



Crescent Nursing Home Statement of Purpose



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All aspects of the home will adhere to the following relevant legislation:

Care Quality Commission - Essential Standards of Quality and Safety

Social Care Act 2008

Health and Safety at Work Act 1974

Code of Practice for Social Care Workers

Complaints Procedure

NMC Code of Professional Conduct

The Company's Policies and Procedures

Crescent Nursing Home **Statement of Purpose**

1 DETAILS OF THE HOME:

Crescent Nursing Home was first opened in 1987 and is currently registered to provide “accommodation for persons who require nursing or personal care”, “diagnostics and screening” and “treatment of disease, disorder and injury for up to 28 Service Users. The home consists of 2 large Victorian houses which have been adapted to accommodate 28 people with nursing needs and is located very close to the centre of Bedford, with easy access to shops, parks and transport links. A day centre is run on site for the service users and there are large landscaped gardens to the rear. It is part of Apex Care Homes Ltd, a family run business established in 1983, which now runs 4 homes caring for 125 service users.

Crescent Nursing Home address and contact details are as follows:

Address: 12 The Crescent
Bedford
MK40 2RU

Tel No: 01234 266933

Fax No: 01234 327993

Email: managercrescent@apexcare.co.uk

Website: www.apexcare.co.uk

2 REGISTERED MANAGER:

The Manager of the home is Mrs Alice Kgobe. She has been the manager since November 2015. Her qualifications consists of RGN, RMN, 28 years as an experienced Manager.

3 REGISTERED PROVIDER:

The Providers of the home are:

Mrs Saroja Thasan, Ms Indranee Thasan and Mrs Andrea Thasan as General Manager

Apex Care Homes Ltd
10 The Crescent
Bedford
MK40 2RU

Qualifications and Experience:

Mrs Saroja Thasan is a trained nurse, RGN, DN, MCIM

Ms Indranee Thasan has 20 years of business management experience

Mrs Andrea Thasan (LLB Honours) qualified as a solicitor in 1998. From January 1999 to December 2005, she was employed as a solicitor within a local authority, specialising in child care law and protection. She commenced employment as the General Manager within Apex Care Homes Ltd in December 2005 and at present sits as a member on the Bedfordshire Safeguarding Board representing home providers and the Bedford Mental Health and Learning Disability Partnership Board. She completed the Social Care Leadership Development Programme run by SCIE (Social Care Institute for Excellence) in 2008.

4 STAFF INFORMATION

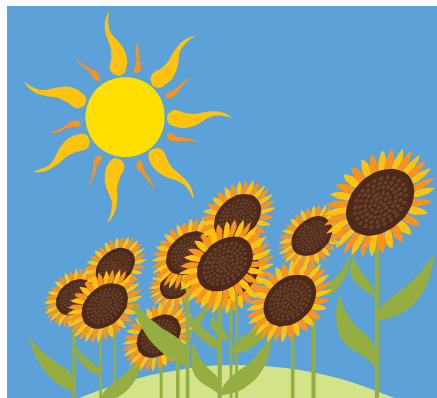
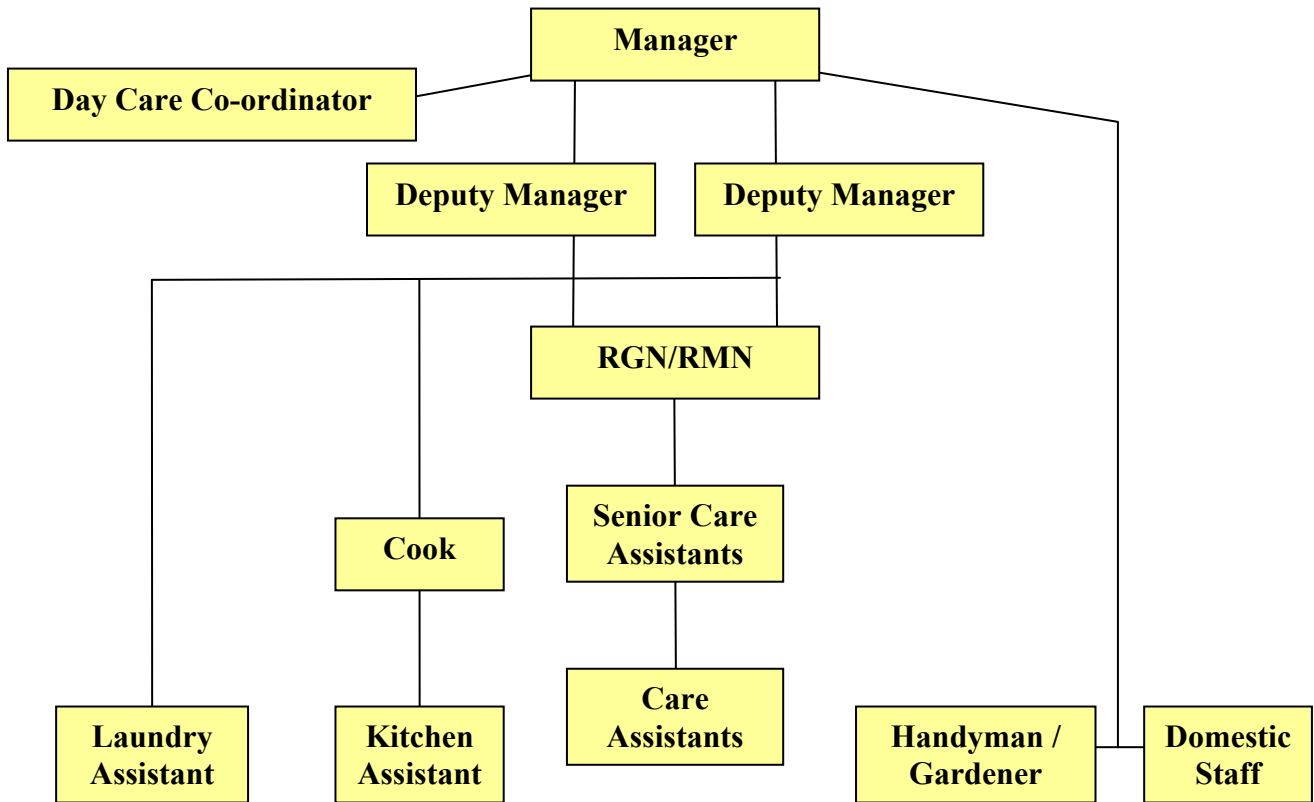
The home is staffed by a Manager, Deputy Managers, Registered Nurses, Registered Mental Nurses, Senior Carers, Carers and various domestic staff to include Cooks, Cleaners, Laundry staff and maintenance staff.

