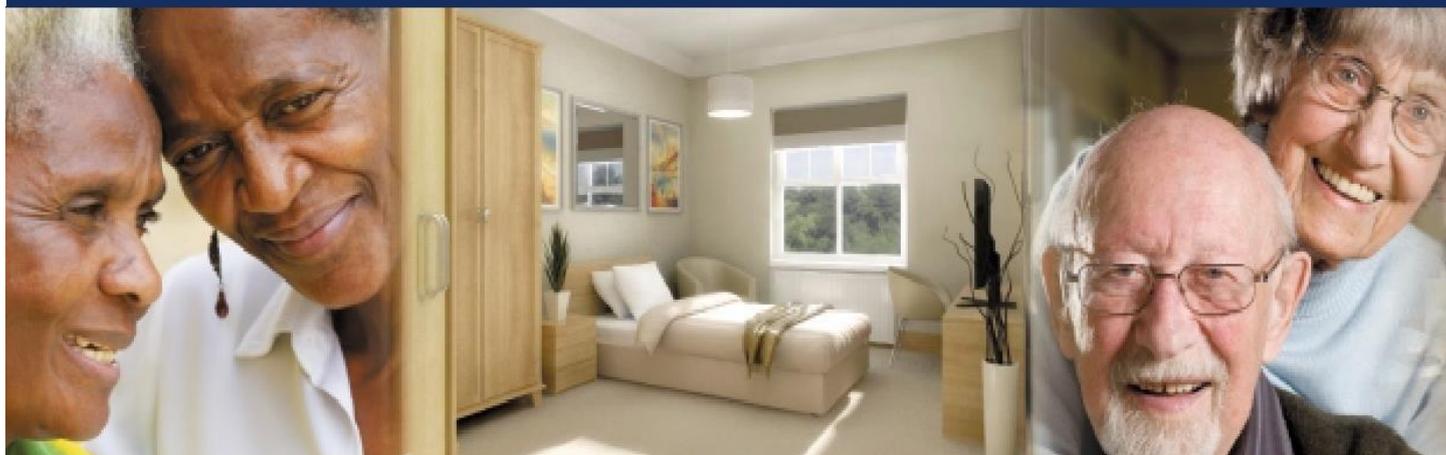


Abbot Care Centre

Abbot Care Centre Ltd
Partridge Road
Harlow
Essex
CM18 6TD
Tel: 01279 452990



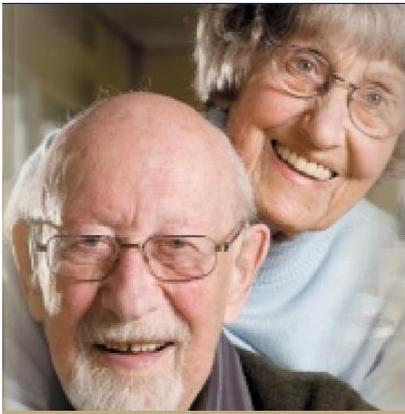
Premier Care in your area

Statement of Purpose

Providing Residential Nursing and Dementia
Care for the Elderly

www.excelcareholdings.com





Providing Residential Nursing and Dementia Care For the Elderly

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This Statement of Purpose has been produced to meet the requirements of Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Care Home Regulations 2009

If you would like a copy of this document in Braille, on Audio or in a different language please ask the General Manager.

Introduction

1

This section gives a brief description of Abbot Care Centre and our aims. It also sets out our commitment to provide a high quality service.



Welcome to Abbot Care Centre

On behalf of the Corporate Management Team and all the staff we would like to extend a warm welcome to you. The management and staff team at Abbot Care Centre are committed to providing the very best quality of care for the people living here.

We hope that you find the information in this document useful and informative. It contains detailed information about our aims and objectives, our philosophy of care, facilities and services, staff and organisation, and our care arrangements. It also contains brief answers to many questions often asked by potential and new people living in Abbot Care Centre.

Additional copies are available in Reception or can be requested from the General Manager, Care Manager, Administrator or Receptionist.

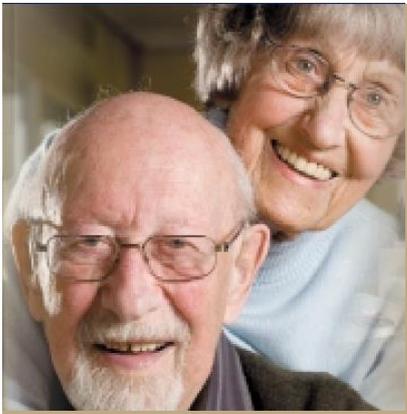
If you require any more information or have questions about Abbot Care Centre and the service we provide, please do not hesitate to approach any member of our staff team who will be happy to give you more detailed information. Your comfort, care and wellbeing are always very important to us.

We will always remember that you are an individual and this will be our priority when planning your care. Throughout your stay with us, we will endeavour to ascertain your preferences and choices in all aspects of your life.

At Abbot Care Centre we aim to offer a home from home feeling with the added assurance of a safe environment. We aim to make the difference by offering care with integrity.



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About Our Home

Abbot Care Centre is a 117 bed purpose built care home in Harlow, Essex providing permanent and respite care in a residential setting. Accommodation is provided for people with Nursing and social care needs as well as for people living with dementia. All areas of the home are accessible for wheelchair users.

Abbot Care Centre is registered with the Care Quality Commission to provide the following activities:

- ◆ Accommodation for persons who require nursing or personal care.
- ◆ Treatment of disease, disorder or injury

Abbot Care Centre is conveniently situated in the town of Harlow, which is close to the M25. It has good public transport links and is close to a number of amenities, including local shops.

