

## **Swindon Borough Council**

### **Whitbourne House: Statement of Purpose**

#### **Aims and Objectives**

Whitbourne House aims to provide a supported living environment where older people can feel safe, secure and free to live their lives as independently as possible. Privacy, dignity and the right to make choices are paramount in our approach to providing the highest quality service for those who choose to make Whitbourne House their home.

The service we provide is designed to meet the needs of each individual service user in such a way as to provide them with the opportunity to maintain as much control over their own lives as possible.

Each service user is recognised as a unique individual with their own wishes and needs. Care planning will involve the service user and, where relevant, their relatives and friends. Within Whitbourne House there are service users who have mental health needs, physical health needs and other associated illnesses. We will continue to support these individuals with guidance from Training 'Yesterday, Today & Tomorrow' Dementia awareness, all statutory training and training specific to our client group, reviews with the mental health team, learning disabilities team and support from external agencies. We will continue to do this in a way that meets the needs of the individual.

The living environment is maintained to the highest possible standard and is designed to provide support for those people who may have difficulty with mobility, cognitive abilities and other activities of daily living.

Our cooks and kitchen staff provide a varied choice of meals designed to meet the nutritional needs of older people according to choice, religious requirement and any other requirements. Menus are changed on a regular basis in consultation with the service user group, dieticians and staff. There will always be more than one choice available and we ensure that soft and pureed options are available.

Staff are trained to respect the rights, dignity, privacy and individual needs of a diverse group of people. Where staff need to provide support to residents in any activity they will act in a way which is sensitive to the privacy and dignity of the individual concerned. This is all under guidance from the Health and Care Professions Council and all of the organisation procedures relating to professional boundaries.

Whitbourne House is committed to promoting equality in all its responsibilities as a provider of services, as a partner in the local economy and as an employer. We therefore strive to fulfil our duties under the Equality Act relating to the protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. In everything we do, we will endeavour to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations
- Protect against dual discrimination

## **Management of the Home**

The home building is owned by Swindon Borough Council. The Service Manager for Regulated Services, Adult Social Care, Mrs Kelly Keane is based at Swindon Borough Council Head Quarters.

The Registered Manager of the home is Mrs Sharron Black.

### **The Management's Qualifications and Experience**

Sharron Black's Qualifications are :

NVQ Level 2 Health and Social Care. Qualification obtained on 01/03/2004;

NVQ Level 3 Health and Social Care. Qualification obtained on 01/09/2004;

NVQ Level 4 Health and Social Care. Qualification obtained on 02/06/2007.

Mrs Black has been working in Social Care settings since 1997, in a variety of settings from community, residential care, day care, rehabilitation, learning disabilities and crisis care. Sharron has been in frontline management roles since 2004. Sharron is also registered with the Care Quality Commission as a Registered Manager. Her current position is an Operational Manager.

Staff at Whitbourne House have completed or are working towards an NVQ level 2 in Dementia Care, as well as other Dementia related courses and all mandatory courses as required by the organisation. New staff are required to undertake the Care Certificate within their probationary period of employment.

### **The Organisational Structure in the Home**

The home building is owned by Swindon Borough Council and managed by the local manager who is located in the home. A Team Leader supports Ms Smiles and deputises in her absence.

### **Age Range of Residents**

The home is primarily for male and female residents aged 65 years and over who are living with Dementia or related mental health diagnosis. There is no upper age limit.

### **Range of Services Provided**

The 41 bedded home provides services for people who are generally physically frail and may require assistance with personal care and services for people with mental health issues and associated illnesses. It is our philosophy, wherever possible to provide a 'Home for Life' and where it is possible for us to meet an individual's needs we will continue to do so. Of the 41 beds, two are allocated for respite facilities and one is used for short term crisis support.

The range of services provided, on a day-to-day basis include:

- Assistance to enable service users to be independent with washing, bathing, dressing, assistance with continence and toileting needs and help with mobility.
- Administration of medication prescribed by the General Practitioner (but not those medications or procedures which require the skills of a trained nurse, for this a local District Nurse team would become involved).

- Assistance to participate in social or recreational activities and personal interests of their choice. These are regularly offered within and external to Whitbourne House.
- Regular supervision during the day and night.
- Attention under supervision of the person's General Practitioner or Community Nurse, including the taking of temperature, changing simple dressings, prevention of pressure sores, changing colostomy and catheter bags and basic first aid.
- Laundry service daily washing is offered for all clothes, bedding etc. some however may choose to have their washing done by family members.
- Assisting the use of prosthesis or appliances, help and support in the use of aids and equipment for daily living.

