



# STATEMENT OF PURPOSE

APRIL 2020

## Registered Provider

Lindale Homes Limited  
946 Arden Lodge (Office)  
Birmingham  
B27 6QG  
Tel NO: 0121 706 795

## Director & Nominated Individual

Mr Lee Baillie  
Tel No: 0121 706 7958  
Lee.baillie@lindalehomes.co.uk

## Registered Manager

Mrs Karen Hancox  
Tel No: 0121 605 26

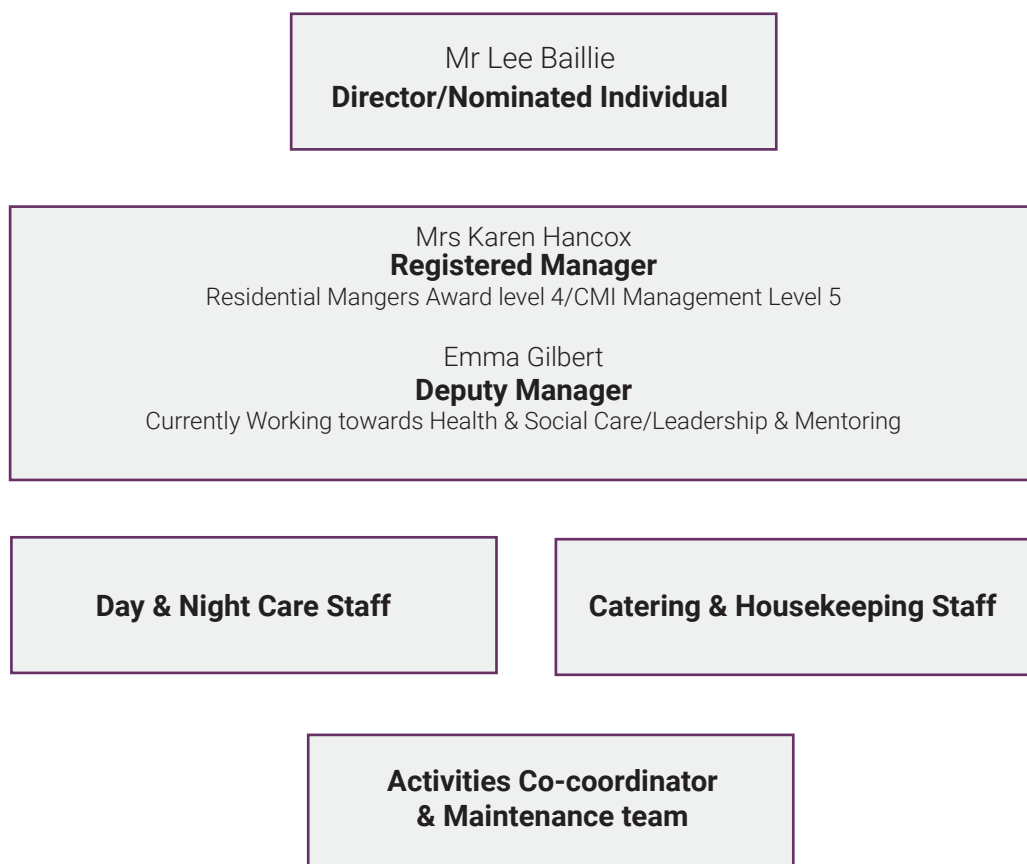
## Organisational Structure

All new staff members who are employed at Elliott House receive a robust induction programme as to the home and the service. New employees will have to complete a shadowing period of two weeks before they commence on the rota.

Staff members who are new to health and social care are enrolled onto the Care Certificate. Our new staff members are supported to complete the Care Certificate within twelve weeks.

Elliott House has a workforce development plan, which addresses all ongoing training and development needs of each member of staff. Catering, Housekeeping and Maintenance staff will be fully trained and hold the relevant certificates for their post. All new staff members will undergo the required DBS (Disclosing and Barring Service) and police checks before they commence employment at the home.

## Organisational Structure - Chart



## Mission Statement

- The Home's mission is to provide the best quality of life, through high standards of care, daily fulfillment, love, and most of all, compassion.
- Elliott House provides personalised care, which respects their privacy, dignity, safety and security.
- The Home encourages and assists our Residents in maintaining a high quality of life with respect to their individuality, independence, confidentiality and privacy.
- By providing 24 hour care, the Home strives to encourage our Residents to fulfill their emotional and social needs. This is delivered through a unique plan, catered solely for each individual resident.
- Elliott House prides itself in its ability to safeguard our Residents from discrimination on any grounds, whether it is age, gender, sexual orientation, disability, language, race or religion.
- Above all, we aim to provide a quality service of a consistently high standard, which is appropriate and responsive to the Individual needs of our residents, in an efficient and effective manner.
- We acknowledge the importance of respecting each Service Users unique requirements.

