

Springfield House

Residential Care Home

Tel: 023 8044 2873 Fax: 023 8178 8193

Manager: Mrs Julie Harris



Statement of Purpose

Springfield House

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95-97 Portsmouth Road, Woolston, Southampton SO19 9BE
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Statement of Purpose

In compliance with Regulation 4(1)(c), Schedule 1

The Care Homes Regulations 2001

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Appendix 1 Terms and Conditions

Appendix 2 Complaints Procedure

Appendix 3 Care Plan

Appendix 4 Resident's Handbook (Service User's Guide)

Appendix 5 Copy of last CQC Inspection Report

Introduction

The contents of this Statement of Purpose have been produced to meet the requirements of Schedule 1 Care Home Regulations 2001

It sets out:

- The Mission of the Home
- The Quality Policy of the Home
- The range of needs intended to be met
- Accommodation
- Qualifications and experience of staff
- Required statutory information
- The Rights of Residents

1.0 A DESCRIPTION OF SPRINGFIELD HOUSE

Residents' bedrooms are very light and cheerfully decorated with modern furnishings and each Resident has their own colour television and a private telephone point can be easily arranged. A cable T.V. facility is enjoyed by all in the lounge if required, watching all the old programmes that are so fondly remembered. A central heating system is established in the building and the ambient temperature kept to a warm and inviting level. Residents are encouraged to provide their own personal effects and furniture if they desire, to enhance the "homely" atmosphere.

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Springfield House Care Home has 17 bedrooms, 6 of which are shared bedroom, accommodating 23 residents in total. All rooms are nicely decorated and fully furnished, however we do encourage Residents to bring in smaller articles of their furniture, a television, pictures and ornaments to personalise their rooms. Each room has a wash basin, a call system, radiators with their own thermostat controls and television and phone points.

A modern shaft lift is provided for the first floor bedrooms, some with commanding views over the much-acclaimed award winning gardens. Our gardens play an important part in our care, as they offer peace and tranquillity for the Residents and their families.

At Springfield House Care Home we consider it important to maintain a high standard of cleanliness and hygiene and our staff are fully trained in hygiene control. Residents' rooms and the communal areas are routinely cleaned. Maintenance is carried out regularly to keep the Home in good decorative order.

This is to ensure that we provide a safe, hygienic and pleasant environment for Residents, staff and visitors. Should a Resident require any aids or equipment to assist them, these can be arranged. Any requirements can be discussed and organised with the Manager.

2.0 OUR AIMS

To provide personal care as defined by Section 49 of the Health & Social Care Act 2001, to elderly people of both sexes, over the age of 65, providing longer-term and respite care.

At Springfield House we are committed to providing a secure, happy and comfortable home, promoting a high standard of care and understanding of individuals needs, to offer as much support as required, whilst maintaining respect for privacy at all times, and help maintain personal dignity and independence wherever possible.

To foster an atmosphere of care and support which both enables and encourages our Residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

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3.0 OUR QUALITY POLICY

Springfield House Care Home is committed to providing quality services for Residents by caring, competent, well-trained staff. This is achieved by:

- Recruitment of staff who share our values and will create a homely atmosphere.
- Providing such resources to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the Residents' needs. This is achieved by:

- Listening to Residents, staff and others with an interest in the Home.
- Ensuring that assessments are made which balance risks and needs.
- Promoting a level of responsible risk-taking in daily living activity.
- The operation of an effective care planning system

Our Home will involve Residents in the planning and review of the services that are provided for them to ensure that their needs are met. This will be achieved by:

- Enabling and empowering Residents to influence the services provided in the Home by giving each Resident a real say in how services are delivered.
- Encouraging Residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement. This is achieved by:

- Residents' consultation and satisfaction surveys.
- Meetings.
- Management reviews

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Our Home will provide catering services which meet the expectations of Residents. This is achieved by:

- Planned, structured menus which include Residents' wishes, choices and preferences.
- Menus which are nutritionally balanced.
- Menus which allow Residents to change their food choices.

Our Home will ensure that Residents are fully informed about all matters which might affect their well-being. This is achieved by:

- Key worker support.
- Provision of notice boards or other displays, which inform Residents.

