

# **HELIOSA CARE & NURSING HOME**

**54 Boundary Lane  
Congleton  
Cheshire  
CW12 3JA**

## **STATEMENT OF PURPOSE**

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# **Introduction**

Welcome to Heliosa from all our staff and present Residents.  
In the next few pages we will endeavour to clarify any points in which you, or your relatives, may be concerned about. Obviously, all of your enquires cannot be answered here, but there will always be someone available to answer any questions which you may have.

## **A Brief History of Our Home**

Heliosa is an older style detached cottage with two substantial purpose built single story extensions set in well-maintained gardens.

Lounges and communal areas are tastefully decorated & furnished, with the aim being to retain the feel & atmosphere of a large family home.

The Home has been extensively re-furnished and modernised to provide accommodation for 40 Residents

## Aims & Objectives

Our aim is to provide every Resident with a comfortable and safe environment within a homely atmosphere, without infringing on his or her rights and privacy & dignity.

When people have worked hard throughout their lives 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 Residents.

Our objectives are to provide a home from home atmosphere & environment, whereby Residents may live their lives to the full as integrated members of society.

The management of Heliosa believe that our residents are entitled to a home where the following rights are fully respected and adhered to in every sphere of the Home's activities:-

- PRIVACY:** The right of the Resident to be left alone and undisturbed whenever they wish
- DIGNITY:** The understanding of a Resident's needs and treating them with respect
- INDEPENDENCE:** Allowing a Resident to take calculated risks, to make their own decisions and think for themselves
- CHOICE:** Giving a Resident the opportunity to select for themselves from a range of alternative options
- FULFILMENT:** Enabling a Resident to realise their own aims and helping them to achieve these goals in all aspects of daily living

# **Heliosa Nursing Home**

## **MISSION STATEMENT**

The home is dedicated to ensuring the well being of older people in our care by:

**PROVIDING** support, care, and a quality environment that meets individual choices.  
**CREATING** opportunities for residents to express their views.

**LISTENING** to what they want.

**PROMOTING** ideas, policies & actions that meet their needs.

**INVOLVING** people in planning care service to meet their needs and preferences.

**WORKING** with relevant partners & local communities

# VISION STATEMENT

## “To Care”

### Philosophy of Care

Heliosa Nursing Home aims to provide its Residents with a secure, relaxed and homely environment in which their care, well being and comfort are of prime importance.

Nurses & 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 Residents’ ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual emotional and social, and Residents are encouraged to participate in the involvement of family and friends my be appropriate and is greatly valued.

This will be achieved through programs 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:

VALUES & BELIEFS		
RESPECT & DIGNITY	COMMITMENT TO QUALITY OF CARE	COMPASSION
IIMPROVING LIVES	WORKING TOGETHER FOR OUR RESIDENTS	EVERYONE COUNTS

All 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 Practises as may be laid down in appropriate legislation, regulations, and the Care Quality Commission

Heliosa Nursing Home will enable our Residents to:

- Lead fulfilling and independent lives as possible, by the provision of services within the Home.
  - Be protected from harm, abuse and exploitation
    - Develop as individuals
  - Contribute to their community as citizens.
- Not be disadvantaged or discriminated against of grounds of gender, ethnic origin, disability, religious belief, sexual orientation, social class or cultural background.

# Provider and Staff Details

## Name and address of Registered Provider

Takepart Ltd  
4 Hallside Park  
Knutsford  
Cheshire  
WA16 8NQ

## Qualifications and Experience of Registered Representatives

### Health Care Director

**Mr Graham Parr**

**Qualifications** - F.R.I.C.S. Dip RSA, Dip Man Care (Open)  
Managing Care in Practice - Open University  
NVQ 5 Strategic management

**Experience**

Graham has been involved in the operational management of care homes for the past 20 years on an owner/manager basis.

### Administrative Director

**Mrs Margaret (Maggie) Carruthers-Parr B.Sc (Open)**

**Qualifications**

B.Sc (Open) Environmental Science  
HNC Computing  
Diploma in Environmental Policy

**Experience**

Maggie has actively been involved in the administration and financial side of operating care homes for 10 years

## Home Manager and Registered Manager

**Mrs Joanne Bowerbank**

### **Qualifications**

RGN, SEN, ENB N11, Nursing Stroke Specialist.

