

STATEMENT OF PURPOSE

Introduction

Our Statement of Purpose is written to comply with [Outcome 15: Statement of Purpose](#) of the Care Quality Commission's *Guidance about Compliance: Essential Standards of Quality and Safety*. This requires a care service provider to produce and keep under review a statement that describes:

- its values, aims and objectives
- the services it provides to meet the needs of the people who use or might use the service
- information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, e-mail addresses
- the legal or registration status of the service provider, eg a care home with or without nursing designed to provide care and accommodation for older people, people with dementia, etc

Information about Lavender Court

The person officially registered provider of the business of the care service is *Mrs Rachel Wallace* who can be contacted at *Lavender Court 32-34 High Street, Nafferton, Nr. Driffield East Yorkshire YO25 4JU*

The person officially registered to manage the care service is Mrs Rachel Wallace and *the person in day-to-day control of the care service's operations*.

Values and Principles of the Lavender Court

The following statements reflect the values, principles and general aims of Lavender Court

- To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.
- To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation. A home needs a statement of its principles, aims and objectives for several reasons:

- Providing care for vulnerable people is a highly responsible task, which needs to be securely grounded in a set of values shared by owners, managers and staff.
- Service users and potential service users, together with their families, friends, representatives and supporters, need to know the home's position regarding values which form the foundation of care. Standard 1 of the Health and Social Care Act 2008, demands just such a statement of purpose.
- Staff and prospective staff, and everyone else who comes into contact with the home and its work, need to be made aware of the home's philosophy. Our aim is to provide first class personal care to elderly people, of both sexes, over the age of 65(or in exceptional circumstance, over 55, following consultation with the Care Quality Commission),who may meet at least one of the following criteria:
 - ⊗ The service user requires care and/or supervision of care
 - ⊗ The service user consistently displays a significant level of cognitive impairment and therefore requires frequent supervision
 - ⊗ The service user is physically frail and requires support to maintain personal care
 - ⊗ Our aim also is to foster an atmosphere of care and support in a hotel style environment, which both enables and encourages the resident to live a full, interesting and independent lifestyle.
 - ⊗ The staff, individually and collectively, have the skills and experience to deliver the above mentioned service and care which the home aims to offer.

Lavender Court - A Value Statement

- The home creates an open, positive and inclusive atmosphere.
- The registered provider and registered Manager communicate a clear sense of direction and leadership which staff and residents understand.
- There are strategies for enabling staff, residents and their families or representatives, to affect the way in which the service is delivered.
- The processes of managing and running the home are open and transparent.
- Management planning and practice encourage innovation, creativity and development.
- A commitment is made to equal opportunities in the organisation.
- Effective quality assurance and quality monitoring systems are in place to measure success in meeting the aims, objectives and statement of purpose of the home.
- Feedback is sought through questionnaires and the results of residents' surveys are published and made available to current and prospective service users, including CQC.
- The registered Manager and staff can demonstrate a commitment to lifelong learning and development for each resident, linked to implementation of is/her individual care plan.
- Policies, procedures and practices are regularly reviewed taking into consideration changing legislation and good practice advice from specialist/professional organisations.
- Residents benefit from the ethos, leadership and management of the home and the home is always run in their best interests.

Quality Care

The home's aim is to provide the highest quality care in a hotel style environment, and in order to achieve this, Lavender Court is driven by the needs, abilities and aspirations of residents rather than the wishes of the Management, staff or any other group.

Lavender Court's commitment is to achieve the stated aims and objectives of the home. Scrutiny of the services provided is welcomed.

Lavender Court will work toward the Investors in People Award

Rights

We place the rights of residents/people who use our services at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide

The following is a summary of the rights to which we believe that all residents are entitled:

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own room door unless there are agreed reasons for not doing so.
- The right to invite whoever you choose into your own room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary, be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc and where necessary, to be assisted with this.
- The right to be able to look after your own medicines, if you are able to do so.
- The right to be able to control your own finances, if you are able to do so.
- The right to make personal choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend,

relative or advisor if necessary.

- The right to participate in voting elections.

Lavender Court places the rights of residents at the forefront of its philosophy of care and seeks to encourage them to exercise their rights to the full in the following ways:

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of those who use our services in the following ways.

