

Quality and Management

15A Statement of Purpose

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Document History

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Changes since last version

New regulations and outcomes added to cover page

Issue Control

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Regulation

Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010

- (1) The registered person must give the Commission a statement of purpose containing the information listed in schedule 3.
- (2) The registered person must keep under review and, where appropriate, revise the statement of purpose
- (3) The registered person must provide written details of any revision to the statement of purpose to the Commission within 28 days of any such revision.

Schedule 3 (Information to be included in the statement of purpose)

1. The aims and objectives of the service provider in carrying out the regulated activity.
2. The kinds of services provided for the purposes of carrying on of the regulated activity and the range of service user's needs which those services are intended to meet.
3. The full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, electronic mail address
4. The legal status of the service provider
5. Details of locations at which the services provided for the purposes of the regulated activity are carried on.

Outcome

People who use services will benefit from the knowledge that the Commission is informed of the services being provided. This is because we will have a statement of purpose that is kept under review, and give a copy to the Commission, and will notify the Commission of any changes to it.

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1. Registration Details

Full Name	Doves Nest Nursing Home
Address	15/19 Windsor Road, Clayton Bridge, Manchester, M40 1QQ Telephone: 0161 681 7410 E-mail: care@dovesnest.co.uk
Name of Registered Provider	Doves Nest Ltd, 15 Windsor Road, Clayton Bridge, Manchester, M40 1QQ Telephone: 0161 947 0874 Fax: 0161 681 3612
Legal Status of Provider	Limited Company
Name of Registered Manager	Position Vacant
Registration details	Doves Nest is currently registered for 40 places for adults with conditions related to aging and 14 places for adults aged 18+ with physical disabilities and complex healthcare needs.
Registration Number	F050000151
Date of First Registration	29.6.1998
Registration/Inspection Authority	Care Quality Commission National Correspondence Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161

2. Our Purpose

2.1. History and Organisation

Doves Nest Nursing Home is a family owned business which has served the local community for 25 years. Situated in Clayton Bridge a recently appointed conservation area, it is ten minutes from the Manchester City Stadium and Manchester Town Centre. There are good public transport facilities and it is within easy access to the M60 and motorway network. Manchester City Council and surrounding local authorities contract with the home.

2.2. Range of needs

The home can accommodate 40 service users.

14 places are suitable for the needs of adults aged 18+ with physical disabilities/complex healthcare needs who require comprehensive medical, physical and mental health support (exclusive of challenging behaviour), including Multiple Sclerosis, Acquired Brain Injury, PVS, and Coronary Care etc, and rehabilitation after hospital discharge or support to prevent hospital admission. All places for adults aged 18+ are in single rooms and the home caters for both male and female service users.

26 places are suitable to the needs of adults with conditions related to ageing, with/without healthcare needs. 18 places are in single rooms and 8 places are in shared rooms. The home caters for both female and male service users.

We have extensive expertise in caring for adults with complex healthcare needs and conditions related to ageing. We have successfully cared for people with acquired brain injury, spinal cord injury, cerebral palsy, advanced medical conditions such as Multiple Sclerosis (MS), parkinsons disease, Motor Neurone Disease (MND), terminal conditions such as cancer and renal failure and people requiring ventilation systems. We also offer transitional care which is a step down from hospital to home.

Over the years we have built up a multi-skilled team who with skills in wound management , tracheostomy management, gastronomy management, catheter management, subcutaneous fluids, suctioning, syringe driver management, diabetes management, epilepsy management, patient assessments, care planning and development of pathways.

The home has been specifically designed to provide communal space that is flexible to enable service users to choose the range and diversity of their social interaction..

2.3. Our Vision

To become the recognised first choice provider of quality nursing care for patients with medical and/or physical needs in the region.

2.4. Our Aims and Objectives

- To provide all service users with the highest possible standard of care in a friendly, homely and supportive environment; and for each service user to live in a relaxed and comfortable setting with emphasis on independence, choice and dignity.
- To carry out a pre-admission assessment to ensure that the needs of potential service users can be met
- To work with service users and relevant others to establish an individual and holistic plan of care and ensure the care reflects the service user's sex, religious persuasion, ethnic origin and cultural background.
- To respond appropriately to changes that affect the service user's physical, mental or psychological health.
- To assist service users to maintain links with the community and make accessible opportunities for further education and occupational therapies.
- To facilitate quarterly meetings to enable service users and their families to have close involvement in matters that affect their residency.
- To commit to hiring and retaining the best people by providing a stimulating and rewarding place to work, recognising and valuing the contribution of each individual.
- To implement and maintain a rigorous recruitment and selection process in compliance with company policy and procedures.
- To only offer employment subject to satisfactory Criminal Record Bureau (CRB) and Independent Safeguarding Authority (ISA) clearance.
- To induct all new members of staff within the framework and guidance provided by "Skills for Care".
- To provide best value and strive for continuous improvement