The Registered Provider of the home is Abbots Care Centre Ltd a subsidiary of Excelcare (Group) Ltd, a private care company that has been operating since 1989. Excelcare operate care homes for older people and younger adults in Southeast London, Cambridgeshire, Milton Keynes and Essex.

Our Aims

Our aims are to provide a caring and secure environment within which people are treated with respect and regard for their dignity and well being.

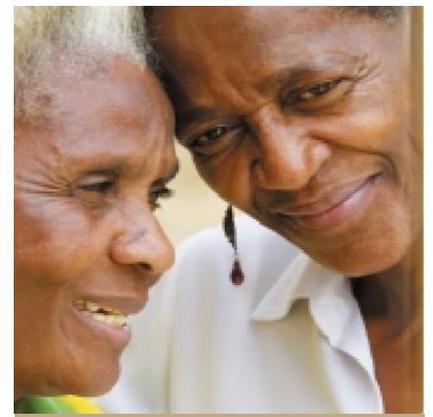
Mission Statement

The company is an experienced, professional care provider committed to the delivery of a quality care service to adults and older people through nursing, personal and social care provision.

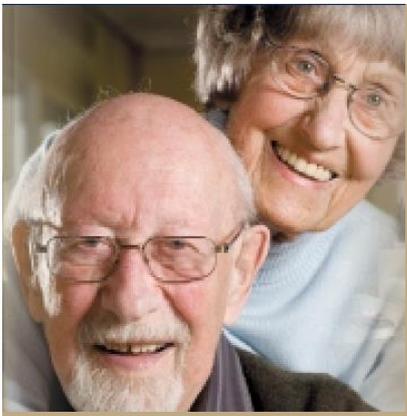
Home Objectives

Care

- ❖ To ensure that services are delivered within the framework of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- ❖ To ensure all people living in Abbot Care Centre are actively involved, where possible, in devising their person centred, needs and abilities Care Plan.
- ❖ To ensure all Care Plans and risk assessments are reviewed no less than once a month.
- ❖ To promote local community links.
- ❖ To meet cultural, spiritual, social and diversity needs of people living at Abbot Care Centre.
- ❖ To provide meaningful activities - both inside and outside of the home.
- ❖ To ensure the views of people that use the service and their families are taken into account in the running of the service.
- ❖ To contribute to the quarterly regional newsletter



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Hotel Services

- ❖ To provide an environment which is clean, safe, and beneficial to the people using the service.
- ❖ To maintain the quality of buildings and grounds on a planned basis.
- ❖ To ensure that all menus are reviewed at least four times a year, to use seasonal foods and incorporate the choices of people living in Abbot Care Centre.
- ❖ To ensure people receive a high quality laundry service

Staff

- ❖ To ensure all staff receive a comprehensive induction programme.
- ❖ To facilitate staff training and supervision on an ongoing basis with annual personal development reviews.
- ❖ To ensure that staff adhere to the Company code of conduct, policies and procedures.
- ❖ To hold daily Heads of Department meetings and regular staff meetings.
- ❖ To maintain the dignity, privacy and respect of the people at all times.
- ❖ To assist each person to maintain their independence for as long as they are able.
- ❖ To ensure that each person retains their rights as citizens.
- ❖ To offer support to the family and friends of each person living in Abbot Care Centre throughout the person's stay.
- ❖ To promote good care practice and maintain good working relationships with other professionals.

Philosophy of Care

Our philosophy is to provide a “home from home” environment creating a warm atmosphere and quality care services which meet the needs of each person.

We regard each person as an individual with the right to voice opinions, make choices, and be kept well informed about their identified needs and the way we will help meet these.

We offer at all times, sensitive and conscientious nursing and personal care from our team of competent and committed staff who have an understanding of the specific needs of older people.

We strive to maximise the autonomy of each person and their independence.

We are also aware of the different spiritual requirements of people and act accordingly to ensure these needs are met.

Respect for the privacy and dignity of each individual is uppermost in our minds. Care plans are established from an individual assessment of needs to ensure the retention of dignity and as much independence as possible.

With the consent of each person living in Abbot Care Centre, we encourage the involvement of families and their participation in regular assessment and care planning, whilst observing the rights of people that use the service to personal privacy.

We believe awareness of an individual’s life history is fundamental to maintaining their wellbeing. It allows the staff to have an in depth understanding of the person’s background and social history.



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Facilities and Services

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This section describes:

- ◆ Our Accommodation
- ◆ Meals, Mealtimes and Kitchen Facilities
- ◆ Arrangements for Personal Medical Care
- ◆ Arrangements for Accommodating Personal Possessions.



Accommodation

Number of Lounges	3
Number of Dining Rooms	3
Number of Lounge /Diners	12
Number of Therapy/Activity/Quiet Rooms	6
Number of Service Users Smoking rooms	1
Number of Assisted Bathrooms	12
Number of Toilets (not en-suite)	23
Number of Lifts	2
Number of Single Bedrooms (en-suite)	117

Bedrooms

Bedroom sizes are a minimum of 14.5m² to a maximum of 18.7m²

Fees

Abbot Care Centre accepts people who are self-funded or funded through local authorities.

Fees start from £900.00 and are determined by the accommodation, level of dependency and needs and wishes of the person. The Service Level Agreement will contain the details. All fees are subject to annual review and changes in dependencies.

If an individual requires nursing care, the financial contribution will be deducted after a full nursing assessment has been completed and approved.