Our Home will afford all Residents and staff an equality of opportunity in respect of service or working in the Home. This will be achieved by:

- An Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live. This is achieved by:

- Ensuring that the physical environment meets all Health and Safety standards.
- Providing each Resident with a safe and secure place to store their valuables

Our Home will offer a range of social activities, which meet the needs of the Residents. This is achieved by:

- Ensuring that activities are offered to each Resident which are appropriate to their needs, abilities, or expressed wishes.
- Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to Residents.
- Ensuring that Residents feel comfortable to decline any or all of the activities offered by the Home.

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4.0 RESIDENTS' RIGHTS

- 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 personal 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.
- The right to invite whoever you choose into your 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 to 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, chiroprapist etc. and where necessary, to be assisted with this.
- The right to look after your own medicines, if you are able to do so.
- The right to control your own finances, if you are able to do so.
- The right to make personal life 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 adviser if necessary.
- The right to participate in voting at elections.

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5.0 FACILITIES AND SERVICES

5.1 Meals

Meals are carefully prepared by our catering staff. Meals are as interesting and varied as possible. Residents are offered choices each day and special diets including vegetarian and diabetic are catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea/coffee followed by Continental breakfast, midmorning tea/coffee and biscuits, 2-course lunch, mid-afternoon tea/coffee and cakes, 2-course supper evening meal and night time drinks and 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. Limited quantities of alcohol are offered at special occasions.

Residents have the choice of 2 meals at lunch and teatime. Whilst every effort is made to provide for individual resident preferences, the Home does not provide an 'a la carte' menu.

5.2 Medical Care - Qualified Care Staff

Staff are always on duty to plan and supervise Residents' care, ensuring the highest standards at all times. GP's, Community nurses and primary care team staff will visit residential care Residents as appropriate. Residents may, of course, retain their own Doctor if this is practical.

5.3 Optician and Dentist

Arrangements for home visits are made as appropriate, although Residents are free to make appointments outside if preferred.

5.4 Physiotherapy

This can be arranged as necessary.

5.5 Chiropody

A private chiropodist visits the Home regularly and is charged for separately, although Residents are free to make appointments outside if preferred.

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5.6 Hairdressing

Springfield House has a hairdresser who visits the home on a weekly basis, this is also an additional charge, although, Residents are free to make appointments outside if preferred.

5.7 Personal Telephones

Residents have access to a land line phone within the home.

The telephone number is: **023 8044 2873**.

Residents are able to avail themselves of a private direct dial telephone in their rooms if they wish. All costs for this are met by the Resident.

Resident personal mobile phones are acceptable within the home.

5.8 Shopping

Where appropriate we encourage Residents to go shopping on their own or with relatives. Where this is difficult staff can assist Residents by purchasing goods on their behalf or arranging a shopping trip.

5.9 Laundry

Laundry is undertaken within the Home within the normal fees for service. All personal clothing should be labelled prior to admission. Whilst every care is taken with Residents' clothes it is regretted that responsibility cannot be taken for clothes lost or damaged. Management will however look at any cases of loss or damage to Residents' clothes.

5.10 Dry Cleaning

This can be provided at cost plus a service charge.

5.11 Kitchen Facilities

Our kitchen facilities meet standards laid down by the Environmental Health Department.

These facilities are not accessible to Residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks by requesting these from care staff.

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6.0 OTHER SERVICES

6.1 Resident's Property

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the Resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation;
- Deposited with the owner / manager for safekeeping;

PROVIDED THAT in the case of money, liability will not be accepted unless the money is deposited with the Home for safekeeping. In the case of all other property the Home's liability in respect of any item shall not exceed £100. For items totalling above £100 the individual Resident is solely responsible for a separate insurance policy to cover that risk.

A lockable cabinet is supplied in your room to store your smaller valuables.

The Home also has a safe where Residents' smaller valuables can be safeguarded.

6.2 Gifts and Signing Legal Documents

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from Residents or to sign, as a witness, any legal document that pertains to one of the Residents in the Home.