3. Our Philosophy of Care

Our Philosophy of Care represents the very essence of how we care for our patients, treat our customers and staff and conduct our business. It represents our beliefs and provides us with the foundation, on which we can build and fulfil our goals.

Our Philosophy of Care is inherent in everything we do.

The Philosophy of Care is a series of values centred on four main components of our patients, our people, effective planning and a processed approach to management. Figure 1 shows how these components fit together to support our mission and goals.

Figure 1 shows how the four components interact, and their positioning is symbolic. It shows that our patients are supported by our people, effective planning and a processed approach to management. It also shows that our people form the cornerstone of our success.

Each component is represented by a series of values, and it is these values that build up to form our Philosophy of Care.

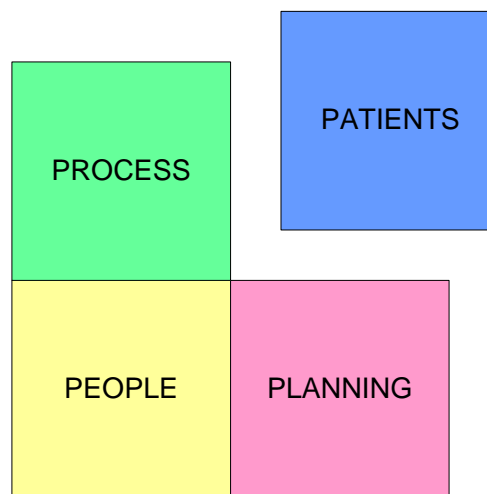


Figure 1

3.1. Patients

Our patients are our main focus and number one priority. We are committed to providing each patient with quality care that is personal to his or her individual needs. We are in business to serve our patients needs and are committed to our values:

Values:-

- Providing a high standard of nursing care by;
 - assessing the resident as a whole person and identifying areas where care is needed,
 - planning care by identifying the objectives of care and saying how this care is to be carried out,
 - giving care to the resident, and
 - evaluating the outcome continuously to see if care is succeeding.
- Committed to shared decision making – “No decision about me, without me”
- Treating residents with due respect and courtesy.
- Remembering at all times their individuality and importance in society.
- Providing an environment where the residents are able to maintain the maximum level of independence and dignity.
- Providing Privacy whenever required or requested.
- Providing encouragement in supporting mobility already attained or assisting to improve mobility.
- Encouraging social interaction.
- Providing a well-balanced and varied diet supportive to good health.
- Providing a safe and secure environment where our residents feel at home.

3.2. People

Our people, together with effective planning and a processed approach to management, form the foundations on which our goals will be achieved. Our people form the cornerstone of our success and are our most important asset.

We will strive to hire and retain the best people by providing a rewarding place to work and are committed to the ongoing training of our staff and as each individual contributes to our success, their value will appreciate.

Values:-

Because we recognise the importance of our staff, we will:

- Value and respect the individual
- Strive to attract, develop and retain the best people
- Improve individual and team performance to increase contribution and add value to the delivery of care through continual learning and staff development
- Base rewards on commitment, performance and contribution
- Communicate honestly and openly
- Co-operate and work as a team
- Provide a culture that recognises and supports the individual, and treats all individuals equally.

3.3. Process and Planning

Together with the people who make up the organisation, effective planning and a processed approach to management will provide the platform for our achievements. A high standard of integrity, professional conduct and business judgement will form the cornerstone of how we conduct business. Effective planning will ensure that quality is planned into our service and not left to chance or judgement.

Managing activities and related resources as a process will lower costs, improve consistency and focus and prioritise improvement opportunities. Continual improvement is a permanent objective and will provide us with a performance advantage and ensure we are able to react quickly to changing requirements.