### **Nursing Services**

Whitbourne House does not provide nursing care, other than that which is provided through the Community Nursing service. Whitbourne House is not registered as a Care Home for Nursing and therefore cannot provide 24 hour nursing care. Where service users' needs can no longer be met by Whitbourne House due to increased nursing dependency, we will arrange for a social worker to review and assess for a nursing home placement.

### **Criteria for Admission**

People who wish to become resident at Whitbourne House will have their needs assessed by a Social Worker prior to any decision or offer of a placement being made and will meet the Local Authorities eligibility criteria for funding, i.e.

- They are assessed as requiring a significant level of personal care and/or supervision
- They cannot reasonably be supported in the community
- A residential care placement is in accordance with their needs and wishes
- That Whitbourne House is their choice of home

Also, where it appears that the home can meet the assessed needs of the individual and a place is available, a placement will be offered.

Arrangements will be made for potential residents to visit the home prior to admission. The first four weeks of residency is a period of assessment for both the home and the Service User to come to a final decision as to the suitability of the placement, which takes into consideration significant loss of independence and changes in lifestyles.

### **Social Activities, Hobbies and Leisure Interest**

Service users are encouraged to live their own lives as fully and independently as possible. As part of the assessment process service users are asked to share with us as much information as possible about their social, cultural and leisure interests. Service users are encouraged to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits, and relationships and to explore new avenues and opportunities.

All service users have full use of either upstairs or downstairs dining room, the communal lounges, other sitting and circulating areas, and the grounds of the home. Those who wish to maintain their personal privacy and remain in their own rooms will have their wishes respected by both staff and other service users.

Relatives and friends of service users are encouraged to visit as often as possible and can visit in the service users own room or any other suitable area of the home. There are no set visiting hours at Whitbourne House. Service users are encouraged to receive visitors at a time suitable to them in order to maintain the 'homely' environment.

The home's facilities include five corridors where each individual has their own bedroom, shared toilet and bathing facilities, communal sitting areas which are fully wheelchair accessible. There is a conservatory on the ground floor and a large landscaped garden to explore and enjoy. Service users are encouraged to personalise their own rooms with small items of furniture and other possessions and, where possible, individual preferences in decoration and furnishings.

Social activities such as coffee mornings, exercise sessions, parties, outings, entertainers and events involving other organisations or volunteers are held on a regular basis. We hope that friendships among service users will develop and that they will enjoy being part of a community. Whilst these activities are open to all, participation is the choice of the service user themselves.

Daily newspapers are provided on request with individual billing available, a hairdresser is available on a regular basis and we can also arrange for other practitioners to visit, such as Podiatry, Optician, Dentist etc. on request. There may be a charge associated with some social activities and services. Where this applies, the details will be made clear to the service user in advance.

Three full meals are provided each day and are taken by most service users in one of the dining rooms. Those that choose to eat the meal in the privacy of their own rooms are able to do so. There is a regular change of menu for lunch and the evening meal, which always includes the choice of more than one main course. Individual tastes will be catered for wherever possible.

We cater for special and therapeutic diets, as advised by specialist staff, and as agreed in each service user's Care Plan. 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 wherever possible.

For the benefit of all service users and staff and to comply with the law, all areas of the home are designed as non-smoking. There are however designated smoking areas in the garden.

### **Arrangements for Consultation**

We aim to give service users the opportunity to participate in all aspects of life in the home. In particular, residents and their family members are regularly consulted about the way the home is run via service user meetings and regular consultation exercises.



Comments are welcome from service users and their friends or relatives via the organisation Comments/Complaints Procedure, which is available in the home or directly to the home manager, Ms Smiles.

### **Fire Precautions, Associated Emergency Procedures & Safe Working Practices**

All service users are made aware of the actions to be taken in the event of a fire or any other emergency. 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. The home has a sprinkler system fitted in all bedrooms and communal areas and the fire alarm system is regularly tested within the home.

### **Arrangements for Religious Observances**

Service users who wish to practice their religion will be given every possible help and facility. In particular, we will try to arrange transport for service users to a local place of worship if required.

If asked 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 we celebrate the major annual Christian Festivals, and Holy Communion. Residents have the opportunity to participate or not as they wish. Particular care will be taken to try to meet the needs of the service user from minority faiths. These should be discussed with the manager before admission.

