

MONARCH CARE



DOWNSVALE | NURSING HOME

STATEMENT OF PURPOSE

Downsvale Nursing Home

6-8 Pixham Lane

Dorking

Surrey

RH4 1PT

01306 887652

Email: manager@downsvale.co.uk

Registered Manager: Mrs Deepanjali Chhapwale

Philosophy of Care

Downsvale Nursing Home is a Nursing Home for Older People for the age of 65 and over. Occasionally a variation has been sought for service users aged under 65, if appropriate. The home has service users of both male and female.

Downsvale operates a person-centred approach to care which aims to provide residents in our care with a safe, relaxed and homely environment where their needs can be met.

Practices in the home reflect CQC's key lines of enquiry based on safe, effective, caring, responsive and well led care.

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

Person centred care will be reflected in individual activity plans which are designed to encourage mental stimulation, self-esteem, social interaction and reflect people's interests and hobbies.

CORE VALUES at Downsvale include

Privacy
Independence
Safety

Dignity
Choice
Respect

Rights
Fulfilment
Quality and Diversity

Service user involvement

Staff Training

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 resident's changing needs to ensure that the very best quality of care will be provided.

Care

At Downsvale we promote people's independence for as long as possible and continue to meet the needs of our residents by working with multidisciplinary teams.

Downsvale provides nursing care for people with a wide range of disabilities and illnesses. We provide long or short stay care and have experienced qualified staff to provide palliative care for residents who require end of life care.

We also provide care for people living with dementia and our staff have the appropriate skills and knowledge required to meet people's needs.

Our Objectives

1. We encourage all our staff to undertake the diploma in Adult Social Care. They are also encouraged to progress in their training and development by undertaking an NVQ at various levels. Regular staff supervision and appraisals are undertaken during which individual learning and development needs are identified.

2. We will continue to develop person-centred care plans for our residents during 2020/2021, with the use of customer satisfaction surveys to audit our performance.
3. We will continue to work well with the Care Quality Commission and respond in a timely way to any requirements set.
4. We will continue with our ongoing programme of redecoration and have plans in place for a new extension and major refurbishment of the home by Autumn 2020.
5. We will continue to reduce our Carbon Footprint by conserving energy and remain committed to our recycling programme.
6. We shall continue to invest in staff training and offer our qualified nurses opportunity for career development and support with revalidation.
7. We will ensure that all staff have training with regard to the Mental Capacity Act 2005 and understand people's mental health needs.
8. We will continue to work with the local authorities and escalate relevant information under safeguarding when appropriate. We will ensure staff are familiar with safeguarding procedures and have access to contact numbers, so they can escalate any concerns they may have.
9. We will actively encourage residents and their families to be involved with regular meetings to enable them to participate in how the service is managed.

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 support them as much as possible and for as long as they need for them to settle.

* Help residents to personalise and furnish 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.
- * 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 be as independent as possible following admission to Downsvale. We will encourage residents to: -

- * Made decisions for themselves with support.
- * Retain financial independence wherever possible.
- * Take reasonable and fully assessed risks with support.
- * Maintain links with family and friends.

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.
- * Ensure we can meet people's assessed needs following a pre- admission assessment.
- * Provide a range of meals residents can choose from and ensure we can meet their nutritional needs.

* Continually offer a wide range of social and leisure activities.

Complaints

All complaints shall be dealt with in accordance with the home's complaints procedure. All residents and their relatives will be provided with a copy of the complaint procedure on admission to the home.

Initially complaints should be discussed with the home manager as this is the quickest and most effective solution.

However, if the complaint failed to be resolved than this can be escalated to the local authority or the Care Quality Commission.

The address is as follows: -

CQC South East
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

The Registered Provider: Monarch KM Ltd T/A Downsvale Nursing Home, 6-8 Pixham Lane, Dorking, Surrey, RH4 1PT

Registered Manager: Mrs Deepanjali Chhapwale
Nominated Individual and Provider: Mr Rahul Chhapwale

Procedure of Admission

There are 29 single rooms and 2 shared rooms available at Downsvale. Both shared rooms have screens provided to promote people's privacy and dignity.

All enquiries are overseen by the manager.

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

A financial assessment is also undertaken to ensure the suitability of the placement and the funds available.

Once the placement has been agreed a contract of care between the home and the resident or the home and social services will be drawn up and signed. This will include the care provided, the room to be occupied and the fees to be paid.

All residents are given an information pack on admission to the home. This includes the complaints procedure, meal times, activities available, the names and contact numbers of the management team and who to contact for information.

Downsvale employs an activities co-ordinator 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 be involved in reviewing and updating care as needs change.

An effective Quality Assurance system is in place, which involves ongoing audit of all of the home's procedures and policies by staff qualified to undertake these. 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. These meetings are proactive, and all suggestions are listened to and acted upon.