

Statement of Purpose



Pembroke Lodge

“Home from Home with Freedom and Independence”

8-10 Aymer Road
HOVE
BN3 4GA

TEL: 01273 777 286

FAX: 01273 779 069

Email: lodge@pembrokecaregroup.co.uk



Aims and Objectives

To maintain an open, friendly atmosphere where relatives and friends are always welcome and encouraged to visit. Our aim is to provide a "Home from Home" feel, with high quality care and services, in a safe and friendly environment, for 16 older people.

Pembroke Philosophy – 'Home from Home'

We offer freedom and independence, with person centred care, to meet each resident's individual needs.

Emphasis is placed on those people who wish to maintain an independent lifestyle and to carry on living their lives, to their maximum potential, for as long as possible. We do not aim to run or live the lives of our residents. Our dedicated staff team is trained to respect people's independence and preserve their privacy, individuality and dignity.

Old age is not an illness, although it can bring new disabilities with new challenges. It is the role of our staff to offer the correct level of support, encouragement and assistance to each person, so that they can maintain an independent lifestyle.

Protecting Residents' Rights

The Home ensures that the rights of our residents are respected at all times and that they will be treated in a manner which promotes their dignity and wellbeing.

Pre-Admission and Assessment

Prospective residents' care and support requirements are fully assessed and discussed before admission to Pembroke Lodge, and with the resident's permission, specialist advice and reports will be asked for as necessary.

We encourage all prospective residents to come for one month's trial visit, before they commit to stay permanently. This enables them to experience the care and services we provide so that they can make an informed choice about making Pembroke Lodge their permanent home.

Each application is given careful consideration by the home's management team and providing we can meet the needs of the prospective resident and there is a vacancy, they are offered a place.

We carry out a detailed pre-admission procedure which encourages residents to share with us as much information as possible, about their social, cultural and leisure interests. This is used as the basis for understanding their needs and giving the correct level of care and support during their stay with us.

On Admission - Autonomy and Independence

On admission, risk assessments are carried out and care plans developed with the resident, which are regularly reviewed throughout their stay. Pembroke Lodge encourages, enables and empowers residents, to make decisions in relation to their own lives, care and services providing the necessary information, assistance and support where needed, with a view to promoting autonomy and maintaining /increasing their independence.

Resident's Care Plans

Pembroke Lodge works with the resident, and their friends, relatives or representatives, if appropriate, to draw up a plan of care. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that this is particularly important in relation to any intimate personal care activities that staff are expected to carry out.

Resident's care plans also contains risk assessments and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided by the home, or commissioned by the resident. The care plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and contact details for relatives, friends and representatives.

From time to time, further assessments of the resident's needs are reviewed with them, to ensure that the care we are providing is relevant to their current needs, and helping them to achieve their full potential. Every resident has access to their care plans and are encouraged to participate as fully as possible, in the care planning process. In each case:

- Resident's will have individual care plans drawn up with details of their personal care needs and services;
- Resident views on support and assistance will take precedence, unless otherwise explicitly stated in their care plan, or concerns arising in relation to health and safety;
- Written instructions from a professional person as to the nature of the care required may be obtained, if appropriate;

Confidentiality

The home and its staff will respect and protect all confidential information concerning the residents, at all times. All residents will be provided with the home's statement on confidentiality, which outlines the obligations placed upon the home to safeguard confidential information. In circumstances, whereby the home may be required to disclose confidential information, the resident will have to give consent verbally or in writing. This will then be documented in the resident's care file. It is the residents right to accept or reject any disclosure or to withdraw consent previously given.

Disclosure of Confidential Information by the Home

The home is expected, on occasions, to share confidential information between members of care teams, and/or members of multi - disciplinary professional teams or other relevant organisations, in order that the resident receives the highest level of quality care. It is important that the resident has given prior authority in writing.

Privacy and Dignity

The home recognises that most interactions between staff and residents demonstrate some form of dependence upon staff. Obligations exist therefore to ensure that a code of conduct is observed which ensures that all actions undertaken promote respect between employees and the resident with the express wish of the resident and are conducted in such a way that:

- the resident does not feel undervalued or inadequate
- to protect privacy and dignity;

Risk Taking

We recognise that risk-taking can be a vital part of life. If residents wish to take certain risks we carry out a thorough risk assessment with the resident, involving their representative, family and relevant professional/s if necessary. The agreed outcome/s is documented in the resident's care plan.

Diversity in Care

The United Kingdom is a true multi-cultural Society and it is inevitable that both the residents and staff may come from a variety of background and cultures.

