

**STATEMENT OF PURPOSE & OPERATIONAL
POLICY FOR ROBOROUGH HOUSE LTD
INDEPENDENT CARE HOTEL**



Independent Care Hotel
Caring by Choice

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INTRODUCTION

This document sets out the key areas for our independent care facility. Currently the regulations and standards are set by Commission for Social care Inspection CSCI, we are also mindful of the healthcare commission standards and other regulatory bodies such as the department of environmental health, Health & Safety Executive, Nursing and Midwifery Council; this document meets the requirement made by the CSCI and enables potential residents, commissioners and public/visitors to review our service

This document is subject to review if internal or external direction or policy changes and any update will be made known to the Inspectorate and the residents within 28days.

This document was updated in June 2007.

Roborough House is a specialist facility known as *Roborough House Independent Care Hotel*, registered with the Commission for social Care Inspection.

We are registered for care and nursing, to give continuing care for men and women aged 18 and over who have physical disabilities, including those who have disabilities arising from either neurological disease or acquired brain injury. We provide longer –term placement, intermediate care in the form of brief time-limited rehabilitation, slow stream rehabilitation, interim care while the future care package is agreed as well as, high dependency care. We aim to provide an inclusive service providing for physical disabilities without excluding those who also have a mental health/psychological health need. In addition we offer a limited number of respite and convalescent care, including to people with a learning disability and who are suffering from a physical disability.

Nina Griffith

Mrs Cristina Anne Griffith Bsc (Hons), RMN, Dip HE Nursing, (known as Nina). Nina is the major shareholder a registered Mental Health Nurse, has a degree in health science, with experience in both the private sector and the NHS elderly care. Nina can be contacted at ; The Garden House, Barton Place, Wrefords Link, Cowley Bridge, Exeter, Devon, EX4 5AX

AIMS AND OBJECTIVES

- To facilitate timely and seamless pre-admission assessments, fee quotations and, transfer to Roborough House.
- Improve the quality of service user experience and outcomes of care.
- To promote recovery, rehabilitation and integration, maximise individual's choice and independence.
- To provide for a length of stay determined by the individual's need and choice.
- To be inclusive, non-discriminatory and, tolerant where diagnosis is not a barrier.
- To provide care as individual as the person themselves.
- To provide a homely environment for individuals with long-term changes to their functioning and enable psychological adjustment.

We aim to recruit skilled, sensitive and understanding staff to enable our residents to achieve the utmost quality of life whilst receiving a high standard of care and accommodation. We are registered for 51 residents male and female 18yrs and over.

We aim to continually review and consider the care we give to be constantly improving and changing to meet the changing needs of the residents and of the wider health and social care bodies we support.

To this purpose we have both a resident and a staff satisfaction survey.

All of our staff receives on-going supervision from their line managers.

Our organisational strategy is to work in partnership with Strategic Health Authorities, Hospitals, trusts, and Local Authority Services to provide a South West England based facility that is flexible to the needs and the changing needs of the clients we serve.

PLACEMENT AT ROBOROUGH

Referrals are accepted in the first instance from the individual, their family or representative and health and social care professionals. Both privately funded and health & social care funded placements are accepted including places funded by a combination of all of these.

An initial contact/referral form is completed and further information will be provided including our brochure and the first part of our comprehensive assessment intended for the potential resident to complete with their carers and care manager. This provides some essential information as a first step.

Admission criteria to admission to Roborough are:

- Physically disabled Adults (over 18yrs) including sensory, neurological, brain injury and co-existing mental health/psychological needs. One longer term and a limited number of respite who are learning disabled. Some individuals with dementias are also considered and subject to current resident cohort are admitted.
- Crisis intervention/emergency/recovery beds
- Interim and intermediate rehabilitation
- Respite
- Longer-term placement for on-going care
- High dependency nursing or, social/personal care needs

Exclusion criteria to admission to Roborough are:

- Over riding need for a primary acute mental health or, psychiatric screening/assessment/treatment including eating disorder, substance misuse and persons detained by section other than by section 117 for after care or, by agreement section 17 leave for respite/trial.
- Over riding requirement for primarily learning disability specialist service, screening/assessment/treatment.
- Unconscious individuals.
- Medically unstable individuals whose needs can not be met by the combined nursing team (not medically fit for transfer to our service).
- Any condition that requires fast access to the facilities only available at a hospital (diagnostic/therapeutic).
- Undifferentiated, undiagnosed conditions.