Values:-

To put these principles into practice, we will:

- Provide best value
- Treat our customers with respect and courtesy at all times
- Commit to excellence in everything we do
- Plan quality into our service
- Communicate effectively and ensure everyone is working towards the same aim and objectives
- Maintain the highest standards of ethical behaviour
- Work to make a fair profit
- Treat all company assets as our own
- Contribute to the success of the organisation
- Strive for professionalism, quality and continuous improvement

4. Organisational Structure

Our philosophy is to ensure we have a dedicated care team that is focused on delivering positive outcomes for service users. To support this philosophy we operate an off-site resource management team that is responsible for management, provision and monitoring of business and administrative activities outside the direct provision of care. This enables the general manager and clinical lead to focus on the delivery of care knowing that they are fully supported. The resource team and general manager work in close collaboration to ensure positive outcomes for residents and staff, and the operational effectiveness of the home.

4.1. Service Management

Under the guidance and instruction of the directors, the care management team will be responsible for providing direct care to services users.

The home will be headed by a general manager who will be responsible for monitoring the provision of care provided to our service users, the management of our people and the securing and sustaining the operational effectiveness of the home.

The management team will be responsible for ensuring that

- our service users are provided with quality care that meets expected standards and achieves positive outcomes for service users
- our customers are treated with courtesy and respect at all times,
- a work ethic and learning culture is developed and maintained that recognises and supports all our employees,
- all our business activities are conducted to a high standard of professional conduct and business judgement,
- all activities are carried out in accordance with relevant standards and legislation,
- all identified standards are reviewed and refined in accordance with our quality assurance policy

4.2. Service Delivery

Under the guidance of the service management team, the care team is responsible for providing 24hr quality care to our service users in accordance with our philosophy of care and quality management system. Figure 2 defines the structure of the Care Team.

During the day (8am – 8pm) the care team will form staff groups that will be responsible for a group of service users depending on their individual wishes and assessed individual and collective needs.

Responsibilities include:

- the delivery of quality care to the service users,
- managing the service users personal and environmental needs
- ensuring the psychological and social well-being of the service users
- assessing, monitoring and recording the dietary needs of the service users
- preparing, cooking and serving a nutritious, well balanced diet to all service users
- maintaining a safe, clean and hygienic environment in compliance with the health and safety policy, food hygiene policy and established standards and,
- providing necessary support services, such as a laundry service.

