

Rustington Hall Nursing Home

Statement of Purpose



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Statement of Purpose

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Introduction

The Littlehampton and Rustington Housing Society Ltd purchased Rustington Hall in 1948 under the guiding hand of Percy Booker. The original hall was established as a residential care home for older people. Between 1964 and 1983 eighty-seven sheltered homes were constructed and which is today known as Oakhurst Gardens. This was followed by a purpose-built nursing wing in 1997 and further works to extend in 2015. The completion of these works provides a unique retirement village in the heart of Rustington.

The Society is an exempt charity and is registered as an Industrial & Provident Society with the Registrar of Friendly Societies. It is also registered with the Housing Co-operation as a Housing Association.

The staff at Rustington Hall provide a warm and comfortable setting where residents are safe and secure and can enjoy a real family atmosphere. Many of the staff have enjoyed working at Rustington Hall for over a decade.

The policy of the home is to provide quality care, comfort and contentment throughout your later years.

Rustington Hall is registered with the Care Quality Commission, CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Telephone number 03000 616161, whose offices carry out regular inspections on the standard of care that we provide.

Rustington Hall Nursing Home

Aims and objectives

It is the objective of Rustington Hall Nursing Home to provide Person-Centred care to all residents to a standard of excellence which embraces fundamental principles of Good Care Practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the Home. It is a fundamental ethos that those service users who live in the Home should be able to do so in accordance with the Home's Statement of Values.

It is the objective of the Home that residents shall live in a clean, comfortable, stimulating and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of the Residents and will provide the appropriate degree of care to assure the highest possible quality of life within the Home.

To meet the Residents needs the Care Service within the Home is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the resident's quality of life.
2. To ensure that the Care Service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
3. To ensure that each resident needs and values are respected in matters of privacy, religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the Care Service in whole is delivered in accordance with agreed Contracts for Nursing Care.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable the residents care needs to be met.

6. To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for residents.
7. To ensure that all residents receive written information on the Home's Procedure for Handling Complaints, Comments and Compliments, and how to use it.

Core Values

Rustington Hall Nursing Home aims to provide its residents with a secure, relaxed yet stimulating, and homely environment in which their care, well-being and comfort is of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's ever-changing needs. Such needs may be medical / therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem, and social interaction with other residents and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

CORE VALUES OF CARE

PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
SECURITY	RESPECT	EQUALITY
INCLUSION	EMPOWERMENT	DIVERSITY

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in Care Practices as may be laid down in appropriate legislation, regulations and Care Standards.

Resident's Charter

Residents in Rustington Hall Nursing Home will:

1. Be encouraged and helped to maintain a high quality of life.
2. Be encouraged to maintain independence.
3. Have their privacy respected.
4. Be treated with dignity.
5. Have their human, emotional and social needs respected.
6. Be encouraged to follow the religion of their choice.
7. Be addressed as they wish.
8. Not be discriminated against on grounds of race, religion, sex, colour or disability.
9. Be cared for in a manner similar to that which would be given by a caring relative in their home.
10. Be encouraged to handle their own medicines when competent to do so.
11. Be able to retain the doctor of their choice.
12. Receive medical and nursing care in private.
13. Be encouraged to discuss their care and needs with the Owner/Manager of the Home.
14. Be cared for by adequate and appropriately trained staff.
15. Be able to receive visitors at any reasonable time.
16. Have the right to consult their own solicitor.
17. Feel "at home".
18. Be provided with adequate accommodation.
19. Be encouraged to bring personal belongings into the Home.
20. Have access to a telephone.
21. Be provided with nourishing, appetising and adequate food.
22. Be encouraged to participate in recreational facilities.
23. Be able to complain about the quality of care received in the Home.
24. Have a Contract of Residence and a brochure.

Organisation and Staffing at Rustington Hall

The Society has a Management Board consisting of ten members who are elected at the Annual General Meeting. The Board Members are the Society's Trustees and they have statutory responsibilities to ensure that the Society complies with strict standards. The Board Members are volunteers and receive no financial or other benefit. There are smaller sub committees, which deal with strategy, relating to Rustington Hall internal policies and procedures and financial matters.

Chairman: Tom Ridley. Tom was elected as Chairman in July 2017 having been a Board Member since 2011. Tom has worked for two large international companies in telecoms and in process control, working all around the UK, Europe and the USA. Tom has also spent ten years as a member of the Neighbourhood Watch Search teams supporting the Police.

Vice Chairman: Mike Scott. Mike has practiced as a Chartered Accountant for forty years. He recently retired as a Partner of Moore Stephens accountants based in Chichester, where he held the position of Chairman for ten years. Mike has also held positions as Commodore of Arun Yacht Club and Director of Itchenor Sailing Club. He has four grown up daughters and two Granddaughters. His hobbies include sailing, golf and has recently become a keen motor home owner.

Interim General Manager: Mrs Sally Morris. Dip Mgt AMInstLM ILM level 5 Diploma in Middle Management.