## Information About Elliott House

Elliott House provides accommodation for up to 54 older adults living with Dementia. The Home is located near to Kings Norton Village Green and is within walking distance of the high street which has a post office, banks, local shops and cafés. The Home is also near several places of worship, serving all faiths. If you wish to visit the UK's second largest city the nearest railway station is approximately a ten minute drive from Elliott House. A direct train service will take you to the cosmopolitan city of Birmingham; approximate travel time by train is twenty minutes. Directly opposite to Elliott House there are two bus services which will also take you directly into the heart of the city, with a travel time is approximately 30 minutes.

On arrival the manager or senior staff member will greet a new Resident, issue them with their room key and show them to their room. The Resident and their families will receive information regarding the location of fire escape routes and exits, communal lounges, dining rooms, bathrooms, where activities are held, and as to what activities are available to them.

The senior staff member will ensure that any new resident is introduced to staff and other residents at the first opportunity, so as they are made to feel welcome in their new home. The home has four communal lounges, one being a large orangery which looks out onto a beautiful landscaped garden. There are two wheelchair accessible lifts, two dining rooms, two communal bathrooms, and five wet rooms, all which have the required enablement equipment to promote the Resident's independence, privacy and dignity. All areas of the home are accessible to wheelchair users.

All rooms are decorated and dressed to a very high standard. The home supplies a suite of furniture for each room, which includes a bed, wardrobe, chair, bedside drawers with a lockable top drawer and bedside lamp. Most bedrooms have en-suite facilities; this includes toilet and washbasin facilities. Each room has a portable call bell system which can be placed by the resident for their convenience, enabling the resident to call for assistance 24/7.

We understand and appreciate that the Residents need to have their precious belongings around them. The home encourages residents to personalise their rooms and allows them to bring items from their home, i.e. small pieces of occasional furniture, art work, and photographs. However, upholstered furniture will need to comply with fire safety regulations.

The building is fitted with smoke detectors, alarms and emergency lighting that are tested regularly. All staff members receive regular fire training, so that they are able to respond to any emergency. All new Residents will be informed of fire procedures, and the evacuation information is printed in the Service User's Guide.

Elliott House environment and equipment is maintained and serviced by qualified service contractors and engineers. Elliott House has safe and secure and accessible landscaped gardens, which are equipped with safe, comfortable, weatherproof garden seating. The gardens have been professionally landscaped by a Horticulturist who has insight and understanding of Dementia Care environments. The gardens have an array of seasonal featured planting, raised sensory flower and vegetable beds and a beautiful furnished summer house, which provides shelter from the hot sun and seasonal showers.

## Independence

We are aware that our Residents have given up a good deal of their independence in entering a group living situation. We therefore regard it as all the more important to foster our Resident's remaining opportunities in the following ways:

- Providing, as tactfully as possible, human or technical assistance when it is needed.
- Maximising the abilities of Residents to retain self-care, for independent interaction with others and for carrying out tasks of daily living unaided.
- Helping Residents to take reasonable and fully thought out risks.
- Promoting possibilities for Residents to establish and retain relationships beyond the Home. Also, to build new friendships with people from the local Community. These include children from the local School, church members, local teenagers whom attend as volunteers, or work placements and younger children from a local Solihull Nursery.

## Choice

We aim to help Residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing meals which enable Residents to decide for themselves where, when and with whom they consume food and drink of their choice.
- Enabling Residents to manage their own time and not be dictated to by set communal timetables.
- Respecting each individual's uniqueness.
- Retaining maximum flexibility in the routines of the daily life of the home.

## Dignity

Treat every Resident with respect and allow each person to live in a dignified manner in the following ways:

- Maintain every Resident's autonomy by empowering each person to consider choices and make their own decisions as far as possible.
- Know each Resident, develop a good rapport and treat each Resident with respect, love and compassion.
- To deliver Person-Centered care, helping to put the needs and aspirations of the individual Resident at the Centre of Care Planning.