### **Experience**

A qualified nurse for over 30 years, Jo has worked as an SEN in various settings before qualifying as an RGN in 1994. She has a wealth of experience in all aspects of nursing but particularly in the care of Stroke sufferers as she ran a specialist unit for 18 years. Following this, Jo returned to a nursing home setting specialising in dementia care and complete needs.

Prior to working at Heliosa Jo was the manager of a large nursing home for 2 years.

**Mrs Dimitrina Puncheva**

### **Qualifications**

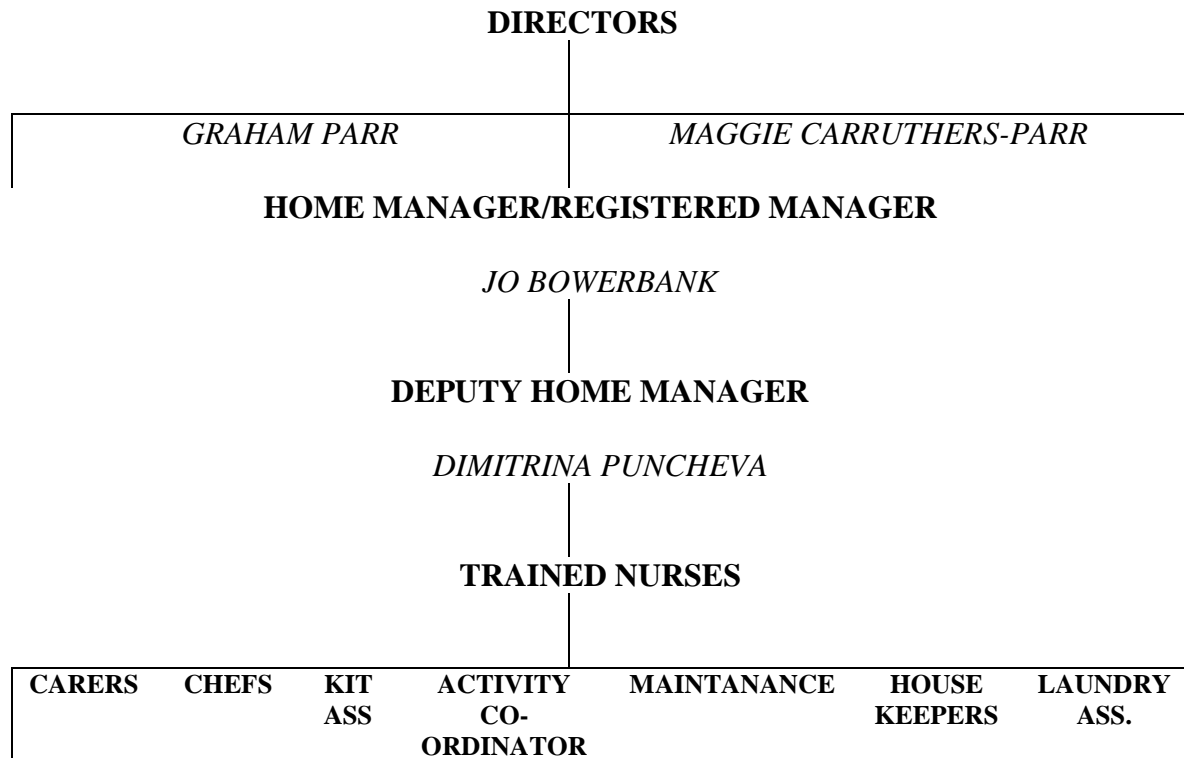
RGN

### **Experience**

Dimitrina is an experienced caring nurse with a calm accessible approach to the care of residents and the reassurance of their families. She has been with Heliosa for around 8 years and during this time has proved to be a positive asset to the home. Her passion for the nursing profession has resulted in this popular promotion.



## HOME ORGANISATION



The Home employs 5 RGNs, 1 RMN, 24 Care Assistants, 3 Chefs 3 Kitchen Assistants, 2 Housekeepers, 2 Laundry Assistants, 1 Activities co-ordinator, 1 Maintenance person and 1 Administrator. The Directors are also actively involved with the running of the Home. The home's staff are selected for their qualities of reliability, integrity, skill, commitment, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- safe guarding
- Confidentiality
- the rights of Residents
- Health & Safety
- Care Assistants responsibilities
- Food Hygiene & Safety
- Personal Care Tasks

The Home also sends selected staff on external training courses for topics such as Food hygiene, Moving & Handling, Care of the Elderly, First Aid, and Drugs Practice etc.

