

Statement of Purpose

Aims and objectives of the Home

Aims

1. To support all Residents to live a life that is as normal as possible, taking into account their individual health needs. We aim to provide this in surroundings that are homely and attractive.
2. To provide all Residents with care that will enable them to live as independently as possible with privacy, dignity and the opportunity to make their own choices.
3. To provide a range of activities to promote optimal physical, mental, spiritual wellbeing of our Residents.

Objectives

1. To ensure that assessments of needs will be used to develop individual, person-centred care plans with the objective of meeting the aims of the Home for each Resident.
2. To provide each Resident with a home, equipment and competent staff to enable the aims and objectives of the home to become a reality.
3. To ensure that Residents are always listened to and are enabled to exercise choices, wherever possible.

A statement of the philosophy of the Home

The aim of everyone at Tilsley House is to provide a friendly, comfortable, safe and pleasant home for you to live in.

We hope to enhance your quality of life and treat you with dignity and respect.

Our practice at Tilsley House reflects a philosophy which advocates that you, the resident, are the focus of our service.

The care you are given will reflect your own (person centred) needs, and that you will be have the opportunity to participate in the planning of your care. **We at Tilsley House are committed to achieving the best possible outcome for you.** We place great emphasis on the following key touchstones of our Service:

1. **Privacy.** We will respect your right to be alone when you choose, and ensure your privacy is maintained at all times.
2. **Dignity.** We will value you as an individual and be aware of your uniqueness.
3. **Choice.** You will have the freedom to make your own choice from a range of options.
4. **Fulfilment.** You will have the opportunity to realise your personal goals on a daily basis. We want you to feel valued and have positive feelings of high self-esteem.
5. **Safety.** Your safety and security will never be compromised.
6. **Respect.** We will value you for who you are.

In order to achieve the Aims and Objectives the Home must secure not only an environment which is the best possible in line with creative thinking currently available, as well as the ongoing development of the best practices in social care.

Facilities Provided at Tilsley House.

The layout of the home (wherever possible) will be arranged so that clients have easy access to the facilities. There will be clear signposting (pictorial where required) to enable all clients to easily identify the facilities.

The decoration and furnishing is homely in nature.

After choosing your bedroom at Tilsley House, you will be invited to personalise your room to reflect lifestyle and taste. Furniture brought in must conform to British Safety Standards. The home's handyman will put

up any pictures or photographs on the walls. All electrical equipment must be tested prior to use in the home, for everyone's safety

Building and Gardens.

- The upper floors are accessed by staircase, lift and stair lift.
- The home provides up to 32 single bedrooms of which 10 have en suite facilities. (It should be noted that although the home is registered for 32, only 30 rooms are currently used as bedrooms).
- There are six further toilets located conveniently around the home
- There are two lounges, two dining rooms
- The home is equipped with a Fire Alarm System and a nurse call system
- The home is equipped with a Call Bell System.
- There are two bathrooms with hoists and two shower rooms
- The kitchen is located on the ground floor.
- The Menu is displayed on the notice board.
- Laundry: This is on the ground floor. All used clothing will be collected from the Residents' room each day and returned to them within 48 hours washed and ironed.
- All clothing must be labelled with the Resident's name.
- There is a large garden and a patio accessible to Residents.

Equipment

- The Home has hoists and other moving and handling equipment to help in the transfer of Residents who have been assessed to needing this assistance.
- The Home can be equipped with adjustable/ high/low fully profiling beds should the Resident's assessment indicate the need of such a bed for the Residents health and comfort.
- The home has pressure-relieving equipment. This is used when a Residents Assessment indicates its need. District Nurses can also provide additional equipment when necessary.

The Service

- The home accommodates and cares for older People both male and female adults.
- The home provides some Services (at Tilsley House) to residents of the Independent living accommodation for older people next door at Tranquil House. Tranquil House residents take their meals, they attend Services, and participate in some of the organised activities at Tilsley House.
- A hairdresser visits regularly.
- A chiropodist visits the home at regular intervals. (However the cost of this Service is not included in our fees and will be invoiced separately) except where this Service is arranged through the GP.