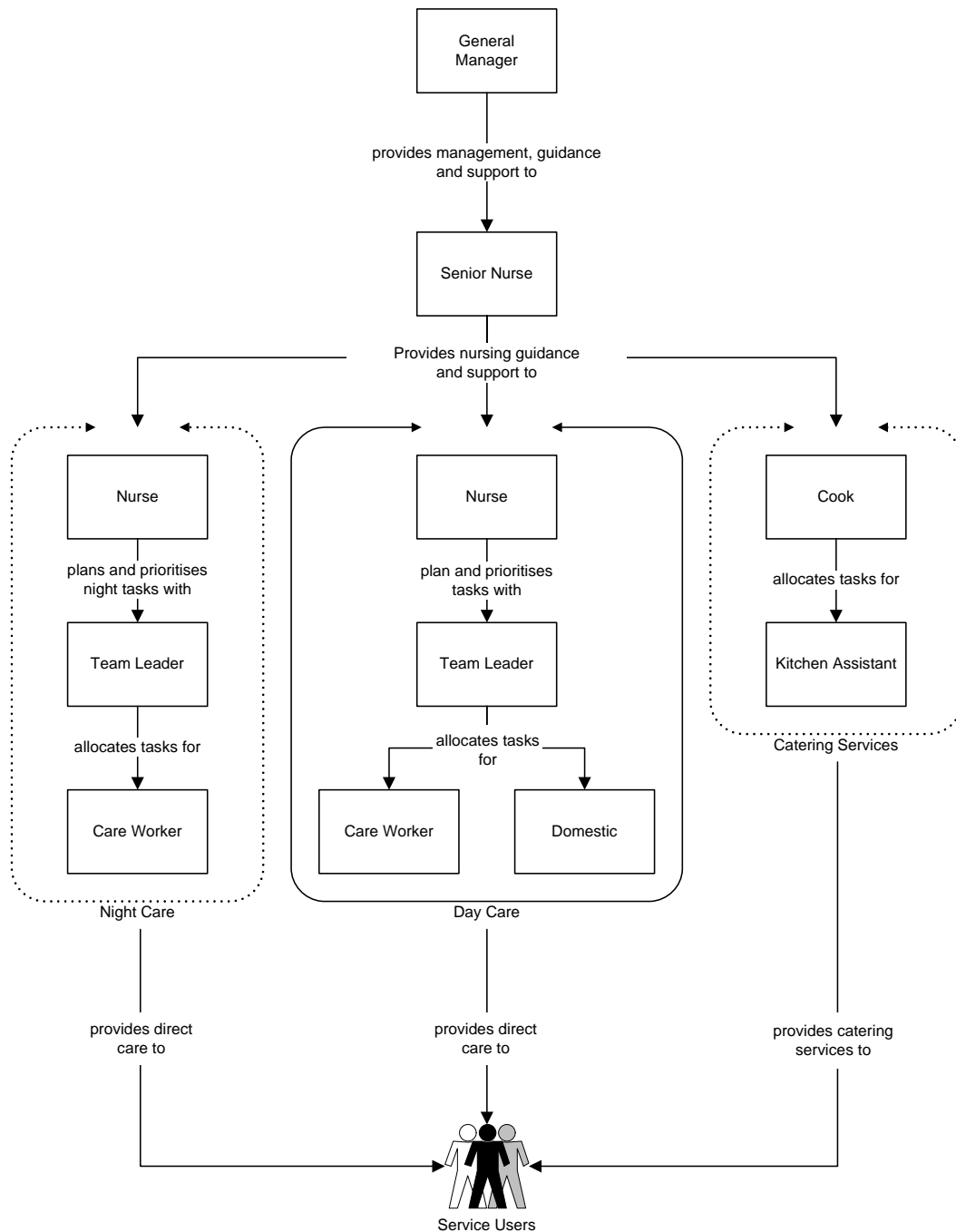
4.3. Resource Management

Under the guidance and instruction of directors, resource management are responsible for the management, provision and monitoring of business and administration activities outside the direct provision of care.

Responsibilities include:

- human resource management including acquisition and management of training
- facilities and environmental management
- contract management including invoicing and fee collection
- purchasing of equipment
- general administration support outside the direct provision of care

Resource Management is also responsible for the maintenance and evolution of the quality management systems.



4.4. Key People

Each individual in the organisation has a responsibility to act in accordance with our philosophy of care and identified standards and best practice.

4.4.1. Managing Director

Helen E Claffey: Helen has been actively involved or has overseen the running of a number of successful care homes since 1991. She is actively involved in the quality of the service within the homes and is personally involved in the recruitment of senior members of staff.

The consistent theme over the past 20years is the provision of high quality care with resident choice being at the centre. She is committed to providing quality care for all services users and ensuring that the care provided and environment it is provided in meet our residents expectations, company objectives and our philosophy of care.

4.4.2. Technical Director

Gary W Claffey. Gary's first job was as a trainee electrician where he qualified as a technician in 1992 achieving distinctions in all subjects and being presented with two awards for academic achievement. He then went on to study Electronic and Electrical Engineering and was granted a first class honours degree in 1996.

From 1996 he worked for two of the largest IT outsourcing companies leading a team working on large public sector and private sector IT projects.

In 2001 he joined the family business and is currently working towards financial qualifications with the chartered institute of management accountants.

He is responsible for financial viability, management of properties, future development and the management and high level implementation of the companies quality management system.

4.4.3. General Manager

Our General Manager is a 1st Level Qualified Nurse who is currently working towards a management qualification.

Accountable to senior management/directors they have responsibility for securing and sustaining the operational effectiveness of the home by planning, organising, directing and co-ordinating activities and resources.

Through effective supervision, management and leadership, they will:

- monitor the delivery of care to ensure that, through a high standard of professional practice, a caring environment, conducive to the social, medical, spiritual, psychological, environmental, health and welfare needs of the service user's, is maintained.
- provide a visible, accessible and authoritative presence to staff, service users and significant others
- demonstrate that they can manage complex situations effectively, making decisions based on the most positive outcome for the residents and the overall long term impact to the home and business and not based on the benefit of a particular situation or individual.
- deal with conflict in the proper setting and use outcomes as an opportunity for improvement.
- resolve difficult situations and settle disputes equitably by effectively understanding others and finding a common ground and to attain a solution.
- negotiate skilfully in difficult situations with both internal and external groups and reach effective solutions based on positive outcomes for the resident, without damaging relationships.

4.4.4. Senior Nurse/Clinical Lead

Our clinical lead is a 1st Level Qualified Nurse suitably qualified and skilled to deliver care to a high dependency service user. Accountable to senior management/directors and acting in conjunction with our general manager, they are responsible for the development and delivery of care services to residents.

