

# **JANITH HOMES LTD CYPRESS LODGE**

## **Statement of Purpose**

**Station Road  
Potter Heigham  
Norfolk  
NR29 5HX**

**November 2010**

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**This document has been written in accordance with the Health and Social Care Act 2008. Each service user can access a copy and each prospective service user will be issued with a copy. The document will be reviewed annually unless circumstances dictate that it should be reviewed earlier.**

## *Aims and Objectives*

We aim to provide an organisation whereby quality care and professional ethics meets the total needs of the people who use our service. This will be the standard for our staff.

We will offer the people who use our service sufficient information to empower them to make choices and decisions without creating undue risk to themselves or others.

We will support the people who use our service to integrate into the local community whilst respecting their ethnic, religious, cultural beliefs and preferences enabling access to relevant activities (e.g. places of worship or social environments).

Maintain concise and accurate records for reference purposes in order to protect staff, service users and the company. It will be remembered that all aspects of the service user's life is confidential.

We endeavour to provide an environment that nurtures people who use our services to make their own unique contribution to daily life. Staff will be empathetic and non-judgemental. The most unexpected decisions in the past have produced some excellent inventive results.

By promoting equality and diversity we support freedom of preference in all aspects of life.

We aim to enable people who use our services to manage and understand their own finances as much as possible by providing support to carry out transactions for their personal requirements.

By continuing to offer people who use our services well trained staff we ensure that everyone has adequate individual attention thus attending to personal or private matters through the person centred care plan approach.

The company's ethos is to support our staff to mentor people who use our services through example during their daily activities allowing social, physical and emotional development of the individual's maturity.

We believe that we understand the balance created during the unique relationship between, support staff and the individual.

It is our belief that we provide staff with the knowledge to support behaviour that challenges the service.

Our policy to move forward and reinvest capital will ensure that home life is centred around:

- Individual needs
- Small autonomous cluster groups
- Access to community facilities
- Opportunities to work and learn both at home and in the community environment.

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- To continue to provide a familiar, secure environment for ageing service users with related increased care needs by the provision of specialised care and equipment

In conclusion, we endeavour to enhance the life of each and every individual by encouraging learning skills, self sufficiency, self awareness, creativity and mostly the ability for individuals to make their own decisions in life.

We aim to provide the people who use our service with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Staff will strive to preserve and maintain the dignity, individuality and privacy of each individual within a warm and caring atmosphere, and in so doing will be sensitive to the individual's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and people who use the service are encouraged to participate in the development of their Person Centred Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
	INCLUSION	

All Support 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 the Essential Standards of quality and safety.

### Home Owner/Manager – Name, Experience, Home Address and Communication Information

**Name:** Martin Bastow

**Experience:** Grew up in the Rookery and has managed the home and holiday centre for 17 years.

**Qualifications:** Bachelor or Arts

**Address of Home Owner:**

The Rookery  
Walcott  
Norwich  
Norfolk  
NR12 0PF

Telephone Number: 01692 650707

Fax Number: 01692 650330

Email: [admin@janithhomes.org](mailto:admin@janithhomes.org)

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### Registered Manager — Name Experience, Home Address and Communications Information

**Name:** Jane Pearse

**Experience:** Worked with Janith Homes Ltd as a Welfare Assistant and Mentor  
2004 – 2005

**Qualifications:** Batchelor of Education  
NVQ Level 3 - Promoting Independence  
Registered Managers Award

#### Address of Registered Manager

Cypress Lodge  
Station Road  
Potter Heigham  
Norfolk  
NR29 5HX

Telephone Number: 01692 650998

Fax Number: 01692 650998

Email: [janithhomes01@aol.com](mailto:janithhomes01@aol.com)

#### Care Speciality of the Home:

Our environment offers adults with learning disabilities and behaviour that challenges the opportunity to develop strategies that engage positively.

### Company Organisation Structure



### Home Organisational Structure

Registered Manager

Support Workers

### Details of Staff Numbers and Staff Training

The home employs 1 Registered Manager and 3 Support Staff. The homes staff receive support from a General Manager, 4 office and 2 maintenance staff based at Head Office. The homes staff is selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They

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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 individuals
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Responsibilities
- Safeguarding
- Infection Control

All new staff immediately commence Common Induction Standards, if applicable, and the home aims for all Carers to hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

We have In-house training for BILD accredited Crisis Intervention and Safeguarding Vulnerable Adults, Food Hygiene, Patient and Manual Handling with fully trained accredited trainers. The home also sends staff on external training courses for such topics as First Aid, Medication Practice, Epilepsy, Infection Control and many others. On the date this information was compiled the following was accurate.