- Treating each resident as a special and valued individual.
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities which enables each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that our residents/people who use our services have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways.

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging residents to access and contribute to the records of their own care.

Security

- We aim to provide an environment and structure of support which responds to the need for security in the following ways.
- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

Civil rights

Having disabilities and residing in a home can act to deprive our residents/people who use our services of their rights as citizens. We therefore work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways.

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Assisting residents' access to public services such as libraries, further education and lifelong learning.
- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

- Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering residents a wide range of leisure activities from which to choose.
- Enabling residents to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routines of the daily life of the home.

Fulfillment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.

- Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this by:

- positively communicating to our service users that their diverse backgrounds enhance the life of the home
- respecting and providing for the ethnic, cultural and religious practices of service users
- outlawing negatively discriminatory behaviour by staff and others
- accommodating individual differences without censure
- helping service users to celebrate events, anniversaries and festivals that are important to them.

Safeguarding

We aim to make the safeguarding of our service users an utmost priority and seek to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local safeguarding adults board over any issues relating to the safety of its service users from any kind of harm and the Care Quality Commission where involved.

Quality Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of home

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

- ⊗ Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide/information about the home.
- ⊗ Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- ⊗ Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- ⊗ Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- ⊗ Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- ⊗ Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- ⊗ Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- ⊗ Establish and carry out careful procedures for the administration of residents' medicines.

- ⊗ Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- ⊗ Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives.

To respond to the variety of needs and wishes of service users, we will do the following.

- ⊗ Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
- ⊗ Help residents to exercise choice and control over their lives.
- ⊗ Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

- ⊗ Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- ⊗ Take all necessary action to protect residents' legal rights.
- ⊗ Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

The environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following.

- ⊗ Maintain the buildings and grounds in a safe condition.
- ⊗ Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- ⊗ Supply toilet, washing and bathing facilities suitable for the residents for whom we care.
- ⊗ Arrange for specialist equipment to be available to maximise residents' independence.
- ⊗ Provide individual accommodation to a high standard.
- ⊗ See that residents have safe, comfortable bedrooms, with their own possessions around them.
- ⊗ Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Staffing

We are aware that our staff will always play a very important role in service users' welfare. To maximise this contribution, we will do the following.

- ⊗ Employ staff in sufficient numbers and with the relevant mix of skills to meet service users' needs.
- ⊗ Provide at all times an appropriate number of staff with qualifications in health and social care as required.

- ⊗ Observe recruitment policies and practices which both respect equal opportunities and protect service users' safety and welfare.
- ⊗ Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Management and administration

We know that the leadership of the service is critical to all its operations. To provide leadership of the quality required, we will do the following.

- ⊗ Always engage as registered manager a person who is qualified, competent and experienced for the task.
- ⊗ Aim for a management approach that creates an open, positive and inclusive atmosphere throughout the business.
- ⊗ Install and operate effective quality assurance and quality monitoring systems.
- ⊗ Work to accounting and financial procedures that safeguard service users' interests.
- ⊗ Offer residents appropriate assistance in the management of their personal finances.
- ⊗ Supervise all staff and voluntary workers regularly and carefully.
- ⊗ Keep up-to-date and accurate records on all aspects of the home and its residents.
- ⊗ Ensure that the health, safety and welfare of service users and staff are promoted and protected.

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

We are committed to maintaining and improving the quality of our service. We have a comprehensive Quality Policies and Procedures Manual, which is constantly under review and revision. All significant policies are contained here including our complaints procedure. An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by our regular

reviews with individual residents and on more general matters through separate meetings with residents and relatives.

We provide staff with regular supervision and training .We take all complaints seriously and try to do something about them all residents and relatives know about their right to make a formal complaint and how the complaints procedure works

Lavender Court is inspected regularly by officers from the Care Quality Commission, a body set up by the Government to ensure high standards of care in homes and through other social care services.