CHOICE OF HOME

Longer term or short term placement in our residential facility is a very personal thing and Roborough supports personal choice. We therefore are happy for trial periods and to support a resident while they explore their options. Should any resident feel that Roborough is no longer for them, we will always endeavour to meet any unmet needs and are happy to support and assist in considering other options.

On admission each new resident is allocated to the team, care coordinator, named nurse and associated nurse/carer and will be orientated to the house and their room.

Roborough House offers flexible services for individuals; longer –term placement, intermediate care in the form of brief time-limited rehabilitation, slow stream rehabilitation, interim care while the future care package is agreed as well as, high dependency care. The range of service user's needs we meet is related to each individual client assessment.

There is a weekly resident community meeting to enable input from the residents on all things relating to the home.

The care delivery system involves the individual at the centre of their own care.

INFORMAL VISITS

Any client who is referred to, or has an interest in becoming a resident of Roborough House will be offered an opportunity to visit the Home, to be shown around and to discuss any issues and expectations; Relatives and professional colleagues will be afforded the same opportunity to come and look around and to talk to the Registered Manager and Health Team. Appointments will ensure that the person you want to see is available however; we operate an open door system within reason and, with consideration for protecting the privacy of our current residents.

Visitors are welcome at Roborough House at any time and do not need to make an appointment. However we do ask that you consider the privacy and dignity of all residents and the treatment and therapy that is focused generally to daytime 9-5 hours. Visits can take place in communal areas, however for the overall privacy of all the residents; the gardens or the resident's personal room may be preferable. Relatives and friends who wish to telephone and speak to our residents are welcome to do so. Some residents have arranged for personal telephone connections in their rooms. We have a telephone systems that enable telephones be taken to our residents wherever they are in the building. We would ask that when telephoning to speak to a resident that relatives and friends are aware that certain times of the day are busy. Therefore, there may be times when staffs request that the call is brief. The reception phone is only manned 9-5 Monday to Friday.

Other visitors to our home are our external entertainment providers.

CONTRACT

Commissioners for care in Health& Social care, (Primary care Trusts, Acute Trusts, Mental Health care Trusts, Social Care organisations, Integrated Trusts) produce local contracts according to their own protocols.

A sample of the contract for Roborough House covers the basic terms and conditions of staying at and paying for care received from Roborough House Independent Care Hotel, can be provided by the accounts department at Roborough House on request.

Certain behaviours that might pose unacceptable risk to other clients will not be tolerated within Roborough and the needs of the community of residents within the home are always paramount. We do promote tolerance where some individuals have behaviours that challenge the services and make every effort to be inclusive in our practice.

Smoking is discouraged as per National drivers for cessation and drinking of alcohol is restricted for the comfort of all residents.

Illicit substances are strictly banned.

To enable individual choice there is an external designated smoking area, an internal smoking area is under construction (July 2007)

THE CARE PLAN

If the client and the Home are compatible a thorough assessment of needs will begin. Discussions will then take place between the Home, the client, their representative and the funding body to establish how best the individual's needs can be met.

Assessment is considered a therapeutic intervention where an individual can be helped to understand their current health problem and need in their individual experience and life events. This can provide a significant help within a problem solving approach. Our most experienced staff carries out assessments and the Director of Care will aim to carry out the majority of assessments. At the point of referral the information sharing will have begun, the information required will include:

- The pre-admission assessment
- The external funders care plan
- A Photograph of the individual (for the carer's board in the office and on medication cards possibly on the individuals door if agreed by them and for orientation)
- The name, address, telephone number, date of birth and marital status ethnicity and religion
- Next of kin or authorised representative details
- Date of Admission
- Date of discharge when appropriate
- Date and full details of any transfer
- In the event of death, details of time date and cause and copies of appropriate reporting forms
- Care Managers and funders details
- Medication Administration records
- Copies of any accident or incident that occurs (sent to appropriate authority)
- Nursing treatment plans and, any other records of professional care or alternative/complimentary care (to include a range of professional care including pressure area care, falls, any form of physical restraint or control measures, limitations agreed, nutrition, continence and so on)
- Care Plans for any issues that challenge the placement such as communication difficulties
- Copies of all correspondence to service user or about service user

When a satisfactory agreement is reached an individual's service user contract will be drawn up. This funding authority or privately placed person may then specify nursing and therapy care and

any arrangements for the client to engage in social activities, hobbies and leisure interests this is the funders 'care-plan' or 'care package' statement.

