

Statement of Purpose

Welcome to Loxley Lodge Care Home

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Kirkby in Ashfield

Nottinghamshire

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Welcome to Loxley Lodge. Whether you have chosen to stay with us permanently or just for a short break, we will do everything possible to make your stay an enjoyable one.

To help ease you into your stay with us we have prepared this Statement of Purpose which we hope you will find useful. If there is anything that is not covered in the Statement, or that you would like to discuss in more detail, please do not hesitate to speak to the Manager or a member of staff.

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This Statement of Purpose fulfils the requirements laid down by Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

AIMS AND OBJECTIVES OF THE COMPANY

- Loxley Lodge Care Home will develop a portfolio of quality homes that deliver the highest standards of care services in warm and homely environments.
- We will ensure that all resident's needs are identified and addressed in a holistic manner on an individual basis.
- We shall endeavour to develop our expertise in care provision to ensure we can meet continuing care demands, with the flexibility to meet the continually changing market environment and associated needs.
- We will remain committed to our staff and will support their personal development through training and career progression. The commitment to our staff allows us to continue to focus on developing standards of excellence in all our homes.
- Our approach to care is one that encompasses all physical, social, psychological, emotional and spiritual needs. Residents will be encouraged to exercise their optimum participation in any decision-making affecting their package of care.

AIMS AND OBJECTIVES OF LOXLEY LODGE

With over 30 years' experience, the management of Loxley Lodge pride themselves on offering a highly professional care service for the elderly, with a personal touch. They are pleased to accept residents for long term, short term for respite, convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give attention to small detail and where they have the choice of enjoying the company of like-minded fellow residents:

PRIVACY:	The right of a resident to be left alone and undisturbed whenever they wish.
DIGNITY:	The understanding of a residents needs and treating them with respect.
INDEPENDENCE:	Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.
CHOICE:	Giving a resident the opportunity to select for themselves from a range of alternative options.
RIGHTS:	Keeping all basic human rights available to the residents.
FULFILMENT:	Enabling the resident to realise their own aims and helping them to achieve these goals in all aspects of daily living.

PHILOSOPHY OF CARE

Loxley Lodge aims to provide its residents 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 residents within a warm and caring atmosphere and in so doing will be sensitive to the resident's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem and social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of our Home:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All Care Staff within the 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 developments in care practices as may be laid down in appropriate Legislation, Regulations and/or by the Care Quality Commission.

SERVICES PROVIDED AND GENERAL OVERVIEW OF THE HOME AND FACILITIES

Loxley Lodge provides the regulated activity defined as "accommodation for persons who require personal care". We can provide for up to 42 residents who are of old age and who may have dementia.

We have living, recreational and dining areas for relaxing, activities and entertainment. Regular in-house and external activities are organised to encourage stimulation. Some of our bedrooms are available for couples. All rooms have a television point and residents are able to bring in their own televisions. All rooms are furnished with bed, bedside cabinet, wardrobe and chest of drawers. Residents are encouraged to bring personal items, subject to meeting Health and Safety regulations.

Loxley Lodge Care Home has been accredited with the following:

- Over 70% of our staff have an NVQ Level 2 in Health and Social Care
- All of our Home Managers have achieved or are working towards the Leadership and Management Level 5 Award

This Statement of Purpose and the Residents Service User Guide have been written to comply with the fundamental standards introduced in the Health and Social Care Act 2008(Regulated Activities) Regulations 2014. These documents provide an overview and our Terms and Conditions of Residency are contained within a separate document, which will be provided to you by the Home Manager prior to your admission.

Loxley Lodge is located in a residential area of Kirkby in Ashfield. Situated in its own grounds, the home offers residential care and has private and secure gardens where residents can sit and enjoy socialising in privacy.

Loxley Lodge is owned by Reason Care Ltd. The group has extensive experience in the health and social care sector. Reason Care currently operates care homes across the Midlands, providing services to over 200 residential, residential dementia and nursing clients.

