

# **THE GROVE**

**Residential Care Home  
CHARLESTOWN**



*Care beyond Compare*

**Statement of Purpose**

# Contents

<b>Description</b>	<b>Page</b>
Aims and Objectives	3
Philosophy of Care	4
Home Owner /Manager Home Organisational Structure	5
Staff Training Accommodation Admission	6
Financial Arrangements and Fees Fees – What is included Fees – What is not included Privacy and Dignity Smoking and Alcohol	7
Fire Safety Religion (Worship/Attendance at Religious Services) Contact with Family and Friends	8
Care Plan Review Complaints Bereavement	9
Therapeutic Activities Leaving or Temporarily Vacating Monitoring and Quality	10
Pets Medication Telephone Meals - Inspection Report	11
APPENDIX A - Contract of Residence	12 - 15

**This document has been written in accordance with the Care Standards Act 2000. Each service user will be issued with a copy, a copy will also be available at the office at all times.**

The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

## *Aims and Objectives*

With over seven years of experience in care, the management of The Grove pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term for 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 that have time to give attention to small details, 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 resident's needs and treatment of 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**

The Grove 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 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 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 by the Commission for Social Care Inspection.

Permanent residents are admitted with the aim that they will be able to stay at the Grove as long as their care needs can be satisfied, (including terminal care), by our own staff and visiting professionals; eg Doctor, District Nurse, Macmillan Service etc.

### **Home Owners/Directors/Manager – Name, Experience, Home Address and Communication Information**

#### **VENETIAN HEALTHCARE LIMITED**

**Name:**

Mr Roger Hammond (Director)  
Mrs Caroline Hammond (Director)  
Mrs Kerry Lewis (Manager)

**Experience:**

Venetian Healthcare Limited is a family run company having just Mr. and Mrs. Hammond as its two directors. Mr. and Mrs. Hammond have owned and run, on a personal basis, care homes for the elderly since 1997. They acquired The Grove in April 2005 with a view to maintaining and improving on the very high standards of care and comfort that attracted them to buy the home.

Mrs Lewis has worked at the Grove since 2003 in various capacities and as manager since December, 2004; she has completed the Registered Managers Award in Care qualification.

### Address of Home Owners/Manager

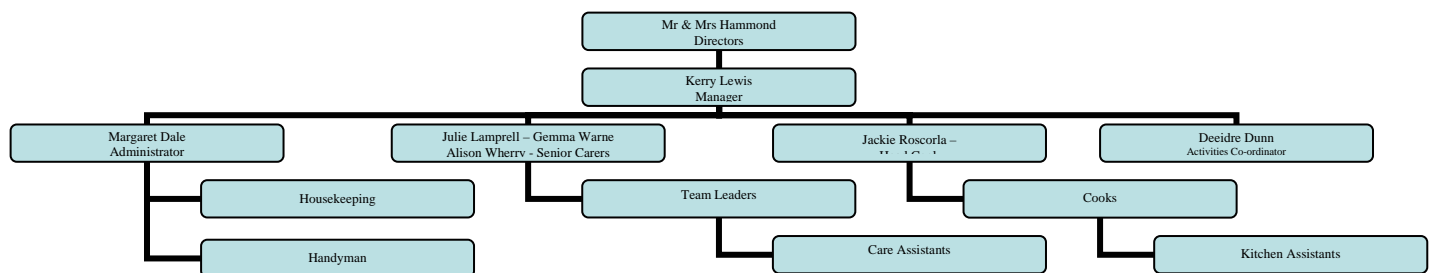
The Grove  
181 Charlestown Road  
St Austell  
Cornwall PL25 3NP

Telephone: 01726 76481  
Fax: 01726 67457  
Email kerry-lewis666@hotmail.co.uk

### Care Speciality of the Home:

Long / Short (Respite) Stay and Day Care of the Elderly

## Home Organisational Structure



## Details of Staff Numbers and Staff Training

The home employs 24 Care Assistants, 6 Kitchen Staff, 2 Housekeepers, 1 Administrator, 1 Activity co-ordinator and 1 Head of Maintenance and 1 Gardener. The home's staff are selected for their qualities of reliability, integrity, skill, 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
- Confidentiality
- The rights of clients
- Health and Safety
- Food Hygiene and Safety

- Personal Care Tasks
- Care Assistants Responsibilities

The home offers all Care Assistants training to NVQ2 and beyond in Care. The owners are firm believers in the importance of training and have close links with Cornwall College.

