

Statement of purpose

This document has been written in accordance with the Health and Social Care Act 2008.
This document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.
October 2013

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Crossways Residential Home, 2 Sunte Avenue, Lindfield, West Sussex RH16 2AA

Telephone: 01444 416841 Fax: 01444 453830
Email: enquiries@crosswayscarehome.co.uk

1. Aims and Objectives

It is the objective of Crossways to provide care to all Service Users to a standard which embraces the fundamental principles of good care practice and that this may be witnessed and evaluated through the practice, conduct and control of quality in the Home. It is a fundamental ethos that those Service Users who live in the Home should be able to do so in accordance with the Home's Policy Statements. We are pleased to accept Service Users for long term.

It is the object of the Home that all Service Users shall live in a clean and safe environment and be treated with respect and sensitivity according to their individual needs and abilities. Staff will be responsive to the individual needs of Service Users and will provide the appropriate degree of care.

To meet the Service User's needs, the care service within the Home is designed to achieve the following objectives:-

- To deliver a service of quality that will improve and sustain the Service User's overall quality of life. In this respect the care service is designed to meet the requirements of a recognised accredited quality standard in a people orientated fashion.
- To ensure that the care service is delivered flexibly, attentively, and in a non discriminatory fashion while respecting each Service User's right to independence, privacy, dignity, fulfilment and the rights to make informed choices and to take risks within their capabilities.
- To ensure that each Service User's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality, marital status, parenthood and disabilities or impairments.
- To ensure that the care service in whole is delivered in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable Service User care needs to be met.
- To manage the care service efficiently and effectively, to make the best use of resources and to maximise value for money for the Service User.



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2. Philosophy of Care

Crossways' philosophy is to provide its Service Users with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

The staff will strive to preserve and maintain the privacy, rights, dignity, independence, and individuality of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service User's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Service Users are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through a programme of activities designed to encourage mental alertness, self esteem, social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of Crossways Residential Home:

- Privacy
- Dignity
- Independence
- Choice
- Fulfilment
- Security
- Respect
- Equality

All staff within the Home will be 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 developments in Care Practices as may be laid down in appropriate Legislation, Regulations by the Care Quality Commission.

2.1 Service user's rights

The rights of all our Service Users are the main priority in our philosophy of care. The rights are promoted through the care and service provided.

2.2 Privacy and dignity

We recognise the changes the Service Users face when moving into a home. To minimise the impact of those changes we will promote the philosophy of a 'family circle'. We will endeavour to retain as much privacy and dignity as possible by:

- Helping Service Users to personalise and equip their rooms as they wish, with the help of their families and staff.
- Giving Service Users the opportunity to have privacy when receiving visitors, making/receiving telephone calls or opening and receiving mail. The staff can assist with these.

- Securing all Service Users' records and information and respecting the confidentiality of these records.
- Treating each Service User as an individual and a respected member of the family circle.
- Assisting Service Users to maintain their dignity through their personal appearance and behaviour.
- Promoting activities that encourage Service Users to express themselves as individuals.
- Helping Service Users to overcome the difficulties they may experience through age and disability.

2.3 Independence

We recognise the importance for all Service Users to retain their independence and the problems that group living can give. We will encourage Service Users to act and think as individuals by:

- Maximising the opportunities for Service Users' self care.
- Helping Service Users to take reasonable and fully assessed risks.
- Ensuring Service Users maintain links with contacts outside the Home.
- Giving all Service Users / Advocates / families the opportunity to contribute to the records of their own care and to express their views on the care.

2.4 Freedom of choice

We recognise that every Service User should have the opportunity to choose a home which 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 within their capabilities. To facilitate that choice we will:

- Provide comprehensive information on the Home and the quality of services and care available.
- Provide each Service User with a Contract or a Statement of Terms and Conditions of Residency.
- Carry out a needs assessment on each Service User prior to admission.
- Demonstrate to each Service User that we can meet their assessed needs.
- Offer the opportunity for prospective Service Users to assess the Home by way of a trial visit with their relatives and / or a stay at the Home.
- Continually offer a wide range of social and leisure activities.
- Avoid strict routines and maintain flexibility in the daily life in the Home.
- Consult individually with the Service User / Advocate / families about the operation of the Home on a regular basis.



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3. Accommodation Facilities and Services

The Home provides residential care for 25 residents.

The Home has 22 bedrooms, mostly single rooms, most with en-suite facilities, with 3 twin-bedded rooms for those residents who prefer to share.

The Ground Floor has 4 single en-suite rooms, 5 single with hand wash basins, 2 single/double en-suite.

The First Floor has 6 single en-suite rooms, 2 single with hand wash basins, 3 single/double en-suite.

There are a total of 3 bathrooms (1 with bath hoist, 1 Medic bath and 1 wet room), 1 shower and 8 toilets interspersed throughout the Home.