Registered Manager: Mrs Malgorzata Hollis, RN Level 1 Diploma in Professional Practice. Responsible person for Rustington Hall.

Registration Details

Rustington Hall is dual registered to accommodate up to 62 elderly service users. Of the 62 rooms 1 is dedicated to short term respite care. The Home can meet a wide range of personal care and nursing needs. The Home must meet stringent standards and all staff undertakes both reference and Police Disclosures and Barring Service checks.

After registration, The Care Quality Commission will undertake unannounced inspections to ensure that national minimum standards are being maintained.

Care

All rooms are equipped with washing facilities and modern televisions. The Home consists of a quiet room, two spacious lounges, one of which was completely rebuilt to optimize comfort and relaxation for our residents and visitors in 2011. Residents can also enjoy their home cooked meals in one of our large dining rooms.

The facility provides a home for those requiring a wide range of nursing and care.

The clinical and care teams at Rustington Hall, are led by the Registered Manager and have wide experience of providing care for older people. Nursing is provided by qualified and experienced Registered Nurses, who are supported by a highly motivated and friendly team of care staff.

Each room is equipped with an en-suite comprising of washing facilities and a toilet. We have paid a lot of attention to small details, such as the windows being low enough to view by someone in a bed or armchair. The furniture may be arranged in different places in the room. A direct dial telephone may be placed in each room if required.

Accommodation

Each of the private rooms in Rustington Hall is comfortably furnished and includes a heat/fire detector, personal alarm call system, hot and cold water, state of the art television and private telephone point. Our Housekeeping team assist residents to personalise each room with colour and soft furnishing choices.

An elevator is provided for access to first floors in both the Nursing and Residential Homes. Residents are encouraged to bring items which they specially treasure for continual use or to display in their own rooms.

Residents have unrestricted use of their own private rooms as well as a lounge, an activities suite, secluded patio areas and secure private gardens which capture the afternoon sun.

Rustington Hall Nursing Home has several bathrooms which are equipped with hoists and bath chairs for ease of use and comfort.

As well as the en-suite facilities toilets are conveniently situated throughout the Home.

Laundry & Hygiene Services

The Home places a high priority on maintaining high standards of cleanliness and hygiene, and has established the following procedures to achieve this objective:

- A laundry service is provided as a free service to residents. Laundering takes place on the premises using modern commercial equipment, and the laundry area is risk-assessed for hazards and conformance to C.O.S.H.H regulations.
- There is a regular programme of infection and hygiene control carried out at the Home. This focuses upon cleaning, sanitisation, barrier nursing and proper waste disposal.

Medical Care Services

There are strictly controlled procedures for the management and handling of Residents medication in operation at the Home that ensures conformance to appropriate regulations.

Health and Personal Care Services

The Care Services provided by the Home focus upon the following elements of care:

- Enabling Access to Community Health Services
- Enabling Access to Personal Care Services
- Health Screening & Promotion
- Safe Mobility of the Service User
- Safeguarding Vulnerable Adults
- Management of the Ageing Process
- Monitoring Psychological Health
- Personal Administration Needs
- Medical Care (Drugs & Medicines)
- Provision of Rehabilitation Services, Adaptations & Aids to Daily Living

The individual needs of the service user in these respects are documented in the Residents Care Plan. The Care Plan is reviewed on a monthly basis to ensure maintenance of proper care needs. Residents are encouraged to participate in the review process.

Admission Policy

1. The decision to admit a new resident may be taken only by the Registered Manager or nominated trained Registered Nurse.
2. No one shall be denied admission on the basis of ethnic origin, religious, political beliefs, or cultural background.
3. Publicly funded residents will be given the same welcome and status as privately funded residents
4. People seeking admission will be required to indicate from what source the monies will come to pay the Home's charges.
5. People unable to meet their charges from their own resources will be referred to the local Social Services Department.
6. All potential residents will be assessed by the Registered Manager or trained Registered Nurse to ensure that the Home is appropriate for them, before admission.
7. On admission a further physical and physiological assessment will be undertaken to create a personalised care plan. A key worker will be assigned.

A Typical Day in the Life of Rustington Hall

Residents are usually called with an early-morning cup of tea at about 7:30 a.m. earlier or later if they so wish. If required residents may be assisted to wash, choose what he/she wishes to wear and dress in time for breakfast. No undue pressure is made on the residents to get up at a particular time unless there is a compelling reason. Mid morning tea/coffee is served between 10.30 a.m. – 11.00 a.m.

Lunch is served between 12.00 p.m. and 1.00 p.m. During the afternoon, most residents take a short siesta, either in their own rooms or in one of the lounges. Afternoon tea is served at 3.00 p.m. – 3.30 p.m. with home-made cake or biscuits. Supper will be served at 5.00 p.m. – 6.00 p.m. and will offer our residents a chance of a hot meal or sandwiches, dessert and cheese and biscuits.

Additional food, snacks and fruit are freely available.

