



## STATEMENT OF PURPOSE/SERVICE USER GUIDE

### PRINSTED CARE HOME

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Prinsted Lane

Southbourne

West Sussex

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Email: [prinstedmanager@springfieldnursing.co.uk](mailto:prinstedmanager@springfieldnursing.co.uk)

Website: [www.springfieldnursing.co.uk](http://www.springfieldnursing.co.uk)

Legal Status: Private Limited Company

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Registered Office	Springfield Health Services Limited 5a Frascati Way Maidenhead Berkshire SL6 4UY
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## PURPOSE OF THIS DOCUMENT

This document provides basic information about Prinsted Care Home for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the principles set out in the Essential Standards which forms part of the Regulations of the Health & Social Care Act 2008. It includes names and contacts, qualifications and experiences of the people who manage the service as well as the range of training required to ensure our nursing and care team provide high standards of care. It also tells you about our complaints policy should you not be satisfied with any aspect of care.

This is available upon request and this document sets out our aims and objectives, those whom we care for and the services we provide.

Prinsted Care Home will seek consent before we commence care and your data will remain confidential and only divulged if legally bound to do so to ensure your own protection and safety. This may be to other professionals. We adhere to the General Data Protection Regulations 2018.

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## OUR COMMITMENT TO YOU

Prinsted Care Home is registered to provide accommodation to people 65 and over who require nursing and residential care. Our care team is committed to delivering high quality personalised care and offers accommodation to suit individual need.

Prinsted Care Home is available to people over 65 years with residential and nursing care needs. It is registered with the Care Quality Commission under the Health and Social care Act 2008. We provide accommodation for persons who require nursing or personal care, Dementia, Treatment of disease, disorder or injury.

Prinsted Care Home is committed to ensuring that the individual's right to dignity, respect, choice and control over their own lives is promoted at all times. We aim to achieve the following:

All residents are treated in a manner that respects their personal privacy and dignity.

Every resident will have an individualised care plan which comprises a full pre admission assessment of physical, physiological, social and emotional needs. An individual care plan will be developed which is reviewed and amended to suit changing needs and preferences.

All residents will be asked to participate in the assessment and implementation of their care plan.

Every resident will be allocated a key worker who will be responsible for ensuring their needs and preferences are met. Residents will have choice in the gender of those who provide their personal care, as appropriate.

Regular resident meetings will take place so that we can hear your views and preferences. This will include all aspects of care including social activities which offer stimulation and motivation, and access to the internal and external environment. Activities will be planned and be culturally and seasonally sensitive.

Residents are assured that any information regarding their care or any documentation about them will be treated as confidential and only shared with their consent.

Residents are assured that the staff have been carefully selected and trained to perform their duties to the highest possible standard and are supervised on a regular basis.

Residents are assured that their security and safety are extremely important.

Residents' financial affairs are treated with honesty and confidentially managed.

Residents are encouraged to give us their views on any of the services we provide and management staff will actively respond. Regular residents and relatives' meetings are held at the Home to create an open culture.

Residents who have any complaints are guaranteed of a full investigation by the management. We will respond immediately once the investigation is complete.

Every resident will be actively assisted to access their rights as a citizen and to access their wider community as they wish. Residents will also be supported to access their rights from primary care services as appropriate.

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## SERVICES AND FACILITIES

Prinsted Care Home has accommodation for 44 residents on two levels.

### GROUND FLOOR

15 single rooms with en-suite wet room WC and basin.

2 single room with basin only

2 double room with en-suite wet room WC and basin

Large lounge and dining room, with bistro area, leading onto the patio into the landscaped garden

A mini cinema / rest room / activity room

There is one nursing station, medication room, reception area, laundry and kitchen on the ground floor.

### FIRST FLOOR

13 singles rooms with en-suite wet room WC and basin.

4 single rooms with basin

2 double rooms with WC and basin

Large lounge and dining room

There is one nursing station on this floor

All rooms have TV points, smoke alarms, smoke detectors and a 24 hour portable nurse call system. Bedrooms are fully furnished to ensure comfort but residents are welcome to provide their own furniture/bedding which complies with fire regulations. Rooms are lockable for privacy and risk assessed for appropriateness. Towels and bedding are provided as well as disability equipment as required.

Residents may invite family and friends as they wish and entertain them in the privacy of their own accommodation. Resident's guests are welcome to take meals at the Home for a nominal fee. In the event of a resident receiving a large number of visitors at one time (e.g. on a special birthday), the resident and their visitors will be able to make use of one of the lounges in the Home, by prior arrangement with the Home Manager.

Bedding, towels and the personal clothing of residents, who wish, are washed, dried, aired and ironed in the Home's own large laundry, by trained domestic staff.