Through effective management and leadership they will:

- ensure, through effective supervision, management and a high standard of professional practice, a delivery of care, that is conducive to the clinical, spiritual, psychological, health and welfare needs of the service user is maintained.
- provide advice, clinical expertise in the management of complex cases and high risk situations and ensure staff are trained in specialist conditions prior to admissions
- provide a visible, accessible and authoritative presence to staff, service users and significant others on clinical issues
- to define, monitor and review clinical quality standards and to assist the general manager in defining, monitoring and reviewing quality standards for the delivery of care
- to carry out a pre admission needs assessment of service users to ensure the suitability of the service user and that their needs can be met by the home
- to develop person centred care plans that improve service user experiences and achieve positive outcomes, incorporating risk assessments and other such relevant documentation that detail the action which needs to be taken by the care team to ensure that all aspects of the health, personal care, psychological and social care needs of the service users are met
- to co-ordinate the actions necessary to promote a seamless service, encouraging service users and their representatives to take an active part in service delivery
- to refer service users to other appropriate practitioners when needs and risks are not within the team scope of practice or competency
- ensure clinical practice is carried out in accordance with the NMC Code of Professional Conduct.

4.4.5. Clinical Nurse Advisors

Our Clinical Nurse Advisors are retained on a consultancy basis and are responsible for supporting qualified staff to achieve excellence in the delivery of all aspects of care.

4.4.6. Nurses

All our nurses are registered with the Nursing and Midwifery Council and have a 1st level or 2nd level nursing qualification, and collectively have a wide range of skills able to meet the needs of our service users. We possible we like to employ nurses that have a background in the NHS.

4.4.7. Care Team

The care team consists of Team Leaders who are qualified to NVQ Level 3, and are responsible for ensuring that the care team deliver a high standard of care consistent with our philosophy of care and quality management system under the guidance of the nurses.

Senior Care Workers, qualified to NVQ Level 3, provide direct support to the team leader and nurses.

We aim to ensure that all Care Workers are qualified to NVQ Level 2.

4.4.8. Specialists

Where required specialist services will be secured from relevant professions to support the assessed needs of service users.

The home employs a part-time occupational therapists who works with service user's both individually and in groups.

The home employs a part time activities coordinator.

A range of therapeutic services is available such as Reflexology, Aromatherapy, and Hydrotherapy which are carried out by qualified practitioners

4.5. Staffing

The numbers and skill mix of staff on duty at the home will ensure that activities are carried out effectively and efficiently to meet assessed individual and collective needs of our service users.

The ratios of care staff will be determined according to the assessed needs of service users in accordance to guidance recommended by the Department of Health. General staffing ratios are shown below for guidance only.

	8am – 2pm	2pm – 5pm	5pm – 8pm	8pm – 8am
Occupancy 23 – 25				
Nursing Staff	2	2	2	1
Care Staff	3	3	3	2
Occupancy 26 – 29				
Nursing Staff	2	2	2	1
Care Staff	4	3	3	2
Occupancy 30 – 34				
Nursing Staff	2	2	2	1
Care Staff	5	4	4	2
Occupancy 35 – 37				
Nursing Staff	3	3	3	2
Care Staff	7	6	6	3
Occupancy 38 – 40				
Nursing Staff	3	3	3	2
Care Staff	7	7	7	3

4.6. Staff Development

The management team ensures that the skill mix of the care team is appropriate for the range and diversity of the service users care needs.

The home is committed to implementing and maintaining a robust and rigorous development process that will ensure, through the creation of a learning environment, each individual and team will continual learn and improve performance that will increase contribution and ensure staff will fulfil the aims of the home and meet the changing needs of service users.

The home has been awarded Investors in People Accreditation.



INVESTOR IN PEOPLE

5. Admissions

The home recognises that moving into a care home can be a traumatic experience, not only for the service user but also for family and friends of the service user. We are committed to providing prospective service users and their family/representatives with the information necessary for them to make an informed choice of placement, to assessing the needs of the service user prior to admission ensuring they can be met and to provide the support, information and resources to ensure that the service user is made to feel secure and comfortable after admission.

We recognise that the decision to move a loved one into a care home will not be made lightly and the pre-admission phase aims to ensure that prospective service users or their representatives are provided with the necessary information to enable them to make an informed choice. This process has been designed to ensure that we can provide a suitable environment and meet the needs of the service user.