There will inevitably be rare situations that interrupt the programme of care for an individual or they may prefer not to follow the programme on occasion, some activities are achieved with others sharing the same programme the key at Roborough is flexibility and individual choice.

In consultation with the client and/or their representative, the named nurse will draw up initial care plans on our own in-house documentation. This is a more person centred individual care plan related to the individual's daily living within Roborough and their Clinical, social and personal care needs.

The care plans in Roborough are in individual folders and progress notes are made daily about the plans in place. Other team members also add to these notes such as the therapy team and the visiting professionals including our complimentary and alternative therapy team.

The initial plan will be reviewed regularly. Thereafter, there will be a review of care at least every 6 months to which the resident, their representatives, care managers and other appropriate professionals will be invited to attend. Reviews may be initiated in-house by Roborough for our own reviews or for the placement care managers. Reviews are also initiated by care managers as part of their constant evaluation of suitability of placements. It is always our intention that everyone concerned with an individual resident's care and the right to be involved in it will be kept informed of assessments and care reviews etc. The only restrictions will be the legal and regulatory requirements necessary to protect the health and safety of service users, relatives, visitors and staff, and to ensure that the proper level of care is provided.

Issues of competency will be considered and individual choice and right to choose will be paramount.

A registered Nurse is the care Co-ordinator for a named group of residents (their team), each resident then has a named nurse who is responsible for their care plan and an associate carer this may be another nurse, carer or both.

A leaflet is provided to explain this system and name the care co-ordinator, named nurse and associate nurse/carer.

A copy of a blank form is available from reception; otherwise residents will have an individual copy of their completed form.

Nursing staff will be on the premises 24 hours a day to ensure that identified needs are met. At Roborough House we believe that it is important to match the client's needs to the services we can offer. Residents at Roborough House have access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services and care according to need.

A separate Roborough House Welcome Pack is provided for individuals at Roborough House.

It is the policy of Roborough House to enable residents to retain their personal dignity irrespective of their disability. Each resident will have their privacy and dignity respected in all aspects, including entering bedrooms, toilets and bathrooms whilst in the Home. It is also absolutely our intention that each resident retains as much independence as possible; we will always try not to do something for the resident if they can do it appropriately for themselves. Residents and their representatives will, through regular meeting and on-going communication, be consulted about the daily living arrangements within the Home.

All residents are free to follow the religion and cultural preferences of their choice and staff will help in making any arrangements for residents to attend religious services either inside or outside of the Home.

MAKING DECISIONS & TAKING RISKS (NON-RESTRAINT OPERATION)

It is the right of every individual deemed competent to do so to make informed choices about their life style, risk taking and individual expression. On occasion a person may be named as the legal representative for specific decisions.

Ethical and complicated discussions and considerations are often necessary where individual choice and risk taking impacts on others in our care. There is not one directive for such dilemmas and, every situation must be considered on an individual basis.

For example a person may dislike and refuse the offer of a bath or shower or, remove a catheter or tube; they may actually be competent to make that decision at the moment of the offer but, experience for instance, severe short-term memory problems so that the length of time since the last bath/shower or reason for the tube/catheter is not meaningful for them. Certain skin conditions and clinical presentations would be made more high risk by not having general good standards of hygiene and cleanliness and infections such as MRSA could be more prevalent and homes can begin to reflect the patterns of acquired infections hospitals have experienced. The removal of the tube could be of serious negative impact on the quality of life of the individual. This requires a full and careful review of the situation and there is no definitive answer to the problem.

