

Downsvale Nursing Home  
6-8 Pixham Lane  
Dorking  
Surrey  
RH4 1PT  
01306 887652  
Email: [matron@downsvale.co.uk](mailto:matron@downsvale.co.uk)  
Registered Manager: Mrs Diane Vidad

## **STATEMENT OF PURPOSE**

### **Philosophy of Care**

Downsvale takes a person-centred approach to care which aims to provide Adults in our care, a secure, relaxed and homely environment in which their needs, well being and comfort are of prime importance.

Practices in the home reflect Residents' care under the six strands of diversity: gender, age, sexual orientation, race, religion or belief and disability.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere and, in so doing will be sensitive to their ever-changing needs. Such needs may be medical/therapeutic, cultural, psychological, spiritual, emotional and social and Residents are encouraged to participate in the development of their individual care plans in which the involvement of the family and friends may be appropriate and is greatly valued.

Person centred care will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other Residents and with recognition of the following core values of care, which are fundamental to the philosophy of the home.

### **CORE VALUES OF CARE**

Privacy  
Independence  
Security

Dignity  
Choice  
Respect

Rights  
Fulfilment  
Equality and Diversity

Service user  
involvement

All care staff within the home are appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation and registration authority guidelines.

Training and development plans are continually reviewed against staff development needs and our Residents changing needs in order that the very best quality of life may be maintained.

It is recognised that the needs of our Residents may decline either physically or mentally or both. We will promote independence for as long as possible and continue to meet the needs of our residents through working with other Specialist Health professionals and by recognising the training and development needs of our staff.

Downsvale provides Nursing care for people with a wide range of disabilities and illnesses. We will provide long or short stay care and have experienced qualified staff to provide palliative care for those residents at the end of life.

Currently, we are unable to cater for people with severe Dementia who are mobile. However, we are able to care for people with dementia, who's physical or social care needs are the priority, after a full and thorough assessment.

We will do this by continuously improving methods of communication, training staff in support and understanding and by making best use of the Residents capacities that remain, offering interventions that will stimulate and entertain.

## **Our Objectives**

1. We shall encourage all our staff to receive NVQ training appropriate to their job and maintain an on-going commitment to their professional development. Annual appraisals and quarterly supervisions will help to identify the individual learning and development needs.
2. We will continue to develop person-centred care plans for our residents during 2018/2019, with the use of customer satisfaction surveys to audit our performance.
3. We will continue our good working relationship with the CQC inspectorate and respond quickly to requirements and recommendations.
4. We will continue our ongoing programme of redecoration and refurbishment to the property.
5. We will continue to reduce our Carbon Footprint by conserving energy and remain committed to our recycling programme.
6. We shall continue to train all our staff in Palliative care. Key staff will be offered opportunities for training at certificate and diploma level.
7. We will ensure that key staff keep up to date with new legislation and EEC regulations and that they action them accordingly.
8. We will maintain our commitment to Investors in People and Re-accreditation in 2018.
9. We will encourage residents and their relatives to participate in Group meetings so that they are actively involved in how the Service is run

### **Resident's Rights.**

The rights of all our Residents are the main priority in our philosophy of care. We will promote those rights through the care and services we provide and encourage all Residents to exercise their rights to the full. Advocates will be appointed if deemed necessary.

Residents are encouraged and enabled to contribute towards how the service is run.

### **Privacy and Dignity.**

We recognise the changes residents face when moving into a home. To minimise the impact of these changes we will promote the philosophy of a 'family circle'.

In so doing we will endeavour to retain as much privacy and dignity as possible by: -

- \* Helping Residents to personalise and equip their rooms as they wish, having regard for health and fire safety.
- \* By providing keys to their rooms if requested and a secure place for their valuables.
- \* Giving Residents the opportunity to have privacy when receiving visitors, making telephone calls or opening and reading mail.
- \* Treating each Resident as an individual and a respected member of the family circle.
- \* Assisting Residents to maintain their dignity and diversity through their personal appearance and behaviour.
- \* Promoting activities that encourage Residents to express themselves as individuals.
- \* Helping Residents to overcome any shortcomings they may experience through their age or disability.