6.3 Arrangements for Pets

Visitors are permitted to bring well behaved pets in with prior consultation and at the discretion of the Manager.

6.4 Locks and Keys

For further privacy and should you so wish, a lock can be fitted to the inside of your room door. Depending on your circumstances you may be permitted to hold a key to the front door to facilitate your own outings / visits / shopping expeditions.

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Regulation 4 (1) (c) — Schedule 1

7.0

NAME AND ADDRESS OF THE REGISTERED PROVIDER AND HOME MANAGER

The Proprietors **Liz** and **Richard Kitchen**, work alongside the Home and both have considerable experience within the Care Home profession.

8.0 EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDER

Mrs **Julie Harris** is the Care Manager of the home, she holds qualifications up to and including NVQ level 4 in Care and Level 4 registered managers award, and has in total 14 years experience of working in various Care Environments.

She has attended and passed all the mandatory training courses together with many other training courses relevant to caring needs within the home to include:

Dementia, Challenging Behaviour, Risk Assessment, Health & Safety, Infection Control, Food Safety, Team Leading, Fire Safety, and NVQ 3, First Aid, Safe Handling of Medications, etc.

Mr & Mrs Kitchen have been associated with Springfield House for the past 10 years as Managers and Proprietors.

Josie Mills is the Head of Care at Springfield House who also holds an NVQ Level 4.

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9.0 NUMBER, QUALIFICATIONS AND EXPERIENCE OF STAFF

Of the total complement of staff:

2 Hold NVQ4

2 Hold NVQ3

8 Hold NVQ2

2 members of staff are currently working towards her level 3

1 member of staff is currently working towards level 2

All the staff have covered the mandatory training courses. Some are qualified in First Aid. The additional courses the staff have attended include Dying, Death and Bereavement, Nutrition and Diet, Risk Assessment, Adult Abuse and Medication Handling.

10.0 ORGANISATIONAL STRUCTURE OF THE HOME

Training Masters — Photocopying Not Permitted

Proprietor(s) **Liz & Richard Kitchen**

Care Manager **JULIE HARRIS**

Head Of Care **JULIE STEPHENS**

Senior Care Assistants **2**

Care Assistants **10**

Domestic(s) **1**

Cooks **1**

Maintenance **2**

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11.0 AGE RANGE AND SEX OF SERVICE USERS

Springfield House Care Home provides long-term care services for 23 people aged over 65 years for both male and female Residents.

Type of care available i.e. long term respite care and Day Care

12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Springfield House Care Home provides services in the following category:

- Care Home providing personal care

Our Home provides services to the following categories of Resident:

- Dementia
- Sensory Impairment
- Old Age (not falling within any of the categories above)

13.0 NURSING CARE PROVISION

Springfield House Care Home is a Residential Care Home and does not provide nursing care for Residents in the Home. This means that they are not required to staff our Home in accordance with Regulation 18 (3) - Care Home Regulations 2001 in respect of ensuring that a suitably qualified registered nurse is working in the Home at all times.

14.0 ADMISSION CRITERIA

All persons making application for residency at Springfield House Care Home have an assessment of their needs to establish that Springfield House Care Home is able to accommodate and care for the applicants safely. The assessment of needs is carried out by the Manager in conjunction with other care agencies and their representatives and will be performed outside of our premises. Personal care needs are assessed for applicants for both residential and respite care and may be provided in their entirety or in part, to assist and enhance the ability of the Resident and maintain their independence, or to restore function following hospitalisation.

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The Home accepts emergency placements but such placements:

- *Do not imply the right for a Resident to stay in the Home once the emergency is over.*
- *Do not commit the Resident or Home to the placement once the emergency is over.*

All Residents placed in the Home as an emergency measure will be fully assessed once the emergency is over and relocated if the care provided here is not appropriate to their needs, or if the Resident is considered inappropriate to the setting, or to existing Residents.

Springfield House reserves the right to refuse admission or placement to any Resident who it feels would be inappropriately placed in the Home, or for whom the Home does not have the required skills, resources or provision. When an emergency placement is made, the Home undertakes to inform the Resident within 48 hours about key aspects, rules and routines of the home and to meet all other admission criteria. The application is made by the nearest relative or approved social worker. Either should have seen the Resident within the past 24 hours.