Facilities and Services of Lavender Court

The management's qualifications and experience

The relevant qualifications and experience of Mrs Rachel Wallace are as follows: Registered Managers Award(2008) NVQ 4 in Care and management(2010) NVQ Level 3 In Care,NVQ Level 2 In Care (2003)Moving and Handling Champions (May 2013),Parkinsons awareness (May 2013),Dementia Awareness (2013)
Dignity & respect (April 2012), Do not attempt cardio pulmonary resuscitation (March 2012)
Healthy eating & food hygiene (January 2012)Falls in care homes awareness (July 2012)Fire safety (April 2012)Fire warden level 2 (November 2012)Infection prevention and control in the care home (May 2012)Manual & patient handling (May 2012)
Sensory deprivation awareness (February 2012) Emergency first aid at work (April 2015)
End of life training (September 2015) Food hygiene level 2 (March 2014)
Health & safety risk assessment training (November 2011) Mental capacity act 2005 (June 2011)
Pressure ulcer awareness (January 2011) Safeguarding vulnerable adults managers awareness (November 2014) Understanding strokes, TIA'S & DVT'S (October 2011) Adult numeracy (April 2010) Advanced medications (September 2014)
Awareness in communicating with, and completing records for individuals (October 2010)
Dementia awareness (September 2010) Safeguarding awareness recruitment (2010)Epilepsy Awareness(2010) Communication in Individuals(2010)Stroke Awareness (2010) External customer care providers (October 2010)Infection control (September 2010) Personalisation social care (April 2010)
University of hull health & social care (august 2010) Death, Dying and Bereavement (2009)Deprivation of liberty briefing (March 2009) Diabetes awareness (March 2009)Food hygiene for the care environment (November 2009)Hoist training course (October 2009)Medication handling system training (November 2009)Moving & handling (October 2009)Person centred awareness (May 2009)Health and safety for residential care staff (October 2008)
Protection of vulnerable adults (April 2008) Appointed person in first aid (June 2007)
Management of constipation (March 2004) Nursing older people: best practice forum certification (November 2003)Mental health awareness level 2 (2013),Understanding Strokes, TIA's and DVT's (2011), Deprivation of Liberty (2009), Fire warden Level 2 (2012) Urinary catheter Care.

The organisational structure of the home

- The Manager and Director of the company has over 25 years of experience in the care sector and holds varies national qualifications including Registered Managers Award Level 4
- We employ one deputy manager, 2 senior care staff, 12 care assistants (full-time/part-time), 2 cooks, 2 domestic staff, one laundry assitant and a part time maintenance person.
- All staff receive the necessary criminal records checks and clearance from the Independent Safeguarding Authority's Vetting and Barring list before starting their employment with the home.
- We have three care staff and a manager on duty during the day. Two care staff are on duty in the evening. At night there are two care staff on duty and one member of management on call..

- The home encourages care staff to spend as much individual time with residents as their other duties allow.
 - All of our support staff receive training in the home's philosophy and values.
 - The home is fully committed to staff learning and development.
 - Both senior care staff hold Level 3 National Vocational Qualifications in Health and Care and 6 of the care staff have Level 2 NVQ, which means the home has more than 50% of its staff with approved qualifications.
 - Several other staff are working towards their NVQs or Diploma in Health and Social Care.
- All staff have achieved the learning outcomes of the Common Induction Standards. In the last 12 months, they have received training in adult safeguarding provided by the local authority and refresher training in various aspects of health and safety. Their training is regularly updated.

Service users accommodated

Service users accommodated

The home provides care and accommodation for older vulnerable adults. In particular we provide a service for people suffering with all forms of dementia associated with advancing years. We can accommodate up to 18 residents who are unable to look after themselves independently and 2 day care residents

The home provides long term, short term/respite care services for 18 people usually aged over 65 years for both male and female service users. Accommodation is provided in 17 single rooms, en-suite facilities are available subject to availability and 1 double room

Range of needs that the home is intended to meet

The home provides services in the following category: "Care home providing personal care"

The home provides services to the following categories of service users:

Sensory impairment

Physical disability (depending on severity)

Old age (not falling into any of the categories above)

Care Quality Commission (CQC)

The Care Quality Commission (CQC), is a National body which regulates the conduct of Care Homes in England.

Lavender Court comes within the NorthEastern although all complaints/enquiries should be directed to the Head Office as follows:

Care Quality Commission (NorthEastern)

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA

Telephone: 03000 616161 Fax: 03000616172 E-mail : enquiries.northeastern@cqc.org.uk

Admissions

Under government regulations, potential service users need to have their needs thoroughly assessed before entering any home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential service users who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that Lavender Court is suitable for them.

