

Whitehaven Rest Home

023 9259 2300
22 Whitehaven, Waterlooville, Horndean PO8 0DN



STATEMENT OF PURPOSE INTRODUCTION

Whitehaven is a small family run home located in peaceful, semi-rural Horndean and close to Emsworth, Havant, Rowlands Castle, Petersfield and Portsmouth.

The Home is registered with Hampshire County Council and the Care Quality Commission to provide personal care for the elderly and elderly mentally ill. Our current age group of residents range from 78 to 97

We do not provide nursing care

Whitehaven Residential Home was established in 1985. The proprietors are Mr Roland Fiford and Beverly Walton, RGN, who manages the Home Our home address, is 47 Southwood Road, Hayling Island, and Hampshire. PO11 9PT

Our aims are;

- To provide the residents with a caring home, where they can live in comfort, have dignity and the right to make choices.
- To promote Resident Centered Care
- To encourage friends and relatives visit freely, there are no time restrictions
- To encourage mutual respect between residents and staff.
- To recognise the importance of quality assurance in the care home.
- To promote recovery for residents admitted for respite care & work closely with healthcare professionals.
- To understand the importance of responding to the changing field of Elderly Care
- To provide support and manage the personnel development of our staff.

*Where Love, Care and Understanding Come Together
As One For You & Your Family Member.*

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Accommodation

There are fifteen single rooms all individually decorated, residents can bring items of their own furniture, pictures and ornaments. All have their own washbasin or en suite facilities, with individually controlled central heating, with colour TV and emergency call point(s). All the rooms have garden views, the first floor have balconies overlooking Keydell Nursery.

The open plan sitting and dining areas create a light and airy, relaxing atmosphere. A small TV lounge is available where the residents watch memorable events and videos of movies and musicals .A small lounge is available upstairs for residents to entertain or receive visitors in private.

There are three bathrooms all fitted with appropriate bathing aids, assistance is always given with bathing.

Our garden is small but contains numerous colourful shrubs and is a haven for bird lovers and squirrels. A ramp is available at the front entrance for wheelchair use. Our residents are able to access all parts of the garden or the patio. Car parking spaces are available for staff and families.

In addition we have three cats and we are pet friendly and would accommodate new resident's pets , if they had a downstairs room with garden access.

We believe to provide the highest quality of care and to do this we give priority to our residents and ensure that the home is run for them and the services we provide support them.

The manager and staff always talk freely with the residents who are able to express their opinions or views, i.e. the menu or the day's entertainment, request extra help.

Whitehaven takes residents who are arranging their care independently and will pay the fees privately and residents referred by social services department and financed by the local authority.

Personalization is evident in daily life at Whitehaven where the resident comes first at all times, to ensure their needs are met in the way they choose and shape how they live.

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Choice of Home

We recognise that every prospective resident should have the opportunity to choose a home, which suits his or her needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will:

- Provide a comprehensive guide to the home, which will also include details of the Complaints Procedure, Medical and Dental Facilities available, latest Homes Inspection Report, Statement of Terms and Conditions, Quality Assurance Sheet.
- Give each resident a contract or a statement of terms and conditions specifying details of the relationship.
- Give each resident a plan of care, which is updated monthly.
- Ensure that every prospective resident has their needs expertly assessed before a decision is on admission is taken. Demonstrate to every person about to be admitted to the home that we are confident that we can meet his or her needs as assessed.
- Offer trial visits to prospective residents and avoid unplanned admissions except in case of emergency.
- Mental Capacity Act -we work within the framework of this law, provide training for staff, help and advice for families. During the admission process the Act and its requirements are fully explained and recorded in supporting documentation for future reference. When a resident is no longer to make decisions we provide care within their best interests.
- In accordance with the Dementia Strategy we have an appointed Dementia champion for residents, families and staff to approach. Information and guidance is always available

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The Principles, Aims and Objectives of Whitehaven

Residents and potential residents, together with their families, friends, advocates, need to know where the home stands on the values which form the foundation of care;

Residents Rights

The home places the rights of residents at the forefront of its own philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and encourage our residents to exercise their rights to the full.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of the resident's pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents by:

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home to be alone or with selective others.
- Providing locks on resident's storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information we hold about residents.
- A lounge is available upstairs should a resident wish to meet their visitors in a room separate to their suite.

Dignity

Disability undermines dignity, so we try to preserve respect for our resident's intrinsic value by:

- Treating each resident as a special and valued individual.
- Helping residents to present themselves to others, as they would wish through their own clothing, personal appearance and behaviour in public.
- Offering a range of activities, this enables each resident to express himself or herself as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.
- Compensating for the effects of disabilities which residents may experience through their communication, physical functioning, mobility or appearance.

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Independence

We know that our residents have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our residents remaining opportunities to think and act without reference to another person by:

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independence, interaction with others and for carrying out the task of daily living unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging residents to have access to and contribute to the records of their own care.

Security

Many residents have sought admission to the home as an escape from elements in their previous living arrangements, which threatened their safety or caused them fear. We therefore aim to provide the environment and structure which responds to this need by:

- Offering assistance with tasks and in situations, which would otherwise be perilous for residents.
- Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents as open, positive and inclusive.
- We operate a Locked Door policy for safety

Civil Rights

Being old, having disabilities and residing in a Home can all act to deprive our service users of their rights as citizens? We therefore work to maintain our residents place in society as fully participating and benefiting citizens by:

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Assisting resident's access to public services such as libraries, further education and lifelong learning.
- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives by:

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- Providing meals enabling residents as far as possible to decide for themselves what, where, when and with whom they consume food and drink.
- Offering residents a wide range of leisure activities from which to choose.
- Enabling residents to manage their own time and not be dictated to by communal set timetables.
- Avoiding wherever possible treating residents as a homogenous group.
- Respecting individual, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routine of the daily life of the home.