### **Independence.**

We recognise the importance for all Residents to retain their independence and the problems that group living can give. We will encourage Residents to act and think as an individual by: -

- \* Maximising the opportunities for Residents self care.
- \* Encouraging Residents to retain financial independence wherever possible.
- \* Helping Residents to take reasonable and fully assessed risks.
- \* Ensuring Residents maintain links and contacts outside the home.
- \* Put people who use services at the centre of their care, treatment and support by enabling them to make decisions

### **Freedom of Choice.**

We recognise that every Resident should have the opportunity to choose a home that will meet their needs and can offer the care they require. They should be given the opportunity to exercise their right of choice in all aspects of daily living.

To facilitate that choice we will: -

- \* Provide comprehensive information on the home and the quality of services and care available.
- \* Provide each Resident with a contract or a statement of terms and conditions of residency.
- \* Carry out a needs assessment on each Resident prior to admission whenever possible.
- \* Demonstrate to each Resident that we can meet their assessed needs.
- \* Offer the opportunity for prospective Residents to assess the home by way of a trial visit and/or stay.
- \* Provide a range of meals Residents can choose from and allow them to decide where and when they consume the food of their choice.
- \* Continually offer a wide range of social and leisure activities.
- \* Avoid strict routines and maintain maximum flexibility in the daily life in the home.

**COMPLAINTS** – all complaints shall be dealt with in a professional manner and in the strictest confidence within 28 days.

Initially, the Resident, accompanied, if required, by a relative or friend, should discuss any complaint with the Provider, Matron or her Deputy. This should provide the quickest and most effective solution.

However, all Residents or their representatives have the right to make a written complaint directly to the National Care Homes Association, or Commission for Social Care Inspection.

The addresses are as follows: -

National Care Association  
45-49 Leather Lane  
London  
EC1N 7TJ

CQC South East  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

The Registered Provider : Monarch KM Ltd T/A Downsvale Nursing Home

Registered Manager is: Mrs Diane Vidad

There are several qualified staff. One is qualified NVQ assessors and Mentor.

All care staff have undertaken their Skills for Care Certificate and others have an NVQ at level 2 or above.

All staff undergo both internal and external training throughout the year. The training budget is incorporated into the business plan and all staff training is paid for by the home.

The organisational structure of the home is: -

HEADS OF HOME

MATRON/DEPUTY RM		ADMINISTRATOR
ASSISTANT MATRON		HOUSEKEEPER
NURSE IN CHARGE/DAY NURSE IN CHARGE/NIGHT		GARDENER
HEAD AUXILIARY (Day)	HEAD AUXILIARY (Night)	HANDYMAN
DAY AUXILIARY	NIGHT AUXILIARY	COOKS
		DOMESTIC
		LAUNDRY

There are 29 single rooms and 2 shared rooms available at Downsvale.

The shared rooms are arranged taking into account each resident's dignity and privacy in accordance with the home's Charter of Rights for Residents.

All requests for admission will be passed to the Matron or her deputy for consideration.

A pre admission needs assessment will be undertaken by the Matron or her deputy to establish if the home has the skills and resources in place to meet people's needs.

Confidential financial enquiries will be made by the Matron or her deputy either from the client or when appropriate the client's representative.

These will be discussed with the Provider prior to an offer of residency being made.

The timing of admission and length of stay will be agreed prior to the signing of any contracts between the client and the home. Where possible a trial visit may be arranged before a decision is taken.

All residents are given a Residents' Charter of Rights and Information sheet on admission that includes the fire precautions and emergency procedures.

Downsvale employs two activity therapists who work in the home over five days. They undertake a range of activities to meet people's individual needs and choice. People who choose to stay in their rooms receive a one to one activity support to prevent social isolation. External entertainment and outings are also arranged.

All Residents have a care plan in place within 48 hours of admission to the home. People are encouraged as much as possible to be involved in the planning of their care. Each person will be allocated a Primary nurse and Key worker who will involve in reviewing and updating care as needs change.

An effective Quality Assurance system is in place, which involves ongoing audit of all the home's procedures and policies by each head of the department. In addition the views of Residents and their relatives shall be sought via surveys throughout their stay and through quarterly meetings of our Residents and Relatives group.