For potential service users who approach Lavender Court direct, appropriately trained staff will make a full assessment of the service users needs, with the service user's permission and will seek specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps our staff to be sure that our Home can meet a potential service users requirements and to make an initial plan of the care we will provide.

We will provide prospective service users with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective service user to visit the home, join current service users for a meal

and move in on a trial basis. We welcome prospective service users to take the opportunity of having a trial visit of up to 28 days *at the social services charges per week*.

We are happy for prospective service users to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new service user within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Residents requiring nursing care

The home does not employ appropriate staff to provide nursing for any residents who need nursing care.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Facilities and Services

Meals are carefully prepared by fully qualified (NVQ) catering staff and are as interesting and varied as possible. Residents are offered choices each day and special diets including diabetic, gluten free and vegetarian will be catered for.

The day usually begins with an early morning cup of tea and continental breakfast, mid-morning coffee/tea and biscuits, 3-course lunch, mid afternoon tea/coffee and biscuits, 2-course evening meal and night-time drinks and supper snacks.

All meals, snacks, supplements and drinks are provided within the fees for service.

Special diets are catered for and advice of a dietician is sought where necessary. Residents have a choice of meals at lunch and tea time. A complementary alcoholic drink is often offered for example, as an aperitif for Sunday lunch and on special occasions such as residents' birthdays. Residents may bring in alcoholic drinks for their own consumption.

Social activities, hobbies and leisure interests

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following.

1. We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
2. We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents are entitled to use the dining room, the communal lounges, conservatory and other sitting and circulating areas, and the grounds of the home, but those who wish to may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
3. We intend to hold regular organised social activities such as coffee mornings, evening Bingo, keep-fit, parties, outings, entertainers, events involving other organisations or volunteers, We hope that friendships among residents will develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities.
4. To assist with the home's social programme, we intend to recruit an Activities Coordinator or a social therapist and will facilitate the availability of daily newspapers, use of the mobile Library for those who cannot visit the local library
5. We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room, and meals can be served in residents' own rooms if desired. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals, we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.
6. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councillors, members of parliament, representatives of voluntary organisations, students, school children and others. Naturally we respect the views of service users about whom they want to see or not to see.
7. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

8. For the benefit of all residents and staff, we have designated most of the communal areas of the home as non-smoking. Residents who wish to may smoke in the designated area which is located outside in the courtyard, there are cigarettes butt holders available on the wall
9. We may make a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
10. Consulting service users about the way the home operates.

We aim to give residents opportunities to participate in all aspects of life in the home. In particular, they are regularly consulted both individually and corporately about the way the home is run. for example, residents' meetings or a residents' committee, opportunities for residents to join staff meetings, systems for involving residents in staff selection, menu planning, reviews of policies, etc and arrangements for surveys of user satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Consultation with residents and their representatives

We try to consult users as fully as possible about all aspects of the operation of the home and the care provided. In particular, including methods of obtaining feedback on the services provided such as anonymous user satisfaction questionnaires, individual and group discussions, evidence from records and care plans, the opportunities for service user involvement in the formulation and revision of policies and procedures, staff recruitment and other written documents

Arrangements for maintaining contact with relatives, friends and representatives

The home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into the home and will assist residents to maintain that contact if desired.

Visitors are, within reason, generally welcome at any time. Residents can usually receive visitors in their own room, in any of the lounges or, outside mealtimes, in the dining room.

All visitors are requested to enter their details in the Visitors Book, and to sign out on departure. Visitors should be made aware of the fact that this is in order to comply with the Health and Social Care Act 2008, Health and Safety legislation and Fire Regulations.

Visitors wishing to take residents off the premises should speak to the senior member of staff on duty first, to ensure that any medication be provided and that the trip out is within the capacity of the resident. Residents and friends are encouraged to attend any social events which the home may hold.

Fire precautions, associated emergency procedures and safe working practices

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. Residents will be made welcome if they so wish to join in with staff fire training The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Residents who wish to practice their religion will be given every possible help and facility. In particular we will do the following.

