



Statement of Purpose

25th July 2017

Introduction

Our Statement of Purpose is written to comply with Outcome 15: Statement of Purpose of the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety. This requires a care service provider to produce and keep under review a statement that describes:

- Its values, aims and objectives
- The services it provides to meet the needs of the people who use or might use the service
- Information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, e-mail addresses
- The legal or registration status of the service provider, e.g. a care home with or without nursing designed to provide care and accommodation for older people, people with dementia, etc
- The locations where the organisation's registered services are provided (where there is more than one).

Information about the Organisation

The person officially registered as carrying on the business of the home and services is Mr JT & Mrs D Cole, who can be contacted at:

Annan (off Potland View)
Linton Colliery
Morpeth
Northumberland
NE61 5SE
01670 862893
eldroncare@gmail.com

The organisation runs the following homes.

No.11&12 Third Row

11&12 Third row, Linton Colliery, Morpeth, Northumberland, NE61 5SB
01670 861417
10fifthrow@gmail.com

This is a five bedroom mid-terraced house situated in the small village of Linton Colliery. The home is registered for up to four service users and managed by Mrs Theresa Lynn Slassor.

Admin Office (Non-registered location)

First Floor
Linton Village Hall
Linton Colliery
Morpeth
Northumberland
NE615SE

Values and Principles of Eldron Care

The following statements reflect the values, principles and general aims of Eldron Care:

Rights

We place the rights of residents/people who use our services at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to 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 an individual's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our service users in the following ways.

In Residential Care:

- Giving help in intimate situations as discreetly as possible
- Helping service users 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 for residents to be alone or with selected others
- Providing locks on residents' 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 the home holds about residents

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of our service users in the following ways.

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

Independence

We are aware that our service users have given up a good deal of their independence in entering a residential home or supported living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways.

- Providing as tactfully as possible human or technical assistance when it is needed
- Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided
- Helping service users take reasonable and fully thought out risks

- Promoting possibilities for service users to establish and retain personal contacts with friends & family
- Using any form of restraint on service users only in situations of urgency when it is essential for their own safety or the safety of others
- Encouraging residents to access and contribute to the records of their own care

Security

We aim to provide an environment and structure of support, which responds to the need for security in the following ways.

- Offering assistance with tasks and in situations that would otherwise be perilous for service users
- Protecting service users from all forms of abuse and from all possible abusers
- Providing readily accessible channels for dealing with complaints by service users
- Creating an atmosphere which service users experience as open, positive and inclusive

Civil rights

Having disabilities, residing in a home or requiring supported living, can act to deprive our service users of their rights as citizens. We therefore work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways

- Ensuring that service users have the opportunity to vote in elections and to brief themselves fully on the democratic options
- Preserving for service users full and equal access to all elements of the National Health Service
- Helping service users to claim all appropriate welfare benefits and social services
- Assisting service users access to public services such as libraries, further education and lifelong learning
- Facilitating service users 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 our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

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

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- Informing ourselves as fully as each service users wishes about their individual histories and characteristics
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all service users, and to stimulate participation
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user
- Respecting our service users religious, ethnic and cultural diversity
- Helping our service users to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish
- Attempting always to listen and attend promptly to any service users desire to communicate at whatever level

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and within our service. We try to do this in the following ways.

- Positively communicating to our service users that their diverse backgrounds enhance the service we provide
- Respecting and providing for the ethnic, cultural and religious practices of service users
- Outlawing negatively discriminatory behaviour by staff and others
- Accommodating individual differences without censure
- Helping service users to celebrate events, anniversaries and festivals which are important to them

Quality Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of Service

We recognise that every prospective service user should have the opportunity to choose a service that suits their needs and abilities, to facilitate that choice and to ensure that our service users know precisely what services we offer. To that end, we will do the following.

- Provide detailed information on the service by publishing a statement of purpose and a detailed service user guide/information about the service
- Give each service users a contract or a statement of terms and conditions specifying the details of the relationship
- Ensure that every prospective service users has their needs expertly assessed before a decision on admission is taken
- Demonstrate to every person about to use our service that we are confident that we can meet their needs as assessed
- Offer introductory visits to prospective service users to build a rapport and avoid unplanned care provision except in cases of emergency

Personal and health care

We draw on expert professional guidelines for the services we provide. In pursuit of the best possible care, we will do the following.

- Produce with each service user, 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 service user
- Establish and carry out careful procedures for the administration of service users medicines
- Take steps to safeguard service users privacy and dignity in all aspects of the delivery of health and personal care
- Treat with special care, service users who are dying, and sensitively assist them and their relatives at the time of death

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives.

To respond to the variety of needs and wishes of service users, we will do the following.

- Aim to provide a lifestyle for service users which will satisfy their social, cultural, religious and recreational interests and needs
- Help service users to exercise choice and control over their lives
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to service users

Concerns, complaints and protection

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

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure
- Take all necessary action to protect service users legal rights
- Make all possible efforts to protect service users from every sort of abuse and from the various possible abusers

The environment

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

- Maintain the buildings and grounds in a safe condition
- 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 to a high standard
- See that residents have safe, comfortable bedrooms, with their own possessions around them
- 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 services' staff will always play a very important role in service users' welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet the service users' needs
- Provide at all times an appropriate number of staff with qualifications in health and social care
- Observe recruitment policies and practices which both respect equal opportunities and protect service users' safety and welfare
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development

Management and administration

We know that the leadership of the service is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage as registered manager a person who is qualified, competent and experienced for the task
- 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 that safeguard service users' interests
- Offer service users appropriate assistance in the management of their personal finances
- Supervise all staff and voluntary workers regularly and carefully
- Keep up-to-date and accurate records on all aspects of the service and its service users
- Ensure that the health, safety and welfare of service users and staff are promoted and protected

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care.