Prinsted Care Home offers a wide range of recreational facilities. Social and other activities are an important aspect of the care at the Home. Residents are encouraged to remain active for as long as they are able. A full programme of activities is organised by our Activities Co-ordinators with the involvement of residents and relatives. The home has a mini cinema which is a popular environment to relax.

The Home has its own hairdressing salon where residents can enjoy haircuts and pampering from a professional hairdresser.

Residents can register with their own GP or our local Practice. The Home has close links with the local surgery and a doctor who visits the home weekly.

The Home also arranges visits from chiropodists, physiotherapists and other health care professionals including complementary therapists.

Residents are free to attend a church of their choice in the local community and the Home is well served by local religious parishes, who also offer religious ceremonies and individual faith support guidance as an activity.

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These are values we promote in the way we care for you.

Privacy, dignity, respect, independence, choice, security, civil rights and diversity

Your right to privacy will be guaranteed. You will be treated as an individual with the assistance required so as to promote independence and self-care. You have the right to inform the care team or the Registered Manager if you feel you are not being treated in the way you wish to be.

We encourage service users to take as much responsibility as possible for their own healthcare and medication.

We will aim to assist in a risk free manner but will assist you to manage calculated risks.

We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.

We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.

We will respect your right to live your life without any form of discrimination and to care for you in a way that respects your diversity and human rights.

We will focus on the individual not the condition or disability.

We respond to our service users' need for security in the following ways:

We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk or we will fully explain if we cannot support you to manage any risks to yourself or those around you.

We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.

We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.

Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.

The staff team at Prinsted Care Home are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

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## FULFILMENT

Fulfilment is the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfilment in the following ways:

We try to help service users to participate in the broadest possible range of social and cultural activities. If requested, we will assist a service user to participate in practices associated with religious or spiritual matters, and to celebrate meaningful anniversaries and festivals.

We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.

We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.

We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of his or her life.

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## SERVICES OFFERED

### PERSONAL CARE AND DAILY LIVING NEEDS

Following assessment of needs and risk assessment a plan of care is implemented with service user/advocate consent. This plan is about ensuring standards of hygiene washing, dressing, hair and mouth care are met and in keeping with the service users preferred choices ensuring dignity and respect at all times. This also means promoting choice with clothing and dressing. Maintaining confidential records is part of this as it tells how the service users wish to be cared for as an individual. Eating and drinking is promoted according to the service users wishes with nutritional advice where relevant. Service Users' continence needs are promoted. This may involve using continence aids such as commode, pads, stoma care, catheter care and using the toilet. Skin integrity is monitored to minimise the risk of tissue breakdown/pressure sores. Following personal care carers will clean bowls/baths etc. and dry to prevent the risk of contamination or infection. Before leaving the service user, carers will make sure you are safe and everything put in its place especially if the service user has sensory problems. All care

staff will wear full personal protection equipment to minimise contamination or infection risk. You will be encouraged to choose your own toiletries, towels etc. and bed linen if preferred. These will be kept separate for your use only. Skin integrity is very important especially if the service user is not in good health or may be unable to mobilise. A special chart will be used to monitor skin condition. Carers and nurses will inform the Registered Manager if this becomes a problem and the professional medical services will be called to assess for suitable aids e.g., profiling bed, air mattress etc.

Residents and their families are required to label personal belongings/clothing to ensure they are returned to the right person once laundered.

### MEDICATION ADMINISTRATION

Prompting and encouraging residents to take prescribed medication by blister packs NOMAD or DOSSET boxes to ensure the service user is not under any risks by not having this intervention. All service users should have the above for taking medicine but from time to time they will be discharged with individual boxes and nurses must assess the risks before deciding if to give it in this manner. This will be assessed and in the care plan. The GP will be advised and medication will be arranged via blister packs unless you choose to self-medicate in which case we will fully assess any risks and seek to minimise them. Residents who are assessed as safe to self-medicate must keep this in a locked facility in their room.

### HOUSEKEEPING SUPPORT

Cleaning of the home, laundering, ironing, vacuuming, emptying bins, changing bed linen will form part of your care to ensure safe hygiene and cleanliness of your environment.

### APPOINTMENTS

We will assist residents to access their local community, for instance taking service users shopping, escorting to and from appointments, dentist etc. The care team will ensure you have these needs met and will provide escort, where required, at a charge.