- ☉ We will try to arrange transport for residents to any local place of worship if required.

- ⊗ If asked to we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.
- ⊗ In the public areas of the home we celebrate the major annual Christian festivals Residents have the opportunity to participate or not as they wish.
- ⊗ Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives

- ⊗ Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- ⊗ If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.
- ⊗ If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Arrangements for Pets

In order to comply with Health and Safety the Management regrets that it does not accept pets. however we do encourage families to bring well behaved pets into the Home to visit whenever they wish. A "pat" dog regularly visits the home

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of residents and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Care Quality Commission (NorthEastern)

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA

Telephone: 03000 616161 Fax: 03000616172 E-mail : enquiries.northeastern@cqc.org.uk

Service user plan of care

At the time of a new resident's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

Once a month, we review each person's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Care

Although it is the aim of the home to care for residents until death, special circumstances, such as a continual need for medical or nursing care based upon assessment may make it necessary to ask the resident to leave, because the home is unable to provide for their needs in which case, four weeks notice will be given. In such circumstances every assistance will be given in finding appropriate alternative accommodation. Lavender Court is a residential care home and is unable to offer nursing care.

The home employs trained care assistants under the control of a professionally qualified Manager. Sufficient staff will be available at all times to accommodate residents' requirements. Your views will be sought in order that the level of care that you require can be agreed. All our staff are trained to care for you, to safeguard your rights and to respect your dignity and independence. If you are not satisfied with the conduct of staff please raise your concerns with the Manager.

Termination of the Agreement

Residence in a residential home does not constitute a tenancy with the meaning of the rent act. We therefore, reserve the right to terminate the occupancy of a room in lavender Court on formal written notice of four weeks. The circumstances in which these conditions would apply would only be where a resident became a serious risk to staff or other residents, or where a resident seriously disrupted the running of the home or caused unnecessary distress to the majority of residents. Equally, should a resident wish to terminate the occupancy of a room in Lavender Court, four weeks written notice must be given to the Manager.

Rooms in the home

The home has eighteen of bedrooms for residents, of which seventeen are for single occupation. One room is for double occupancy, for those residents wanting to share by choice. The residents' private rooms are as follows:

- 15 single rooms, 8 with en-suite,
- 2 premier rooms with additional luxury
- 1 Double room (shared occupancy)
- One double room for couples who seek to share or who mutually agree to share
- call bells in each room providing 24-hour help
- rooms decorated to high standard help to make rooms more personal by individuals bringing in, where practical, items of furniture and other effects

The rooms in the home for communal use are as follows: two communal lounge areas, one conservatory, for those seeking peace and quiet for reading etc, one dining room. Adapted and well equipped bathrooms which all meet health and safety standards. A well maintained and fully serviced lift to the upper floor and easy wheelchair access to all main areas.

In addition there are some areas of the home which are generally for staff use only as follows: one kitchen, one laundry room, one training room, one staff day room and one office

Currently the home has only opened the ground floor bedrooms as refurbishment and decoration continues to the first floor

Lavender Courts' A – Z Guide

Activities and Clubs

Interests, hobbies, activities, days out and clubs all form part of the normal day at Lavender Court. Whilst everyone is encouraged to join in, the wishes of those residents who do not wish to participate will, of course, be respected.

Alcohol

Residents may also bring alcoholic drinks into the home, for their own consumption. These are usually kept in the kitchen pantry and are available on request

Assessment / Care Planning and Review

Our aim is to plan your care based upon an assessment of your needs. The home will adopt procedures to review your own situation regularly with the Manager at the home and other relevant professionals involved in your care.

Bathing

The home has a fully operational assisted bathroom and an assisted shower room.

Benefits Support

Advice can be provided via the Manager. Information can be obtained about Pension and Social Security Benefits from the corresponding agencies.

Care Plans

Each resident has an individual care plan which is compiled by staff in consultation with the resident, his/her family and any other person significantly involved with the resident's well-being. Care plans are reviewed regularly and are tailored to meet the changing needs of each individual resident.

Chiropody

A chiropodist visits every 6-8 weeks, and treatment is paid for by the individual resident.