As soon as the service user arrives at the home, we will ensure that they are made as comfortable as possible and welcomed in a manner that will reduce anxiety. Our admission policies are focused on providing the service user with the appropriate support and guidance on the first and early days to ensure they settle into and are comfortable with their new surroundings.

5.1. Admissions to the home

The home recognises that moving into a care home can be a traumatic experience, not only for the service user but also for the family and friends of the service user. We are committed to:

- Providing appropriate information to enable the service user to make an informed choice
- Encouraging an introductory visit
- Obtaining referral information containing the service users diagnosis, daily living skills, disabilities and social/medical history
- Assessing the needs of the service user prior to admission to determine that care needs can be met
- Involving the service user in the process to ensure their aspirations and expectations can be met

5.2. Emergency Admissions to the home

When a service user is admitted urgently it is the policy of the home to work with all the concerned agencies to minimise the suffering of the service user. The service user admitted under these circumstances will be informed about key aspects within 48 hours of admission. All other admission criteria set out above will be met within five working days.

6. Patient Care and Lifestyles

The home will ensure that every service user will continue to enjoy all aspects of daily living. This includes recreational, cultural, social and occupational activities. All service users will be assisted in exercising choice and control over their personal lives and issues.

Differing expectations and preferences will be accommodated. The capacity for social activity will vary according to the individual and special support and assistance will be given when appropriate.

We will strive to make the routines of daily living and activities flexible and varied to suit the expectations, preferences and capacities of our service users.

Service users will be encouraged to maintain social relationships made outside of the home and we will support the maintenance of such relationships where it can. We will not restrict visiting times for family/friends/representatives providing the privacy and dignity of other service users is maintained. Service users will have the right to choose who they see and to receive visitors in private. Any restrictions on visitors requested by patients should be recorded in the service user's plan of care.

6.1. Social Aspects

We understand that the home is more than a home providing care services, it is also the home of our service users and it is important to us that they quickly develop a sense of ownership. It is policy at the home to respect the right of each service user to lead as independent and fulfilling a life as possible.

The home understands that social interaction and relationships can be formed from diversity of reasons, for example; age, religion, gender, social background, or commonality. With this in mind the home has been specifically designed to provide communal space that is flexible to enable service users to choose the range and diversity of their social interaction. The communal space can be easily adapted to support a number of social groups, whether small or large, and can be easily adapted to the changing individual and collective needs of our service users.

As part of our lifestyles policy:

- We recognise and respect the right of the individual to live the lifestyle of his/her choosing.
- We value the contribution by family and friends in the lives of the each service user and encourage participation in daily living.
- An open and flexible approach is adopted towards visiting and privacy is provided as required.
- The home has been designed to enable service users to choose the range and diversity of their social interaction.
- An activities co-ordinator is available to assist service users to pursue hobbies and other leisure interest or participate in group sessions.
- Opportunities and practical encouragement is provided to access and participate in programmes of education.
- A communal computer room with internet facilities is provided for service users.
- A designated area for therapeutic techniques such as aromatherapy and reflexology is provided

6.2. Care Planning

It is the policy of the home to implement a holistic person centred plan of care, using recognised models of nursing which will identify the individual needs of each service user and enhance their quality of life.

As part of the care planning process we will:

- Assess the care needs of each individual prior to admission to ensure care needs can be met.
- Involve each service user and/or their relative in the planning of care to ensure the plan reflects the needs, aspirations and expectations of the individual.
- Encourage relatives and friends to participate in the delivery of care.
- Assess each service users needs on a continual basis, with input from the service user, so that changes can be evaluated, appropriate action taken, or discontinued.
- Assess the risk to service users so that they can participate in daily living as fully and safely as possible.
- Endeavour to procure the services of "specialist practitioners" to advise in the planning and implementation of care needs, where their expertise will enhance the quality of care delivered to the individual.
- Care documentation is made available to the service user at any reasonable time.
- Access is not allowed to family or next of kin without the permission of the service user/responsible person.

6.3. Medication

Prescribed medications are administered by qualified nursing staff only, and a record kept of drugs administered. Regular reviews take place to ensure medication regimes are appropriate and medication audits to ensure safe procedures and practices are maintained.