### NUTRITION

Nutritious home cooked food is prepared every day by our cooks and kitchen assistants. We support service users with eating if they are unable to do this for themselves. The care team are trained in food hygiene and using relevant tools to assess nutrition. Carers can in this way report any concerns to the relevant services such as dietician or GP. Attention is paid to cultural or religious backgrounds where the carer will respect the service users and assist them to promote their preferences. This may also include Percutaneous Enteral Gastronomy (PEG) tube feeding or other forms of parenteral nutrition. We aim to provide meals at a time of your choice whilst ensuring you are receiving adequate nutrition. We will weigh you every month or more regularly if you are having nutritional problems.

In addition to regular meal times snacks are available throughout the day. Fruit bowls are available in the rest areas and dining rooms and rotated daily. The menus rotate on a four

weekly basis offering personal choices. We welcome comments on the food. If you have any special dietary needs the catering staff will be happy to meet your needs.

Meal Times Guide
Morning drink 07.00
Breakfast 08.00-10.00
Mid-morning drink 11.00
Lunch 12.30
Afternoon tea and cake 15.00
Supper 17.00
Nighttime drink 20.30

### OTHER SERVICES

If requested we will arrange visits from a dentist, optician, psychiatric services, dietician, podiatrist, or other essential services as necessary. Where possible we will encourage residents to access these services within the community to promote independence.

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### FEES FOR THE HOME

The current weekly rate at Prinsted Care Home depends upon assessed needs and chosen room. Rates start from £1,000.00 per week. All applicants are assessed on an individual basis and advised of their weekly fee in writing before moving into the Home.

For those requiring residential care, the fee structure is set up to distinguish between the different levels of care required at each fee band to ensure that the appropriate fee is charged according to the resident's care needs.

The weekly fee covers provision of accommodation, meals and care; fees may change as care needs change. If there is a requirement to change fee rates, appropriate discussions will be commenced and due notice will be given to those involved in the payment of individual resident's fees. Prinsted Care Home accommodates residents who also require nursing care.

Fees do not include additional services such as reflexology, chiropody, newspapers, hairdressing, taxis or staff escorts.

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## REGISTERED PROVIDER

Springfield Health Services Limited is the registered provider for Prinsted Care Home.

## DIRECTORS

Mr Roy Bennett is Managing Director and a Pharmacist by background. He has over 30 years' experience of successful management within the care sector.

## NOMINATED INDIVIDUAL & DIRECTOR

Mr Matthew Bennett is the Nominated Individual with CQC. Matthew is a Chartered Surveyor (MRICS) and joined the company in 2004. Matthew is primarily responsible for financial management and budgetary control of the Company.

## HUMAN RESOURCES AND QUALITY ASSURANCE DIRECTOR

Mrs Louisa Bennett is Director for Human Resources and a member of the Institute for Personnel Management. Louisa joined the Company in 2011 and has responsibility for staffing and quality assurance within the Organisation.

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## SENIOR STAFF TEAM

### REGISTERED MANAGER

The Registered Manager of the Home is Ms Melanie Holly. Melanie joined the Company in February 2014 and is responsible for the CQC regulated activities – nursing care and the treatment of disease, disorder or injury.

Melanie is in charge of the day-to-day running of the Home and is responsible for the welfare of its residents. Melanie has several years' experience in successful care home management and holds NVQ 4 in Leadership & Management.

### DEPUTY MANAGER / CLINICAL LEAD

The clinical lead within the Home is Mr Asok Surendran Nair Santri RGN. Asok reports to the Registered Manager.

### FINANCE MANAGER

The company's Finance Manager is Mrs Francine Sims. Francine is based at the sister Home to Prinsted, Springfield. Francine reports to the Directors.

## HOME SERVICES MANAGER

The Home Services Manager is Mrs Emma Bayley. Emma has worked for Springfield Health Services since 2013 and in the care environment since 2005. Emma is responsible for dealing with new resident enquiries and supporting the Registered Manager and Directors with Quality Assurance.

## STAFF AT THE HOME

There is a structured Nursing and Care Team with experience in elderly care, in addition to the Registered Manager and Clinical Lead. We also have the following support teams:

Administrative Assistants  
Social Care Assistants  
Domestic team  
Catering team  
Maintenance Manager

Our team takes pride in providing a professional service to ensure the smooth and continuous running of the home as well as being flexible in their skills as necessary.

The Care team receive an initial induction and as well as mandatory training care assistants are encouraged to undertake Diploma Level 2 and 3 in Care. All care staff are required to complete the National Care Certificate, in compliance with the Care Act.

### External services

To complement the team we employ the services of a physiotherapist, gardening experts, IT consultancy, Human resources, chiropodist and health and safety expertise. In addition, we seek the services from the local NHS for professional support and advice. Our residents are registered with local GP practices who visit weekly and as required.

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## HEALTH & SAFETY

The Home is covered by an emergency call system. The call bells are found in all residents' bed rooms, toilets, bathrooms, lounges and corridors.