Complaints

It is hoped that residents and their families will be happy with the services and care provided by Lavender Court. However, if problems do arise, they are usually speedily resolved. If the complainant is still dissatisfied with the situation, a formal complaints procedure is in place.

The Care Quality Commission investigate such complaints and can be contacted on 03000 616161 or enquiries.northeastern@cqc.org.uk.

Confidentiality

Lavender Court has a strict confidentiality policy to protect both residents and staff. No information will be passed to other agencies without first seeking the permission of the resident. The only exception to this rule would be in a situation where there would be a serious risk of harm or abuse.

Dentist

Due to NHS restrictions, residents are encouraged where possible, to maintain contact with their own dental practitioner. In exceptional circumstances, it could be arranged for a dentist to visit the home.

Diets

Special diets including diabetic, gluten-free and vegetarian can be accommodated in consultation with the Manager and the Chef.

Doctors

Residents are able to choose their own GP

Drinks

Morning coffee is served at 10.00 am and afternoon tea at 2.30 pm in the lounges, gardens or residents' rooms. Supper drinks are served in the evening. Additionally, residents may avail themselves of drinks and snacks at any time, by requesting these from the care staff.

Dry Cleaning

Staff will take and collect dry cleaning for residents. Payment for dry cleaning is at additional cost.

Electrical Appliances

Electrical appliances brought into Lavender Court must be tested for safety before it can be used in the building.

Entertainment

See activities and clubs, up to date
Are available in the main lobby

Equal Opportunity

The equal opportunities policy at Lavender Court ensures that each resident receives the best and most appropriate service regardless of race, gender, sexual orientation, disability or religious belief.

Fees

Fees are agreed on admission, are payable in advance, calendar monthly on the first day of the month by standing order and are reviewed annually. Fees include accommodation, full board, 24 hour care and normal laundry requirements, but exclude hairdressing, chiropody, shopping and some outings.

Files

Each resident has a file which is kept in the Manager's office. The file contains personal information, financial details, etc. Residents more detailed care plans are kept in a locked cupboard. Residents are welcome to read their file at any time.

Fire

The fire alarm is tested weekly and residents will be advised when the test is to take place. If the alarm sounds at any other time, the fire procedure should be followed. The fire procedure is displayed throughout the building. The fire assembly point is the car park.

Furniture/Photographs

Rooms are tastefully decorated but residents may bring small items e.g. photographs and ornaments to personalise their rooms.

Going Out

Residents are able, subject to assessment, to go out of the home at any time. However, for Health and Safety and Fire purposes, staff should be informed when residents are leaving the building.

Hairdresser

A hairdresser visits Lavender Court each week. This is charged as an additional service. If residents wish to go to a local hairdresser or ask their own mobile hairdresser to visit, they are welcome to do so.

Health and Safety

The Health and Safety of the building and its occupants is the responsibility of everyone. Anyone who recognises a situation which could compromise the safety of themselves or others should speak to a member of staff, all of whom are trained in matters of Health and Safety.

Hospital Appointments

Transport will be arranged for residents who have outpatient appointments. Staff will accompany them to these appointments if family or friends are not available.

Insurance

Lavender Court has public liability and contents insurance which covers the residents and their belongings. Money (up to £100) can be kept in the safe in the Manager's office. Valuable items belonging to residents must be covered on the

resident's own insurance policy.

Inspection Report

A copy of the home's latest inspection report can be found on web site of the Care Quality Commission – www.cqc.org.uk and a hard copy is displayed on the notice board in Lavender Court

Internet

There is wireless internet available throughout the home. If a resident wishes to bring their own laptop computer, they are welcome to do so.

Key Workers

Residents are encouraged to develop relationships with all staff. However, every resident has a nominated key worker who takes a special responsibility for their welfare.

Kitchen Facilities

Kitchen facilities comply with the standards laid down by the Environmental Health Department. These facilities are not accessible to residents due to Health and Safety and Food Hygiene Regulations. Residents may avail themselves of drinks and snacks at most times by requesting these from the care staff.

Laundry

All laundry is carried out on the premises. Dirty laundry is collected from the resident's room and returned freshly laundered, usually the same day. To ensure the smooth running of this process, residents are asked to ensure that all clothing is adequately marked.