The home also sends selected staff on external training courses for such topics as Food Hygiene, Moving and Handling, Care of the Elderly, First Aid, and Medication Practice etc

## **Accommodation**

The home has 27 bedrooms, mostly single rooms. There are 8 rooms that share en-suite facilities with only one other room. The remaining rooms all have an en-suite bathroom or w.c. Twin bedded rooms are available for those residents who prefer to share.

Downstairs: Four Single En-Suites, Two Double En-Suites.

Upstairs: Eight Single with 4 bathrooms, Eleven Single En-Suite, Two Double En-Suite.

### *Social Rooms:*

There are two lounges, one with TV and the other for reading and socialising; dining room and activity room. Residents are encouraged to use these public rooms; however, residents who choose to stay in their own rooms may do so. Smoking is not allowed in these public rooms and, whilst generally discouraged within the home, smoking is allowed outside the building.

## **Admission**

Clients interested in coming to The Grove are encouraged to visit the home and sample the atmosphere and level of service. Often day-care can be arranged on a regular weekly basis while waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings.

A month's trial period is always given before taking permanent residency. Clients will have their care needs assessed before admission to the Grove.

The trial period can be extended if it should be unclear if The Grove can meet the care needs of the resident. Notification of this will be given in writing.

Whilst every effort is taken to cater for the needs of the resident, The Grove must respond to any change in care needs. If it is deemed that the residents care needs can not be satisfied, the resident may have to move to a home that is more suitable. Should this situation arise, the Manager will keep the resident, residents family and any professional bodies involved with the resident informed at all times. One months notice will be given in writing.

## **Private Electrical Equipment**

Residents are welcome to bring items of private electrical equipment for use in their rooms. They are, however, reminded that these items must, for safety reasons, first be checked by a competent electrician before being put to use ("Portable Appliance Test"). The Grove has a few portable televisions available on temporary loan until such time as personal televisions have been checked.

## **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 or Administrator

### **Fees - What is included**

- Trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Accompanied transport to medical appointments, Chiropody etc.
- Call System
- Full Central Heating
- A wide range of activities and entertainment in the home

### **Fees – What is not included**

- Dry cleaning
- Personal Newspapers
- Cost of service by hairdresser, beautician or manicurist.
- Cost of service by Chiropodist, Dentist or Optician.
- Private telephone installation and calls
- Visits and outings to theatres etc. where a fee is payable.
- Taxi fares for social outings

### **Privacy and Dignity**

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 ever changing needs.

### **Smoking and Alcohol**

The Home currently has a designated smoking area outside but strives towards becoming a non smoking environment within the home. With regard to alcohol, residents will normally make their own arrangements.

## **Fire Safety**

- The home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission and in the user’s handbook.
- A fire exercise is carried out weekly on each shift, this ensures all staff and residents have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly which may involve evacuation of the home.
- All fire systems and alarms are tested monthly by staff of the home. Records are kept of all such testing.
- All fire fighting equipment is checked annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

## **Religion (Worship)/Attendance at Religious Services**

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, the parish can sometimes assist with transport.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room can be made available for such meetings. A Communion service and a bible discussion group are held monthly at the home.

## **Contact with Family and Friends**

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

Visitors are welcomed at all reasonable times, and are asked 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.

The resident has the right to refuse to see any visitor, and this right is respected and up-held by the Person-In-Charge who, if necessary, informs the visitors of the resident’s wishes.

## Care Plan Review

Once developed, the Care Plan is regularly reviewed to ensure that the resident's needs are being met. Adverse reaction to the Care Plan by the resident results in an immediate review of the Care Plan by the named Carer, Manager, Senior Carer and other members of care staff as necessary.

Family and relatives are 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 one months settling-in period.
- Thereafter a formal review is held with Care Staff on a monthly basis.