The home's "Equal Opportunities" policy states that:- "All people shall be treated equally, regardless of their age, gender, race, ethnic origin, nationality, colour, religious persuasion or belief, cultural or linguistic background, marital status, sexual orientation, disability, or offending background unless unequal, or different treatment can be shown to be justified and is appropriate". This clear unambiguous statement of intent will apply to all aspects of the home's operations and to the treatment of all residents and staff of the home, at all times, whilst, at the same time, taking account of the individual's special needs with regard to their religion, culture, language etc.

Administration of Medicines

Many of the home's residents are advised to take medicine(s) either regularly, or on an occasional basis, in order to maintain or improve their health. The taking of medicines will form part of the initial needs assessment, and a decision taken as to whether the resident wishes the home, and its care workers, to participate in any way in the process of administering medicines. Typically, the home will always try to encourage and maintain the resident's independence, but will provide assistance, as needed, when this has been agreed as part of the resident's care plan. Where assistance is given by any care worker employed by the Home, then it will be undertaken within a strict procedure, as outlined in the home's policy and procedure on the administration of medicines.

If a person is taking responsibility for their own medication and needs any assistance, please talk to the Care Manager, Chile.

Relatives, Friends and Representatives

Relatives families and friends are welcome to visit at any time. Residents can choose whom they wish to see when and where. Residents are also given every possible help to maintain their links with their families, friends and other associates, outside the home.

Wherever possible the resident's wishes will be respected concerning the sex of the care worker assigned, (in particular where a *genuine occupational requirement* is evident) when intimate care is to be provided, although there is no automatic reason why a resident should raise concerns about a care worker of the opposite gender.

- We encourage residents to continue to enjoy a wide range of individual and and/or group activities and interests both outside and inside the home. The residents are encouraged to carry on with their existing hobbies, pursuits and relationships and to explore new avenues and experiences.
- We encourage that residents use all communal facilities that is the dining room, the lounge and the library and sitting and circulating areas in the grounds of the Home. Residents may stay in their rooms whenever they like.

Arrangements for Religious Observances

Residents who wish to practise their religion will be given every possible help and facility to do so.

Leisure and Social Activities

Residents are encouraged to live their lives as fully as possible, experiencing enjoyment and fulfilment.

- We encourage 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;
- We encourage our 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;
- To assist with the home's monthly social programme, all staff and residents are encouraged to discuss events which have taken place, and to help get ideas for new and future activities;
- We recognise that food and drink play an important part in the social life of the home. We offer a varied menu of traditional home cooked meals with fresh produce daily and residents are always offered a choice.
- We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals;
- There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the resident in advance.

Records

The home accepts and observes its responsibility to establish, maintain, and keep secure, all necessary records relating to the care of Residents within the Home in line with the Data Protection Act 1998.

Quality Assurance

Pembroke Lodge aims to be the provider of choice within its catchment area and believes that it will accomplish this aim by ensuring that it meets the expectation of its residents, families of residents, staff and all other associated stakeholders. We therefore welcome their views and opinions about how the home is run. To this end we encourage feedback via:

- Questionnaires - as part of our policy of continuous improvement we implement questionnaires to residents, and others (including family/friends) on various topics on a regular basis. This feedback provides us with the opportunity to plan and implement changes to activities, routines, facilities etc.
- Regular resident's meetings - these are held in the lounge where we discuss the operation of the home and future social events and activities;
- RDB Star Rating (*who are accredited by UKAS*) carry out an annual independent inspection of the care and services we provide. We achieved a 5 Star Rating at the last inspection in 2017.

Complaints and Suggestions

The management and staff of the home listen to and act on the views and concerns of residents and encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from residents 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 Chilie, the Care Manager.

In this way, it is hoped that formal complaints can be avoided. However, we accept that a formal route must be provided, and so the home has written and implemented a complaints procedure which is available and published as part of the resident's guide.

Catering Services

Pembroke Lodge is inspected by Brighton & Hove Environmental Health and achieved a rating of 5 at our last inspection.

We recognise that meals play a very important part in residents' lives; therefore we try to make the experience as enjoyable as possible. We pride ourselves on the quality of food that we provide and use fresh produce daily, which is expertly cooked, by our in house Chef. Residents input to menu planning is sought and six monthly questionnaires are sent to all the residents for their feedback and comments on the catering service.

Meals may be served in the dining room or in resident's rooms. There is a wide choice of menu for breakfast and supper; however, there is a set menu for lunch. For those residents who do not wish to eat the set menu there is always an alternative choice.

Also provided is self-help tea and coffee making facilities for both our residents and visitors in the lounge on the ground floor. There is no charge for visitors' tea and coffee.