## Privacy

We recognise that life in a communal setting, and the need to accept help with personal tasks, are inherently invasive of a Residents ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our Residents in the following ways:

- Providing help in intimate situations as discreetly as possible, with minimal support to maximise independence.
- Helping Residents to furnish and equip their rooms, in their own style if they wish, to use them as much as they desire for leisure, meals and entertaining.
- Providing locks on Residents' storage space, bedrooms and other rooms in which Residents need at times to be un-interrupted.
- Guaranteeing Residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors. Visits and special occasions can be accommodated in one of our smaller lounges.
- Ensuring the confidentiality of information the home holds about Residents personal data.

## Rights

We ensure we maintain all basic human rights of each Resident including consent, confidentiality, safety, equality and autonomy in the following ways:

- Encourage freedom of expression, participation and decision making.
- Encourage right of access to entitlement of services, at the time these are required.

- Assume that everyone has capacity to make informed decisions, unless it has been determined through the appropriate assessment process that the individual does indeed lack capacity.
- Respectfully request that where the court has granted a Lasting Power of Attorney to a named individual, (i.e. spouse, partner, relative or a friend) that they share this information with the Manager of Elliott House. A copy of the court document is required so this can be included within the legal section of the Resident's care plan.

## Fulfilment

We understand that it is important to our Service Users that they are supported to achieve their personal goals and aspirations. Therefore, we will support the Resident to set and achieve their goals in the following ways:

- Ensuring that all staff members have full insight and understanding as to the Resident's life stories. For example, who, what and where was important to them (family, friends, cultural, ethnic and spiritual identities, education and employment).
- Provide a full complement of social, recreational, cultural, religious activities, providing appropriate stimulation to meet the needs and preferences of the residents.
- Supporting the Residents to maintain existing, and develop new, friendships/relationships, as and when identified.
- Ensuring that Residents are listened to and that their requests are responded to in a timely manner.

## Safety

Elliott House aims to provide a safe, warm and homely environment, ensuring that all staff members have insight and understanding that the Resident's safety is paramount.

- Staff will support individuals appropriately, and provide reassurance to them when they require assistance, ensuring that they remain safe and not subjected to unnecessary risks.
- Staff members are trained so they have full insight and understanding as to what constitutes abuse, and to the reporting process in the event of any concerns being identified.
- Elliott House has a secure electronic door opening system to all entrances and exits. Each door has an opening mechanism which is linked to a fire alarm panel. All visitors to the building are required to sign in and out of the building, as per fire regulations. This allows the home to identify individuals who visit the home.
- Where a Resident wishes to exit the building, they will be appropriately supported to do so.
- Elliott House aims to ensure that the Residents experience an open, positive and inclusive environment, wherein they feel safe to raise any issues and concerns they may have.

## Civil Rights

- Elliott House will ensure that the Residents rights as citizens are upheld. We will support individuals to ensure that they can continue to participate and contribute to society, and where identified as appropriate ensure that they have access to benefits.
- Elliott House staff will ensure that Residents continue to have the opportunity to participate in local and general elections, supporting in accessing the identified venue or providing support with postal voting.
- Elliott House staff will ensure that all Residents are fully supported in accessing all external healthcare appointments, and where identified as being required will arrange and if necessary, facilitate with internal appointments and visits.

## Choice of Home

Elliott House recognises how important it is to individuals to have the autonomy to select a home of their choice knowing it will meet their needs, wishes and preferences. The Manager at Elliot House will support potential residents by facilitating a tour of the home and answering any questions they may have.

The Manager will be more than happy to organise a visit with the individual and a relative or friend. They may wish to join the other residents for refreshments or have a meal in our dining room. The Manager will ensure that individuals viewing the home have details as to the home's comprehensive service specification this will be included in the following:

- The home will ensure that a detailed information will be published as to the home Statement of Purpose and the Service User Guide.
- Where the individual chooses the home, a robust assessment as to their needs, wishes and preferences will be completed by a senior member of the team.
- Provide assurance to the individual that the home can confidently meet all their identified/assessed needs, wishes and preferences.
- Provide a detailed Service Contract outlining terms and conditions as to the service specification.
- If the Resident wishes to bring any items of value,( i.e. antique furniture and art work and jewellery) that these appropriately insured. An inclusive cost will be provided on the completion of a needs assessment, and when it has been determined that the home can meet the needs of the individual. Fees will be paid in advance per calendar month; payments can be made by cash, standing order or cheque.



## Personal, Health and Emotional Care

The Residents personal, health and emotional care is paramount. We draw on professional guidelines so we can provide the best possible care for all of our residents.