# Registered Categories of Care

<b>CATEGORY</b>	<b>NURSING AND DEMENTIA CARE</b>
Number	40
Sex	All

**Registered with:**

**Care Quality Commission**

CQC North West City Gate Galloway Newcastle upon Tyne NE1 4PA  Tel 03000 616161 Fax 03000 616171 Enquiries.northwest@cqc.org.uk
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**Cheshire East County Council**

Cheshire East Council Westfields Middlewich Rd Sandbach Cheshire CW11 1HZ 0300 123 5500
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# **Accommodation**

## **Bedrooms**

The Home has 40 single bedrooms the majority of which are en-suite

## **Social Rooms**

There are 2 lounges (1 Dementia), a snug, a conservatory and a separate dining room all centrally heated. Residents are encouraged to use these public rooms; however, Residents who choose to stay in their own rooms are free to do so.

The garden area is made for easy access for everyone to enjoy

# Facilities for Residents

The daily care programme is organised as a response to a Resident's individual and combined needs. All meal times are flexible and Residents can arrange to have their meals in their own rooms or in the dining room. Our communal areas are divided into zones, e.g. quiet zone (for reading), chat zone (for meeting/talking to people), listening and viewing zone (with TV and audio). This provides choice and reflects Residents, interest.

## Therapeutic Activities

The Home's policy on 'Therapeutic Activities' takes into account the Resident's interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage and in certain instances help Residents to pursue their hobbies and interests

## Spiritual Needs

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, staff may accompany Residents on specific occasions if staffing levels permit.

Residents have the right to meet with clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

## Catering

When you first enter Heliosa we endeavour to establish your likes and dislikes regarding food. Breakfast may be served in your room or in the dining room. All other meals are usually taken in the dining room unless you make a specific request to the contrary.

### Meal Times

Breakfast	7.30am – 10.00am
Morning drinks	11.00am
Lunch	12.30pm
Afternoon drinks/fresh fruit	3.00pm
Tea	4.30pm
Supper	7.00pm
Evening drinks	

Drinks and snacks are available throughout the evening and night. Relatives are welcome to dine with you however we would appreciate some notice given to the cook.

## **LAUNDRY**

The Home offers an in-house laundry service. We would ask that all clothing is machine washable at 60°, colour fast and is clearly named prior to admission. We would also ask that any new items are named and entered onto the Resident's property inventory. Dry cleaning can be carried out at an additional charge.

## **RISK MANAGEMENT SYSTEMS**

Heliosa recognises that residents need to be assessed in relation to the risks that the individual will take in their daily life.

It is the right of those that are able to judge the risk to themselves to make their own decisions, subject to these not threatening the safety of others. Care Plans contain a complete and evaluated risk assessment document.

Where applicable the assistance of family/representative will be sought.

Where restrictions need to be imposed this will be done after consultations and with the full consent of the resident and other involved parties.

# Admission Criteria

## PROCEDURE

Prior to agreeing to the admission of a potential Resident, the Home Manager/Deputy or a suitably qualified member of staff will endeavour to visit the potential Resident at home or in hospital, unless the Resident prefers to visit the Home and is able to do so.

People who enquire about our accommodation and services are provided with an information pack, which sets out the scope and facilities available at the Home with the Resident Guide, Statement of Purpose and a Home Brochure. All enquirers are made aware of our diversity and anti-discriminatory policies and are encouraged to visit the Home before continuing with their application. During the meeting/visit the proposed Resident's needs will be discussed with a view to determining

- a) whether the Home can meet the needs of the Resident, or
- b) whether the Home accords with the potential Residents' needs.

They then may apply directly for a place at Heliosa, though some applications follow an assessment of need made by the local authority social services. This includes an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Each application is given careful consideration by the Homes management and depending on vacancies a decision to offer a place is made as soon as possible. Where there is no current vacancy it is possible for an applicant to be placed on a waiting list.

When people move in they have one month built into their Terms and Conditions of Residency agreement to decide whether "this is the place for them". This first month then provides an opportunity for staff to get to know the individual Resident and their family and to identify their wants and preferred ways of living, e.g. the time they like to get up of a morning and go to bed at night.