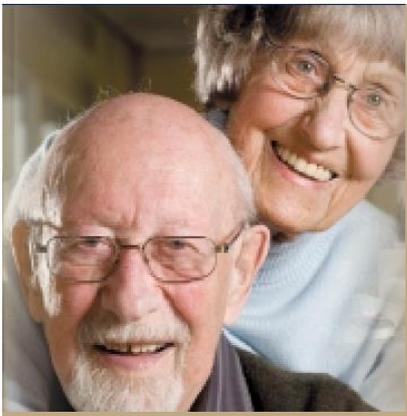
All people that live in Abbot Care Centre will receive a statement of terms and conditions.

Contract (Service Level Agreement) and statement of terms and conditions will detail the following information.

- ◆ room which will be occupied
- ◆ care and services (including food) covered by the fee
- ◆ fee payable and by whom
- ◆ additional services to be paid for over and above those included in the fees
- ◆ rights and obligations of the person living in Abbot Care Centre and registered provider and who is liable if there is a breach of contract
- ◆ Terms and conditions of occupancy, including notice period.



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Additional information

Garden Facilities

Enclosed, landscaped gardens, with a pond and full wheelchair access.

Telephone Access

A public telephone is situated on the ground floor for individuals to use; alternatively private access to the telephone in the Home Administrator's Office can be requested. Should anyone prefer to install a private telephone in their room, the home will assist coordination of the installation through BT, once an agreement has been made that the person will meet the installation charge and future running costs.

Security

The main doors can only be opened by manually inputting a code from inside the building or by the remote release by staff. All staff are aware of the importance of security and visitors are requested to sign in and out of the Visitors books.

Fire Protection

The home is equipped with fire extinguishers, which are annually checked by the fire service.

A fire alarm system is in place and tested on a weekly basis, smoke detectors are placed around the home and also checked on a regular basis.

The fire procedure is displayed throughout the home.

All staff receive full fire training.

Furniture provided

Each bedroom is provided with;

- ◆ A single bed
- ◆ An armchair
- ◆ A bedside cabinet -lockable
- ◆ A wardrobe
- ◆ A chest of drawers

Meals

Fresh, home cooked meals are prepared daily by our chef and their team. We cater for specific dietary needs and cultural preferences; meals are nutritionally balanced and tasty. We will ensure that our menus reflect people's choices and requirements.

Our team of catering staff will provide a menu that rotates on a four weekly basis. This will be changed to take into consideration seasonal produce available locally and the wishes of people living in Abbot Care Centre.

We encourage everyone who lives in the home to be involved in menu planning. Our chef will visit individuals at least monthly to ensure their needs and wishes are being met.

Breakfast, lunch, an evening meal and supper are provided with snacks and drinks available during the day and night. Visitors are welcome to dine with people living in Abbot Care Centre for which a small charge will be made.

Mealtimes

Breakfast is served between 8.00am and 9.30am

Lunch is served between 12.30pm and 1.30pm

Evening meal is served between 5pm and 6pm

We operate a 'Protected Meals' policy; which is displayed throughout the home and asks people to avoid visiting during mealtimes unless they are dining at the home. This enables the people living in Abbot Care Centre to maintain their dignity and enjoy their meals without interruption.

Kitchen Facilities

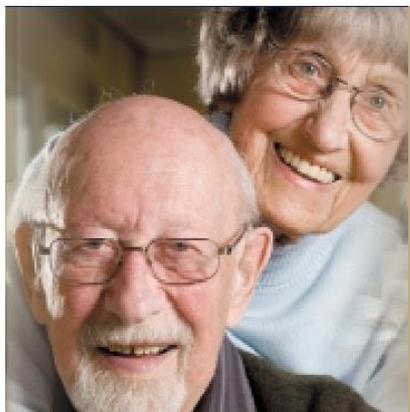
The kitchen facilities meet the standards set out by the Environmental Health Department and are inspected at least annually by an Environmental Health Officer.

Abbot Care Centre currently holds a '5 Star' certificate issued by the Environmental Health Inspector following an inspection held in April 2015.

Due to Food Hygiene Regulations the main kitchen facilities are not readily accessible to people living in the home and their visitors. If people wish to visit the kitchen, arrangements can be made to do so. There are kitchenettes on each unit, and in some rooms, which are equipped with tea and coffee making facilities where people who live in the home and visitors can help themselves to hot and cold drinks and snacks.



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Laundry Services

Laundry is undertaken within the home.

Dry Cleaning Garments

We ask that you be mindful of garments that require dry cleaning and ensure such items are not put into the home's laundry as the home cannot be held responsible for damage caused to such items of clothing. There is an additional charge for providing a dry cleaning service

Clothes Labelling

Clothing is key to our personal identity and when a favourite shirt or blouse goes missing it can be very upsetting for all concerned.

The traditional methods of sewing in, or ironing on labels do not always prove robust enough when clothing needs daily washing. Marker pen can ruin the garment and washes off very quickly.

We recommend using a clothes label called 'Attach-a-Tag' it has proved successful at reducing lost laundry it is a simple, quick and secure attachment device which means that the tag will stay on the garment until it needs to be removed. The ergonomically designed shape, coupled with its discrete size means that it is barely discernible by the wearer. We do not recommend using Attach-a-Tag for socks, stockings, tights or underwear Attach a Tag sell mesh laundry bags to increase efficiency and reduce handling of these garments. The mesh bag then has a tag applied to the label for identification. The Mesh bags cost around £3.00 each.

You can purchase a Dolphin applicator to attach the tags yourself; it is very easy to use and cost around £12.50. The tags themselves costs around £11.75 for 30 tags and £16.75 for 50 tags – you can order online, or call the company direct and order forms and details are on display in the main reception area.