Nominated Individual

Lin Amos
Operations Manager
C/o Tynefield Court
Egginton Road
Etwall
Derbyshire
DE65 6NQ

Registered Manager

Heather King
Loxley Lodge
School Street
Kirkby in Ashfield
Nottinghamshire
NG17 7BT

Qualifications: Leadership of Management Award
NVQ Level 3
NVQ Level 2
NVQ level 2 Business and Administration
Qualified NVQ assessor and trainer

Experience:

The registered manager has achieved the following:

- 30 years experience within the care industry
- 15 years experience in a management role

Registered Care Home Manager:

Heather King is responsible for the day-to-day operation of the care home. As Care Home Manager Heather would be pleased to help you with any questions, queries or complaints regarding any aspect of your care or service at Loxley Lodge Residential Care Home.

Details of Staff Numbers and Staff Training

The home employs Deputy Managers, Senior Care Assistants, Care Assistants, Kitchen Staff, Domestic and Laundry Assistants. The homes staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. Gaps in employment are discussed and DBS and Adult First checks obtained. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care Code of Conduct
- Safeguarding
- Confidentiality
- The Rights of Clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities
- Moving and Handling
- Dementia Awareness

The home insists that all Care Assistants hold a minimum of NVQ level 2 in Care or are working towards. All new members of staff must train to achieve this important qualification.

The home also sends selected staff on external training courses such as Care of the Elderly, First Aid, Dementia Mapping and Safe Drugs Practices.

Deputy Home Managers & Night Care Managers

The Deputy Home Manager is responsible for the running of the Home (in the Home Manager's absence). Our Deputy Manager is:

Pauline Bamford

Administrator

The management team are also supported by an administrator who provides help and assistance with all administration matters.

Night Senior Care Staff

The Night Senior Carers who are responsible for care provision under the guidance and instruction of the Care Home Manager/Deputy Manager. The Senior Carer ensures standards are maintained in line with regulations, as well as supervising and training the care team. Minimum NVQ level 3 (or working towards).

Senior Carers

The Care Home Management Team is supported by Senior Carers, who are responsible for care provision under the guidance and instruction of the Care Home Manager/Deputy Manager. The Senior Carer ensures standards are maintained in line with regulations, as well as supervising and training the care team. Minimum NVQ level 3 (or working towards).

Carers

Their role is to deliver personal care to residents under the guidance of the management team. Minimum NVQ level 2 (or working towards).

Your Key Worker

Your key worker's name is allocated to you prior to your admission. You will be notified of their name by way of a letter on admission to the home.

The kinds of tasks that a key worker will be responsible for include the following:

- Assisting the resident's arrival into the home, wherever possible
- Meeting and keeping in touch with relatives
- Arranging visits and activities as required
- Being a friend and confidante
- Writing the personal elements of the care plan and taking part in care plan reviews

Taking part in care plan reviews and having a special relationship that builds up between the key worker and the resident enables us to make sure that the resident always receives the care that is needed.

Housekeeping & Laundry Assistants

We have 6 Housekeepers/Laundry Assistants in the home. The housekeeping team are responsible for ensuring all areas of the care home are clean and tidy.

Cook

Our Cook and the kitchen team provide catering for all of our residents as well as ensuring the kitchen complies with all Environmental Health Regulations. Our catering staff are able to provide special diets if required. Please discuss any dietary needs you may have with the Care Home Manager prior to admission. All kitchen staff have at least a level 2 certificate in food safety (or working towards).

Maintenance

We have a dedicated maintenance team based regionally and who serve a number of Orchard homes. All our Care Homes have a Contract in place for grounds and property maintenance. This ensures that our facilities are kept safe and faults are attended to as quickly as possible. If you have any concerns regarding the maintenance of our home please speak with the care home manager.

