

Statement of Purpose



Tilsley House Limited
Tilsley House Residential Home

Tilsley House

A care home for the elderly (part of Tilsley House Limited)

Statement of Purpose

Aims and Objectives of the Home

Aims:

1. To support all Service Users to live a life that is as independent 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 Service Users 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 Service Users.

Objectives:

1. To ensure that assessments of need will be used to develop individual care plans with the objective of meeting the aims of the Home for each Service User.
2. To provide each Service User with a home, equipment and competent staff to enable the aims and objectives of the home to become a reality.
3. To ensure that the safety and security needs, of all Service users is met.

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 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 always maintained.
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 daily. 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 on-going development of the best practices in social care.

Service User Bands

- ❖ The home accommodates and cares for older People both male and female aged 65 years and above.
- ❖ The home also accommodates and cares for older People with dementia.

Information usage and storage

Any information that we hold within the home is kept securely with individual's consent. We store this securely

Facilities Provided at Tilsley House.

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

The decoration and furnishing are 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.

It is advised that any items of value should either be left with relatives for safe keeping or suitably insured as Solomon Care cannot take responsibility for any lost or misled items.

Building and Gardens

- ❖ The upper floors are accessed by staircase, lift and stair lift
- ❖ The home provides up to 32 single bedrooms of which 14 have en-suite for a maximum of 32 service users
- ❖ There are six further toilets located conveniently around the home
- ❖ There is a large communal lounge and one communal dining area
- ❖ The home is equipped with a Fire Alarm System
- ❖ The home is equipped with a Call Bell System
- ❖ There is two shower rooms and a hair salon
- ❖ 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 Service Users' room each day and returned to them within 48 hours washed and ironed.
- ❖ All clothing must be clearly labelled on admission. This is your responsibility to ensure all clothing is labelled. Although we can provide this service for you at an additional cost.
- ❖ There is a large garden accessible to residents.

The Organisation of the Home

The Registered Manager is responsible for the overall day-to-day operations of the home including the care of all Service Users including staffing, care packages, assessments, maintenance of equipment, liaising with all relevant persons and oversight of general services. The Responsible Person oversees the overall running of the home and its services.

Dementia Care

Within the care home, staff play a vital role in supporting residents living with dementia by delivering compassionate, person-centred care that promotes independence, dignity, and emotional well-being; they do this through effective communication, patience, and understanding of each individual's unique needs, preferences, and life history, while also working collaboratively with families, healthcare professionals, and colleagues to ensure a safe, nurturing, and inclusive environment that enhances the quality of life for every resident.

Enablement Care

We work in partnership with North Somerset Council to provide enablement placements to support individuals to achieve outcomes in relation to their health and welfare. The enablement programme can support individuals to gain skills and confidence lost or support them into transitioning into living in a care environment. The enablement team work with our staff group to monitor and support individuals and provide continuous assessment with the programme spanning from one to six weeks depending on the needs and abilities of the person.

Nursing Care

We do not provide any nursing care at present. There are no therapeutic techniques being used as we do not provide nursing care.

Our Commitment to Equality, Diversity and Inclusion

At Tilsley House Care Home, we are committed to fostering an environment where equality, diversity, and inclusion are at the heart of everything we do. We believe that every individual—whether a resident, staff member, family member, or visitor—deserves to be treated with dignity, respect, and fairness. Our goal is to create a welcoming and supportive community that celebrates differences, values individuality, and promotes equal opportunities for all.

We recognise and embrace the diverse backgrounds, experiences, and perspectives that enrich our care home. We are dedicated to ensuring that no one is discriminated against on the grounds of age, disability, gender, race, ethnicity, religion or belief, sexual orientation, gender identity, or any other protected characteristic. Our policies, training, and daily practices are designed to uphold inclusivity and challenge discrimination in all its forms.

Through continuous learning, staff development, and open communication, we strive to build a culture of understanding and mutual respect. We are committed to providing person-centred care that honours the unique identity, values, and preferences of every resident, ensuring that everyone feels safe, valued, and empowered to live a fulfilling life within our home.

At Tilsley House Care Home, equality, diversity, and inclusion are not just principles we follow—they are values we live by every day.

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 Service User 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 made for Consultation and Involvement with Service Users about the Operation of the Home

We adopt an open-door policy for Service Users to voice any needs or suggestions. Residents' meetings are held regularly, and the Minutes recorded. We encourage ongoing and continual feedback and involvement of all Service Users in our service provision and ensuring they exercise choice and control at their leisure. There is a Quality Assurance Scheme in place which ensures that Questionnaires are issued to Service Users, Relatives, and Stakeholders, for example: GP's, District Nurses requesting their comments and views on the Service and operation of the home.