Staff receive on-going and extensive training in all areas of care, including, Safeguarding of Vulnerable Adults. Training is also tailored to meet the individual needs of the Service Users they care for. Therefore training is encouraged in dementia awareness, mental health and challenging behaviour, person centred care, dignity in care, etc. Apex Care Homes is accredited by Investors in People.

The manager will monitor and identify all staff under his/her authority and will identify individual professional development. The home is a training area for ONP students and QCF candidates.

The manager will ensure that training is conducted in accordance with requirements laid down by the Skills for Care Council.

5 ORGANISATIONAL STRUCTURE



6 SERVICE USER GROUP AT CRESCENT NURSING HOME?

Crescent Nursing Home specialises in caring for both male and female adults predominantly under the age of 65 in the following categories:

- ✚ Mental Disorder
- ✚ Dementia
- ✚ Learning Disability

Service Users, once admitted can remain in the home even over the age of 65 and Service Users over the age of 65 are admitted in exceptional circumstances. The home does not admit any service user with ongoing physically aggressive / predatory behaviour and those detained under the Mental Health Act 1983, but do admit people under Section 17 (Leave of Absence and Guardianship)

Respite care / short term nursing care admission may be admitted should there be:

- ✚ A shortage of community staff
- ✚ Family members need a holiday or break
- ✚ There be a crisis within the family

Emergency admissions will not generally be admitted unless they have been fully assessed, a comprehensive history has been given by a multi-disciplinary team and there is access to the community team 24 hours a day, if and when required.

The Manager/Deputy Manager will carry out a thorough assessment on the new service user prior to admission to see if their needs can be met by the home.

Crescent Nursing Home welcomes Service Users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender or sexual orientation. The sole criteria for admission to Crescent Nursing Home is the perceived ability of the home to provide the assessed care needs.

7 WHAT NEEDS WILL CRESCENT NURSING HOME AIM TO MEET?

The aim is to meet an individual's person centred needs through principles of best practice and in line with their rights and choices and by providing trained staff to cater for those needs. Staff will be responsive to the individual needs of the Service Users. We encourage Service Users to remain active, socially inclusive and to continue to fulfil any aspirations they may have focussing on and promoting ability as opposed to disability, and to provide the appropriate degree of care to assure the highest possible quality of life within the home. Multi-disciplinary team members, where appropriate, will be involved in the decision making process with regards to the Service Users care. Multi-disciplinary Teams are made up of:

Arts Psycho Therapists	Dietician	Sensory Impairment Team	Social Workers
Occupational Therapists	Psychologists	Speech and Language Therapists	Physiotherapists
General Practitioners	Practice Nurse	Specialist Intervention Service	Community Nurse
Medical Practitioners	Care Manager	Intensive Support Team	

Service Users with both residential and nursing needs can be admitted, again subject to assessment and need.