Fulfilment

We want to help our residents to realise personal aspirations and abilities in all aspects of their life. We seek to assist this by:

- Being fully informed about each individual resident ,
- Providing a range of leisure and recreational activities to suit the taste and abilities of all residents and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic, and spiritual values and practices of every resident.
- Respecting our resident's religious, ethnic and cultural diversity.

Health and Personal Care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care, we will:

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Herbal remedies will require the permission of the doctor providing care for the resident. A specific Homely Remedy Chart will be required for each item , continued use will not be accepted until consent given by the doctor concerned for the resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Daily life and social activities

It is clear that residents may need care and help in a range of their lives. To respond to the variety of needs and wishes of service users, we will:

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- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs:
- Holy Communion is held monthly on the last Friday of each month. Other denominations are welcomed to Whitehaven at the president's request.
- Help residents to exercise choice and control over their lives.
- Provide meals that constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents. At the admission assessment we discuss the new residents likes and dislikes and their dietary requirements, this process remains ongoing during their residency.
- Each day the cook personally asks the residents at coffee time their choice from the menu for the day, which is displayed on the board in the lounge.

Mental Capacity Act

Where a resident lacks capacity sometimes or always, the provision of the Mental Capacity Act 2005 is adhered to at all times. Our staff are fully trained and always provides care for our residents in accordance with their rights and wishes.

- At the admission stage documentation is completed by resident and family
- A selection of leaflets is available for residents and their advocates.
- Deprivation of liberty awareness is promoted within the care home.
- Advice is obtained from appropriate healthcare professionals at all times

Complaints and Protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems, we will.

- Provide and when necessary operate a simple, clear and accessible complaints procedure. Answer all complaints within 28 days.
- all possible effort to protect residents from every sort of abuse and from the various possible abusers Take all necessary action to protect resident's legal rights.
- Make.

The Care Quality Commission is our regulator and complaints are referred to them

South East Area Office
Citygate,
Gallowgate,
Newcastle upon Tyne
NE1 4PA

Email: enquiries.southeast@cqc.org.uk

Tel : 03000 616161 Fax: 03000 616171

The Environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will:

- Maintain the buildings and grounds in a safe condition.
- In accordance with requirements the Fire Alarms are tested weekly, the Emergency lighting and the Fire Extinguishers are checked monthly.

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- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care.
- Arrange for specialist equipment to be available to maximise residents' independence.
- Provide individual accommodation, which meets national minimum standards.
- See that residents have safe comfortable bedrooms, with their possessions around them.
- Ensure appropriate heating and lighting is available throughout the home
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection

Staffing

We are aware that the home's staff will always play a very important role in resident's welfare. To maximise this contribution we will:

- Engage staff in sufficient numbers and with the relevant mix of skills to meet residents' needs
- Provide at all times an appropriate number of staff with qualifications in health and social care
- The aim of staff training is to teach and instruct them on how to deal with our resident's needs, with particular attention to the maintenance of dignity and privacy and ensuring they receive quality care.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development
- Promise that agency staff will not be used in the Whitehaven to cover staff shortages or sickness. Cover will be provided by existing staff and the manager
- Our staff are carefully selected for their maturity, warmth with compassion and empathy for the elderly.
- In 2011 we are hoping to include staff photographs in our Resident's Guide as we are presently updating staff photographs .

Our staff complete In-House training and attend training courses held by Age Concern and the local hospitals in addition to the Mandatory training. Our certificates are displayed in the corridor leading from the lounge, showing individual members of staff NVQ attainment.

From February 2011, we have 20 female members of staff in our car team, who are easily identified by their name badge;

Management and Administration

The successful leadership of the home is critical to all its operation. The Registered Manager is Beverly Walton who has Nvq5 in management, Nvq4 in Care & Management, and the Registered Managers Award, she trained as an SRN in 1980.

Our Deputy Manager is Louisa Clark who completed her Leadership & Management Award in 2009. The Deputy Manager and Registered Manager work closely together to maintain our high standards and provide emergency support out of hours

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- Aim for a management approach which creates an open, positive and inclusive atmosphere
- Install and operate effective quality assurance and quality monitoring systems
- Work to accounting and financial procedures which safeguard resident' interests
- Be available to all residents' next of kin and their advocates.
- Supervise all staff and ancillary workers regularly and carefully
- Keep up to date and accurate records on all aspects of the home and its residents
- Ensure that the health, safety and welfare of residents and staff are promoted and protected

The Manager and Deputy Manager jointly share the following responsibilities;

- The recruitment and selection of staff.
- The appraisal and supervision of the staff team.
- The promotion of quality care for our residents and their families.

Both are excellent facilitators for Whitehaven for dealing with doctors and other healthcare professionals, residents and family enquiries and for dealing with the unexpected events that may happen.

The Management Tree

1. Roland Fiford- the Proprietor
2. Beverly Walton- the Registered Manager
3. Louisa Clark - the Deputy Manager
4. Whitney Eacott and Karen Domoney have Nvq 4 in Health & Social Care
5. Maria Perrira and Heidi Carter are completing their Diploma Level 5 in Health & Social Care.
6. Janice Walters, Vicky Abbt, , Paige White ,Karen King and Stella Seager are care assistants who have Nvq3 qualification.
7. Samantha Smith has her Nvq2 qualification.
8. Nicky King ,Abigail Wainwright & Amie Rendle-Davis are our junior care assistants, who are completing their Diploma Level in Health & Social Care
9. Sarah Murphy is our Apprentice who started in September.
10. Trudi Westway is our Housekeeper.
11. Trudi Westway and Allison Evans are our cooks.