

MADELEY MANOR CARE HOME LTD

Heighley Castle Way

Madeley

Nr. Crewe

Cheshire

CW3 9HJ

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Statement of Purpose

Introduction

Welcome to Madeley Manor Care Home. We hope that you will find your involvement with the Home a pleasant and rewarding experience, whether as a resident for long or short stay or as a visitor.

This guide has been prepared to provide you with information about the Care Home and has been compiled in accordance with the requirements of the Care Standards Act 2000. It covers many aspects of the accommodation, care and operation of the Home but it cannot cover all situations and eventualities, so please ask the Matron\Manager if you have any further queries or require assistance.

Ownership

The Home is owned by Madeley Manor Care Home Limited, the Director of which is Mr Paul Quinn. The company registration number is 4954691 and the registered office is: 18 Buxton Road, Hazel Grove, Stockport. SK7 6AD.

Management

Diane Maddock is the General Manager who has many years experience working in a Nursing Home environment.

Matron Manager

The Organisation's Staff and Reporting Structure

Listed below are the various staff groups involved in the day to day activity of Madeley Manor.

General Manager – ultimately responsible for all business management/administrative issues, all members of the support staff report directly to her and she in turn reports to the Owner.

Matron Manager

Receptionist – to support the Management team in the day to day running of the Home.

Qualified Nurses – will ensure the provision of high standards of nursing and personal care. This staff group will report directly to the Matron\Manager.

Team Leaders – support the qualified nurses in delivering quality care.

Care Assistants – provide personal care to the residents, reports to the qualified nurses.

Cook – is responsible for the catering and supervises the Kitchen Assistants, reports to the General Manager.

Domestic Assistants – provide housekeeping, reports to the General Manager.

Laundry Assistants – provide the laundry support for the Home, reports to the General Manager.

Maintenance Person – reports directly to the General Manager.

Gardner – reports directly to the General Manager.

All applicants for employment undergo a rigorous recruitment procedure prior to selection i.e. completion of a detailed application form and medical questionnaire, a formal interview, provision of two written and one verbal reference and finally clearance from the Criminal Records Bureau.

Each new staff member has to undergo a period of induction during which a formal training programme is undertaken. Opportunities for further training and development which is relevant to the individual staff member will be provided.

The number, qualifications and experience of the staff vary from time to time but a typical profile is as follows;

Position	No.	Relevant Qualification	Experience
General Manager	1	NVQ2,3, Assessor, Internal Verifier, NEBS Management Level 3, Management Level 4	19 years experience working in the care environment, many spent in management/admin
Receptionist	1		Has worked in a Nursing Home environment for a number of years.
Qualified Nurses	7	RGN\EN	Extensive nursing experience in a variety of care sectors.
Team Leaders	3	NVQ 2 & 3	Have achieved NVQ in care\or having relevant experience at that level or above.
Care Assistants	18	10 having 3 years relevant experience of NVQ Level 2 & 3 or above.	Varying experience in care delivery.
Cook	2	Basic Food Hygiene	A number of years experience.
Kitchen Assistants	2	Basic food Hygiene	Both members having worked in a nursing home environment for a number of years.
Domestic Assistants	3	NVQ 1 & 2	
Laundry Assistant	1		
Maintenance Person Gardner	1 1		Both members of staff have worked in the care environment for many years.

Registration

The Home is registered with the National Care Standards Commission in accordance with The Care Standards Act 2000.

The Commission's local office address is:

C.Q.C
West Midlands Regional Office
77 Paradise Circus
Queensway
Birmingham
B1 2DT

The Home provides residential and nursing care and may accommodate up to 42 residents of either sex in the categories:

<u>Description</u>	<u>Number</u>
Long & short stay care of elderly persons aged 65 years and over	42
Which may include:-	
Respite care	(10)
Care of persons with continuing care needs between the ages Of 55 and 64 years on admission	(5)

Terminal\Palliative care

Nursing day care service for 3 elderly persons aged 65 years and over

Accommodation

The Home is able to offer a range of single bedrooms, many with en-suite facilities and there are larger companion bedrooms for those wishing to share. Some of the cosier bedrooms are around 10 square metres in size but the majority of rooms are above 12 square metres and some companion bedrooms are over 18 square metres. The Home offers comfortable dining facilities and a choice of lounges.

Philosophy of Care and Delivery of Care

The Home's philosophy is 'At Home – not in a Home'. This recognises the desire to create a homely environment that a resident can call home; the desire to treat all residents as individuals, recognising that all have different needs and wishes; and the aspiration that all individuals should lead a full and rewarding life, taking measured risks where appropriate.

The Management recognises that the Philosophy of Care cannot be achieved where the needs of the resident cannot be met and will ensure that a detailed assessment of each resident's needs is undertaken prior to admission in all but emergency cases.

This assessment often requires the input of other healthcare professionals as well as family members where appropriate and is designed to ensure that the home, its staff and equipment are suited to meeting the needs of the resident and to ensuring that their needs and wishes are known as far as possible from the outset.

This information gained from the assessment also forms the basis of the resident's Plan of Care which details how all care, social and lifestyle needs will be met.

The Plan of Care will be kept updated by staff and will be reviewed fully every month.

This review may involve the resident, the named nurse or key worker where designated and any family or friend the resident chooses to be involved. Any resident may request to view their Plan of Care at any time.

Social and Lifestyle Wishes

The Matron/Manager will encourage residents to lead as full and rewarding life as they are able. Visitors to the Home will be made welcome at any reasonable time of day – we do request that they telephone in advance if they wish to visit after 9.00 pm so that neither the particular resident nor any other resident is inconvenienced. Residents may receive visitors in any of the lounges or their own rooms.

Residents are welcome to use the Home's payphone, and will be offered any assistance on request, if required to make a private telephone call, facilities will be made available or they may choose to install their own telephone line subject to British Telecom's terms and conditions. Any member of staff will assist any resident to communicate by letter. The Home organises a programme of activities for residents. This is usually without charge but where a trip or outing will require a contribution from a resident and this certainly applies where there is an admission charge to an attraction for example, the cost will be advertised in advance.

There will be the facility for residents to become involved in many aspects of the 'Home's Life' by attending residents meetings, a forum for expressing points of view and making proposals.

The Matron/Manager will on request liaise with religious representatives to enable any resident to continue supporting their religious beliefs.

Privacy and Dignity

Residents have a right to privacy and dignity at all times. Staff have a duty to show courtesy and respect including addressing residents by their preferred name and knocking on doors before entering.

All staff are made aware of the resident's rights for privacy and dignity during their Induction Training and via the Home's policy manual.

Fire Precautions

All fire exits are clearly marked. 'In the event of fire' notices are displayed in the home, these give details of evacuation procedures and meeting points which residents and their visitors must comply with.

All staff are made aware of procedures which ensure fire safety.

Complaints Procedure

Occasionally problems do arise and the Home has prepared a complaints procedure which is on display in the reception area (see Appendix A.)

Anyone wishing to make a complaint are assured that no repercussions will take place.