Breakfast	from 8.00am
Mid-Morning Drinks	10.00 – 10.30am
Complimentary Sherry	12.15pm
Lunch	12.30pm (residents' rooms) 12.45pm (dining room)
Afternoon Tea	3.00pm
Supper	5.30pm (residents' rooms) 5.45pm (dining room)
Evening Drink	from 8.00pm

Visitors Meals

Visitors are welcome to come for meals at any time however if possible the Chef would appreciate 24 hours' notice.

Charge for visitors' meals:	Lunch £7.50p
	Supper £5.00p

Care Quality Commission

The Home is inspected by The Care Quality Commission and achieved a 'Good' rating following the last inspection. Please ask the Manager if you would like to see a copy of the report.

Fire and Emergency Procedures

All residents and staff are made aware of the action to be taken in the event of a fire or other emergency. An annual fire assessment is carried out and full fire evacuations are carried out twice a year. Our fire procedure is displayed around the building and a copy is in each bedroom. The home is regularly inspected by the Fire Authorities to ensure that it meets all current requirements and regulations regarding storage of materials, fire control measures, safe and adequate means of escape etc. In addition all staff are provided with training on important health and safety matters, including risk assessment, people movement and handling, control of hazardous substances etc.

If you are concerned about any aspects of your care or the services we provide, or feel that you are not being given sufficient freedom in relation to the choices you need to make, please discuss this with the Care Manager, Chile.

Advocacy Service

Any resident who feel they would like the services of an Advocate to assist them with any aspect of their affairs, please contact the Administrator for details of the local advocacy groups/agency services. (Age Concern/MIND/local Citizen's Advice Bureau, etc)

Fees

Fees range from £750 - £850 per week depending on the care needs assessment of the person, the size of the room, its facilities and the floor it is on.

Care and Services Provided

Our staff provide the care one would receive from a caring relative. This includes help with washing, dressing, undressing, bathing, bed-making, and serving meals. Any specialist input required is provided by the Community Health Care Teams.

Nursing Care

We are not registered to provide nursing care therefore if a resident's health deteriorates to a point where they require nursing on a permanent basis, or becomes immobile and require a hoist for lifting and moving they will have to move to a care home which is registered to accommodate them. The manager will assist in any way to make the move as streamline as possible.

Short Stays or Holidays

Short stays and holidays are welcome depending on the availability of accommodation. Availability for a particular room can only be confirmed two weeks before commencement of the stay. A deposit is required to secure the room which is non-returnable. The accommodation is let on a weekly basis during this period and a week's notice is required to terminate the stay.

Trial Period

Prospective residents are encouraged to come for a trial period of at least a month. It is very important for them to experience the care and services provided by the home, before making the very difficult decision to move in permanently.

Permanent Stays

When a resident decides to stay permanently and to make it their homes, the care manager and staff are there to give support in any way they can. Residents may furnish their own rooms and bring any personal items they wish.

Leaving Pembroke Lodge

Pembroke Lodge accepts that there will be occasions when a resident may have to leave the home in order to be cared for elsewhere. This may reflect, for example, a change in family circumstances, a need to cater for health conditions which we are not able meet, or for personal reasons. The home will ensure that should a situation arise, then it will handle the departure in an organised and professional manner.

Insurance

The home's insurance policy covers residents' personal possessions however there is only a limited cover. It is advisable for residents to cover any items of value themselves, as the home cannot accept responsibility for these.

Telephone

There is a public coin operated telephone box for residents' use on the ground floor. Private lines can be connected in residents' rooms at their own expense if they so wish. Please contact the administrator, who will arrange the connection. It may be possible to transfer your own telephone number from home.

Television

A television is provided in the lounge for general use. There is a television aerial point in each resident's room. Should you bring your own set, an ordinary T.V. licence is not required if you are over 75. It is worth contacting the TV Licensing Department at Bristol to see if you are eligible for a refund on your current licence when you first arrive.

Newspapers/Periodicals

The delivery of morning/evening papers and/or periodicals is arranged by the home. Residents are responsible for paying their individual account.

Shopping

The home is happy to buy small items of shopping for residents who find it difficult to get out. Please ask the administrator for details or for a list of suppliers who deliver.

Pets

Pembroke Lodge appreciate how devastating it is to have to give up a pet when coming into residential care; therefore certain pets are permitted with the prior permission of the Manager.

Furniture/Personal Belongings

Pembroke Lodge is keen to help residents feel at home therefore residents are welcome to totally furnish or part furnish their own room. An inventory is taken of the items that are brought into the Home and a signed copy left on the resident's file. Personal bed linen, blankets, towels etc are also permitted.