Focus on service users

We want everything we do in the service to be driven by the needs, abilities and aspirations of our service users, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our service users.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each service user.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

The relevant qualifications and experience of the registered provider are as follows:

John Cole:

- CSC
- 16 Years private health care provider

Delia Cole:

- RGN, RNLD, RM, NDN FPN
- 30 years nursing
- 16 years private health care provider.

The relevant qualifications and experience of the Registered & General Manager(s) are as follows:

Theresa Lynn Slassor:

- RM A1 Award
- NVQ 3 Health & Social care
- NVQ 4 Leadership & Management
- NVQ Assessor
- Train the Trainer
- IOSH
- BTEC level 3 Medication
- 30 years working in private health care.

Andrew Cole:

- DC32/34 (NVQ Assessor)
- QCF 5 Diploma leadership & management
- QCF 3 Diploma learning disability pathway
- BTEC level 3 Medication
- 9 years working in private health care

Beverley Cole:

- QCF 5 Diploma leadership & management
- Certificate in inter personal skills
- 9 years personal experience 6 years working in private health care

The home's staff

Eldron Care's total staff establishment is currently 18, of whom all except 1 may have duties involving direct personal care for service users.

The staff have a variety of backgrounds, not necessarily in the care sector, however all new staff regardless of background are mentored by staff experienced in the background and ethos of Eldron Care.

All staff employed have a **minimum** of NVQ level 2 Health & Social Care (or equivalent) or, if recently recruited, they are enrolled on NVQ 2/3 at the earliest opportunity.

To compliment the NVQ all members of staff are trained in:

- Fire Safety
- Infection Control
- Food Hygiene
- Food and Nutrition
- Equality and diversity
- Safeguarding adults
- Health & Safety
- Lifting & handling
- Life Conditions (various training)
- Person Centred Care
- Risk Assessment
- Information Governance
- Emergency First aid
- Medication Administration

Staff are also able to attend other care related courses to diversify their knowledge.

Service users accommodated

The homes provide care and accommodation for adults (18-65) with learning disabilities of varying degree. The accommodation is all single rooms and as such is unisex however; historically Eldron Cares services have only been required for male service users.

The range of needs met

The service aims to provide a service for all degrees of disability from fully dependant to self-reliant with staff having the experience and skills to deal with even the most challenging personalities and abilities.

Residents requiring nursing care

The service does not employ appropriate staff to provide nursing for any service users who need nursing care nor is the service registered to do so.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure the service user and ourselves that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. We are happy for a

prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

Unfortunately, Eldron care is unable to accept emergency admissions.

Social activities, hobbies and leisure interests

We try to make it possible for our service users to live their lives as fully as possible. In particular, we do the following.

- We aim as part of the assessment process to encourage potential service users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them in our provision of care
- We try to help service users to continue enjoying as wide a range of individual and group activities and interests as possible both inside and outside the service, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All service users (within residential setting) are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the home, alternatively remain in their own rooms whenever they like.
- Service users (within residential setting) are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
- We hope that friendships among service users will develop and that service users will enjoy being part of a community, but there is no compulsion on a service users to join in any of the communal social activities.
- Within a residential setting, we recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible, we encourage residents to choose where they sit in the dining room or meals can be served in residents' own rooms if desired. Three full meals are provided each day, residents are always offered a choice at meals. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.
- We try to ensure that the service is a real part of the local community, so in principle we encourage visitors such as local councillors, members of parliament, representatives of voluntary organisations, and others. Naturally, we respect the views of service users about whom they want to see or not to see
- We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and some service users will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

- For the benefit of all service users and staff, we have designated all of the communal areas of the home as non-smoking. Residents, who wish to, may smoke in the designated outdoor smoking areas.
- We may make a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

Consulting service users about the way the service operates.

We aim to give service users opportunities to participate in all aspects of life within the service. In particular, they are regularly consulted both individually and corporately about the way the service is run. Our objective is always to make the process of managing and running the service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.

Consultation with residents and their representatives

We try to consult service users as fully as possible about all aspects of the operation of the service and the care provided.

Fire precautions, associated emergency procedures and safe working practices

Within a residential setting, all residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

service users who wish to practise their religion will be given every possible help and facility. In particular, we will do the following.

- We will try to arrange transport for service users to any local place of worship if required
- If asked to we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this
- In the public areas of the home (residential setting) we celebrate the major annual Christian festivals, residents have the opportunity to participate or not as they wish
- Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before commencement of support

Relatives, friends and representatives (residential setting)

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where
- If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities

Concerns and complaints

The management and staff of the service aim to listen to and act on the views and concerns of service users and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from

service users 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 service should, if possible raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the service feels that, when they raised the matter informally, it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then arrange to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible, the person investigating the complaint will report to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action, which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Service user plan of care

At the commencement of care provision, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for their care, and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

We regularly review each person's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the service user achieve their full potential. Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Rooms in the home

The homes have between two and three for residents, of which all are for single occupation. The rooms in the home for communal use are as follows:

Shower room
Dining area
Living room
Kitchen
Bathroom (where applicable)

The only areas of the home for 'staff only' are the designated offices (where applicable).

Due to the fact that the properties were originally private residential dwellings, the service user bedrooms do not quite meet the sizes normally required to meet essential standards but this is balanced by the substantial communal space.

Relating to personal space, all homes have been approved by CQC inspectors.

Privacy and dignity

The home places a high value on respecting the privacy and dignity of the people who live here. The detailed measures we take are set out in the paragraphs headed respectively Privacy and Dignity at the beginning of this document.