8 WHAT CARE IS PROVIDED AT CRESCENT NURSING HOME?

Crescent Nursing Home aims to provide Service Users with a secure, relaxed and homely environment in which their care, well being and comfort is of prime importance. Staff will preserve and maintain the dignity, safety, individuality and privacy of all Service Users, treating everyone with respect, within a warm and caring atmosphere and be sensitive to any changing needs. Such needs may be medical, psychological, cultural, spiritual, emotional and social. We seek to constantly innovate, change, improve and develop in line with our Service Users needs and be receptive to all suggestions for improvement. Service Users will be encouraged to participate in the development of their individualised person centred care plans, and the involvement of family where appropriate will be valued.

Care Plans will identify Service User's likes and dislikes and choice will be provided wherever possible, including choice of menu, any special religious/cultural or medical dietary requirements will be catered for. We promote Service Users' involvement and participation in how the home is run thereby empowering them to effect change.



9 ADMISSION TO CRESCENT NURSING HOME

Crescent Nursing Home will only admit service users who come under their registration category and a care needs assessment will be carried out to determine whether the home can cater for their individual care needs.

All service users, family, friends and professionals are invited to visit Crescent Nursing Home prior to admission wherever possible.

The service user gets to meet the other Service Users

The service users are admitted to Crescent Nursing Home on a trial period of 3 months.

Service users are given a copy of the contract and service users guide.

The agreement should be in place between the funding authority and the home prior to admission.



10 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Crescent Nursing Home has a Day Centre that operates from Monday to Friday. The Day Centre is managed by the Day Care Co-ordinator who runs programmes along with the other members of staff from the home, to promote mental alertness, self esteem and social interaction.

Service Users are encouraged to attend the Day Centre and participate in the activities that are on offer. The daily programme is tailored to meet the needs and preferences of the various service users.

In house social activities include indoor board games, painting, quizzes, bingo, films, arts & crafts, BBQ's, garden parties with cream teas in the summer, themed parties e.g. Christmas, Easter, Halloween, sing-along entertainers, mobile theatre productions and dancing.



Social interests such as shopping, day trips, pub outings etc are also provided for those who are interested and able to participate, with the home having a driver and a minibus accessible to its service users. Trips this year have included going to the garden centre, seaside, 10 pin bowling, shopping etc.



Service users are also encouraged to pursue their hobbies such as reading, writing, painting, watching TV, listening to music etc.



11 OPERATION OF CRESCENT NURSING HOME AND CONSULTATION WITH SERVICE USERS

The home offers comprehensive facilities and a service of care geared to promoting service users comfort, safety and well being. Service Users are encouraged to take part in service user meetings regarding the operation of the home. They are at liberty to meet with the Manager or Key Worker on an individual basis. They are encouraged to attend care review meetings and get involved in care planning. They are requested to complete service user's satisfaction questionnaires to give their opinion on all matters regarding the running of the home and to make suggestions for improvement.

Suggestion boxes are on display in the home to encourage both service users and visitors to post suggestions anonymous or otherwise to contribute to the improvement of the home.

The home launched a Your Say campaign to further encourage service users to have their say and to influence how the provision is run and this consists of service users completing a "Your Say" questionnaire and service user representatives meeting with senior managers to have their say.

The home is also in the process of implementing Listening Forms for service users to use to further ensure that staff listen to what service users have to say and the home's approach is one not just of service user consultation but of service user participation.



12 FIRE AND EMERGENCY

Crescent Nursing Home has policies and procedures in place for dealing with fire precautions and emergency procedures.

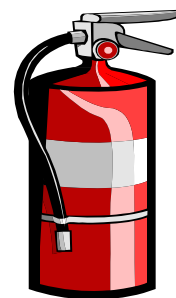
Staff receive awareness training in the important policies as part of their induction and arrangements are in place for all staff to undertake full training in Fire Safety, First Aid and Health & Safety.

Fire alarms are tested and fire drills are carried out weekly.

All fire equipment is regularly checked and serviced by a recognised and certified company.

Service users are informed of the fire and other emergency procedures as part of the service user information process at the admissions stage.

Links have been established with local fire officers to visit yearly.



13 RELIGIOUS SERVICES

Service users are encouraged to follow their religious preferences and will be assisted in attending a place of worship of their choice.



14 KEEPING IN TOUCH WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Service Users are encouraged to contact their relatives, friends and representatives whenever they so wish and to maintain their relationships by way of telephone and correspondence.

Service Users are also encouraged to invite their family and friends to Crescent Nursing Home whenever they want including to social events, for example the Christmas and Easter party, monthly summer BBQ's, summer garden party etc.