Staffing arrangements

Staffing of the home is based on the assessed needs of the Resident and in line with the requirements of the Care Quality Commission. There is always a Senior Carer on duty and a Manger at hand throughout weekdays.

The name and address of the Registered Provider.

Tilsley House Limited
137 Norval Road
Wembley
Middlesex , HA0 3SX

The name of the Responsible Individual

Rizwan Govindji: Director of Tilsley House Limited.

The name of the Registered Manager.

Sue Eldridge: started at Tilsley House care home in 1991 and has been the manager there for a number of years. Sue holds an NVQ Level IV.

The name of the Homes Manager

Claire Conway: started at Tilsley House in 2009 and worked as a Senior Carer who was then promoted in October 2010. Claire holds an NVQ III.

The Number and Relevant Qualifications and Experience of the Staff Working in the Home.

We have around:

18 Carers (including Senior Carers)

2 Cook and 2 assistants

4 Domestic staff

1 Activities coordinator

- All staff must complete a Training Induction Programme within six weeks of their employment in the home.
- The aim is for 75% of all care staff to achieve NVQ Level 2.
- All staff involved in Food preparation will have been trained in Food Hygiene Awareness.
- All staff involved with the moving and handling of the Residents will have been trained on a moving and handling course.
- A First Aider will be on duty in the home 24 hours a day.
- Other training given to some staff will include:-
- Basic food hygiene, health and safety, fire safety, recognising & reporting abuse, and the mental capacity act.

The Organisation of the Home.

Both the Homes Manager and Registered Manager undertake the management of care, administration and general operation of the home. The Responsible Individual provides managerial oversight and is responsible for ensuring that the home complies with government legislation and CQC regulations/care standards. All staff work collectively to enable the best outcomes for all Residents.

The Sex and Age Range of the Residents for whom it is intended that Accommodation should be Provided.

The home provides care for the elderly of both sexes.

The Range of Needs that the Care Home is intended to meet:

The home provides personal care to those who require it by virtue of old age.

Whether nursing is to be provide:

We do not provide any nursing care.

Any Criteria used for Admission to the Care Home, including the Care Home's Policy and Procedures for Emergency Admissions:

- An assessment of need will be carried out by a representative of the home. The assessment will be discussed by the manager or Responsible Person.
- If the needs identified by the assessment can be met by the facilities and Services on offer at the home a placement will be offered.
- Emergency admission. An emergency admission can be accepted providing the person or agency referring the Resident is able to provide sufficient information for the Manager to determine that the prospective resident has needs broadly within the Services and facilities offered by the home. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

The Arrangements for Residents to engage in Social Activities, Leisure Pursuits and Hobbies.

There is a full activities programme in the home based upon the interests of the Residents currently residing in the home. A programme is published and accessible to all Residents. Regular residents meetings are held to discuss activities. Relatives and friends are welcome to attend meetings and join in the activities.

The Arrangements made for Consultation with Residents about the Operation of the Home.

Residents meetings are held regularly and the Minutes recorded. There is a Quality Assurance Scheme which ensures that Questionnaires are issued to Residents, Relatives, and Stakeholders, for example: GP's, District Nurses requesting their comments and views on the Service and operation of the home.

The Fire Precautions and Associated Emergency Procedures in the Home.

A Fire Risk Assessment has been carried out and a Fire Procedure developed. There is an appropriate recording system maintained.

The Arrangements made for the Residents to attend Religious Services of their Choice.

Whilst Tilsley House care home holds a number of Christian prayer meetings, residents are free to follow the religion of their choice. Ministers visit the home regularly. Ministers from other denominations can be requested to visit the Home.

The Arrangement made for Contact between Residents and their Relatives, Friends, and Representatives.

We have an open visiting policy at the home, but it is advisable to avoid meal times. We are happy for you to go out with your family and friends; we just need informing if you will be out over a meal time. You may see your visitors in private in your bedroom, or use the lounge or dining room.