Roborough does not restrain people in our care by any of the following; physical restraint, chemical restraint, environmental restraint, electronic surveillance, forcing nutritional intake on an individual, medical or lifestyle.

This means we would never restrict movement by the use of belts or cords, sheets or blankets, bed or side rails or lap tables. However a person with a disability may be temporarily restricted such as for example; by a lap table while eating temporarily and the intention would be to assist not restrain or prevent.

Drugs and prescriptions should be used responsibly and when a medication is prescribed for use 'as required' this should be qualified in the individual care plan.

Security and responsible restriction to protect the vulnerable adults in our care is acceptable however we will not lock people into sections of the building or create complicated systems that restrict individuals in our care. Certain areas are staff only and appropriately restricted from service users and visitors.

We never use criminal or forensic interpretations of restraint or restriction such as electronically tagging individuals, alarming doors or closed-circuit television.

We never force feed someone who is declining to accept their oral diet.

We consider the best practice in situations where people do not concord with their treatment and the consequence could be negative for them, competency for each situation is crucial.

We do not create rules or routines that give no choice about bed-times or leaving the building,

having a snack or watching a late night film. Some routines are essential to the smooth running of a large facility we strive to achieve flexibility and explanation.

Staff are offered training for de-escalation, break away and in extreme and rare situations, control and restraint by appropriately trained persons only, to control safely situations presenting danger to an individual others in the care of the home, public or serious and high risk damage to property.

CONFIDENTIALITY

Roborough considers confidentiality and professional boundaries paramount to effective running of the home.

Staff all signs a confidentiality agreement which protects the anonymity and confidentiality of residents, fellow staff and the business of Roborough House.

Information sharing between agencies, carers and professionals is vital to the responsible care of our residents. Information sharing documents are often signed by our residents and staff are reminded of their roles and responsibilities through their job descriptions, staff meetings and supervision.

Information may need to be shared; to initiate admission following referral, to gain informant history regarding a person known to the referrer's staff, to re-admit in certain emergency situations to local hospital or, previous placement.

LIFESTYLE, ACTIVITIES AND OCCUPATION OF TIME

We respect individuality and lifestyle choices irrespective of, disability, gender, race, culture,

ethnicity and sexuality.

Roborough has a therapy team (full team from July 2007) which consists of physiotherapy, occupational therapy, driver, rehabilitation and activities coordinator and junior assistant, aromatherapies/massage, acupuncturist and, this team compliments our nursing and care team.

There are individual and group activities and programmes available in Roborough and visits to places like the local moors and swimming pool as well as visiting entertainers.

The associate carer/nurse supports individual needs and provides a link and support between the resident and the care team.

COMPLAINTS PROCEDURE (concerns and comments)

We are always pleased to receive comments and compliments to inform our future service

development, there is also a suggestion box in reception.

We aim to provide a high quality service as standard, in a friendly and homely environment.

However, if you do have any complaints please do not hesitate to draw them to our attention as soon as possible. Please speak with the Nurse in Charge of the facility in the first instance if this does not resolve the matter Complaints can be directed to:

Mrs Nicola Grieveson

(Registered Manager,

Director of Care, Placements

And, Service Developments)

Roborough House

Off Tamerton Lane

Woolwell

Plymouth

PL6 7BQ

Tel: 01752 701290

Deputy Manager

(Deputy Manager & Clinical Mental Health

Leader) Roborough House

Roborough House

Off Tamerton Lane

Woolwell

Plymouth PL6 7BQ

PL6 7BQ

01752 700788

Under our complaints procedure, your complaints will be acknowledged in writing within five working days. A thorough investigation by the most suitably qualified person will be made, including taking statements from all relevant parties. We will reply to your complaint in writing within twenty-eight days and submit our findings, together with any action anticipated or implemented. Every area has a protection of vulnerable adults' (POVA) officer and if necessary this team and POPVA procedures will be instigated as is our duty of care.

The Manager will keep the Responsible person informed of all significant and critical events within Roborough.

The complaint if not resolved locally or of a serious enough nature will be shared with CSCI by the registered manager.