Evening drinks come around at 8.00 p.m.

Social and Recreational Activities

There is a planned programme of social activities for residents to participate in at the home. From singing with reminiscence, professional musicians throughout the year to mini bus trips to local sites. Shopping trips also take place throughout the year. We have a bespoke Activities Suite where a variety of activities take place every day.

For those residents who do not wish to participate in planned activities, there are TV, radio and video facilities available within the lounge areas. Additionally, there are adequate supplies of books and current newspapers and journals, and quiet rooms are available for those Residents who just wish to relax. Our Carers and Key workers provide befriending services for those residents with less visitors.

Visitors

Visitors are always welcome at Rustington Hall Nursing Home. The Homes' staff encourages visitors and on request will provide a meal for a small charge. Complimentary drinks and snacks are always available.

Religious Worship

There are various churches in the area. Residents are encouraged to attend their services and clubs, and the ministers of the main religions are welcome to visit whenever they so wish.

In-house services, for residents of each denomination present, can be arranged if the residents and the Minister wish.

Home-cooked Meals

Menus change every day and provide good, wholesome, nourishing meals, which residents choose themselves. This choice of meal is paramount, and residents choose for themselves the main course or an alternative at each meal. There is a wide variety of well-balanced food, which makes for a healthy general diet. Special diets and needs can be catered for. All fresh food is supplied by local producers to the highest quality. Complimentary wine and spirits are served at weekends.

Questions?

I am a diabetic - are the meals appropriate for me?

Yes, you will receive a diet suitable for your condition, as agreed with your general practitioner.

What if I don't like the menu provided?

An alternative choice is available; you will be asked what you would like within a group of alternatives. With appropriate notice our Chef will serve your special foods on request.

I don't like tea, coffee?

You will be asked what you want to drink by the staff. We have a wide range of alternative drinks.

Residents Meetings

All residents are encouraged to attend the Residents Tea Party Meetings, which are held monthly in the main lounge. They are seen as an opportunity for residents to raise matters with the Managers and they are also used as the means of passing on information of a general nature to residents collectively. Most meetings are followed by tea and cakes.

Staffing

There are specially selected care and domestic staff (including trained nursing and NVQ qualified staff) who provide round-the-clock loving care and support services in accordance with the individual resident's needs, as established by their own personal care plan and preferences.

They are supported by a fully qualified Registered Manager and Registered Nurses who exercises day-to-day responsibility for the management of the Home and the complete care of the residents.

All staff undergo a formal induction course and continuous in-house training to ensure the maintenance of the highest possible standards.

Who decides my personal needs?

You will have a large say in how your personal needs will be met.

What is a care plan?

A care plan is a personal file outlining medical/health information, likes/dislikes, interests, allergies and personal/family details, which are centrally logged to enable the care staff to give you the best care and guidance.

Financial Matters

All residents have the right and the opportunity to manage their own financial affairs totally confidentially. When requested guidance can be given but decisions are always down to residents. Cheques can be cashed up to a limit of £25 by application to the Financial Controller.

Payments for newspapers and other small items purchased on the resident's behalf will be invoiced monthly.

In some cases, the resident will require materials which are outside the facilities provided by the Society. These are paid for by arrangement with the Manager.

The Home will freely supply a wall safe into your room upon request or alternatively you may store valuables in our main safe.

Health and Safety

The Society has a Health and Safety Committee which is made up of several members of staff. Every member of staff is aware of the Society's policies. Health and Safety training is carried out regularly for all staff.

Fire Precautions and Emergency Procedures

The Home has established documented procedures to comprehensively address Health and Safety issues. The following Policies/Procedures refer and may be consulted in the Home's Policy Manual.

Fire Prevention Measures

Fire Drills and Handling an Outbreak of Fire

Handling a Failure in the Electrical Power Supply

All staff receives awareness training in these important policies as part of the Induction Training process. Residents are informed of the fire and other emergency procedures as part of the resident's induction process at the Admissions stage.

Policy to Promote Non-Smoking

The Home operates a non-smoking policy.

Complaints Procedure

Everyone at Rustington Hall works hard to get things right all the time, but like all organisations we sometimes get things wrong.

If mistakes are made or you are in any way dissatisfied, we want you to give us the opportunity to put things right and improve our service. But we can't do this if you don't let us know!!

Sometimes residents tell us that they would like any small problems or concerns resolved informally as part of our day-to-day services.

However, if you have more serious concerns and would like things to be recorded formally then we have a complaints procedure, which ensures that your dissatisfaction will be registered as a complaint and formally investigated.

As part of this process we will meet with you to discuss what went wrong and how you would like matters resolved. You may like a friend or family member to attend the meeting. Once an investigation has been completed you will be told whether your complaint has been upheld and what we intend to do.

We will always report serious complaints, which involve complaints of neglect, harm or abuse to our regulators – the Care Quality Commission and or Social Services.

Copies of our complaint's procedure are available by asking any member of nursing or care staff or alternatively from our reception services.