6.4. Independence and Rights

It is the policy of the home to promote and maintain the independence of each service user by:

- Allowing and supporting service users to make decisions and choices that enable them to live their lives as they choose.
- Recognising the individual right to take risks as part of maintaining an independent life style.
- Supporting service users to maintain links with family and friends and significant others.
- Supporting service users to maintain involvement with community life outside the home by accessing shops, cinemas, pubs, places of worship etc.
- Supporting service users to pursue their own interests and hobbies and participate in all appropriate internal and external recreational activities.

6.5. Privacy and Dignity

We aim to provide an environment that respects the need for privacy, and where service users are treated with courtesy, respect and dignity at all times. It is the policy of the home that service users:

- Determine how they wish to be addressed
- Use their rooms as they wish for entertaining, leisure and meals.
- Choose what to wear, when to get up and when to go to bed.
- Who they want to socialise with.
- Where they want to have their meals
- Can furnish and equip their rooms in a style of their choice.
- Can lock their rooms and keep personal items in a lockable storage space.

6.6. Religion

The management of the home recognises the right of the individual Service User to live the lifestyle of his/her choosing, subject to an appropriate risk assessment of the individual. Specifically, this policy summarises the arrangements in place to enable Service Users to attend their chosen places of worship and/or receive visits from their appropriate Ministers of Religion.

Service Users may attend religious services either within or outside the home as they so desire. If services are outside the home the Service User should, where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, a member of the care team may accompany Service Users on specific occasions, if staffing levels permit.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available within the home for such meetings.

7. Environment

7.1. Private Accommodation

The home has 22 private rooms, 19 single and 3 shared, providing 25 places for older people. All these rooms meet the "National Minimum Standards for Care Homes for Older People".

The home has 15 private rooms, all single, providing places for young adults with complex healthcare needs. All these rooms meet the "National Minimum Standards for Care Homes for Adults Aged 18 - 60" and are approximately 20sqm and all have en-suite showering and toileting facilities.

Each room is maintained and furnished to a high quality and all rooms are provided with:

- a hospital bed that is at least 900mm wide, with bed linen changed daily.
- an appropriate pressure relieving mattress
- a wash basin, mirror and shaver light,
- a nurse call point and where required extension lead,
- overhead and bedside lighting,
- adequate electric sockets,
- drawers and wardrobes that provide plenty of space for clothing,
- a secure lockable cupboard for valuables,
- privacy screens are provided in shared accommodation,
- high quality carpeting that is cleaned and washed regularly
- Low surface temperature radiators

Additional furnishings and equipment in rooms designated for adult with physical disabilities are as follows

- Ceiling hoist tracking system that provide access points throughout the room
- Electrically operated 5 way profiling bed with integrated bumpers
- Facility for private telephone
- Facility for internet access
- Under floor heating

7.2. Communal Areas

The home has communal space of 227sqm, which equates to 5.7sqm per service user.

The communal space has been specifically designed for flexibility to enable service users to choose the range and diversity of their social interaction. It consists of 1 large lounge area, 1 large dining area, 3 smaller lounge/dining areas, a sun lounge and a reception/meeting area.

The lounge areas are equipped with high quality seating, occasional tables, large screen TV, DVD and music systems. They are all maintained and furnished to a high standard.

The dining areas is suitably equipped and designed to make meal times a sociable and enjoyable experience.

7.3. Toileting and Bathing Facilities

There is a range of bathing facilities to suit the needs of the diverse range of service users that live in the home. The home has:-

- an Arjo hydrotherapy recumbent bathing system that enhances the therapeutic and relaxing effects of bathing. The hydromassage facility creates millions of small bubbles and agitation in the water that increase stimulation of peripheral blood circulation, creates a deep heat effect that reduces pain and inflammation in the joints, and induces deeper relaxation.
- 2 wet rooms that are fully equipped with an Arjo bathing system that provides the service user greater comfort whilst showering.
- two further assisted bathrooms including a sit and tilt parker bathing system and a hydraulic bed bath.
- 12 rooms have en-suite wet rooms that are fitted with an over head track hoist systems to assist in mobilisation.

Toilets are available throughout the home and all are fitted with mobility aids. 15 rooms have en-suite toileting facilities.