Should you not be satisfied with our response within Roborough and wish to take your complaint further, we will be as helpful as possible. In the first instance raise your complaint to the level of the responsible person and if you remain unsatisfied to the CSCI registration inspector responsible for Roborough.

Mrs C A Griffith
(Responsible Person- Major Shareholder)
The Garden House
Barton Place
Wrefords Link
Exeter
EX4 5AX
Tel: 01392 425111

Commission for Social Care Inspection
Unit D1
Linhay Business Park
Ashburton
TQ13 7UP
Tel: 01364 651800

We undertake to treat your complaint seriously and wish to state that at no time will a client's care or employees rights be compromised.

THE ENVIRONMENT

All our rooms conform to the requirements set out by the Commission for Social Care Inspection. Many achieve the larger recommended criteria for wheelchair users. One room is available for occasional sleep-in including settling in by current carer.

Roborough House is an impressive beautiful independent care facility surrounded by outstanding natural beauty. The rivers Plym and Tamar and the natural harbour of Plymouth are all close by with the exceptional Dartmoor National park to the North and Plymouth Sound to the South.

Woolwell is attractive and peaceful with its own relaxing grounds and the house itself is steeped in history.

Contained within the Bickleigh Parish and falling in South Hams and Devon district Roborough is divided into two floors with seven suites.

A colour brochure is available and offers an overview with pictures of the inside and grounds of Roborough House.

Rooms can be painted to individual choice and own furnishings brought in. There are en-suite rooms and rooms located close to shared bath, shower and toilet facilities. There are three resident lounges and impressive dining area, therapist suite, activities room and patio. Lifts and stairs are in three areas of the house.

Our kitchen, own chef and catering team supply the delicious menus with special diets catered for sourced locally from fresh ingredients wherever possible.

The housekeeping and laundry team support Roborough staff and residents in keeping the environment clean and pleasant. A part-time handy man provides assistance with our maintenance programmes and odd jobs around the house.

There is a fire alarm system and fire exits and procedures are displayed around the home. We also have a nurse call system and a fob system for security.

MANAGEMENT OF ROBOROUGH & STAFFING STRUCTURE (DAY TO DAY ROUTINES, QUALITY ASSURANCE, AND GOVERNANCE, POLICIES AND PROCEDURES, RECORD KEEPING)

Registered Manager & Director of Care

Roborough House is managed by a director of care with more than five years senior management experience and wide ranging experience across sectors, under this professional direction the facility is run to quality assurance systems and performance is monitored against standards.

Registered Nurses

The Deputy Manager & Clinical Mental Health Lead is a registered Mental Health Nurse who supports the smooth operation of the home and covers the manager. This position also provides for the clinical care of those with a psychological or mental health need in Roborough House.

A team of first level registered nurses(including those who have completed a UK adaptation course) provide generic clinical cover and each develops a link role for areas such as medication and infection control. The number of nurses is related to the occupancy of the home there is always one registered nurse available over twenty-four hours, on days it is increased currently to two and occasionally three on review days or in cases of increased dependency. There are night teams and day teams of Nurses and carers.

The qualified team has particular focus on assuring residents receive the highest quality of nursing and professional care based on research, evidence based and best practice. Roborough looks to the NHS for direction on quality initiatives such as the National service Frameworks, NICE guidelines, Essence of Care. The generic nature and varied mix within Roborough requires ongoing training for specific individuals in our care built on the existing skills and experience of the nurse and professional team.

Therapists Allied Professionals & Assistants

An occupational therapist and a physiotherapist direct the monitoring and maintenance of our residents and liaise with their community based colleagues. There is the additional support of two assistants one of which is junior and they lead the activities and rehabilitation assistant work in Roborough.

Complimentary and Alternative Therapies at Roborough include, massage and aromatherapy, acupuncture and chiropody. We also link to local dentistry, opticians and so on.

Health and Social Care Workers

There is a Supervisor Care Worker and a team of Senior care Support Workers, NVQ 2 is considered necessary for the role and the diverse group of residents require a senior level of input from all carers. Therefore we recruit those with the NVQ2 or, the ability to work toward the NVQ2

and 3. There is a night and a day team of carers.

