



Venn House

RESIDENTIAL RETIREMENT VILLAGE

STATEMENT OF PURPOSE

This statement outlines the aims, objectives and philosophy of care of Venn House. Should you have any specific questions in relation to the statement, the management will be happy to discuss any points of concern in further details.

The rights of our service users are our primary concern and so our philosophy of care reflects this in the services and environment we provide and in our encouragement of the service users to exercise their right to the full.

Aims and Objectives

Our aim is to provide high quality care to meet the specific needs and wishes of our service users.

Every person at Venn House has a right to a quality of life that offers informed choices, safeguards privacy and dignity and provides opportunities to enjoy and contribute to their environment. The owners, manager and staff, all work as a team to provide a happy, friendly and caring home as close to the service users home life as possible.

An individual care plan will be devised to support each service user, empowering independence and privacy and upholding dignity in the later years in the following ways:

Privacy

Helping our service users with intimate needs and situations discreetly.

Allowing and helping service users to furnish and equip their rooms to enable them to use their own room multi-purposely, for meals, leisure and entertaining.

Offering service users the choice of where and with whom they spend time.

Giving privacy to receive and make telephone calls if they wish, to receive and read personal mail, and to see visitors and advisors as they choose.

Ensuring information regarding each service user remains confidential.

Dignity

Each service user will be treated and valued by assisting them to maintain as close a lifestyle of their own as possible. This is achieved by ensuring they have their own clothing and that their personal appearance is as they wish.

Independence

Giving up your independence is a major step & we believe it is very important to choose a care home that individually suits you.

We understand that our service users have given up a great deal of independence when they become part of a communal group residing in a Care Home. We therefore actively encourage each individual to continue to

use every opportunity to think and act for themselves, by providing personal and technical assistance in a tactful way.

Hence, maximizing each person's ability for self care, interaction with others and continuing normal daily living activities unaided.

As a residential home we aim to maintain the level of independence as if they were in their own home. If this involves a degree of risk that the service user accepts, this will be respected and supported wherever possible.

Encouraging and promoting contacts with activities and interests outside the Home encouraging service users to be involved with and contribute to their care and its recording. Therefore, encouraging clients to continue to use every opportunity to think and act for themselves.

Facilities

We can accommodate 25 residents in our lovely old manor house and Coach House Annex. We have extensive grounds, log fires, home cooking and a team of caring and friendly staff.

The Home is friendly and comfortable and aims to provide a safe and homely environment. We have a range of equipment to help with all aspects of daily living, including: adjustable beds where necessary, pressure relieving mattresses when required, bath rails, bed rails and a stair lift.

We also have assisted whirlpool baths with powered seat lift for our service users who are particularly frail and need assistance with bathing.

All rooms are furnished but service users are welcome to bring in their own pieces or pictures as they wish, where these can be accommodated.

We have an in house laundry system, but ask all items of personal clothing are marked with the person's name and that anything requiring special laundry care is dealt with by relatives and that the staff are made aware of these.

An experienced cook provides our meals, with individual dietary needs being catered for also.

There is a local 'ring and ride' bus service and a weekly taxi into the award winning market town of Tavistock, just one and a half miles away.

Hairdressers, chiropodists, dentists, doctors and clergy visit regularly by appointment. There is also a weekly post office and library that visits, the cost of which is met by the service user.

Service users are expected to meet the cost of all their toiletries. However, to make purchasing easier, Venn House has its own 'tuck shop' which stocks such items.

The grounds are extensive with plenty of sitting areas and a patio. When the weather permits we hold barbecues, and have a summer garden party.

Service Providers

Mr John Widders is the owner of the Home and registered service provider.

He is on-site at Venn House several week days.

Mr Widders has been involved in the care home industry since 1992, having previously operated a 30 bed nursing home for 13 years. He acquired Venn House in December 2005.

The manager is Mr Paul Rielly who has a variety of experience in the care home sector. He is responsible for the day to day care management within the home.

He has a team of over 20 staff covering day and night duties ensuring continuity of care. The staff includes supervisory care staff, care assistants, full time cook, domestics, handyman and gardener.