The details of Attach-a-Tag are:

Attach A Tag
46 Marlborough Road
Lancing Business Park
Lancing
West Sussex
BN15 8UF

Tel: 0333 220 66 44

<http://www.attachatag.com>

Personal Care

Qualified Care Staff

Appropriately qualified staff are on duty 24 hours a day. GP's, District Nurses and other members of Healthcare teams visit as needed and appropriate. People living in Abbot Care Centre may be able to retain their Doctor.

Optician and Dentist

Home visits will be made as requested and appropriate, although people are free to make their own appointments if preferred. We recommend that you keep your registered dental practice.

Physiotherapy

This can be arranged as required.

Chiropodist/Podiatry

A private Chiropodist/Podiatrist visits the home on a regular basis; a charge will be made for this service which will be billed to the individual person. Should an NHS assessment be required our staff will be happy to advise on this.

Hairdressing

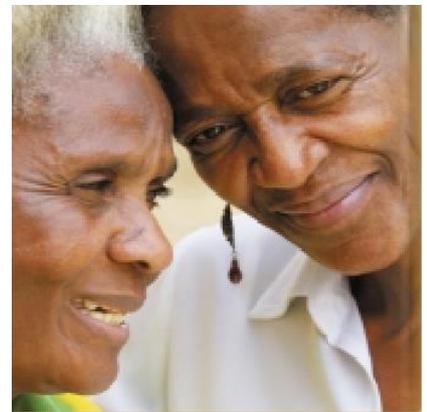
Hairdressers visit Abbot Care Centre on a regular basis, details and price lists are available on request.

Shopping

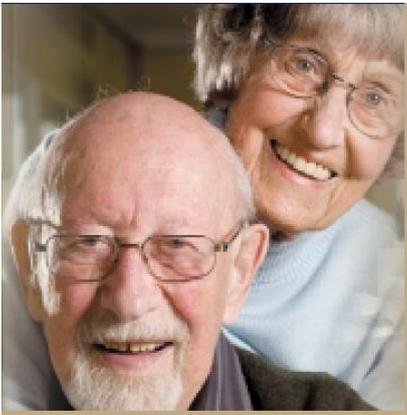
We encourage people living in Abbot Care Centre to go shopping alone or with relatives and friends. Where this is difficult staff will assist the person by purchasing goods on their behalf or will arrange a shopping trip.

Routine Appointments

The home does not automatically provide staff to accompany individuals for routine appointments outside of the home. We will ask the next of kin to provide an escort in the first instance and can assist by booking transport if needed. Where an escort cannot be provided by family members we can provide an escort. However, a charge will be made for this service.



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Personal Insurance and Security of Valuables

People living in Abbot Care Centre and their families are advised that when bringing personal furniture, mirrors, paintings and ornaments to the home, it is advisable to consider having insurance in place should the items value exceed our insurance limit of £500.

With personal items of jewellery, it is advised that thought be given to how items will be safeguarded from loss. Although a lockable cabinet is provided in bedrooms and short term use of the homes safe may be possible, there is always a potential risk of loss.

The insurance limit is £500, and a claim for loss would require proof of valuation. All items of value should be entered on the inventory at the time that the person becomes resident at the home.

People may wish to consider having a photo taken of jewellery, or agreeing that the home do so, to assist in the identification of items should jewellery be lost. **Personal insurance for valuable items is advised.**

People need to be aware that the replacement costs of expensive hearing aids and spectacles will be limited by our insurance cover and the home accepting liability for the loss. Proof of value will be needed in the event of a claim for lost items. **Personal insurance for valuable personal items is advised.**

Personal Telephones

All bedrooms have telephone sockets in place, should a person wish to have a private telephone installed in their room, the home will assist with coordinating the installation through BT, once an agreement has been made that the person will meet the installation charge and future running costs.

Personal mobile phones are acceptable for people living in Abbot Care Centre. The costs incurred will be met by the individual. **Insurance is recommended to assist replacement costs.**

Arrangements for Pets

Abbot Care Centre has a pet policy which can be discussed with the General Manager.

Visitors are permitted to bring well-behaved pets into the home with prior consultation and at the discretion of the General Manager.

Locks and Keys

Anyone moving into Abbot Care Centre will be provided with a key to their room, unless they expressly wish not to hold a key. A master key will be held by the management to use in an emergency.

Gifts

We respectfully request that people who use the service do not ask staff to accept money, or to assist them with the preparation of a will or any other legal document. Bequests may be made to employees that could later be disputed by the person, next of kin or other beneficiaries. This could cause embarrassment both to the member of staff concerned and to the company; consequently it is company policy for staff to politely decline all gifts. In order to reduce the risk of accusations of undue influence the management have drawn to the attention of staff the potential risks that exist and have advised staff should not accept gifts or money from people living at Abbot Care Centre.

If a person is insistent on making a gift, the staff member must seek advice from the Management

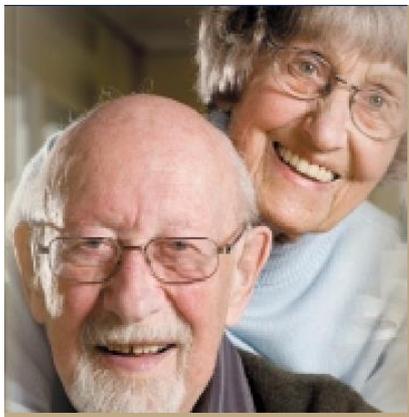
Wills, deeds, legal documents

Staff are instructed not to help or offer advice on the preparation of wills, deeds, legal documents or arrangements for gifts: they cannot witness the signature of a person or relative for this type of documentation.