Catering and Housekeeping

A Health & safety, Catering and Housekeeping Lead heads the teams at Roborough, consisting of a Lead Chef and Senior Housekeeper, kitchen assistants and housekeepers, a driver and a handy man.

Reception & Administration

Responsible for all operational documentation and liaison matters from referral through to admission, discharge, accounts records, satisfaction surveys and the safe keeping of valuables where necessary. The receptionist is the unit administrator and works Monday to Friday 91m to 5pm.

General Practitioners and Pharmacy services are offered from our local services.

Training

Training is very important for all our staff. In July 2007 a rotating training programme will commence. We carry out non-discretionary and mandatory training for fire, health and safety and other service specific needs.

The needs of the service and particular individual residents are considered against individual staff learning needs using supervision and appraisal, Roborough then provides individual learning objectives and service objectives for each team member.

We are introducing clinical audit and are informed by the results of the staff and the service user questionnaires.

A current staff list appears at appendix A. An organisational chart at appendix B.

The day begins for residents according as far as are possible to individual preference in times to get up. Breakfast Lunch Supper and Snacks are provided through the day.

Most staff shifts cover a 12 hour day 07.30 to 19.30 and 19.30 to 07.30 plus handover time. There are some early and late shifts and some part-time workers at Roborough. Although we have day and night teams it is a 'must-do' that staff on nights come onto days for training and familiarisation with the residents day routines.

From June 2007 the policies and procedures from the Registered Nursing Home Association are being adopted and will be individually tailored or sub policies added for any service specific needs in Roborough. The policies are kept on disc and in reception for staff access.

The records are kept to the standards of the Nursing and Midwifery record keeping guidelines and all nurses recognise and are accountable to the NMC professional conduct guide.

There is one file and one record for each resident.

Historically the carers have kept a 24 hour task sheet this will be continued and kept alongside each individual record until there is a safe handover for carers to write in the one resident file.

Appendix A

APPENDIX A

Staff list Roborough House Independent Care Hotel

Nicola Grieveson Registered Manager RMN (25 years since qualifying and more than five years Senior management in NHS and Social Care experienced in independent sector, national health service, local authority, prison, secure facilities and residential care)

Appointing (June 2007) RMN, Clinical Mental health Lead and deputy to registered manager.

Reception & Unit Administrator Carrie Flint

Therapy Team

Laura Occupational Therapist
Lynette Physiotherapist (PT)
Ken Morris Driver/housekeeping/general assistant
Katherine O’Leary Rehab Assistant and Activities Coordinator
Tomasz Krzywicki Rehab & Activities coordinator Junior

General Nursing Team

Ana Perez Registered Nurse (General Adult)
Belinda Torres Registered Nurse (General Adult)
Memory Manyowa Registered Nurse (General Adult)
Jayson Torres Registered Nurse (General Adult)
Thureisa Mani (PT) Registered Nurse (General Adult)

(Nights)

Grace Arodi Registered Nurse (General Adult)
Jijy Joseph Registered Nurse (General Adult)
Thureisa Mani (PT) Registered Nurse (General Adult)

Supervisor Care Support Kim Cretch

Senior Care Support Workers NVQ2 necessary for post(all recruited with NVQ2 or ability to commence this training once in post followed by NVQ3 for those who wish to develop further)

Recruiting

Pat Kay
Rebecca Goleby
Sue Okotie

Arnel Caasi
Irena Chylova
Jomar Lugtu
Marites Samaniego
Ann Dundas
Annie Dunn
Kerri Mason
Avril Howells

(Nights)

Kim Stone
Noly David
James Lukose
Michal Hrbek
Judy Forcadilla
Samantha Eddo

Catering and Housekeeping

David Taylor	H&Safety, Catering & H/Keeping Lead
David Watkins	Lead Chef
Chris Gallie	Second Chef
Ray Pennington	Catering Assistant
Matthew Frost	Catering Assistant
Justyna Gorzel	Catering Assistant
Sue Campbell	Senior Housekeeper
Lorraine Norman	Housekeeper
Lindsay Andrews	Housekeeper
Recruiting	Housekeeper
Recruiting	Handyperson
Fran Lobe	Laundry Assistant
Jane Eastwood	Laundry Assistant

Appendix B