LIVING IN OUR CARE HOME: OUR SERVICES

Loxley Lodge is registered with the Care Quality Commission (CQC) to accommodate 42 elderly both male and female residents some of who may have dementia within the category of Care Home (CHS) (older people aged over 65).

This accommodation is over two floors. Both floors vary between residential and persons living with a Dementia.

TYPES OF CARE SERVICE OFFERED BY THIS CARE HOME

We provide care for a range of needs. The following describes the different types of care available at this care home:

- **Short stay or respite care**

We can provide short stay care for convalescence or respite. This is often used immediately after a hospital admission/illness or to give family and/or carers a break or at times when family/carers are unavailable.

Please discuss availability and booking terms with the Care Home Manager.

- **Long term care - residential**

Residential care is suitable for those who are finding it difficult to cope on their own.

Residential care provides residents with accommodation, and personal care.

Personal care includes help with everyday routines such as bathing and dressing and carers are available to residents 24 hours a day.

Our local District Nurse team provides any nursing intervention required. Our local Community Mental Health Team offers support and advice for those residents with more complex needs and/or need support with the dementia process.

Residential care also facilitates the social aspects of life so that you are able to enjoy the home of others and take part in activities and social events organised by the home. The home actively encourages the services which support our elderly residents such as Occupational Therapists, Continence Advisors, Falls Team and the Community Matron.

BECOMING A RESIDENT

Our Care Home Manager (or designated employee) will assess all residents prior to admission. Once a thorough assessment has taken place and all parties agree that we can meet your needs, an initial care plan will be drafted prior to admission. The Care Plan will be reviewed within one week of admission.

We recommend that all prospective residents and representatives visit the home prior to admission. Your well-being is our main concern and resident's are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they and their representative make a decision to stay. We recommend that the trial period is around 4 weeks.

ADMISSION

Clients interested in coming to Loxley Lodge are encouraged to visit the home and sample the atmosphere and level of service.

A full month's trial period is always recommended before taking permanent residency.

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 changing needs.

EMERGENCY ADMISSIONS

Emergency admissions will be accepted provided there is a suitable bed available on an initial short term basis to allow a full assessment to be undertaken, following which a decision will be made as to whether or not the placement is appropriate.

CARE PLANS

An initial care plan will be drafted prior to your admission. This will be reviewed within the first week of admission. The timing of further reviews is responsive to residents' needs. You can initiate a review of your care plan at any time. Any review requirements should be discussed with your care home manager

CARE PLAN REVIEW

Once developed, the care plan will be regularly reviewed to ensure that the resident is responding in a satisfactory manner. Adverse reaction to the care plan by the resident will result in an immediate review of the care plan by the named Carer, Manager, Deputy Manager and other members of care staff as necessary.

Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable and are invited to monthly formal reviews. Residents and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the care plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a formal review is held with Care Staff on a monthly basis or sooner if the needs of the individual changes.

All amendments to the care plan will require the authorisation of the Home Manager or Deputy/Senior Carer; certain amendments may require the authorisation of the resident's GP. All amendments to the care plan are recorded in full.

SERVICES PROVIDED

SOCIAL ACTIVITIES, HOBBIES AND LEISURE

A detailed activities programme is published on a monthly basis.

The home is an integral part of the local community. The community is encouraged to participate in and contribute to activities in the home. Residents are encouraged to pursue their interests within the local community.

The company employs a Quality of Life Team who support the home in relation to all activities, therapies and entertainments.

The home has notice boards which provide the most recent information regarding activities and events.

SPECIFIC THERAPEUTIC TECHNIQUES

The home can make arrangements for residents to have availability to a range of therapies. In such cases the Home Manager will ensure that the therapist is appropriately qualified.

SPIRITUAL NEEDS /RELIGIOUS SERVICES

At this home we seek to accommodate the wishes of those residents who are able to attend services outside of the home.

The home has a comprehensive policy appertaining to religious and cultural beliefs.

Arrangements are also made, wherever possible, for visiting clergy to attend the home to ensure that those who can no longer attend at their normal place of worship can continue to follow their faith.