One staff member with NVQ 3 and Registered Managers Award

One member of staff with NVQ 2

One members of staff working towards NVQ 3

One staff member working towards NVQ 2

### **Accommodation**

The home has 6 registered bedrooms, all single rooms. The accommodation meets the Health and Social Care Act 2008 and is of a high standard.

#### *Social Rooms:*

There are 2 day rooms. Smoking is not permitted in any of the communal rooms, in accordance with smoking policy.

#### **BEDROOMS**

<b>ROOM</b>	<b>SQUARE AREA</b>	<b>BATHROOM</b>
1	13.25	Not shared
2	25.78	En-suite
3	12.71	En-suite
4	12.16	En-suite
6	17.60	Not shared

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### COMMUNAL ROOMS

ROOM	SQUARE AREA
LOUNGE	22.31
DINING/COMPUTER ROOM	28.66
KITCHEN/ DINER	22.31

### **Prior to Admission**

The Senior Staff in charge will be informed of the pending admission by the Manager.

The service user's case notes/history data will be forwarded either prior to or on their admission except in an emergency, when they will be made available as soon as possible.

The prospective individual will be given a Service User Guide, available in different formats if requested.

A pre-admission assessment will be carried out. Any section under the Mental Health Act 1984 will be recorded.

The prospective individual will be invited for an overnight stay. The individual will, if appropriate, be offered a trial period.

An admission shall be defined as any stay at Janith Homes that is overnight or longer.

### **Admission**

Individuals interested in coming to Cypress Lodge are encouraged to visit the Home and sample the atmosphere and level of service. An individual plan for admission is agreed. Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives the person time to get to know the staff and adjust to new people and surroundings. Three month's trial period is always given before taking permanent residency.

The individual and relative(s) will be welcomed and introduced to the other service users and staff.

A discussion will take place between the prospective individual, their relative(s)/social worker to establish the following:

1. Any comments re-assessment or person centred care plan.
2. Relevant points from 'admission pro-forma' if not previously completed.
3. Current medication.
4. Address and telephone number of next of kin is correct.

Weight will be checked and recorded.

All valuable possessions brought in by the individual will be listed in the Keyworker folder.

Details of the person will be recorded in the individual's personal file and incident/day book.

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General Practitioner to give a general examination if more than six months since last examination, and, if any problem, record this in the appropriate individual service user file and incident book.

An entry will be made in Admission/discharge register and a personal details record compiled.

Ensure that the person using the service is made aware of where the following are:-

- His/her bed
- Wardrobe
- Toilets
- Any other facilities, including recreational areas
- Dining room, etc.

An informal discussion will take place with the individual in order to obtain further information and to help put him/her at ease.

Distribution of appropriate information regarding the admission will be forwarded to the office who will, in turn, inform others.

### **Financial Arrangements and Fees**

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

The fees charged are dependent on:

- The type of facility required, and
- The individual assessed needs of the individual
- Management of behavioural difficulties
- Staffing requirements
- Level of access contracted for day provision
- A banding scheme is in operation to enable broader changes in individuals care needs to be accommodated.

Depending on the personal financial situation, the service user can either pay the fees privately or these may be paid by a placing authority. In this instance social security benefits would normally form part of the fee payment with the exception of personal allowances.

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

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Call System
- Full Central Heating
- Personal care
- Managing challenging behaviour
- Full board accommodation
- Access and support to Education room/library with touch screen computer
- Person centred care programme
- Person centred risk assessments

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- Access to health and fitness advice with qualified instructor
- Access with staffing to primary NHS health care, i.e. doctor, optician, chiropodist
- Access with staffing to NHS Psychiatrist if appropriate.
- Access to communication coordinator
- Speech and language skills, according to ability.

### **Fees - What is not included**

- Dry cleaning
- Hairdresser
- Private phone installation and calls
- All personal items, i.e. personal T V licence and T V rental, satellite, video, DVD or music systems
- Transport for requested outings\*
- Staffing for requested outings\*
- Personal clothing, dry cleaning services, toiletries, leisure items, i.e. books, cassettes, magazines etc.
- Unless contracted, day service provision

\*These additional charges will be shared with number of people taking part in outings

### **Privacy and Dignity**

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the individual's ever changing needs.

### **Smoking and Alcohol**

Smoking and consumption of alcohol is permitted subject to the smoking policy.

### **Fire Safety**

- The home has a modern Fire Alarm System fitted. There are "Fire Exit Notices/symbols" 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 evacuation procedure, muster points, raising the alarm, etc. Service users are informed of the emergency procedure during admission.
- A full fire drill is conducted monthly which involves evacuation of the home.
- All fire systems and alarms will be tested monthly by staff, problems noted and addressed and annually serviced by the approved contractor. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment will be checked bi-annually by a qualified fire extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.
- Measures are available to alert a hearing impaired service user of the fire alarm if this facility is required.