The arrangements for dealing with reviews of the Service User's plan

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

The Arrangement made for Contact between Service Users and their Relatives, Friends, and Representatives

- ❖ We have an open visiting policy at the home, but it is advisable to avoid mealtimes. We are happy for you to go out with your family and friends; we just need informing if you will be out over a mealtime. You may see your visitors in private in your bedroom or use the lounge or dining room.
- ❖ We can arrange for phone lines to be connected in resident's bedrooms (this would be at an extra cost).
- ❖ The entire home has wireless connectivity Service Users and relatives can log onto the internet throughout the home
- ❖ Skype – all Service Users have been set up with a Skype account, so they can
- ❖ contact relatives and friend free of charge.

Equipment

- ❖ The Home has hoists and other moving and handling equipment to help in the transfer of Service Users who have been assessed to needing this assistance.
- ❖ The Home can be equipped with adjustable/high/low fully profiling beds should the Service Users assessment indicate the need of such a bed for the Service Users health and comfort.
- ❖ District Nurses can provide additional equipment when necessary.
- ❖ The home has an electric weighing seat. Resident weight and BMI are monitored monthly.

Additional Services

- ❖ A hairdresser visits regularly. (However, the cost of this Service is not included in our fees and will be invoiced separately)
- ❖ 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
- ❖ We have a Taxi Company available on Account which will be invoiced periodically – this will incur a small VAT charge by the Taxi Company
- ❖ An Enablement contract is in place working with North Somerset council to provide services which enables people to return home after having a stay in hospital. We work alongside Occupational Therapist, Physiotherapist, and any other outside agency to help make this possible.
- ❖ Respite care can be provided to enable carers to have a short break whilst under the reassurance that their loved one is being well looked after.
- ❖ A Day Care service is offered to provide a period of time to look after a loved one whilst the carer goes to work or carries out daily chores. The carer can go about their duties knowing that their loved one is safe.

Staffing Arrangements

Staffing of the home is based on the assessed needs of the Service Users at any time.

Activities

- ❖ We have an activities coordinator who organises a variety of activities at Tilsley House for all residents depending on their interests and abilities.
- ❖ We also have several activities organised on a regular basis which are delivered by external companies.
- ❖ Residents are encouraged to venture out into the garden as much as possible.
- ❖ Staff take residents out for a walk or in their wheelchairs. Sometimes they go to the park opposite the home for a cup of coffee.

- ❖ There is a full activities programme in the home based upon the interests of the Service Users currently residing in the home. A programme is published and accessible to all Service Users. Regular residents' meetings are held to discuss activities. Relatives and friends are welcome to attend meetings and join in the activities.
- ❖ We have a range of games, including an iPad and Wi-Fi for the use of residents.
- ❖ We have links with the local churches and residents are supported and escorted by the activities co-ordinator to attend coffee mornings and events at the church.

The arrangements made for the Service Users to attend Religious Services of their Choice

- ❖ Tilsley House provides a Christian prayer services regularly with hymns. However, residents are free to follow the religion of their choice. Service Users who are able attend church services regularly and escorts can be arranged on request. Ministers can visit the home regularly.

Contact Information for the Registered Provider

Rizwan Govindji
Solomon Care Limited
Tilsley House
14-16 Clarence Road South
Weston-Super-Mare
North Somerset
BS23 4BN

Telephone: 07956 115372
E-mail: rizwang@hotmail.com

Contact Information for the Home Manager

Michelle Butler
Tilsley House
14-16 Clarence Road South
Weston-super-Mare
North Somerset
BS23 4BN

Telephone: 01934 419300
E-mail: Michelle@solomoncare.com

The number and relevant qualifications and experience of the staff working in the home

We have in excess of:

- | | |
|--------------------|----------------------------|
| ❖ 1 Home Manager | ❖ 2 Kitchen Assistants |
| ❖ 1 Deputy Manager | ❖ 3 Domestic Staff |
| ❖ 15 Care Staff | ❖ 1 Laundry Assistant |
| ❖ 1 Administrator | ❖ 1 Activities Coordinator |
| ❖ 2 Chefs | |

- ❖ All staff must complete a Training Induction Programme within six weeks of their employment in the home. They also complete the Common Induction Standards within the first 12 weeks of their employment.
- ❖ The aim is for 100% of all care staff to achieve at least an NVQ Level 2. New care staff are encouraged to complete this qualification within 18 months.
- ❖ All staff involved in Food preparation will have been trained in Food Hygiene Awareness.
- ❖ All staff involved with the moving and handling of the Service Users 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 Arrangements for Dealing with Complaints

Complaints Procedure

While we trust that all our Service Users 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:

Rizwan Govindji
Solomon Care Limited
Tilsley House
14-16 Clarence Road South
Weston-Super-Mare
North Somerset
BS23 4BN

Telephone: 07956115372

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
NE1 4PA

Telephone: 03000 616161

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.

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 Service Users 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 Service Users, 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 Service Users horizontally ONLY from the zone where the fire is located.
2. Service Users 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. Service Users should be escorted from the zone where the fire has occurred. Service Users 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 Service Users. 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 all clear by the Fire Officer in charge.