All amendments to the care plan require the authorisation of the Home Manager or Senior Carer; Certain amendments may require the authorisation of the resident's GP. All amendments to the Care Plan are recorded in full.

## Complaints

If a resident, relative or visitor, feels that there is cause for complaint, they should first discuss the matter with the person in charge. If the matter is, in their opinion, a serious one, or if they remain dissatisfied, they can record the complaint in the Complaints Register, which is available from the office or from the person in charge. A full investigation will be made into the complaint, and they will be advised of the results as soon as possible.

If after this investigation, they are still not satisfied, or if they feel that the complaint is of a serious nature and they wish to speak to a registration officer first, then they should contact the Commission for Social Care Inspection. Details of the registration authority are displayed in the Sun Room and on page 11 of this document.

## Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Room fees will be charged at eighty five per cent (85%) of the normal fee up to the date of the room being cleared of the resident's personal effects.

## Therapeutic Activities

The home employs a full time, trained activity co-ordinator. The policy on “Therapeutic Activities” takes into account the clients interests, skills, experiences, personalities and medical condition. The wide range of activities is designed to encourage the client to keep mobile, and most importantly take an interest in life.

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

**Clients can play the following games using the equipment that is designed for fading sight:**

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Ball games – feet or hand.
- f. Darts
- g. Dominoes

**Some of the many activities with the staff**

- a. Chatting to Individual Residents.
- b. Going for walks.
- c. Reminiscence sessions
- d. Board games.
- e. Armchair exercises (Musical Movement).
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles etc
- j. Information Technology
- k. Cooking
- l. Handicrafts
- m. Poetry reading
- n. Relaxation
- o. Quizzes

### Outings

All outings are geared to clients’ needs and capabilities and due to this a limited number of clients can go on any one outing.

Examples of outings are listed below:

- a. A drive around the countryside.
- b. Visit to a garden centre or the Eden Project.
- c. Visit to a pantomime or play at The Hall for Cornwall
- d. A local shopping trip

### Links with the Community

The home enjoys a lively relationship with Charlestown Primary School

## Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then one months notice must be given of this intention, or one month’s fees paid in lieu of notice. These conditions are waived during the one month’s trial period. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is

retained for a period of eight weeks, provided 85% of the normal fee is paid. In the case of social work funded residents, this retention period would be reviewed by the Home Manager.

## **Monitoring and Quality**

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide. This we do through questionnaires. A Residents' Association has been set up to look after the residents' interests and administer the residents' fund

## **Pets**

The home has a resident cat and budgerigars, but cannot, unfortunately, accommodate individual resident's animals. Well behaved visiting pets are very welcome.

## **Medication**

If a resident wants to be self-medicating and is deemed safe to do so, then all help and advice is given. However, all medication should be kept in a locked cupboard/box in their room. Otherwise all drugs are managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any resident may request to see a doctor in private or talk to him over the phone if they wish.

The home follows strict medication procedures.

## **Telephone**

The home has a phone, which can be used by the residents for incoming calls in the privacy of their own rooms. A payphone for outgoing calls is provided. Residents may have their own private line through British Telecom.

## **Meals**

Menus are varied and favourite dishes and special diets are catered for. Residents are encouraged to eat in the dining room but may eat in their own room if this is their choice. Residents are offered a choice of food from a daily menu.

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.

## **Inspection Reports**

A copy of our latest Inspection Report, and that of any other home in the area, may be obtained from :

The Commission for Social Care Inspection  
John Keay House, Tregonissey Road, St.Austell. PL25 3AD  
Tel: (01726) 62455

