint. At this point in time an approximate time scale for dealing with the complaint should be given. The complaint should be resolved within 28 days.

3. Any serious complaints will be reported to the Care Quality Commission in accordance with regulations. Their address and telephone number are as follows:

   CQC Yorkshire & Humberside Region
   Citygate
   Gallowgate
   Newcastle upon Tyne
   NE1 4PA Tel: 03000 616161

4. Complaints may also be directed via Social Services Representative or Care Quality Commission Inspector, or where they feel that they are unable to approach the home.

SECTION 15

Review Procedures

Each resident's individual care plan is reviewed on a regular basis. This may be as a result of a change of circumstance or at planned review schedules. Following admission each resident will be reviewed after six weeks and from then onwards the named nurse will review as appropriate.

An annual review will be held around the anniversary of admission. Where Social Services are involved reviews will be held in accordance with their policy. Relatives and relevant health professionals may also be asked to participate but with the resident's consent.

SECTION 17

Therapeutic Techniques

Physiotherapists, Occupational Therapists and Speech Therapists attend as part of an individual care plan after referral by GP and/or Hospital Consultant. If nursing staff within the home recognise the need for input by one of these therapists, they will discuss it with the GP in the first instance.

As a rule, care within the home is provided with a rehabilitative approach to enable each individual to reach their potential independence. Complimentary therapists attend the home to offer relaxing procedures as a part of our activity programme as demand for the service dictates.

SECTION 18

Privacy and Dignity

Each resident has the option of single room facilities and all but one have en suite facilities. Double rooms, all of which are en suite, tend to be used by married couples and screens may be provided to afford privacy.

On admission all residents are asked how they wish to be addressed. During the course of the day staff consult residents on all aspects of care as it is delivered. Any interventions or procedures can either be carried out within the privacy of the resident's own room or in the designated treatment area.

Staff induction training incorporates instruction on the importance of confidentiality, conducting oneself in a professional manner, so that all care is carried out with the utmost respect for the resident and their wishes.

All staff will knock before entry to any resident's room.