The individual Resident's agreed plan of care or service plan provides the basis on which Heliosa's care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect of how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that it is particularly important to find this out in relation to any intimate personal care

activities that staffs are expected to carry out. The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any other community nursing or other therapeutic services provided or that the Resident commissions for her or himself. The plan also includes details of Resident's social interests and activities, how these are met and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

### **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 plan by the named carer, senior and others members of care staff as necessary.

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 staff if they have any concerns.

The care plan is reviewed at 3 levels:

- Daily on a shift to shift basis. At staff shift changeover the Residents' daily care notes are verbally handed over by the out-going shift to staff on the incoming 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 period
- Thereafter a formal review is held with care staff on a monthly basis or earlier should circumstances

All amendments to the care plan will require the authorisation of the Home Manager; certain amendments may require the authorisation the Resident's GP. All amendments to the care plan are recorded in full

# Emergency Admission Criteria

Where possible all admissions should be planned for in advance. For the benefit of everyone urgent admissions should be avoided unless enquiries from Social Services representative or General Practitioner. All such enquiries will be dealt with by the Home Manager prior to acceptance.

## Procedure

Where a pre-visit is not possible due to the immediacy of the admission the person in charge will obtain as much information from the Resident or their representative in order to identify the facilities and care required to meet their short term needs.

The Home Manager/deputy will ensure, as far as possible that both the Resident and their representative are kept informed of the facilities and service at the Home using the Resident Guide and the Statement of Purpose. The full cost of the placement will be agreed prior to admission and written confirmation received prior to admission.

Following admission to the Home the following will be given to the Resident / or their representative;

- Resident Guide
- A copy of the signed Terms and Conditions of Residency

A draft care plan will be drawn up on admission from information given. This will be reviewed within three days of admission.

All other aspects of the admission will remain the same as the Pre-admission procedure.



# **Arrangements for Consultations with Residents & Relatives**

The Home has an open access policy and actively encourages suggestions and recommendations from residents. These suggestions will then be discussed at an appropriate meeting.

The following arrangements have been made to assist in the residents being able to voice their views.

## **RESIDENT/RELATIVE MEETINGS**

These meetings are held at regular intervals and details of the planned date for the next meeting are posted on the residents/relatives notice board

## **RESIDENT/RELATIVE SATISFACTION SURVEYS**

From time to time residents/relatives are sent a copy of our satisfaction survey in order for the Home to access and evaluate the service and care we provide. A sample of the survey is available in the office. In addition the Home Manager is available to meet on a one to one basis with residents/relatives/representatives

## **Monitoring Quality**

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. We have introduced a computerised system which ensures that all residents are regularly checked and findings documented throughout the night. An important part of our quality program is to involve the Residents and their relatives. We regularly ask for comments on the Home, the staff and the services we provide

We have comprehensive quality policies and procedures manuals, which are constantly under review and revision. All significant policies are contained here including our complaints procedure. An important part of our approach to quality assurance is to obtain the views of all our Residents, relatives and their representatives. We do this by our regular reviews with individual Residents and on more general matters through separate meetings and Client Satisfaction Surveys We also hold regular meeting with residents and their relatives. Details of these meetings and the planned date for the next meeting are posted on the Residents/relatives notice board by the front door.

# **Equality & Diversity**

Heliosa Nursing Home is committed to providing equality of opportunity and tackling discrimination, harassment and intimidation, and disadvantage. The home is also committed to achieving the highest standards in service delivery, decision-making and employment practice.

The home will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified.

## **Deprivation of Liberty Safeguards**

Heliosa Nursing Home recognises that every Resident in our care is entitled to the full protection of the European Human Rights Act and to enjoy liberty and freedom. There may, however, be times when in the best interests of a Resident it may be necessary to curtail or resist her liberty and freedom of movement. In such a case The Home will follow the guidance issued by the Department of Health in Their book OPG608, Deprivation of Liberty Safeguards – a Guide for hospitals and Care Homes

## **Rights of the Home and its Occupants**

Residents must respect the property and belongings of others.

Residents must respect the privacy of other Residents within the home.

Residents must respect the rights of other people and allow them to continue in their beliefs and to make their own choices.

Residents must respect both Residents and staff ethnic backgrounds, language, culture and faith.

Residents must consider other Residents in the home and not cause unnecessary noise, pollution or disturbance.