The majority of staff hold an NVQ in care, Basic Food Hygiene Certificates and undergo annual training in Fire Safety, First Aid and Client Handling. Specialized courses are also available to all staff at Venn House, and staff are encouraged to attend.

All staff undergo a C R B check, to ensure they have no criminal convictions.

The staff have a wide range of experience to cover the needs of each service user, and offer a high quality of care to all.

Service Users

The home is registered with the Commission for Social Care Inspection (CSCI) following the introduction of the Care Standards Act in April 2000.

We can accommodate service users aged 65 and over in the OP (Elderly) Service User category. The Home can accommodate 25 persons at any one time.

All residents are assessed prior to admission to ensure that as far as possible we can meet all individual needs and requirements to guarantee a comfortable and happy stay at Venn House. This will be confirmed in writing prior to admission to the Home in a letter from Mr Rielly, who will confirm that the room is available and that care can be offered. Subject of course, to no unforeseen changes in the service users condition or expectations on arrival at the Home.

In the event of an emergency admission of a service user to Venn House, the manager or registered person or will: Inform the service user within 48 hours about key aspects, rules and routines of the service, issue an up-to-date statement of purpose and service user guide, provide a written contract/statement of terms and conditions of Venn House and provide a needs assessment for the service user within 5 working days from admission.

We are not a Nursing or Secure unit facility, therefore we can not administer nursing care and we have an open door policy.

In respect of this, we can not accommodate service users with or who develop challenging behavior or who have an aggressive nature to others, those whose mobility is a risk or those who are unable to independently weight-bare on their own.

Moving On

Most people will have chosen Venn House to be their home for life. However, should a service user wish to live elsewhere i.e., to be closer to their family or we can not meet their care needs, we will support your decision and assist you in finding an alternative and suitable Home should you wish. We will welcome you to keep up existing friendships within the home and make sure that your moving is non stressful and that your care plan and personal records are transferred securely and efficiently to your new home.

Activities

We try to provide stimulating, entertainment for any service user who wishes to participate. We have various games and indoor activities which are organized by our own in house activities coordinator. Family and friends are welcome to participate when they are visiting and if a service user has their own hobby and interest that they wish to continue, this is also encouraged.

We have an electric buggy for you to enjoy the grounds in the summer - weather permitting.

At Venn House we encourage and welcome suggestions from service users. This is done by gaining information through a distributed questionnaire to all service users.

Health and Personal Care

We try to ensure that the service user's privacy and dignity are preserved during the delivery of health and personal care.

We refer to appropriate professionals to help us meet the health needs of each resident.

We produce for each service user a plan of care, based on the initial assessment, which is updated/amended monthly by discussion with staff, service users and relatives.

In most instances, patient transport will be booked to take service users to specific appointments. However, if such transport is not available, the service user will be expected to meet the cost of other arranged transport. If the service user can not be accompanied by family or friends to appointments, a charge will be made to cover the cost of providing care assistant accompaniment.

Daily Operation of the Home

There is a basic daily structure around which the home is run, but with flexibility provided to meet the individual needs of each service user. We try to offer them a 'real' home from 'home', with minimum rules and regulations.

We regularly talk to each service user, relatives and staff to hear their views to assess the quality of service that we offer. To ensure that they are satisfied or if they have any ideas for change or improvements that may be of benefit to all. This is also done yearly through a confidential questionnaire that is issued to all service users and their relatives to consult on the quality of service we provide.

Religious Needs

We have visits from members of the Anglican Church who visits Venn regularly and will conduct a service in the lounge or in the privacy of your own bedroom/lounge as requested. All other denominations are catered for as the need arises.

Visiting

Visitors are always welcome, however, we hope that visitors understand that certain times of the day are busy, and they can therefore plan their visits accordingly. They are requested to sign in and out, using the visitor's book and also inform a staff member when they arrive and depart. If they wish to take a service user out, prior notice is helpful but not essential.

We hope service users and their families will treat the home as if it was their own, and so we have an open visiting policy.

Fire Precautions

The home has a written policy in the event of a fire. We have an internal fire alarm system, emergency lighting, smoke and heat detectors and some automatically closing doors, the remainder being kept closed at all times.

The system is serviced and maintained as per the statutory requirements and staff undergo regular training and update sessions to ensure everyone's safety.