## The Grove – Room Sizes

<u>Room No.</u>	<u>Size (sq.m.)</u>	<u>Location/Facing</u>	<u>Bathroom</u>	<u>Comment</u>
1	14	Downstairs/East	Bathroom En Suite	
2	11	Upstairs/West	Bathroom En Suite	
3	17	Upstairs/South	Bathroom En Suite	Patio Doors
4	22	Upstairs/South	Bathroom En Suite	Patio Doors
5	13	Upstairs/South	Bathroom En Suite	Patio Doors
6	13	Upstairs/East	Bathroom En Suite	
7	19	Downstairs/East	Bathroom En Suite	
8	17	Downstairs/East	Bathroom En Suite	
9	12	Upstairs/East	WC&WHB En Suite	
10	15	Upstairs/East	WC&WHB En Suite	
11	12	Upstairs/West	WC&WHB En Suite	
12	11	Upstairs/East	WC&WHB En Suite	
12a	9	Upstairs/East	WC&WHB En Suite	
14	26	Upstairs/East-West	Bathroom En Suite	Patio Doors
15	14	Upstairs/South	Bathroom En Suite	On Courtyard Garden
16	10	Upstairs/North	Shared with 17	On Courtyard Garden
17	15	Upstairs/South	Shared with 16	On Courtyard Garden
18	14	Upstairs/South	Shared with 19	On Courtyard Garden
19	12	Upstairs/South	Shared with 18	On Courtyard Garden
20	11	Upstairs/North	Shared with 21	On Courtyard Garden
21	17	Upstairs/South	Shared with 20	On Courtyard Garden
22	26	Upstairs/South	Bathroom En Suite	On Courtyard Garden
23	9	Upstairs/West	Shared with 24	On Courtyard Garden
24	14	Upstairs/South	Shared with 23	On Courtyard Garden
25	14	Downstairs/West	Bathroom En Suite	
26	14	Downstairs/South	Bathroom En Suite	Patio Doors
27	14	Downstairs/South	Bathroom En Suite	Patio Doors

# THE GROVE

181 Charlestown Road, Charlestown, St. Austell Cornwall (TEL: 01726 76481)

*Prospective residents are recommended to consult their legal advisor before signing any agreement*

## RESIDENTS AGREEMENT

Parties

(1)The Grove .....

(2)The Resident:.....

(3)The Relative:.....

of:.....

.....

THIS AGREEMENT is made between The Grove and the Resident and/or the Relative, relating to the terms applicable to the occupation by the Resident of accommodation within The Grove.

### 1. TERM OF THE AGREEMENT.

This agreement commences on the date at the end of this Agreement and shall initially continue for one month as a trial period in order for the Home owner/manager to assess the needs of the Resident and the suitability of the Resident's placement within the home and for the Resident to ensure that he/she will be happy at the Home. Within this period either party may terminate the Agreement on seven days Notice. The trial period can be extended if it should be unclear if The Grove can meet the care needs of the resident. Notification of this will be given in writing.

After expiry of the trial period of one month the Agreement may be terminated by the Resident on one months Notice or on payment of one months fee in lieu of Notice. Similarly, if at any time The Grove is unable to meet the care needs of the resident and it is deemed necessary for the resident to be moved to a home that can cater for their needs, The Grove will give to the Resident and the Relative one months written notice.

### 2. FEES

This Agreement records that the Resident has been admitted to the home on the .....day of .....in return for the agreed fees of £ .....per week payable by monthly instalments in advance together with any allowances or grants currently in force or subsequently made. Payment shall be made on or before the first day

of each month by Banker's Standing Order to the bank account of Venetian Healthcare Ltd., or by cheque on receipt of an invoice.

It is agreed that without prejudice to the Grove's other rights and remedies, if funds are in arrears for more than one month, interest will be payable to The Grove on the outstanding fees from the date payment was due until the date of payment at the rate of two per cent (2%) per month both before the after judgement. The fees payable are reviewed in March of each year and the agreed fee may be increased by one month's prior written notice given by The Grove to the Resident and the Relative.

The agreed fee covers all care, meals, laundry, heating, lighting, accommodation in single/double room together with unlimited use of the lounge and all common rooms provided for the use of residents. The fees exclude however, any charges for private toiletries, chiropody, hairdressing, telephone, clothing or luxury items and nor do they cover the cost of any personal prescription.

It is understood that, should the resident be unable to continue with the current personal contribution in future years, Social Services may not consider making up the difference. The Grove therefore reserves the right to require the resident to move to another room funded at the then current Social Services rate, if a room is available at that time, or to be given notice to leave The Grove.

In the event of the death of the resident, the room fee will be charged at eighty five per cent (85%) of the normal fee up to the date of the room being cleared of the resident's personal effects.

1 /We confirm that 1 /We understand the details given with regard to changing of rooms and their effect and are agreeable to them.