Social Rooms

To cater for individual choice and preference in relation to conversation or listening to the radio, the Home has two lounges and a separate dining room. Service Users are encouraged to use these public rooms; however, Service Users who choose to stay in their rooms may do so. Smoking is not allowed throughout the Home or grounds. A small smoking area is designated for this purpose for residents only, which is in the garden.

(Please refer to Appendix A for the size of the rooms)



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4. Home Owner

Name: Mr. and Mrs. Mannick
Experience: Over 30 years in nursing
Qualifications: Registered Nurses

Address of Home Owner:

c/o Crossways Residential Home
2 Sunte Avenue
Lindfield
Haywards Heath
West Sussex RH16 2AA

Telephone: 01444 416841
Fax: 01444 453830

5. Care Manager

Name: Mr. P. Bucktowar
Experience: Over 12 years in the caring profession.
Worked for Crossways Residential Home for more than 10 years.
Qualifications: Registered Manager's Award. Awarded in 2009.

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6. Home Organisational Structure

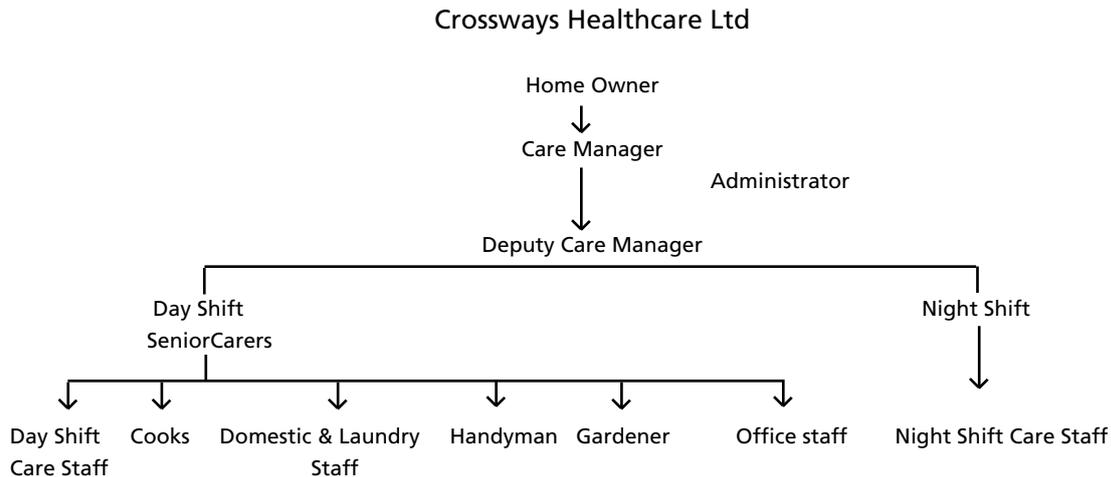


Figure 1: Crossways Organisational Structure

Details of Staff Numbers and Staff Training

The home employs 1 Care Manager, 1 Deputy Care Manager, 4 Senior Carers, 10 Care Assistants, 2 Cooks, 1 Administrator, 1 Handyman/Gardener, and 3 Cleaners.

The staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction, experienced qualified senior staff in the following critical subjects train all staff in-house:

- Understand the principles of care;
- Understand the organisation and the role of the worker;
- Understand the experiences and particular needs of the elderly;
- Confidentiality;
- The rights of Service Users;
- Maintaining Health and Safety at Work;
- Maintaining Food Hygiene and Safety;
- Personal Care Tasks.

The purpose of the training and development policy of the Home is to ensure all staff are trained to the minimum of what is required by the UK Government, the European Parliament legislation and Registration Authority Regulations. It is designed to ensure that staff are able to improve their performance by having access to effective training, development, coaching and counselling facilities which in turn will lead to a highly motivated team who give effective quality care.

The Home ensures that at least 50% of the Care staff hold a minimum of NVQ Level 2 in



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Care. All new members of staff will be encouraged to achieve this important qualification.

The Home has formal training courses carried out internally for such topics as Safeguarding Vulnerable Adults, Moving People Safely, Health & Safety Awareness, First Aid Intermediate, Food Hygiene Awareness, Medication, Infection Control, Diabetes, Management of Confusion in the Elderly, Dementia Care, and Fire Safety. Other types of training will be job-specific training, induction training, and a supervision training programme, one-to-one/group every two months, and a staff appraisal is carried out annually.

Admission

Crossways welcomes referrals from hospitals, the Primary Health Care Team and other sources.

An individual assessment will be made prior to admission in relation to the needs and suitability of the prospective Service User.

Prospective Service Users and their Next Of Kin are encouraged to visit the Home and sample the atmosphere and level of service.