In the event of a fire, all service users and visitors should follow the instructions of the senior care assistant on duty.

Complaints

If the service user has a complaint, it should in the first instance, be taken up with the provider, Mr Widders, who will do his utmost to reach a satisfactory conclusion.

In any event, the service user/those concerned may complain to:

C.S.C.I (Commission for Social Care Inspection)
Unit D1
Linhay Business Park
Ashburton
Devon.TQ13 7UP Tel: 01364 651800. Fax: 01364 651856

If the service user is dissatisfied by the response from the C.S.C.I, they can complain to the parliamentary Ombudsman. The parliamentary Ombudsman will only deal with complaints that have been referred to him by an MP.

(Please see policy on complaints procedure for more detail)

Care Plans

The care provided is based on a thorough assessment of a wide range of needs and a systematic and continuous plan of care for each service user is devised.

Environment

The physical environment is designed for the service user's convenience and comfort, which includes maintaining the building and grounds in a safe condition.

Ensuring communal areas are safe and comfortable. Toilet, washing and bathing facilities are suitable for the service users in our care, specialized equipment being available to maximize and maintain service users independence.

To comply with safety C.S.C.I requirements, we have radiator covers throughout the home.

We also have anti-scalding thermostatic valves on all bath, showers and basins so that the hot water can not be dispensed above 43 Deg C in temperature within the home.

Provision of accommodation that meets the National Minimum Care Standards Act is achieved throughout and is a prime directive.

Ensuring service users have safe and comfortable bedrooms/lounge with their own personal property around them.

Ensuring the premises are kept clean and hygienic and free from odors with suitable systems in place to control the spread of infection.

We are situated in Lamerton, a rural village one and a half miles away from the market town of Tavistock in Devon.

Venn house is an attractive old Jacobean Manor House built in 1635, situated in 6 acres of park like ground, surrounded by countryside.

Service Users rooms within the Home consist of 3 double bedrooms and 19 single bedrooms.

Due to the age and layout of the building we are slightly under the C.S.C.I minimum standards for communal space. However, most of our bedrooms are well over the C.S.C.I regulations, providing service users with a bedroom/sitting area.

Most of the bedrooms are en suite; all are well decorated and furnished, with television, telephone points and lovely views.

Our bedrooms all conform to the current C.S.C.I regulation sizes. However, as stated earlier most are considerably bigger providing service users with a bedroom/sitting room to enjoy.

Choice of Home

Giving up your independent is a major step and we believe that it is very important to choose a home that suits you or your loved one. The choice of home is always a difficult decision. We hope to provide as much information as possible to aid that decision in an easy format, and as required by the Care Standards Act 2000.

To make the right choice it is advisable to visit several homes and talk to the proprietors or managers. This way, all your questions will be answered and you can clarify anything you are unsure of.

Management and Administration

The leadership of the home is crucial in all its operations. In providing the quality of leadership deemed necessary to meet the requirements of this establishment.

Organizational structure stems from the Registered Provider to Registered Manager to senior care staff, all of whom use a managerial approach that creates an open, inclusive and positive atmosphere.

To supervise staff and volunteers, regularly and carefully.

To keep records on all aspects of the Home and its service users both accurately and up to date.

To ensure service users and staff health, safety and welfare is promoted and protected at all times.

All staff are trained in caring for the elderly. Training is continuous and is recorded accordingly on staff files.

Advocacy

Should any service user be without representation then advice can be sought through Mr Widders or Mr Rielly to contact an external advocacy service to provide that person with impartial representation should they wish to do so.

Inspection Reports

The home is inspected twice yearly by an inspector appointed by C.S.C.I.

The outcome of the inspections are available in the home for anyone who wishes to read the report and can be found in the main office.

Mr Widders or Mr Rielly will be very happy to discuss or explain any points in it at any time.

In conclusion we hope that everything in the home is driven by the needs, abilities and aspirations of the service users, rather than by the staff and management desires. Whilst this is not always easy to achieve, we will endeavor to maintain this as the focus of our policies, services, activities, resources and facilities.

This document will be reviewed annually. Any comments regarding it will be welcome.

Signed:

Date:

Service Provider

Signed:

Date

Manager

Review Date: 7 January 2007