MAINTAINING CONTACT WITH RELATIVES, FAMILY AND FRIENDS

The home has an "Open Visiting Policy"; this means that it is possible to visit residents at any time of the day or night. It is, however, advisable to check with the person in charge, prior to arranging an "out of hours visit" that the resident is awake and prepared to receive visitors.

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

Relatives can contact a resident by phone either by arranging for one to be fitted in their own room/personal mobile phone or by contacting the office where the hands free telephone will be made available.

A facsimile machine is available for residents to send or receive documents.

An e-mail facility is available. The personal carer will provide assistance if required with letter writing.

All personal mail will be delivered to residents on the day it is received.

OTHER SUPPORT SERVICES

- There is a domiciliary optical service available (may incur an extra charge)
- There is a hairdressing service available (extra charge applicable)
- There is a chiropody service available (extra charge applicable)
- Escorted visits (extra charge may be applicable)

CONSULTATION WITH RELATIVES, RESIDENTS AND OTHERS IN THE RUNNING OF THE HOME

There are various ways in which relatives and residents can provide feedback and suggestions and get involved in the decisions being taken about the home.

- Relatives and Residents meetings - This forum encourages participation in the care home and in decision-making. Meetings are held every 6 months, minuted and one meeting is attended by a Senior Manager from Head Office. Details of meetings will be posted on the notice-board in reception. The minutes are held in the office and can be read on request. They are also placed in the Service User Guide.
- A 'word in our ear' feedback forms are in the reception and Service User Guides. The Manager reviews and acts on feedback from these as well as verbal feedback from relatives and residents.
- Every 6 months a confidential survey is sent out to residents and relatives and its results are discussed in the Residents and Relatives meetings.
- Residents and Relatives meeting are held every 6 months;
- We send out our own 3 monthly surveys according to a pre-set schedule as part of our quality assurance policy. Areas such as laundry service, activities and meals are covered. We implement as many ideas as we can from this feedback to enable us to enhance residents quality of life.
- Individual Care Plans are created and reviewed. Residents and relatives are openly encouraged to have an active role in the preparation of individual care plans (providing the resident is in agreement).
- An Open Door Policy exists for residents, relatives and external sources to express views/concerns/complements etc directly to the management team.
- We have a very robust complaints procedure in place which is in an easy to understand format displayed in the Service User Guide. We hear the views of visitors from the community for example school visits, the local church etc
- We receive and act on feedback from the visiting professionals eg the hairdresser, the GPs and nurses.
- The company employs the services of "mystery shoppers" who may enquire re. residence and/or visit the home. Reports are produced and acted upon by our corporate Customer Services Team.

QUALITY ASSURANCE

The care home is registered and inspected by the CQC (Care Quality Commission). We are also regulated by the following professional bodies:

- Fire Service
- Health and Safety Executive
- Local Authority Environmental Health Officer
- Local Authority Commissioning Unit

Corporate Quality Monitoring

As part of the company's commitment to ensure high standards of care, monthly compliance audits under Regulation 17. Good governance. Health and Social Act 2008. (Regulated Activities) Regulation 2014 are undertaken by our Compliance Team to monitor, report and ensure compliance with standards.

Residents / Relatives satisfaction surveys are routinely sent out to current residents. These are returned to Company Head Office. We also have feedback cards available in reception for your comments, compliments and criticisms.

All questionnaires are analysed and returned to the Care Home Manager who will display the results in the home and include any proposed actions to be taken. Comments returned via feedback cards will be handled by the Care Home Manager in the same way.

FIRE AND EMERGENCY ARRANGEMENTS

The home has modern fire detection and alarm system installed, which includes automatic smoke/heat detectors, emergency lighting, alarm bells and fire call points. All parts of the fire detection and alarm system are serviced by external contractors and tested weekly by our staff.