Care Speciality of the Home:

The Home provides short and long term care of the elderly over 65 years old who require Residential Care.

Care Plan Review

On admission, each Service User shall have a comprehensive individual Care Plan addressing all aspects of care such as mental, physical, social, leisure and financial involving a multi-disciplinary assessment.

Once developed, the Care Plan will be regularly reviewed to ensure that the Service User is responding in a satisfactory manner. Adverse reaction to the Care Plan by the Service User will result in an immediate review of the Care Plan by the Manager, senior staff and other members of care staff as necessary.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the Service User's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Care Plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a formal review is held with Care Staff on a monthly basis or earlier if required.



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Privacy and Dignity

The staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all the residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever changing needs

Medical Care

The local General Practitioner of the Service User's choice will provide medical care.

Referral to the Consultant Psychiatrist and other medical specialists will be arranged through the individual's General Practitioner.

Various referrals to other Specialists, i.e. Dentist, Optician, Physiotherapist, Dietician, Speech Therapist and Chiropodist can be arranged through the individual's G.P. in consultation with the Service User and their Next of Kin.

In case of any medical emergencies, the individual's G.P. will be notified; the emergency ambulance and the hospital services would be accessed in the normal way. The individual's Next of Kin would be notified.

Fire Safety

- The Home has a modern Fire Alarm System, fitted with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the Home, as advised by the local Fire Department.
- During induction training staff are instructed with regard to the Fire Prevention/ Drills Policy. This includes use of the Home's fire appliances, evacuation, muster points, raising the alarm, etc.
- All fire systems and Appliances will be tested and checked by a competent contractor as per regulations, and records are kept of all such testing as part of the Manager's responsibilities. Fire alarms will be tested on a weekly basis by staff of the Home.
- A qualified fire extinguisher maintenance engineer will check all fire fighting equipment annually.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.
- An approved competent electrician tests all portable electrical appliances annually. Appliances brought in by a Service User will be checked for electrical safety.



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Religion (Worship/Attendance at Religious Services)

Service Users may attend religious services either within or outside the Home, as they so desire. If services are outside the Home, the Service User should, where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany the Service User on specific occasions if staffing levels permit.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

A Service User's family, relatives and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Service User to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the Home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The Service User has the right to refuse to see any visitor, and this right will be respected and upheld by the Person-In-Charge who will, if necessary, inform the visitors of the Service Users' wishes.

Complaints

The owner, Manager and staff of this Home endeavour to provide a happy, caring and safe environment for all the Service Users, their relatives and friends. However, in the event of something going wrong, we would like the problem to be investigated as soon as possible.

In the event of a Service User, relative or friend wishing to make a complaint, the following procedures should be provided:

- Speak to the senior person in charge of the shift who will report the matter to the Manager, who will action the investigation. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- All complaints will be responded to by an acknowledgement letter within seven days. The Home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days, the complainant will be informed.
- If you are not satisfied, you should make an appointment with the Proprietor to discuss the matter further.
- Once your complaint has been fully dealt with by Crossways Healthcare Limited, if you are not satisfied with the outcome, you can complain to the Local Government

Ombudsman (LGO). The LGO provides a free, independent service. You can contact their Advice Team for information and advice, or to register your complaint:

LGO Advice Team, PO Box 4771, Coventry CV4 0EH
Tel: 03000 610614, Fax: 0330 403 4001 or text "Call Back"
on 0762 481 1595. www.lgo.org.uk

- The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.
- Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
South East
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: 03000 616161, Fax: 03000 616171
www.cqc.org.uk/contactus.cfm

We view complaints as an opportunity to rectify and reassess our policies and procedures to make improvements which can only better our organisation.

Therapeutic Activities

The Home's policy on Therapeutic Activities takes into account the Service User's interests, skills, experiences, personality and medical condition. The Home offers a wide range of activities designed to encourage the Service User to keep mobile, and most importantly take an interest in life.

Staff encourage Service Users to pursue their hobbies and interests.

The range of activities provided relate to:

- The wishes and interests of the individual Service User;
- The positive qualities and experience which the Service User has, from which others can share, benefit and enjoy. i.e. Reminiscence Therapy;
- The social and any other skills which can still be maintained by an individual;
- The need of an individual for social contact and companionship.

Activities with the staff (On a Daily Basis) Depending on the Individual's capabilities.

- Chatting to Individual Residents.
- Going for walks.
- Manicures
- Playing games.
- Reading letters/magazines/newspapers.
- Music and singalongs.
- Maintain life long hobbies.
- Listening to radio, watching TV

Outings

All outings are geared to Service User's needs and capabilities, and due to this a limited number of residents can go on any one outing.