The arrangements for dealing with complaints.

Complaints Procedure.

While we trust that all our Residents will be satisfied with the quality of the care they receive. However there may be occasions when a resident or their relative may wish to raise a concern, or make a formal complaint.

We want you to know that you should always feel free to raise your concerns. It is hoped that a discussion with a member of staff will help resolve the issue. If you are not satisfied with this ask to speak to the manager or a senior. We may however need to carry out an investigation, if this is the case then we will contact you again within 28 days with the result of our investigation and what action we intend to take.

If your concern is still not resolved contact the owner at:

137 Norval Road,
Wembley
Middlesex HA0 3SX

If you are not satisfied that we have addressed your concerns the next step is to contact:

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
Telephone 03000 616161

The Arrangements for Dealing with Reviews of the Resident's Plan.

Reviews are carried out on a monthly basis. Reviews will be more frequent, if there are changes in the Resident's condition making significant amendments to the Care Plan imperative in the interests of the resident.

The Number and Size of Bedrooms in the Home.

We have 30 bedrooms varying in size and style. Most rooms have an excellent view of the local park or the back garden.

Details of any Specific Therapeutic Techniques used in the Home and Arrangement for their Supervision.

There are no therapeutic techniques being used as we do not provide nursing care.

The Arrangements for respecting the Privacy and Dignity of the Residents.

A Residents Charter of Rights is in operation in the home which is included in our Resident guide.

Fire Procedures – Action in the Event of a Fire.

1.1 If the Fire Alarm sounds, the Person in Charge of the Home must follow the following procedure.

2. Summon the Fire Brigade.
3. All staff must go the control closing all doors and windows on the way to the control panel. The person in charge must identify which alarm is sounding.
4. The person in charge must send a member of staff to the area identified by the panel and establish if a fire has occurred or whether the alarm is faulty.
5. If it is a fault, not a fire, then the alarm should be turned off, reset and arrangements made for the system to be checked and repaired.
6. If there is a fire then evacuate horizontally only the zone where the fire is occurring. Other zones will be safe until the Fire Brigade arrives.
7. If there is a fire, then staff must proceed quietly to the assembly point.
This is outside by the office
8. The Person in Charge must take the Registers of Residents the Visitors book and the plans of the building to the evacuation point and await the arrival of the Fire Brigade.

1.2 If a fire is discovered and the alarm has not sounded.

1. Raise the alarm by breaking the nearest Fire Alarm Glass Point.
2. Close the door of the room where the fire has started and follow the above procedure i.e. 1.1. (If the Fire Alarm sounds).
3. Inform the Person in Charge, who must summon the Fire Brigade.
4. A fire may only be tackled if it is small.
5. Evacuate horizontally only the zone where the fire is occurring. Other zones will be safe until the Fire Brigade arrives.

6. Staff must proceed to the assembly point.
7. The Person in Charge must take the Register of Residents, Visitors Book and plans of the building to the Evacuation Point.

1.3. Evacuation Procedure.

As the home is laid out in fire zones, fires will be contained within the zone where they began for at least half an hour. The Fire Brigade should arrive at the scene before a fire could move to another zone.

1. The staff will evacuate Residents horizontally ONLY from the zone where the fire is located.
2. Residents should be evacuated to an adjacent zone to await the arrival of the Fire Brigade. The Fire Officers will decide whether the building should be completely evacuated.
3. Residents should be escorted from the zone where the fire has occurred. Residents who are not mobile should be escorted using wheelchairs.

Staff must not run, this will create an atmosphere of panic amongst the Service Users. Remember each bedroom is protected by a half hour fire door.

4. Do not use lifts in the event of fire, under any circumstances for any purpose.
5. In the event of evacuation being necessary, staff must ONLY evacuate Residents. Personal possessions must be left. Once a room has been evacuated the door must be closed and the room must not be re-entered until given the all clear by the Fire Officer in charge.