## **Complaints Policy**

If, as a Resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion of a serious nature or if you remain dissatisfied you can record the complaint in the Complaints Register, which is available from reception or from the person in charge. A full investigation will be made into the complaint within 28 days

If, after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first then you should contact Care Quality Commission or Social Services

### **PROCEDURE**

If you have a complaint, or if there is anything that you are not happy about and would like changed, please ask to see Home Manager/Deputy Home Manager or Mr Parr (Director). We will do everything we can to put matters right.

If you have a serious complaint that has not been dealt with to your satisfaction, then you can pursue the matter with the Care Quality Commission.:

CQC North West  
City Gate  
Galloway  
Newcastle upon Tyne  
NE1 4PA  
Tel 03000 616161  
Fax 03000 616171  
Enquiries.northwest@cqc.org.uk

Or

Social Services  
Cheshire East Council  
Westfields  
Middlewich Rd  
Sandbach  
Cheshire  
CW11 1HZ  
0300 123 5500

Alternatively, there is an independent body:

Local Ombudsman Commission  
Local Administration in England  
21 Queen Anne's Gate  
London  
S91 9BU  
Tel- 020 7915 3210

These people can act as an independent 'go-between' in any dealings that you may have with us and Social Services. Remember that we want life at 'Heliosa Nursing Home' to be happy, and as far as possible, for things to be as you would like them. Please let us know if anything is troubling you.

# Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service

The fees charged are dependent on:

- The type of facility required
- The type of care package and needs of the individual Resident and start from £700

Depending on the personal financial situation, fees may be paid:

- privately
- received benefits arranged by social services
- subsidised 'top-up' paid by a third party

The current rules can be complicated and specific advice should be sort from a specialist Company dealing in such matters e.g. Care Aware

## **FEES – WHAT IS INCLUDED**

- Fully trained staff 24 –hour attendance
- Good home cooking
- Provision for special diets
- Laundry service
- GP visits
- Call system

## **FEES - WHAT IS NOT INCLUDED**

- Dry cleaning
- Hairdressing
- Chiropody
- Private phone installation and calls
- Sky TV
- Papers
- Luxury toiletries

# Fire Procedures

Heliosa Nursing Home is provided with equipment to retain and fight fires.

There is a modern fire alarm system fitted with 'Fire Exit' and 'Fire Emergency Instructions' notices displayed at strategic points throughout the home, as advised by the fire department.

Staff are instructed during induction training with regard to Fire Prevention/drills policy, this includes use of the home's fire appliances, evacuation, muster points, raising the alarm etc. Residents are informed of the emergency procedures during admission.

A fire exercise is carried out weekly, this ensures all staff and residents have a comprehensive understanding of their responsibilities..

All fire systems and alarms are regularly tested by an approved contractor. Records are maintained of all such testing as part of the Home's responsibilities.

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

# **General**

## **CONTACT WITH FAMILY & FRIENDS**

The Home operates an open visiting policy, we would ask to let the person in charge know of their arrival and departure from the home. For security and fire safety reasons, visitors must sign the visitor's book on each occasion. We encourage active involvement from our relatives and friends and any suggestions and comments are most welcome. The Resident has the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will, if necessary, inform the visitor of the Resident's wishes

## **SMOKING & ALCOHOL**

The Home operates a non-smoking policy; and there is a designated smoking area outside the home for this purpose. With regard to alcohol Residents can make their own arrangements but may require supervisions in agreement

## **GENERAL & CLINICAL WASTE**

We have arrangements for the disposal of general and clinical waste in accordance with the Certificate of Registration under the control of pollution Act 2003. This service is contracted out and collected weekly.

## **PETS**

Whilst we acknowledge that fact that many people have pets for company during their lifetime and that they may wish to bring a pet with them when they move, the management has a responsibility to all Residents with regard to Health & Safety. Also, as to their choice to have animals within the home. This is not to say we do not accept pets, the Home Manager will however treat each case independently having regard to the number of pets already in the home

## **TELEPHONE**

The home has a telephone which can be used by Residents for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through BT at the going rate

## **GENERAL DATA PROTECTION REGULATIONS (GDPR)**

We are compliant with the GDPR regulations of May 2108

## **RESPONSIBILITY**

The person responsible for carrying out this policy and procedure is the Home Manager.

July 2018