

Swindon Borough Council

Fessey House: Statement of Purpose

Dementia / Discharge to Assess / Reablement in the community



1. Aims and Objectives

Fessey House Team supports people that require certain level of support outlined by The Care Act. Service Users we support will either come via Adult Social Care route (partially or fully funded) or Self-funding way. We provide support at Fessey House (Permanent beds - Dementia units, Discharge to Assess - Reablement units) for older adults or in the community (Reablement) for younger and older adults. These services are managed by individual teams from Fessey House.

1.1 Dementia units and Discharge to Assess at Fessey House.

Fessey 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 Fessey 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 Fessey House there are service users who have mental health needs, physical health need and other associated illnesses. We will continue to support these individuals with guidance from Dementia Later Life Liaison Team, Community Stroke Team, all statutory training and training specific to our client group, Reviews with the Mental Health 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 and there will always be more than one choice.

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 Code of conduct for Healthcare support workers and Adult social care workers in England and all of the organisations procedures relating to professional boundaries.

Fessey 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 surrounding the protected characteristics: age, disability, gender reassignment, marriage and civil

partnership, pregnancy and maternity, race, religion or belief, sex, 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.

1.2 Fessey House Reablement in the community

Reablement Team provides a short-term service designed to help people develop the confidence and skills they need to live as independently as they can in the community in Swindon area.

Reablement should be the first choice for any service user to get them back to or better than their baseline level of independence. Our services are delivered during the day but we also offer the Overnight service if required.

People function best when they're in an environment they're familiar with and happy in. For most people, that's at home. Reablement is a unique opportunity for someone to improve their independence while living at home. Importantly, it can prevent reliance on long-term packages of care.

Fessey Reablement works across four key areas to improve a person's independence:

- **Performance**

Improving someone's ability to meet their needs e.g. assisting someone with personal care or meal preparation.

- **Occupation**

Using other techniques for doing everyday tasks e.g. learning to get dressed with limited mobility.

- **Environment**

Adapting someone's environment so it meets their needs better e.g. providing equipment or rails.

- **Confidence**

Building someone's confidence to do things in a safe way e.g. making sure they're confident getting in and out of the shower safely.



Reablement also helps:

- Prevent deterioration,
- Prevent hospital admission,
- Prevent admission to residential care,
- Support timely discharge from hospital,
- Assist with management of long term conditions,
- Prevent or reduce the need for long term domiciliary support.

2. Management of the Home

The Home is owned by Swindon Borough Council the nominated individual for the home is Mrs Kelly Keane.

Mrs Keane is based at the company's Headquarters.
Swindon Borough council
Civic Offices
Euclid Street
Swindon
Wilts
SN1 2JH

The Registered Manager of the House is 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.

3. The Organisational Structure in the Home

The Home is owned by Swindon Borough Council and managed by the Operational Manager who also oversees another service at Whitbourne House. Two Team Leaders support Mrs Black and Deputise in her absence. There is also a Service Manager who supports Mrs Black. Both the Operational and the Service Manager divide their time to equally share and support all services.

4. Age Range of Residents

The Home is primarily for male and female Residents aged 65 years and over for Residents with Dementia and related mental health diagnosis in two of the units. The other two units are dedicated to service users 60 years and over for Discharge to Assess.

Reablement in the community provides support for younger and older adults.

5. Range of Services Provided

5.1 Fessey House Home:

The 39 bedded Home providing services, which are for people who are generally physically frail and may require assistance with personal care. Fessey House is now able to provide a service for those 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.

5.2 Fessey Reablement in the community:

Provides Reablement for the residents of Swindon ensuring that they are the best that they can be. Reablement aims:

To provide a support service overnight for either 1 or 2 calls during the night, for up to two weeks.

To prevent admission to hospital or allow early discharge from other services (GWH, Swicc, Fessey House).

6. The Range of services provided on a day-to-day basis at Fessey House and in the community:

- Assistance to enable service users to be independent with washing, bathing, dressing, assistance with continence and toileting needs, 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 Fessey House.
- Regular supervision during the day or at 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, first aid.
- Laundry service daily washing is offered for all clothes, bedding etc.- some however 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.

7. Nursing Services

Fessey House Team does not provide nursing care, other than that which is provided through the community nursing service. Fessey House is not registered as a Care Home for Nursing and therefore cannot provide 24 hour nursing care.