If a person wishes to make a will, assistance can be offered to obtain impartial information about services that offer a will writing service.



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Moving In and Security of your Personal Possessions

Once you have chosen to live in Abbot Care Centre we can if requested, advise on your 'move in' arrangements but will not be responsible for the costs or organisation. Similarly we will advise on what personal possessions you need to bring, insurance arrangements you may want to consider and the safety checks needed for electrical equipment before it can be used in the home and furniture before it can be accepted within the premises.

When you arrive staff will help with unpacking and if you have not completed one in advance will ask you or assist you to make an inventory of all your possessions. You can request a copy of the Personal Possessions inventory form from the home to fill in before you arrive. The inventory form details all property brought in on the day of admission and is subsequently updated monthly. Please ensure you include items worn on the day of admission. The inventory form will need to be updated when items are brought in, removed or replaced.

It is essential if there are any changes to your personal possessions that you ask a member of staff to update the form held within your Care Plan and provide you with a copy.

It is important that items listed on the inventory form are given detailed descriptions and where possible photographs taken and kept with the inventory.

For the sake of security it is not advisable to hold valuable jewellery or large amounts of cash in the lockable drawer in your room.

Individuals may wish to purchase a small hotel type 'safe' as extra security for their personal belongings; these can be purchased from 'supply 2 hotels' for more information please check their website - www.supply2hotels.co.uk.

We regret that although the home has a safe we cannot store items of jewellery or cash on other than a very short-term basis.

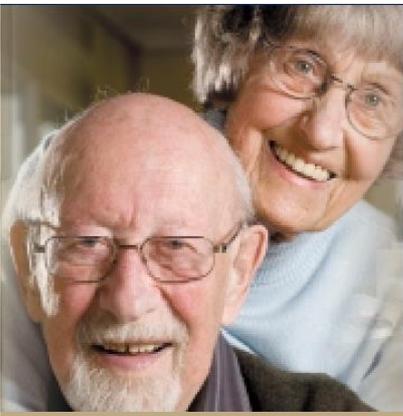
Please note that we cannot be responsible for the loss of jewellery, cash, paintings or other items of value. Property is brought into the home at the owner's risk and we advise you to take out your own insurance policy cover before residing at Abbot Care Centre.

Staff and Organisation

3

This section describes the Organisation of Abbot Care Centre and the Management and Staff with details of their experience and qualifications.





Registered Provider, Responsible Individual and General Manager

Name and address of Registered Provider

Abbot Care Centre
Partridge Road
Harlow
Essex
CM18 6TD
Tel: 01279 452990
Email: **TO ADD**

Nominated Individual – Wendy McDonough

Wendy is the Regional Director for Essex. Wendy is an experienced nurse and holds a BSC in Nursing. During her career Wendy has worked in a variety of settings, at senior level, within the NHS and private sector and specialises in care of the elderly, dementia care, learning disabilities, young physically disabled and mental health. Wendy has led in commissioning and decommissioning services within the NHS and private sector and has managed both Nursing and Residential homes prior to holding regional manager, area manager and regional director's positions within medium and large care provider companies

General Manager – Manford Ncube

Manford has a wealth of knowledge and experience within the sector and is an experienced care home manager having worked within the private sector previously.

Care Manager –

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Administrator

Our Administrator is responsible for all aspects of administration within the home.

Receptionist

Our Receptionists deal with all incoming calls and meeting and greeting visitors.

Nurses and Unit Managers

Nurses and Unit Managers organise the management of their shifts and the staff. Nurses are registered with the NMC.

Team Leaders

Team leaders organise the management of their shifts and the staff who are on duty. They will either have an NVQ in Health and Social Care or be working towards a similar qualification and have a minimum of two year's experience of working in a care home environment.

Senior Carers and Care Assistants

Senior Carers and Care Assistants deliver care to people under the guidance and instruction of senior staff. Senior Carers have an NVQ (or equivalent) in care and care assistants are encouraged to gain this qualification. All carers will have completed the Care Certificate.

Activities Coordinators

Activities Coordinators provide opportunities for meaningful and purposeful activities. Their role is to plan and coordinate outings and formal entertainment through a structured programme following discussions with the people living in Abbot Care Centre.

Housekeeper

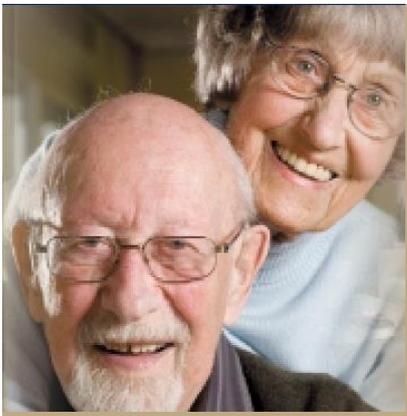
Our Housekeeper and the team of domestic and laundry staff are responsible for ensuring that the highest level of cleanliness is maintained throughout the home: this is undertaken with care and attention given to infection control guidelines.

Chef

Our Chef is responsible for the day to day management of the main kitchen ensuring that all catering needs are met and that the kitchen meets legislation standards.



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Maintenance Team

This team carries out the vast range of work required to keep our homes in tiptop condition. The team covers general repairs and maintenance of the buildings, services, grounds, facilities and equipment. The team also offer assistance in personalising rooms for example hanging pictures or putting up shelves.