7.4. Adaptations and Equipment

Service users have access to all communal areas of the home and there is a wide range of equipment to maintain quality and these are:

- A dedicated sensory room that enables service users to interact with their environment and stimulates the person's senses - encouraging responses to light, music, touch and smell.
- An OMI-Beam system from OM Interactive that is a revolutionary system of interactive lights, where users simply move a part of their body into a beam of light to produce mesmerizing real-time audio-visual effects. It can be used by both younger and older adults, individually and in groups, to support stimulation and learning and provide a multi-sensory environment that is inspiring, creative and above all wholly inclusive.
- Two passenger lifts that provide access to all floors.
- A tracking hoist system in the 12 bedrooms that provides access points throughout the room including the en-suite shower area and toileting facilities.
- Electric mobile hoists to assist with moving and handling.
- A range of low to high risk pressure relieving mattresses.
- Pressure relieving cushions.
- Suction machines
- Nebulisers
- Weighing chair
- Corridors and stairways are fitted with grab rails.
- Toilets and Bathrooms are fitted with mobility aids.
- There are access ramps to the entrance and at the rear of the building providing access to all external areas.

7.5. Laundering Facilities

The home is equipped with state of the art laundering facilities including two sluicing and sterilising washing machines and an industrial standard gas fired tumble dryer.

7.6. External Areas

The home is set in over an acre of land that, at the rear looks out over a wooded area leading to a large lake. The patio areas provide over 220sqm of accessible and usable space.

The external gardens are private and secure and provide formal lawned and patio areas where service users can relax and enjoy the well stocked garden and raised flower beds. Access to the external areas can be gained from the ground floor lounge or first floor conservatory.

The courtyard at the side of the building has been designed for service users to use for relaxation, activities or weather permitting to have meals outside. From the courtyard a path leads to the main garden and patio area at the rear of the building. The main patio area is totally private and is surrounded by mature trees with views over the local lake.

Suitable parking space is available at the front and rear of the building.

8. Your Views and Complaints

It is the aim of the home to provide a safe and homely environment and deliver a high standard of care to each individual as stated in our statement of purpose and philosophy of care. In the event we fail to meet our objectives you must not hesitate to let us know. Comments and suggestions about the service we provide are welcome, if you feel we do something well or we could make improvements to the quality of life, you must tell us your views.

- The complaints policy is displayed in the reception and Service Users Guide
- The Manager has an open door policy and welcomes opportunities to discuss any concerns you may have. Service User and relatives are encouraged to raise any concerns immediately with the Manager or Nurse in Charge in order that they can be dealt with as quickly as possible
- Discuss any complaint with a member of staff who will report it to the most senior person on duty. A complaint form will be completed
- If you are dissatisfied with the outcome please put the complaint in writing to the General Manager
- If you feel your complaint is still not resolved please put the complaint in writing to
Helen Claffey, Managing Director,
Doves Nest Ltd,
15 Windsor Road,
Manchester, M40 1QQ
- If you are still dissatisfied with the way in which your complaint has been dealt with please contact
Manchester Social Services, at Heathfield Resource Centre,
Newton Heath,
M40 1LF
Telephone 0161 255 8200
- If you are still dissatisfied with the way in which your complaint has been dealt with please contact
Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
- Your comments and suggestions may be given direct to the General Manager or placed in the comments book available in reception.

9. Health and Safety

It is the policy of the home to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation and to provide and maintain a healthy and safe environment.

The Health and Safety policy covers all aspects of health and safety for service users, staff and visitors. In particular it covers our fire evacuation procedures and safe use of portable electrical appliance procedures. Our Health and Safety policy is stored in the Nurses treatment room.

A fire risk assessment has been carried out under the fire safety order and is reviewed annually. A copy of our fire risk assessment can be obtained from the General Manager.

A risk assessment will be carried out for the evacuation plan for all service users on admission to the home and when their mobility or location changes.

All staff receive appropriate fire and safety training on induction and thereafter annually. Fire drills are carried out on a regular basis and weekly fire alarm checks are carried out and service users and relatives are notified prior to the setting of the alarm

All visitors must sign in and out when entering and leaving the building, so that, in the event of a fire the nurse in charge can account for all persons in the building

In the event of a fire the most senior person on duty will take appropriate action and assist service users and visitors to safety

10. Quality Assurance

The management of the home place a strong emphasis on the highest quality service possible for all its service user's. The home believes that no matter how good its present services, there is always room for improvement. Our quality system sets out the values, principles and policies that underpin the home's approach to quality.

A key component of the quality system is to gain patient representative feedback on our service and both informal and formal meetings are held to discuss this. We also hold an annual patient survey where all patients have the opportunity to provide constructive feedback on the care service.

In December 2006, the home achieved the Investors In People Award