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

People who use the service are supported to attend religious services outside the home as they so desire, care staff will be made available to accompany them when required.

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

## **Contact with Family and Friends**

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

Visitors will be welcomed at all reasonable times, and are asked to let the staff know of their arrival and departure from the home for security and fire safety reasons.

The individual has the right to refuse to see any visitor, and this right will be respected and upheld by the staff who will, if necessary, inform the visitors of the individual's wishes.

## **Care Plan Review**

Once developed the Person Centred Care Plans are regularly reviewed by the individual, family/representative and supporting staff to ensure that it maintains appropriateness to the individual. Adverse reaction to the Care Plan by the person who uses the service will result in an immediate review of the Care Plan by the named Keyworker, Manager, Senior Carer and/or other appropriate professionals as necessary.

Family, relatives and advocates will be encouraged to participate in the individual's care planning as far as is practicable, and are invited to annual formal reviews. People who use the service and their relatives are always welcome to chat with a member of the support staff if they have any concerns.

After careful assessment between the service users, their relatives/representatives all amendments to the care plan will require the authorisation of the Home Manager or Senior Carer; certain amendments may require the authorisation of the individual's GP. All amendments to the Care Plan are recorded in full.

## **Complaints**

If as a service user, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint as per the complaints procedure, which is available from the office or senior staff. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Quality Commission at Cambridge. Details of the registration authority details are shown

below.

At anytime you can with confidence make a complaint. Martin Bastow, Linda Jenkins or Jane Pearse (Cypress Lodge) will try to resolve any concerns you may have and take you through the complaints procedure. You can also make your complaint to;

Hilda Stephenson  
CQC Eastern,  
City Gate,  
Gallowgate,  
Newcastle Upon Tyne,  
NE1 4PA  
Tel: 03000 616161

**Other local contacts you may find useful are;**

North Norfolk Learning Difficulties Team  
Blickling Hall  
West Wing  
Blickling  
NR11 6NF  
01263 835200

**INSPECTION REPORTS ARE AVAILABLE ON REQUEST.**

## **Therapeutic and Social Activities**

The home policy on “Therapeutic Activities” takes into account the service users wishes, interests, skills, abilities, experiences, personalities and development. The home offers a wide range of activities designed to encourage the people who use our service to develop social, artistic, educational and work based skills. These interests and skills are detailed in each Person Centred Care Plan.

Participation can encourage interest, enthusiasm, progress and the opportunity to enjoy all experiences of life.

### **Day Services can be contracted to provide:**

- Animal husbandry and general farming duties (non agricultural)
- Art Centre - extensive range of textiles, sculpture, ceramics, painting and drawing
- Music
- Bingo
- Education
- Cooking
- Outdoor pursuits

### **Outings**

All outings are arranged to accommodate individual interests, choices and requests.

Examples of outings are listed below:

- Meals out, pub visits

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- Shopping trips
- Theatre, concerts and cinema
- Bowling
- Swimming
- Local tourist attractions and events i.e. car boots, fetes etc.
- Horse riding
- Fishing

### **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the Home, then four weeks notice must be given of this intention, or four weeks fees paid in lieu of notice. These conditions are waived during the four week trial period. If a service user temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided the normal fee is paid. In the case of social work funded service users, this retention period would be reviewed by the Home Manager.

### **Monitoring and Quality Assurance**

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 people who use our services, their relatives and other professionals. We regularly ask for comments on the Home, the staff and services we provide. We hold regular service user meetings and catering meetings to discuss any topic that individuals may wish to raise and an annual quality assurance questionnaire is issued to the people who use our service, families, advocates and staff that allows the home to review and analyse the requirements of all those living here.

### **Pets**

Individual requests for pets are considered, bearing in mind that service users have access to a working farm with an emphasis on animals that are friendly.

### **Medication**

The home provides a comprehensive approved system to enable service user's personal medication as prescribed by the GP to be ordered, dispensed and administered by competent staff. Self medicating will be accommodated with provision for safe storage, advice and help.

### **Telephone**

The home has a telephone, which can be used by the people who use our service for incoming calls in privacy.

### **Meals**

Menus will be varied and favourite dishes and special diets can be catered for. Service users are encouraged to eat in the dining room but may eat in their own room if this is their choice or use the outdoor facilities during warm weather.

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

### APPENDIX A

## Contract of Residence

**THIS AGREEMENT Is between Janith Homes Ltd**

And “**THE SERVICE USER**”: ...

Our Aim is to provide a long term care home for adults with learning difficulties. A safe stimulating environment with 24 hour care, three meals daily and access to snacks and beverages.

### Accommodation

- Fully furnished rooms, single or double with en-suite facilities where appropriate or access to bathrooms.
- Communal areas for relaxation and recreation and beautiful gardens.