Staff Training

All staff complete an induction programme when they start working with us. Refresher courses are completed annually throughout their employment. Specialist or specific training needs are assessed and provided according to the needs of the service.

Mandatory training for all staff includes:

- ◆ Safeguarding of Vulnerable Adults
- ◆ Fire Safety
- ◆ Health and Safety
- ◆ COSHH (Control of Substances Hazardous to Health)
- ◆ Manual Handling
- ◆ Food Hygiene
- ◆ First Aid
- ◆ Dementia
- ◆ Infection Control
- ◆ Mental Capacity
- ◆ Equality and Diversity
- ◆ DOLS
- ◆ Customer Service

Employee of the Month Scheme

The aim of the employee of the month scheme is to recognise and reward the hard work and dedication of staff. It is an opportunity for residents, relatives, professional visitors and colleagues to show their appreciation for the care, support and assistance provided by an individual, by nominating them to receive the award. Nomination forms are placed in all main areas of the home, i.e. on the notice board, in the office and on request. The form contains further information about the scheme and gives you the opportunity to let us know who, in your opinion, has offered outstanding care and support or whose work has made a real difference in the team in which they work. The nomination forms should be returned to the Home Manager who will meet with a judging panel on a monthly basis to consider the nominations and agree on an Employee of the Month.

Care Arrangements

4

This section describes the Care Services offered by Abbot Care Centre and recognition of the Rights of the people living here.





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Admission Criteria

Procedure

Prior to agreeing to the admission of an individual, the General Manager, Care Manager, Dementia Care Manager or a suitably qualified member of staff will visit the person at home, or in hospital. The needs of the person will be discussed and a pre-admission assessment completed. We encourage people to visit the home prior to making the decision to move in. This may be a short visit or you may choose to spend the day with us. Everyone who moves into Abbot Care Centre are offered the opportunity to move in on a trial basis before they, or their representatives, make a decision to stay permanently.

The General Manager, Care Manager, or a suitably qualified member of staff will ensure, as far as it is possible that both the person wishing to live at Abbot Care Centre and their family or representative are fully informed of the scope of services and facilities available at the home.

Once a date for admission and a fee rate has been agreed an information pack is provided which includes;

- ◆ Statement of Purpose
- ◆ Terms and Conditions
- ◆ For Local Authority funded people a formal service contract between the Home and the Local Authority will be agreed in addition to the above.

Any contract with people living at Abbot Care Centre will be based on the above information and in accordance with the Care Quality Commission regulations.

Within six weeks a placement review will take place for each person and their Care Plan will be reviewed. Where a person has an allocated Care Manager they will organise the placement review and arrange a date six weeks after admission and as required thereafter. Where there is no Care Manager the key worker or named nurse will organise and arrange a multidisciplinary placement review, six weeks after admission and six monthly thereafter.

Resident of the Day

At the heart of our quality system is the concept of 'Resident of the Day'. This concept provides a structured approach for all staff to get to know the people they care for better. It helps staff to understand what is important to the person and how they can help meet their wishes and needs. It gives the person who uses the service, and their family, a formal, planned opportunity to share their experience of living in the home and receiving care. The Chef, Administrator, Housekeeper and Care Manager visits the person, their room is deep cleaned and any changes identified and planned for. A letter is provided to the individual and their family if they so wish, which explains how Resident of the Day is implemented and tells them their allocated date. The same date is allocated to the person who uses the service every month and is deemed 'their day'. An invitation will also be sent to the relevant professionals for their input e.g. district nurses, T.V.N, G.P and dieticians as applicable.

Dementia Care

Within Abbot Care Centre we have a designated living area for people living with dementia. In order to ensure good practice is set within dementia care all our staff attend dementia training. We also work closely with local GP's and other outside agencies such as CPN's, District Nurses, Dieticians and the Falls Coordinator to ensure a high quality of care for people living with dementia is provided.

Emergency Admissions

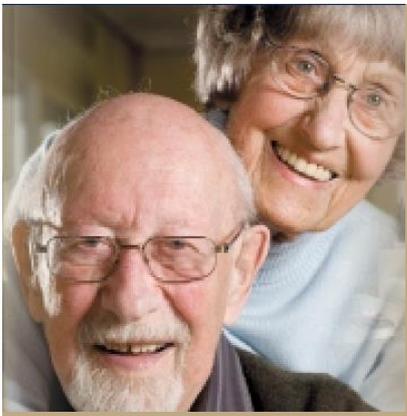
Emergency admissions are not frequent, but occasionally a crisis arises and the Social Services Emergency Duty Team will arrange for a person to be admitted to Abbot Care Centre. The home will endeavour to gather as much information as possible about the person and staff will support them to help reduce anxiety and distress. A review will be held within 48 hours of admission.

Needs of a Person

The social and care needs of people can change either suddenly or gradually. Regular assessment using recognised tools enable close monitoring of the health status of people. We hope to provide people with a 'home for life' but recognise that, rarely, there may be occasions where we are unable to meet someone's needs. If this happens please be assured that we will provide every assistance to seek an appropriate, alternative service.



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Key Worker Role

A designated member of staff will be assigned to each person to support and develop a caring relationship so as to provide both guidance and reassurance as appropriate. They will also develop communication with families and external agencies. A full description of the key worker role is available if required.

Medication

We expect that people are able to administer their own medication unless they, or a risk assessment, indicate otherwise. Only staff who have had medication training administer medicines in the home.

Privacy, Dignity, Rights and Choice

The following information summarises the commitment we have to ensure the rights of all people living in Abbot Care Centre are respected at all times.