Policies and procedures are in place to ensure the health, safety and wellbeing of residents and staff. Fire drills are held regularly for both residents and staff with up to date fire detection equipment in place. Staff are trained to manage any emergency situation. Fire

training is mandatory up to 4 times a year. All electrical, emergency and fire equipment is serviced according to relevant regulatory requirements and records maintained.

Any electrical items brought into the Home are subject to safety checks (PAT testing) at the time resident's move into the Home and yearly thereafter.

Health and Safety checks are made on a scheduled and reactive basis with records maintained.

Visitors are required to sign in and out of the home at reception and emergency procedures are displayed throughout the home.

#### PRINSTED CARE HOME IS A NON SMOKING ENVIRONMENT.

Residents who wish to smoke can do so externally in a designated area. Copies of the Health & Safety Policy are available on request.

#### VISITING

There are no restrictions on visiting. Visitors are encouraged to participate in engaging residents in meaningful activities.

#### TRAINING

Nurses and Carers are fully trained to carry out their role of care under the Essential Standards of Quality & Safety. In addition they have or are undergoing Diploma or equivalent courses in social care.

Training includes:

Infection control, health and safety, control of substances hazardous to health, first aid, safeguarding of vulnerable adults, moving & handling theory and practice, risk assessment, dementia awareness, mental capacity and deprivation of liberties, food hygiene, equality and diversity, record keeping, confidentiality and data protection, safe administration of medicine, challenging behaviour/de-escalation techniques, care of the client with epilepsy and diabetes, continence promotion, catheter care, pressure area care and palliative care.

All staff receives mandatory and good practice training. Other training is provided as required depending on the service users' needs.

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#### APPLICATION TO THE HOME

You can contact the Home by telephone or in writing. You can request a brochure to be sent to you. You are welcome to come and have a look around and chat to staff and residents (with their consent).

## INITIAL REFERRAL/ASSESSMENT

Before we start to care for you we will visit and do a risk assessment. This is necessary so that we are aware of all your needs and any equipment we require to meet your needs. It is also to help those who care for you understand that you live a certain way so this can be respected. We will ask you to sign consent forms. All areas of daily living and social care will be assessed and this is called a risk assessment. This includes nursing needs also. This forms part of your overall care plan and we keep all your personal and clinical details in this support plan.

## REASSESSING YOUR NEEDS AND REVIEWING THE CARE

Your care needs may change. You may need more or less care. We will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, please let us know.

## END OF CARE

At the end of your stay with us, we will remove the paperwork from your room. Your records will be archived for 10 years

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## COMPLAINTS AND COMPLIMENTS

We welcome feedback on our services, especially from service users and their families, whether these are compliments, complaints or suggestions for doing things better.

Service users should feel free to let the care team working with them have any comments they wish to make.

If you are not satisfied with how your complaint or concern is dealt with you can ask to see the manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in our complaints procedure. A copy of this is available on request.

If your complaint was not dealt with to your satisfaction, you have the right to complain to the Care Quality Commission, which regulates our service. Their contact details are below

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## QUALITY ASSURANCE

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with other professionals who have opportunities to see and judge our work, and above all listen to our customers. We send out a Quality Survey

twice a year to residents and relatives. Results help us to improve the quality of our service to you.

This process is called quality assurance. It involves:

Quarterly resident meetings

Quarterly relatives meetings

Regular supervision meetings between each employee and their line manager

Monthly audit of care plans and services we deliver to you

A quality survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions is sent out twice a year and an improvement plan follows so we can act on the results to improve care.

Careful checks on all service user files, timesheets and other records.

Management of underperforming staff.

Audits of medication, infection control, health & safety, night times, first aid, housekeeping, kitchen, lifting equipment, fabric and legionella.

Clinical governance meetings.

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing and you are best placed to tell us.

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## OUR POLICIES AND PROCEDURES

We have a list of written policies which are guidelines that enable us deliver a quality service. Service users are welcome to examine any of these documents and to have a copy of their own if they wish.

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Health & Safety Advisers and Human Resources - Peninsula Business Services

Insurance - The Home is insured by New India Assurance Company

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The Home is registered with the Care Quality Commission under the Health and Social Care Act 2008. The Care Quality Commission inspects our service and a copy of their report can be found on their website or in reception.

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The Care Quality Commission can be contacted at:

Care Quality Commission

National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Reviewed: 13<sup>th</sup> May 2020

Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

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Documents which accompany this Policy will be sent out if/when residents decide to come into Prinsted Care Home are as follows:

1. Confirmation letter with fee structure
2. Resident Contract
3. Information for relatives
4. Complaints Procedure