8. Criteria for Admission

8.1 Admissions to Fessey House (Dementia units - permanent)

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

- They are assessed by appropriate professionals as requiring a significant level of personal care and/or supervision,
- They cannot reasonably be supported in the community,
- That a residential care placement is in accordance with their needs and wishes,
- That Fessey House is their choice of Home.

And 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.

8.2 For service users using Reablement service at Fessey House - Discharge to Assess or in the community - Reablement

- They are assessed by appropriate professionals as requiring a significant level of personal care and/or supervision,
- They need to have an exit plan and achievable progressive outcomes,
- Reablement at Fessey or in the community is their choice or in their best interest if applicable.

8.3 For service users using Crisis beds at Fessey House

- They are assessed by appropriate professionals as requiring a significant level of personal care and/or supervision,
- They need to have an exit plan,
- Fessey house needs to be the least restrictive option if this is not their choice.

9. Multidisciplinary Team Meetings

Fessey House Team runs 3 Multidisciplinary meetings a week - 2 for Reablement in the community and 1 for D2A / Crisis.

Below is the structure of professionals involved:



10. 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 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 or in the community, to carry on with existing hobbies, pursuits, and relationships, and to explore new avenues and experiences.

At Fessey House Service users have full use of the 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 Fessey House for permanent service users. Service users are encouraged to receive visitor at a time suitable to them in order to maintain the 'Homely' environment.

The Home's facilities include four individual living units where each individual has their own bedroom, shared toilet and bathing facilities communal sitting areas equipped with kitchenettes, which are fully wheelchair accessible.

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 users.

Daily newspapers are provided on request with individual billing available, a hairdresser is available on a regular basis for which there is a charge, we can also arrange for other Practitioners 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 Residents in the unit-based 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 users 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. In the all lounges self-catering facilities are available. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

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 gardens.

In the community, service users are offered and encouraged engage in activities in the community and supported to variety of service ie mobile hairdresser, mobile chiropodist, gardener, local day centres, activities group etc.

11. Arrangements for Consultation

We aim to give service users opportunities to participate in all aspects of life in the Home. In particular, residents are regularly consulted about the way the Home is run via service users' 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.

- **Fire Precautions, Associated Emergency Procedures and Safe Working Practices**

All Service users are made aware of the actions 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**

Residents who wish to practice their religion will be given every possible help and facility. In particular, we will do the following:

We will try to arrange transport for Residents 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, 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.

12. 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 or service in the community 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.

13. Concerns and Complaints

The Fessey House operates within the Complaints Procedure, 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 service provided 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. Their address is:

The Area Manager
Care quality commission
National correspondence
Gallow Gate



Newcastle upon Tyne
NE1 4PA
Telephone 03000 616161
Or email enquiries@cqc.org.uk

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

14. Service User's Plan and Reviews

At the time of a new Service users admission to the Fessey House or their home a Community Care Assessment will have been carried out by a qualified Social Worker. 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 regular 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 need continue to be met in the most appropriate way.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process. We are integrated with the Community Nursing Team in offering '*my plan*' a recognised plan to assist people to meet their needs at the end of their life- this can be discussed during the assessment and on an ongoing basis

Each service user at Fessey House 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.

Service users in the community will have their plans and support reviewed daily and their care package will be adjusted according to their needs and abilities. This will be discussed during the Multidisciplinary Team meetings twice a week with appropriate health professionals, social workers and reablers involved.

15. Rooms in the Home

The Home has 39 bedrooms, of which are for single occupation. There are 25 rooms at 13sq m, 10 at 13.6sq m and 5 at 14.4sq m.

There are 4 units, of which each one has a lounge, sitting and dining area that are for communal use by all service users of the Home.

There are 5 offices two on the ground floor and four to the first floor, one large communal dining/activity area, a salon and smaller communal lounge.

16. Specific Therapeutic Techniques

There are no specific therapeutic techniques currently in use at Fessey 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.

17. Privacy and Dignity

Life in a communal setting and the need to accept help with personal care takes 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 user 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 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,

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- 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 at Fessey House and in the community are trained to respect the dignity and individuality of each service user in the following ways:

- Treating each service user as a special and 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 Service user 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