### General

1. The service users have written their own house rules to provide a harmonious life for everyone and we request service users do not disturb or harm other people or their property.
2. Service user's rights including privacy are to be respected.
3. The home follows a procedure (which can be seen) for staff when faced with challenging behaviour
4. Personal belongings and furniture will be accommodated wherever possible.
5. For everyone's comfort and to comply with legislation there are designated smoking areas.
6. Visitors are welcome - prior notice appreciated to avoid disappointment during the day. For evening and night visits we would ask for notice.

### Residence and Payment of Residential Fees

1. Fees range from £772 to £3,000 per week depending on individual needs, individual fee as per contractual agreement.
2. Any placing Authority may be funding in part or whole the provision of accommodation.
3. Personal monies as deemed by Department of Social Security.
4. Upon payment of the weekly charge (see clause 1 below) the Proprietors undertake to provide accommodation, food, light, heat, laundry and all necessary personal care as would normally be required by a service user of a Residential Care Home.
5. The weekly charge shall be paid two weeks in advance and two weeks in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 4 above. The weekly charge shall remain unchanged unless three months written notice is given by the Proprietors or this Agreement is jointly amended by all parties to this agreement.
6. The proprietors undertake to maintain a standard of care as required by the Health & Social Care Act 2008 and the registration authority. If an occasion should occur where a complaint or query arises the service user is referred to the Home's written procedure for

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dealing with complaints. The Proprietors will be pleased to help in every way possible; if the complaint is not resolved the service user may wish to refer to Care Quality Commission, the registration authority whose address is on the complaints procedure.

7. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the service user leave the Home without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.
8. The first three months of admission shall be regarded as a trial period for the benefit of the service user and the Proprietors.
9. The Home will be the abode of the service user. Should a service user at any time require hospital treatment, the Proprietors will retain the accommodation for four weeks at full fee, after which time we will negotiate current fee, unless two weeks notice of termination of contract is given by either party to the other.
10. In the event of death, any fees outstanding for service users will be charged to the Authority responsible for their placement or to their estate. Third parties who agree to meet service user's fees in whole or in part must sign below to this effect before the said person becomes a service user.
11. The Proprietors may give notice, as outlined in clause 7 above, requiring the service user to leave the Home under the following circumstances:
  - a) Non payment of fees
  - b) If, having consulted the service user and taken advice from the appropriate members of the primary health care team, e.g. general practitioner, community nurse or social worker, concerning the present and future care needs of the service user, the Proprietors are no longer able to meet the service user's needs
  - c) Any circumstances or behaviour which the Proprietors feel may be seriously detrimental to the Home or welfare of other service users.
12. Fees will be reviewed from time to time as determined by the Proprietors. Any increase in the fee will be as a result of inflation, for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

### **Medical and Personal Requirements**

- The service user shall from his/her own resources and/or personal allowance provide medical requisites (other than medication by prescription) hairdresser, newspapers, clothing, toilet requisites and other items of a luxury or personal nature. Transport for requested outings by Company vehicle is charged @ 53p per mile and £7 per hour staffing to be shared by occupants.
- Service users will be required, before taking up residence, to provide information to the Proprietors on the state of their health, any treatment required and the name of their medical advisor.
- The service user or, where appropriate, his or her representative may request the Proprietors to take charge of and dispense all the service users prescribed medications. If a service user elects to retain and administer his or her own medication this will be subject to a risk assessment and the provision of a locked cabinet by the home.

### **Personal Effects and Personal Mobility**

- 1 Service users are free to journey out alone as per the agreed care plan and will be accompanied by staff as deemed necessary.
- 2 All electrical items brought by service users on admission or during occupation of the Home shall be first inspected as to their safety by the Proprietors before their use.

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- 3 At the discretion of the Proprietors items of furniture may be brought in by the service user subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the service user's responsibility or that of their Executors.

### Insurance

- 1 The Home is insured at the rate of £ 1,000 per person with £150 excess for valuable effects left in the service user's room. The insurance cover does not extend to the service users cash securities and monies so the home has a system of encouraging and supporting service users to use banking facilities.
- 2 All valuable assets must be declared to the Proprietors upon admission for insurance purposes. Safekeeping can be arranged by the Proprietors.

### In the Event of an Emergency

The service user is asked to supply the following information to assist the proprietors in the event of an emergency or termination of accommodation:

- a) Name, address, and telephone number of next of kin.
- b) Any social or cultural traditions that the service user requires to be kept
- c) Any particular wishes of the service user concerning funeral arrangements.

### Status of the Home

Cypress Lodge is a Residential Care Home and is registered as such by the Care Quality Commission. It is not a nursing home.

SIGNED .....  
**For and behalf of Janith Homes Ltd**

DATE .....

SIGNED: .....  
**The service user**

DATE .....