Privacy

- ◆ Staff will knock and wait before entering a room of a person
- ◆ Staff are aware of the need to maintain confidentiality.
- ◆ Personal care is provided in private.

Dignity

- ◆ All communication with a person is respectful.
- ◆ People are called by their preferred name.
- ◆ Open visiting is welcome and arrangements for privacy are in place.
- ◆ Private access to a telephone is available.
- ◆ People are offered a variety of activities and entertainment.
- ◆ People are able to choose their own clothes.
- ◆ People's preference to receive care from a male or female is respected.

Rights

- ◆ People are able to voice views at meetings and individually
- ◆ People and chosen advocates are consulted when planning care
- ◆ People have a right to take risks
- ◆ Complaints are treated with sensitivity and People are encouraged to voice concerns without fear of reprisal
- ◆ People give informed consent to treatment and have a right to refuse treatment or care
- ◆ People are encouraged to bring their own furniture and possessions
- ◆ People are involved in all aspects of planning their care and treatment

Choice

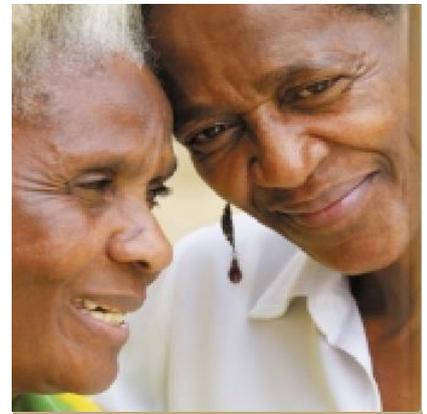
- ◆ People may choose the time they rise, go to bed, get washed and dressed, the number of showers or baths they have and choose where they eat
- ◆ People have a choice of meals
- ◆ People are allowed and encouraged to choose their General Practitioner
- ◆ People are consulted when reviewing menus

Fulfilment

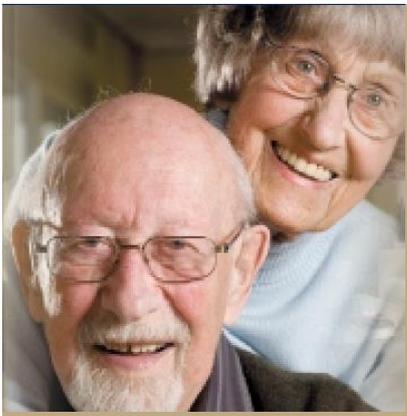
- ◆ People are encouraged to fully realise their personal aims
- ◆ People are encouraged to fully realise their full potential
- ◆ People are happy and contented with their quality of life

Rights of the Home and its Occupants

- ◆ People must respect the property and belongings of others
- ◆ People must respect the privacy of other people at the home
- ◆ People must respect the rights of other people and allow them to continue in their beliefs and to make their own choices
- ◆ People must respect both other people and staffs' ethnic background, language, culture and faith
- ◆ People must consider other people in the home and not cause unnecessary noise, pollution or disturbance.



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Data Protection Act

In order to provide services we need to record your details which you have a right to see and check. Information may be shared with other organisations we work with to provide services to you.

We will process and safeguard your details in accordance with the Data Protection Act. Information may be used in connection with the prevention and detection of crime.

Your permission is required to disclose personal information.

The address of the information Commissioners Office who ensures compliance with the legislation is given within our complaints section.

Principles

There are eight principles put in place by the Data Protection Act 1998 to make sure that your information is handled properly.

Data must be:

- ◆ Fairly and Lawfully processed
- ◆ Processed for limited purposes
- ◆ Adequate, relevant and not excessive
- ◆ Accurate
- ◆ Not kept for longer than necessary
- ◆ Processed in line with your rights
- ◆ Secure
- ◆ Not transferred to countries without adequate protection

By law data controllers have to keep to these principles.

Social Activities, Hobbies and Leisure Interests

Visitors

We have an 'Open Door' policy and visitors are welcomed at any time that is convenient to the people living in Abbot Care Centre, with the exception of our protected mealtimes unless they are dining at the home. Quiet rooms are available on each floor for people to use if they wish to receive their visitors in a more private setting.

We ask that visitors arriving after 8pm should telephone the home in advance for security reasons.

Activities

We aim to provide as varied a programme as possible. This is, in addition, to one to one activity based on social assessments undertaken to identify interests and abilities.

Activities are as person centred as possible and people living at Abbot Care Centre are able to carry out activities that are meaningful to them.

The programme is displayed on the homes notice board. We discuss the programme with people living in the home, and relatives, on a regular basis to ensure it remains interesting and enjoyable.

We encourage links with the community and work towards continuing to facilitate interests followed prior to admission.

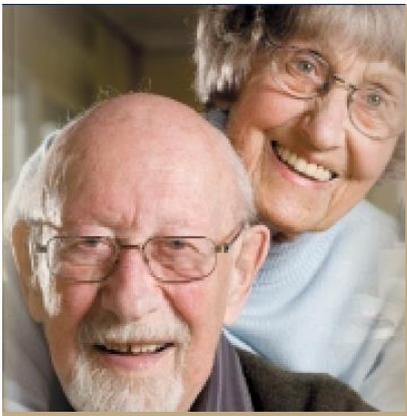
Additional Therapies

The home can provide additional therapies, on request, such as physiotherapy, reflexology and aromatherapy, at an additional cost.

This list is not exhaustive and continuation of any additional therapies that a person uses prior to admission would be encouraged.



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Spiritual Needs

We try to meet all religious and spiritual needs and will encourage regular visits to the home by representatives from local churches or places of worship.

Individual needs will be discussed with each person on admission.