### **Relatives, Friends and Representatives**

Service users are encouraged and given every possible help to maintain links with their families and friends outside the home. If a service user wishes, their friends and relatives are welcome at any time convenient and are encouraged to become involved in daily routines and activities.

If a service user wishes to be represented in any dealing with the home by a nominated friend, relative, professional person and advocate, we will respect their wishes and offer all necessary facilities. This can include financial support from an independent professional to discuss issues such as funding, selling properties and sorting out the service user allowances to be paid to them.

### **Concerns and Complaints**

The home operates within the Complaints Procedure, a copy of which is provided to every service user on admission. Copies of the procedure are available in the home and any member of staff can provide a copy and explain the procedure to any service user or relative that wishes it.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter with a responsible member of staff as soon as is practicable. It may be that the staff member can take action to resolve the issue immediately. If the complainant feels



uncomfortable about making a comment or complaint with a particular member of staff they can ask to discuss their concerns directly with someone more senior.

The Care Quality Commission can be contacted at any time for advice or to make a complaint.

Swindon Borough Council can be contacted at any time for advice or to make a complaint. Their address is:

Complaints Manager  
Children Services & Adult Social Care - Customer Support & Business Development  
Swindon Borough Council  
Wat Tyler West 3<sup>rd</sup> Floor  
Euclid Street  
Swindon, SN1 2JH

Tel: 01793 463302

A person who is not satisfied with the outcome of a complaint investigated through the organisation complaints procedure has the right to contact:

The Local Authority Ombudsman  
2 The Oakes  
Westwood Business Park  
Coventry  
CV4 8JB

## **Service User Plan and Reviews**

At the time of a new service user's admission to the home, and Assessment of Need under the Care Act 2014 will have been carried out by a qualified Social Worker and this will look at capacity needs. The service user, their relatives and friends will have been involved in drawing up a Care Plan, which reflects the individual's needs, and the service which will be provided to meet those needs. A copy of the Assessment and Care Plan will be provided to the home.

Each service user of the home is allocated a Key Worker who is responsible for reviewing the service user Care Plan on a monthly basis or more regularly if needed. The review will involve the service user and their relatives (if required or requested) and is essential to ensure that an individual's needs continue to be met in the most appropriate way.

Every service user has access to their Care Plan and is encouraged to participate as fully as possible in the Care Planning process. Each service user will have an external review of their needs at least annually. The review will involve the service users and their relatives, representatives from the home and other key Health and Social Care professionals.

## **Rooms in the Home**

The home has 41 bedrooms, all of which are single occupancy. There are two floors. The ground has a lounge, sitting and dining area. The first floor has a sitting room and breakfast room and hairdressing salon that are for communal use by all service users of the home. The home has a conservatory that faces the garden. There are three offices. The Reception and Manager's office are on the ground floor, and the Care Office is on the first floor.



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### **Specific Therapeutic Techniques**

There are no specific therapeutic techniques currently in use at Whitbourne House. If any such technique were requested by a service user or recommended by a qualified professional then these would only be provided under the supervision of a recognised professional, properly qualified in the use of such a procedure.

### **Privacy and Dignity**

Life in a communal setting and the adaption of assistance with personal care are inherently invasive of a person's ability to enjoy the pleasure of being alone and undisturbed. We aim to retain as much privacy as possible for service users in the following ways:

- Giving help in intimate situations as discreetly as possible
- All new staff receive mandatory training for Data Protection and Freedom of Information, Equality and Diversity Care Certificate and Dementia awareness
- 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 service user's storage space, bedrooms and other rooms in which service users require privacy
- Guaranteeing service users' privacy when using the telephone, opening and reading post and communicating with friends, relatives and advisors
- All service users' records and any information held are stored securely to ensure the highest level of confidentiality

All staff are trained to respect the dignity and individuality of each service user in the following ways:

- Treating each service user as a valued individual
- Helping service users, who may have difficulty choosing, to wear clothing that is appropriate to them and suitable
- Offering a range of activities that enables each resident to express himself or herself as a unique individual
- Tackling the stigma from which our service users may suffer through age or disability
- Compensating for the effects of disabilities which service users may experience with their communication, physical functioning, mobility or appearance
- Enabling each service user to maintain their own individual identity through the way they are addressed

Updated: December 2018  
Sharron Black