Examples of outings are listed below:

- A drive around the countryside.
- Visit to a garden centre or National Trust garden.
- Visit to a pantomime or play.
- Visit to Cats Protection League or Llama Park

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 week's notice must be given of this intention, or 4 week's fees paid in lieu of notice. These conditions are waived during the 4-week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks, provided 100% of the normal fee is paid.

Medication

All drugs will be managed by the staff, dispensed and ordered under the instructions of the G.P. However, if a Service User expresses the wish to manage his or her medication, a careful risk analysis will be drawn up by the Manager or senior staff. In the event of a Service User being allowed to manage his or her own medication, a lockable cabinet will be provided by the Home.

Service Users may request to see a doctor in private if they wish.

Telephone

Service Users may have their own private line through British Telecom at the going rate. Staff will assist the Service Users to receive or make calls if required. However, for those who have not got their own private line, they will be allowed to use the Home's telephone for any incoming call and should they need to make any outgoing call they will be welcome to do so. A member of staff will always be there to assist them.

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Service Users are encouraged to eat in the dining room but may eat in their own room if this is their choice. Staff will assist those that need help.

Tea, coffee and other hot drinks are served and available 24 hours a day. Visitors are also catered for.



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Monitoring and Quality

Within the Home there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We would welcome comments from Service Users and others.

Review of this document

We keep this document under regular review.

Signed: _____

Date: _____

Review Date: _____

APPENDIX A

Disposition of Rooms Schedule - Crossways Residential Home

<i>Room No.</i>	<i>Description/Use</i>	<i>Size Sq.Ft</i>	<i>Size Sq.M</i>
GROUND FLOOR			
From the Front Door:			
Room 1	Single/double bedroom, en-suite WC, Wash hand basin Past stairs to First Floor Under stair Cupboard/Cellar – Laundry room	228.29	21.20
Room 3	Single/Double Bedroom, en-suite WC, Wash hand basin WC and hand basin Past lift Through fire door Cupboard Assisted bathroom with WC, Medic bath and Wash hand basin	170.08	15.08
Room 4	Single bedroom with en-suite WC and wash Hand basin Past fire door leading to fire exit and back stairs	121.20	11.25
Room 5	Single bedroom with wash hand basin	142.42	13.23
Room 6	Single bedroom with en-suite WC and wash Hand basin Back through fire door Staff WC and wash hand basin Dining room Office	118.70	11.02
Room No.	Description/Use	Size	Size
	Fire door		
Room 23	Single bedroom with en-suite WC and Hand wash basin	135.00	14.43
Room 22	Single bedroom with wash hand basin Fire door WC and wash hand basin	132.00	12.26
Room 21	Single bedroom with WC and wash hand Basin x 2	153.00	14.21

<i>Room No.</i>	<i>Description/Use</i>	<i>Size</i>	<i>Size</i>
Room 20	Single bedroom with WC and wash hand Basin	148.00	13.82
	Bathroom with WC and wash hand basin	176.00	16.43
Room 19	Single bedroom with WC and wash hand Basin Fire Door Kitchen Dining store cupboard Past sluice room	176.00	16.43
Room 2	Single bedroom with en-suite WC and wash Hand basin Lounge Return to front door Use stairs to Mezzanine floor – stairs lift to 1st/2nd floor	154.02 314.35	14.30 29.20
MEZZANINE FLOOR			
	Mezzanine landing WC and wash hand basin Upstairs to First Floor		
FIRST FLOOR			
	Fire door Past lift Through Fire door Past Service room Shower room with en-suite WC and wash hand basin		
Room 17	Single bedroom with en-suite WC and wash Hand basin Past fire door to rear stairs Small lounge	121.20 129.76	11.25 12.05
Room 18	Single bedroom with en-suite WC and wash Hand basin Past double cupboard Through fire door Past double cupboard	118.70	11.02
Room 16	Single bedroom with en-suite WC and wash Hand basin	115.00	10.68
Room 15	Single/double bedroom with en-suite WC And wash hand basin	167.67	15.57

<i>Room No.</i>	<i>Description/Use</i>	<i>Size</i>	<i>Size</i>
Room 14	Single bedroom with en-suite WC and wash Hand basin	126.75	11.77
Room 12	Single bedroom with en-suite WC and wash Hand basin Back through fire door Down Mezzanine floor, upstairs to First Floor	123.50	11.47
Room 9	Single bedroom with en-suite WC and wash Hand basin	144.00	13.37
Room 8	Single bedroom with wash hand basin	128.29	11.91
Room 7	Single bedroom with wash hand basin Assisted bathroom with hoist, WC and wash hand basin Laundry cupboard	135.59	12.59
Room 10	Single/double bedroom with en-suite WC and Hand wash basin	228.29	21.20
Room 11	Single/double bedroom with en-suite WC and Wash hand basin Past stairs to second floor, staff accommodation and office Downstairs to Mezzanine floor Downstairs to front door	145.99	13.56