Advocacy

Details of the local advocacy service are available.

Post arrangements

The administrator is responsible for all post that arrives in the home; they will ensure all post is delivered to the relevant person unopened the same day that it arrives. Assistance is available if required to open and read post.

Meetings

Meetings are held with people living in Abbot Care Centre on a regular basis; minutes from these meetings are available on request. Relatives and friends are also invited. Details of planned meetings are on display within the home.

Service User/Relative Satisfaction Surveys

These are routinely sent out to people living in Abbot Care Centre and their families twice a year. The surveys are collated and results the information and produce a booklet showing the results. This is then sent out to the Home Manager who will display the results in the front hall and include any proposed action to be taken. Copies of these results are sent to Care Quality Commission, Social Services Contracts Managers and the Company Directors.

Quality Assurance

The home is registered and inspected by The Care Quality Commission who undertake regular inspections.

We may also be inspected by the following professional bodies:

- ◆ The Pharmacist
- ◆ Fire Service
- ◆ Health and Safety Executive
- ◆ Environmental Health
- ◆ Placement Officers/Care Managers
- ◆ County Council Contracts Monitoring
- ◆ CCG's
- ◆ Company personnel
- ◆ Training personnel

This list is not exhaustive.

Regular audits are undertaken in-house to monitor care standards and facilities.

Any change to our statement of purpose will be notified to the Care Quality Commission within 28 days.

Should a variation of registration be required in the future, a revised Statement of Purpose will be submitted to support the application.



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Statement of Purpose
June 2016

Fire Prevention Policy

Policy Statement

Abbot Care Centre is committed to the highest standard of fire prevention and control. Our policies have been developed to take account of the advice given to the company from the Fire Service Authority. Every effort is made to make sure all our equipment complies with current fire safety standards. All personnel are provided with fire safety instructions during the first session of their induction programme and given regular updates including fire evacuation exercises.

- ◆ Abbot Care Centre has a Fire Safety system that complies with current fire regulations that is approved by the local Fire Service.
- ◆ The General Manager or the nominated representative undertakes a weekly check on the fire alarm systems. The test is recorded in the fire test register and kept at the care home. All fire drill exercises are recorded in the fire register
- ◆ There is regular testing and maintenance of all fire extinguishers in line with current best practise. These tests are recorded in the fire register and are made available along with all test certificates during statutory inspections.
- ◆ All electrical appliances in the building are checked annually. The date of the test is noted on the appliance and entered in the fire appliance test register. All new purchased electrical appliances and any electrical appliances brought into the building by or for people living in Abbot Care Centre must be checked by the Maintenance Department before they are used.
- ◆ All personnel receive fire safety training as part of their induction and ongoing staff training and development. This is recorded in the fire safety register
- ◆ The designated fire evacuation point for the home has been agreed with the fire service and is prominently displayed throughout the building.
- ◆ Each person living in the home has a personal fire evacuation plan.

Complaints and Compliments

It is our belief that any comments, whether positive or critical, can help us to improve the quality of service we provide. We are always pleased to receive feedback.

Should anyone with an involvement in the home have cause for complaint, we will investigate the matter fully, record the details and offer a detailed explanation of the incident/occurrence and advise on action that has been taken. As a company we have a direct line to our Head Office who record and monitor Compliments and Complaints. The direct telephone number is 0800 1412168.

If a complaint is raised with a member of staff, the matter will be brought to the attention of the General Manager who will proceed to look into the matter in order to resolve the issue. The General Manager will also take steps to minimise the risk of a recurrence of the issue.

If the General Manager is unable to resolve the issue, the matter will be referred to the Regional Manager. We provide an initial acknowledgement within 3 working days and a further response in conclusion of the investigation within 28 days of receipt detailing any action to be taken.

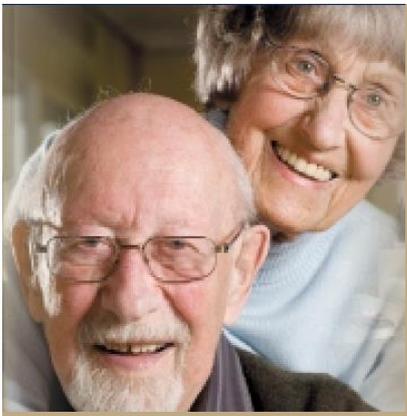
A full copy of the complaints procedure is available within the home and the General Manager will be pleased to provide a personal copy on request.

In the event of the complainant not being satisfied, the person will be advised that the matter can be referred to Head of Internal Governance for Excelcare and/or Care Quality Commission and/or the Local Authority Social Service Department or in instances of maladministration the Local Government Ombudsman

Data Protection concerns should be addressed to the Information Commission Office.



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The relevant addresses are:

Wendy McDonough

Regional Director
Essex Regional Office
Fambridge Close
Maldon, Essex, CM9 6DT
Tel; 07538574811
Email; wendy.mcdonough@excelcareholdings.com

William Scott

Head of Internal Governance
Excelcare
Ertosun House
61 Widmore Road
Bromley, Kent BR1 3AA
Email: bill.scott@excelcareholdings.com
Tel: 0208 313 5012, Fax: 0208 313 5004

Care Quality Commission

CQC Eastern Region
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161, Fax: 03000 616171

Contracts and Care Placements

Essex County Council
County Hall
Market Road
Chelmsford
CM1 1QH
Tel; 0845 603 7630

Local Government Ombudsman

Local Government
P.O. Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614 or 0845 602 1938

Information Commission Office (Data Protection)

Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Tel: 01625 545740



www.excelcareholdings.com