Signed \_\_\_\_\_ :

Date: \_\_\_\_\_

Signed \_\_\_\_\_ residents \_\_\_\_\_ representative:

Date: \_\_\_\_\_

### 3. CARE

The Grove undertakes to provide and maintain a high standard of care as is required by the Care Standards Act 2000 and the Care Homes Regulations 2001.

**4. LAUNDRY**

Although great care is taken, The Grove cannot accept any responsibility for loss or damage to residents clothing during laundering, other than the homes negligence. It is most important that ALL ARTICLES OF CLOTHING are named / labelled.

**5. VISITING**

Visitors are always welcome at any reasonable time of the day or evening. Meals can be made available for visitors by prior arrangement.

**6. RESIDENTS POSSESSIONS VALUABLES AND CASH**

The Resident may bring small items such as ornaments and pictures for his/her room and items of furniture belonging to the Resident may be brought into the home by prior arrangement with The Grove. For the avoidance of doubt, the items which the Resident has brought into the home are recorded. The Grove cannot accept responsibility for loss or damage to any items belonging to the Resident other than the homes negligence. The Resident is advised to arrange a suitable insurance policy to cover personal possessions within the home, and The Grove will be happy to assist in arranging such insurance.

**7. HOSPITALISATION / HOLIDAYS**

If the Resident requires hospital treatment or wishes to leave for a short holiday The Grove agrees to retain the accommodation on payment of eighty five per cent (85%) of the fees payable under this agreement. The period for which the room can be retained must be the subject of further agreement between the parties to this agreement and on return from hospital a new trial period of one month will take effect during which the Resident's care needs may be assessed by The Grove and the Resident's general practitioner, the Relative or the Social Services Department of the local Authority. Where however, the decision to leave the home is made by the Resident other than on the advice of his/her general practitioner or the Social Services Department, notice of one month must be given in accordance with this agreement or one months fees paid in lieu.

**8. CORRESPONDENCE, NOTIFICATION OF RELATIVE/ NEXT OF KIN**

The Resident hereby authorises The Grove to maintain contact with the Relative and (if completed below) The Grove will maintain regular contact with the following correspondent / next of kin:

Name:

.....

Address:

.....

Tel. No:

.....

**9. COMPLAINTS**

The Grove aims to provide a happy and secure environment for its residents. If the Resident or the Relative is in any way unhappy with anything at the home or has any comments or suggestions, The Grove will be very happy to discuss these matters. However, if the problem is unable to be satisfactorily resolved through discussion, the Resident or the Relative should put the matter in writing to :

**Commission for Social Care Inspection**, Cornwall and Isles of Scilly Office, John Keay House, Tregonissey Road, St Austell, Cornwall, PL25 4DJ. Telephone: 01726 624550.

**10. SPECIAL ARRANGEMENTS**

THE FOLLOWING SPECIAL ARRANGEMENTS OR DUTIES ON THE PART OF THE GROVE ARE REQUESTED BY THE RESIDENT IN THE EVENT OF AN ACCIDENT AND OR DEATH:

.....  
.....  
.....  
.....

**11. NOTES**

If the Resident is contemplating making or altering a Will, The Grove suggests that the Resident deal with this prior to entering the home. In addition, if the resident is considering granting a Power of Attorney this too should be entered into before the Resident enters the home. Should a resident wish to alter an existing will, or indeed to make one out after taking up residence, then arrangements will be made for the resident to consult their own solicitor where possible. If this is not possible then arrangements will be made to enable him or her to consult an independent solicitor of their choice.

**12. GENERAL**

12.1 This agreement shall ensure for the benefit of and being binding on respective successors in title.

12.2 The rights of The Grove shall not be prejudiced or restricted by any indulgence or forbearance extended to the Resident and/or Relative and no waiver by The Grove in respect of any breach will operate as a waiver in respect of any subsequent breach.

12.3 If any of the provisions of this agreement is found by a court or other competent authority to be void or unenforceable such provision shall be deemed to be deleted from this agreement and the remaining provisions of this agreement shall continue in full force effect.

Signed by the parties: -

The Grove .....

The Resident .....

The Relative or Representative .....

DATED .....