The home is equipped with fire fighting equipment which includes a variety of extinguishers that staff have been trained to use.

The home is divided into zones to facilitate safe and easy evacuation procedures.

Staff receive initial fire training as part of their induction to the home and thereafter attend a minimum of twice yearly lectures on the correct action to be taken in the event of fire; this will include at least one fire drill in which evacuation techniques are practiced.

Furniture, fixtures and fittings are made of fire resistant or fire retardant fabrics and materials.

Emergency exits are clearly signed; signs incorporate both written and pictorial (running man) descriptions.

Written procedures are prominently displayed around the home describing action to be taken in the event of fire.

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 arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager.

FEES - WHAT IS INCLUDED?

Our fees are reviewed, usually in April and / or October each year (although this may vary). Fees are dependent upon your care package and will be agreed with the Care Home Manager prior to admission. Fees are stated in the Terms and Conditions of Residency.

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Staff Call System
- Full Central Heating

FEES – WHAT IS NOT INCLUDED?

There will be additional expenses that you will need to cover. Typical additional costs incurred by residents are;

- Dry cleaning
- Toiletries
- Personal clothing
- Newspapers/Magazines
- Wheelchairs/personal surgical equipment
- Weekly visits from the hairdresser to the home
- Monthly visits for a private chiropodist the home
- Private phone installation and calls

PERSONAL FINANCES

In the interests of security we are only able to hold small sums of personal monies in the home safe.

Please see the Home Manager for further information.

MAKING A COMPLAINT AND GIVING COMPLIMENTS

Our care home is committed to providing high quality services and is constantly seeking ways to improve that quality.

Your comments, compliments, suggestions or complaints are always welcomed and we take pride in responding to them quickly, effectively and honestly

All comments, compliments, suggestions or complaints would normally in the first instance be made to the Care Home Manager.

Our approach to complaints

- Complaints will always be treated seriously and responded to within 28 days of receipt
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- Written complaints will be acknowledged upon receipt. The Care Home Manager will investigate all complaints and will send the complainant a letter outlining the result of the investigation within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
- If the complainant is not satisfied with the outcome of his/her complaint, the complaint can be passed onto the Operations Manager/ Compliance Manager. He/she will ensure that the complaint is reviewed and will strive to reach a mutually satisfactory outcome. The Director of Care may recommend further steps, such as involvement of LGO (Local Government Ombudsman), PHSO (Parliamentary and Health Service Ombudsman), CQC and/or the Local Authority.

SAFEGUARDING VULNERABLE ADULTS

Loxley Lodge Care Home takes any suggestion, allegation or proven abuse extremely seriously. Our policies and procedures are designed to protect those in our care. If you have any concerns in this area you should discuss this immediately with the Care Home Manager or use the complaints procedure.

The Care Home Manager will normally be the first key person to contact as they will assist with the planning of any Safeguarding risk assessment / investigation unless they are implicated

If you have contacted your Home Manager and you are still concerned that matters are not being effectively dealt with, there are other external agencies you can contact.

Loxley Lodge is registered with the Care Quality Commission (CQC), who inspects the home on a regular basis and produces a report. A copy of the latest report will be available in reception, or please ask the care home manager. Residents may complain directly to the Commission. CQC contact details can be found in our complaints procedure.

You can also contact any other contracting team – this is the body who helps to fund and finance and individuals placement (If they receive support)

You can also contact the safeguarding adults in **Nottinghamshire**. Just ring their customer service department on:

03005008080

LEGAL STATUS

Reason Care Ltd, registered at Companies House as Orchard Care Homes.com Ltd owns and operates care homes throughout the Midlands. The company is a private limited company and is governed by a Board of Directors.

Head Office Address:

Tynefield Court
Egginton Road
Etwall
Derby
Derbyshire
DE65 6NQ

Telephone: 01283 732 030

Website: www.orchardcarehomes.com

We do hope that you have found this information useful and that you will enjoy your stay at Loxley Lodge.