- Assessment of need is ongoing, in consultation with the Resident, and where identified as being appropriate, we will review, update and implement a robust person-centred care plan and risk assessments.
- Portable call units are in all bedrooms and bathrooms to enable residents to summon help or assistance. Staff members are on duty 24 hours a day to respond to calls. As part of the home's quality assurance the response times are audited by the manager.
- The home will ensure that the Resident will have access and support to be seen by healthcare professionals.
- Where identified as being appropriate, Elliott House will support Residents in safely ordering, storing and the administration of their medicine. All staff administering medicines are in receipt of the appropriate training.
- Elliott House will take measures to ensure that all Residents are supported in a manner that always maintains their privacy and dignity.
- Elliott House will consult respectfully and sensitively with the Resident and their loved ones as to their thoughts regarding Advance Planning and their Last Wishes. This information will then be documented within their care plan to ensure that the resident requests are upheld.
- The staff at Elliott House has insight and understanding as to the care required when a Resident requires palliative care. The home will provide care and support in a sensitive, kind and caring manner so as to ensure dignity in death.

## Safeguarding

Despite everything the home has in place to keep our residents safe from harm, we are aware that due to their vulnerability it could be that they may be at risk of abuse. Elliott House will endeavour to keep them safe so they are not exposed to the following:

- Physical or verbal abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial abuse
- Discriminatory abuse
- Institutional abuse

To address concerns of this nature, Elliott House will ensure the following measures are followed:

- Endeavour to make all possible efforts to protect the Resident from any form of abuse, and from any possible abusers.
- Ensure a robust complaints procedure is in place, to record and investigate all informal/formal complaints. We will provide the complainant with a detailed account as to the outcome.
- Elliott House will work with the identified external agencies to demonstrate duty of candour.

## Management and Administration of the Home

Elliott House appreciates the need for the home to be well led. This is paramount to aspects of its operations. To ensure that effective leadership is in place, the organisation will always provide the following:

- Engage a manager who has the required qualifications, experience and skills as per the regulator's requirements, CQC and the organisations job description.
- Implement robust Quality Assurance Systems and Monitoring.
- Ensure that the Health & Safety of residents, staff and visitors are protected and promoted.
- Aim for a management approach which creates an open, positive and inclusive service.
- Offer all Residents appropriate assistance in the management of their personal finances.
- Ensure all staff and volunteers receive the appropriate supervision with the required timescales.
- There is a full complaint process located in the home's reception area. Formal/informal complaints can be raised with the manager at any time.

## Staffing

At Elliott House we are aware that the staff employed at the home are key to delivering a safe and quality service, ensuring that the Resident's needs, wishes and preferences are always met. To maximise this the manager will ensure the following:

- Ensure that safer recruitment and selection is adhered to in line with the company's recruitment and equal opportunities policies.
- Employ staff in enough numbers, qualifications and experience to meet the identified and ongoing needs, wishes and preferences of the Residents.
- Provide ongoing training and development in line with the home's Workforce Development Plan.

## How to Make a Complaint

If you have a complaint or fell unhappy with any aspect of the service please let us know by informing the Duty Manager, or if unavailable, a member of the Management Team:

**Manager:** Karen Hancox

Elliott House

81 Walkers Heath Road

Birmingham

B38 0AN

**Telephone:** 0121 605 2608

**Email:** ehmanager@lindale-homes.co.uk

A complaint can be made in person by telephone, email or in writing to the above address. In the event the manager is unable to resolve the issues then please address your concerns in writing, (stating Private & Confidential) to:

**Nominated Individual:** Lee Baillie

Arden Lodge Residential Home (Office)

946 Warwick Road

Acocks Green

Birmingham

B27 6QG

If you believe that the complaint has not been dealt with accordingly, then you can take your concerns to the Local Government Ombudsman who can be contacted on 0300 0610614. Email [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Concerns can also be raised with Care Quality Commission 0300 0616161.**

Where you have concerns regarding a breach of your data information, the data protection officer is Alex Keegan, Telephone Number: 07961498084, or in writing, Arden Lodge, 946 Warwick Road Birmingham B27 6QG. Or contact the information commissioner's office on 0300 123113 WWW. ICO.ORG.UK, ref no: ZA421693

Elliott House also welcomes compliments and suggestions if you wish to compliment the service, or make a suggestion please feel free to do so. A compliments book and suggestion box are located in reception.

## Registration and Inspections

Elliott House is registered with Care Quality Commission. The regulator makes periodic and unannounced visits to the home and produces a written report. This provides the home with a rating as to how well it is providing services Residents, relatives and representatives can request access to the reports at any time. Where a home has been inspected the rating has to be displayed in an area of the home so it can be viewed by all Residents, visitors, staff and external professionals.