Library

There is a mobile library that visits the home on a regular basis with comprehensive selection of books, some with large print. The local library is a short bus ride into Driffield and residents who are able, are encouraged to join.

Lift

There is a 2-person passenger lift to and from the first floor at Lavender Court. In the event of fire, the lift must not be used.

Locks

All rooms are fitted with locks to ensure the resident's privacy and the security of their personal belongings. Staff members hold a master key to all rooms which would only be used in case of an emergency.

Lounges

There are two lounges, a conservatory. Within the lounges there are TV, music and library facilities. Both lounges and the conservatory are available for use by residents and their visitors.

Meal Times

Breakfast is served in the dining room

From 7:30am until 10:30am
Lunch is served in the dining room at
12.00 noon. High tea is served in the dining
Room at 4.30 pm. Supper is served in the lounges or
in residents' rooms during the evening.
All meals may be served in residents rooms by
Request within or outside of these times

Medical Care - Care Staff

Staff are always on duty to plan and supervise
residents' care, ensuring the highest standards at all
times. Residents' GP's call as and when necessary.
Community nurses and primary care team staff
will visit residential care for residents as appropriate.

Medication

Drugs are administered by staff all of whom have
received training in this practice. Residents who
wish to take responsibility for their own medication
may do so (on assessment).

Newspapers

Newspapers are delivered to lavender Court daily
and are charged for additionally.

Notice Board

The residents' notice board is in the conservatory
This displays items and information of interest
to residents and
their visitors.

Outings

Outings to the local garden centre, Burton Agnes hall
Local pubs for lunch and bus rides will be arranged
On a regular basis

Optician

An optician visits Lavender Court regularly and
carries out sight tests for residents. There are a
number of opticians in Driffield for residents who
which to use an alternative practice.

Pensions

Residents, or their families, are usually responsible
for pensions, but if this is not appropriate, staff will
collect them.

Personal effects

Residents may bring with them some small personal
items. We regret that pets are not allowed. Residents'
personal property is insured to the value of £250.
If property of greater value is brought into the home,
this should be covered by the resident's own insurance.
Every care is taken but residents are advised not
to keep excessive sums of cash or valuable items
in their rooms or lockers.

Pets

In order to comply with Health and Safety
requirements, the management regrets that the
home does not accept pets. A "pat" dog regularly
visits the home.

Physiotherapy

Physiotherapy can be arranged as necessary.

Religion

Residents' religious beliefs are respected. Visits from clergy can be arranged and information about local places of worship and times of service, can be obtained from the office.

Residents' Meetings

Residents meetings are held 3 monthly Or more regularly, this offers a chance for residents to offer opinions and become involved in the running of their home.

Shopping

Lavender Court is situated within close proximity of Driffield town and residents are encouraged to go shopping on their own, with relatives or with a staff member if appropriate. A mobile shop selling confectionery, tissues, greetings cards and small personal items is offered every afternoon.

Signing of legal documents

Employees and staff are not permitted to sign as a witness, any legal documentation relating to a resident.

Smoking

Smoking is not allowed inside the home. There is an outside smoking facility at the rear of the home and staff would supervise any resident who wishes to smoke.

Telephone

There is a pay phone available Residents are able to have their own telephones installed in their rooms at their own cost, if they wish.

TV's/Licenses

Most of the resident's rooms have a freeview TV Residents under 75 years of age are liable to pay for their own TV license. There are televisions in two of the lounges which are always available to residents.

Transport

Lavender Court is close to Driffield and to the benefit of visiting relatives or friends, local buses can be caught to Driffield, Beverley or Bridlington, Trains are available

Valuables

Valuables are not the responsibility of the home, but arrangements can be made to keep them safely.

Visitors/Overnight Guests

Visitors are always welcome at Lavender court but are asked to sign the Visitors book on arrival and departure. In the case of emergency or illness, every effort will be made to accommodate guests overnight if possible.

Privacy and dignity

The home places a high value on respecting the privacy and dignity of the people who live here. The detailed measures we take are set out in the paragraphs headed respectively *Privacy* and *Dignity* at the beginning of this document.

Review of this Document

We keep this document under regular review and would welcome comments from service users and others.