15. SOCIAL ACTIVITIES. HOBBIES AND LEISURE INTERESTS

Springfield House Care Home is able to provide a variety of ways that Residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process. The range of activities available are set out below:

- *Weekly movement & exercise*
- *Regular musical entertainment*
- *Weekly Bingo Sessions*
- *Weekly Reminiscence*

Regular Outings can be arranged in line with residents' needs and wishes.

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16.0 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Springfield House Care Home is committed to ensuring that Residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. Management and staff are always available to listen to the views of Residents. Management policy includes questionnaires and procedures, which try to ensure that effective consultation takes place.

17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME

Springfield House Care Home fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented following the last Fire Officer's visit. Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy; this includes use of the fire appliances/alarm system, evacuation, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission. However, whilst every attempt has been taken to minimise risk of fire there can be no guarantee of safety.

The Fire Assembly Point is situated: IN THE FRONT CAR PARK

18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Springfield House Care takes all reasonable steps to ensure that each Resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable Residents to attend religious services or access religious leaders, ministers or priests in private.

19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Springfield House Care Home actively encourages Residents to maintain all forms of social contacts that they enjoyed before moving into our Home. We will assist Residents to maintain these contacts if requested.

Our Home is looked upon as a Resident's Home and hence, subject to the Resident's wishes. Visitors are welcome at any time.

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All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4 (17) as well as Health & Safety legislation and Fire Regulations.

Residents can receive visitors in their own room and the lounge.

Visitors wishing to take Residents off the premises should speak to the Manager or a senior member of staff first to ensure that any medication can be provided and that the trip out is within the capacity of the Resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as the Residents' Christmas Party, Birthday parties, entertainment evenings etc.

20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS

At Springfield House Care Home we welcome any comments, concerns or complaints about the services delivered or how to improve the running of the Home. Complaints or concerns about the service provided within Springfield House Care Home will be treated seriously and a policy covering Complaint Procedures is in operation.

For further information please also see section 25.

21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

Springfield House Care Home operates a full Resident planning and review system

- Resident's Care Plan
- Admission to the Home

When someone first comes to the Home, an initial assessment of that person's needs is made by the Manager and then, together with the Resident and/or their family, a care plan is drawn up. This plan covers every aspect of personal care and ensures that the Resident is cared for in the way they would like.

Care plans are regularly updated to reflect and address the changing needs of the Residents.

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22.0

THERAPEUTIC TECHNIQUES AND ARRANGEMENTS FOR THEIR SUPERVISION

The following can be arranged via the Manager and in liaison with the Resident's advocate.

Aromatherapy

All essential oils to be kept in locked cupboards and used only by therapists who are qualified and registered with a recognised national organisation.

Reflexology

Practiced only by persons who are qualified and whose qualifications have been checked.

Relaxation Techniques

To be undertaken only by persons who have received appropriate training in such techniques and have been approved by the Manager as competent

Massage

Only to be undertaken by qualified persons who should have appropriate professional recognition.

Yoga

To be undertaken only by persons who are qualified to teach yoga.

Manipulation

Only undertaken by persons who are qualified to a recognised standard.

Progressive Mobility

Should be suitably qualified or appointed as competent.

Music and Mobility

To be undertaken by staff who have been authorised by the Manager.

This list is not exhaustive.

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23.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY:

At Springfield House Care Home we are committed to the respect for privacy and dignity of Residents. All staff are instructed, as part of their induction, to respect Residents and preserve their dignity at all times. Arrangements for ensuring that our Residents are treated with respect and dignity are clearly shown in all our policies, procedures and actions.

24.0 THE CARE QUALITY COMMISSION (CQC)

This is a National body that regulates the Conduct of Care Companies in England. There are a number of Regional Offices from which Commissioners carry out their duties.

Our Home is part of the South East Office and The Commission Offices are located at:

CQC SOUTH EAST

CITY GATE

GALLOWGATE

NEWCASTLE UPON TYNE

NE1 4PA

Tel: 03000616161

Fax: 03000616171