Service Users family, friends and representatives are also invited to attend care review meetings and to meet with or phone the manager at any time to discuss any issues.

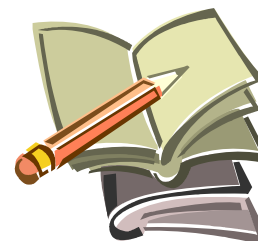


Relatives are also sent a questionnaire on the homes performance and comments are invited, so that any improvements suggested can be implemented and standards continuously improved.

A signing in book is provided for all visitors to sign in and out, along with a suggestion box for both staff and service users and their family or friends to make any suggestions.

15 COMPLAINTS

If concerns cannot be resolved informally with the staff and manager, there is a formal process for handling complaints. The Home's Policy provides for appropriate investigation and a timely response to the complainant, and if required the means to take the complaint to the appropriate regulatory authorities.



This is further explained in the Service User's Welcome Booklet and the Service User is also made aware of the right to complain when admitted to the home.

If you feel unable to have your complaint resolved within the company you can take it to the Care Quality Commission or any funding body.

Care Quality Commission	☎	03000 616161
Citygate		
Gallowgate		
Newcastle upon Tyne		
NE1 4PA		

Or, you have the right to contact your local authority Adult Social Care Team

Luton	☎	01582 547659
Bedford	☎	01234 267422

If you feel unable to deal with your complaint alone you can get help from POhWER who will provide you with an advocate.

POhWER	☎	0300 4562362
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People who use social care services have the right to take their complaint to the Local Government Ombudsman -

The Local Government Ombudsman	☎	0845 602 19
PO Box 4771		
Coventry CV4 0EH		

16 CARE PLANS

Person Centred care plans will be drawn up involving Service Users and relevant others, they will be reviewed at least monthly at the care plan review meeting or sooner, dependent on the need.

Care review meetings are attended by multidisciplinary team members, Service User, relatives and key workers.

17 ACCOMMODATION AND LIVING SPACE AT CRESCENT NURSING HOME

Accommodation and living space is divided into communal facilities for the Service Users and staff and individual accommodation for the Service Users. Details are as follows:

Communal facilities within the Home:

Communal areas include a lounge and dining area. There is a separate conservatory area available for Service Users who wish to smoke and a separate “quiet” room for Service Users who wish to just relax in peace, as well as a Day Care Centre and large garden for their entertainment and stimulation.

Service Users Accommodation:

Service Users rooms are furnished to a high standard. Some rooms do have en suite facilities and all rooms have a wash hand-basin as detailed below. Service Users are encouraged to individualize their own rooms with their personal belongings as they wish. Bathrooms, showers and toilet facilities are available on each floor.

18 INFORMATION ON NUMBER AND ROOM SIZES

Room Number / Identity	Details	
	No of Beds	Room Size (Sq, Metres)
Room 1	1	11.095
Room 2 (en suite)	1	11.946
Room 3	1	10.777
Extension A	1	10
E1	1	10
E2	1	10
E3	1	10
E4	1	10
E5	1	10
E6	1	10
E7	1	10
E8	1	10
E9	1	10
E10	1	10
E11	1	10
Arch Room (en suite)	1	12.243

Room Number / Identity Upstairs	Details	
	Number of Beds	Room Size (Sq. metres)
Room A (en suite)	1	11.030
Room B (en suite)	1	10.221
Room D	1	10.015
Room E	1	9.651
Room F	1	9.542
Room G	1	10.818
Room H	1	10.000
Room I	1	10.213
Room J	2	16.697
Room L	1	10.943
Room N	1	18.032
Room O	1	14.805



19 PRIVACY AND DIGNITY FOR SERVICE USERS



The staff aim is to ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each Service User's rights to independence, privacy, dignity, fulfilment and the right to make informed choices, as reflected in their individual care plans and in line with the principals of valuing people. Service Users have the right to expect to live free from abuse and Apex Care Homes provides ongoing training for staff and complies with the local safeguarding policy in relation to the safe guarding of vulnerable adults. Apex Care Homes is committed to providing an environment where Service Users feel safe and family members feel free to raise any concerns. As such a separate leaflet has been provided for Service Users and families with respect to the safeguarding procedures.

Bedford Safeguarding Office 01234 276222

The home is in the process of implementing Dignity in Care training and the Dignity Challenge to see what, if any, further improvements can be made and recruiting dignity champions in each home.

Private phone calls can be made and received at any time.

Mail is given to Service Users when delivered and is recorded.

Any issues between Service Users in relation to respecting each other's privacy and dignity can be raised with their key worker or manager or addressed through regular Service Users meetings.



Crescent Nursing Home