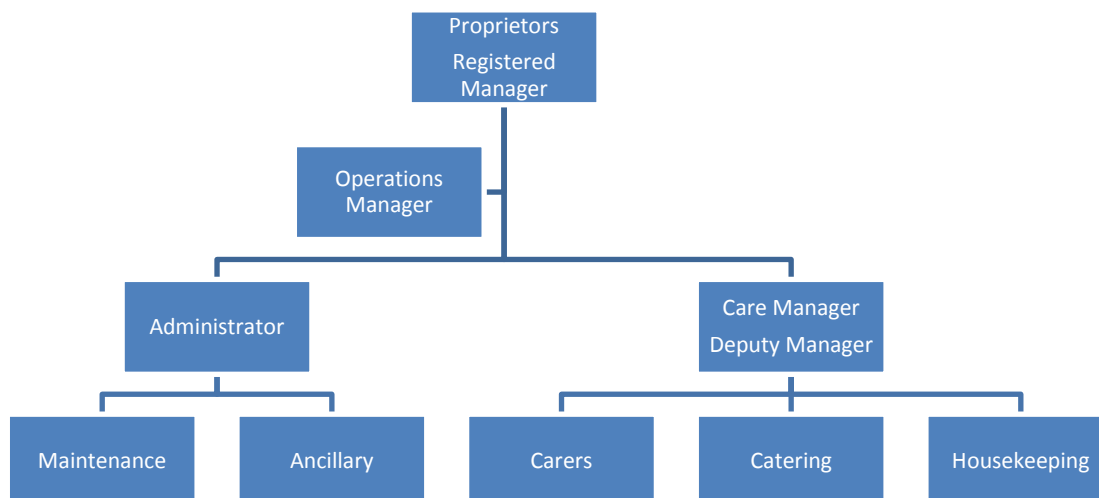
Keys

Residents are entitled to their own room key and front door key. It is advisable for residents to keep their door locked when not in their room. Doors may be locked at all times, however when you are in your room you are asked to remove the key so that access can be obtained in an emergency. Please contact the Administrator if a front door key is required.

Appendices

1. Organisation Chart
2. Sample Contract

Organisation Chart



Proprietor & Registered Manager - Sue Brand is a qualified nurse who trained at the Middlesex Hospital in London. She has over thirty years' experience working with older people and has owned and run residential care homes in Hove since the 1970's. She is well known for her firm advocacy of positive approaches to ageing and staying healthy in later life. Sue is a Fellow of the Royal Society of Arts as well as a qualified NVQ Assessor.

Proprietor - Lloyd Brand worked for IBM for 30 years. Since leaving IBM he has taken an increasingly active role in the running of the company.

Operations Manager - Joy Winsor graduated with a 1st class honours degree in Psychology and went onto undertake a graduate scheme with the National Skills Academy, achieving her qualification for Management and Leadership in Adult Social Care. Joy has since undertaken the role as Operations Manager and achieved a further award in Quality Assurance Auditing.

Care Manager - Chile Sibelo joined Pembroke Lodge in August 2008. She has been in the care industry for over 8 years and has recently obtained her NVQ level 4 and LMC Award in care management. Chile believes in a positive approach to a healthy later life.

Administrator - Joanna Brand has been involved most of her life in the Pembroke Group. She is committed to improving the life to people in our care and is both a qualified secretary and qualified Chef.

Sample Contract

Date:

Dear

I am pleased you have decided that you would like to stay at Pembroke Lodge.

Although we discussed matters in some detail when we met, for the sake of good housekeeping, I should like to set out some of the main items we agreed upon.

The Company will strive to provide you with a warm, comfortable, clean and caring home.

We shall be pleased to make available for your sole occupation room number however; we do reserve the right to allocate to you another room, or other suitable alternative accommodation, during any period that your room is required for renovation, redecoration and repairs.

The rate for the room will be £ per week, payable one month in advance by standing order. This is an inclusive fee except for personal laundry, private telephone, and personal television. At least one member of staff will be in attendance twenty-four hours a day.

Either of us may be entitled to terminate this arrangement by giving to the other at least one week's notice during the first three months and thereafter at least one month's notice.

In the event of death, any fees outstanding, together with a sum equal to one month's fees in lieu of notice will be charged to your estate.

We regret that we do not give a rebate of the fees in respect of any period, or periods of your absence from Pembroke Lodge.

Fees are reviewed annually taking into consideration rising costs. Whenever possible we will endeavour to give you as much notice as is practicable of any increase in fees

I hope that your stay with us will be a pleasant one. I should be grateful if you will please return the extra copy of this contract, signed where we have indicated your initials.

Yours sincerely

Sue Brand
Proprietor