

STATEMENT OF PURPOSE

SHORTWOOD HOUSE



REGISTERED SERVICE PROVIDER

COLETTE.L.THOMAS

Welcome to Shortwood House.

Essential information for people who are thinking of applying to our home and for those who already live here.

Address	Shortwood House 145 Beardall Street Hucknall Nottingham NG157HA		
Tel No	01159520950	Fax No	
E-mail address	Colettethomas@shortwoodhouse.co.uk	Website	www.shortwoodhouse.co.uk
Name of Owner/Registered Provider/Company	Colette Thomas	Name of Registered Manager	Colette Thomas
Type of Registration (eg Care Home/Care Home with nursing/specific categories for dementia, physical disabilities, etc)	Registered for 10 older people and two dementia people	Quality Rating awarded by the Care Quality Commission on	** Good 14 th August 2009

Introductory Statements

We have produced this information booklet to help people who are thinking of applying to come to our home, and those who already live in the home, know what to expect from us and the services we provide.

We would like you to read carefully the information you find in the guide. Please keep the information in a safe place so that you can refer to it as necessary.

Please do not hesitate to ask staff members or the home manager if you need help to read or understand any parts of the guide.

If there are any changes made to the home we will also change the information in the guide so that you are fully kept up to date with what is happening

SUMMARY OF THE STATEMENT OF PURPOSE

Shortwood House is a characterful Edwardian house built in the early part of the last century. Located in a prominent corner position of Beardall Street and park road, and having very generous and very well kept garden grounds. The house enjoys very interesting architectural appearance and has a spacious, well planned accommodation throughout.

One of the interesting features is the most appealing turret bay windows to the corner of the property to provide particular interest to the sitting room and principal bedroom, which enjoy the turret bay windows.

Shortwood House is a privately run care home that originally opened in 1984 and changed hands in 1999 to its registered owner today Colette Louise Thomas. Shortwood House is a private retirement home that is family owned and run for 12 people who feel they are not safe or happy living in their own home and who wanted a level of care, support and company in a homely environment. Most of our residents come from the local area and many continue to remain in touch with families, friends and the local community. Shortwood House sits just outside of Hucknall's main shopping area and has all local amenities in a very short driving distance.

We place the rights of our residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage or residents to exercise their rights to the full. We at Shortwood House see ageing as a process, not a problem, a developmental period not a difficulty, a time for respect and dignity. Time at Shortwood House for both residents and staff is as a positive experience, as all are considered part of the extended family.

Privacy

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

- Giving help in intimate situations as discreetly as possible
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or selected others
- Providing locks on resident's storage areas, bedrooms and other rooms.
- Guaranteeing residents privacy when using their telephone, opening mail and talking to relatives or other persons in private.
- Ensuring the confidentiality of all information the home holds about residents.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our residents intrinsic value in the following ways.

- Treating each resident as a special and valued individual.
- Helping residents to present themselves to others, as they would wish through their clothing, their personal appearance and their behaviour in public
- Offering a range of activities that enable each resident to express themselves as an unique individual

- Tackling the stigma from the which our residents may suffer through age, disability or status
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that residents have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our residents remaining opportunities to think and act without reference to another person in the following ways

- Providing, tactfully as possible, human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and carry out the tasks of daily living unaided
- Helping residents take reasonable and fully thought out risks
- Promoting possibilities for residents to establish and retain contacts beyond the home
- Where at all possible, encouraging residents to have access to, and contribute to the records of their own care

Recently, the home has been asked to look after people with a diagnosis of dementia. At the time of writing this guide, the home owners are seeking a change in their registration to allow them to accept more residents who have recognised dementia. The home follows principles of person centred care in assessing and addressing the needs of its residents with dementia. It also attempts to see the person as a whole person and not just someone who has the label of dementia attached to them. The homes policies on equality and diversity apply to its resident's with dementia as they do to all others. People suffering from dementia are not to be excluded from the homes activities, events, facilities or services because of their condition. Shortwood House requires its staff to treat people with dementia with respect at all times and to value their dignity. The home will work closely with relatives and friends of the service user to asses and address the needs of the person. We will also recognise the choice and wishes of the person with dementia and to take their decisions into account their capacity to do so. The home complies with the provisions of the Mental Capacity Act 2005 in respect of the decision taking required by or on behalf of any person with dementia

Shortwood House aims to provide all service users a life that is normal as possible, given their individual health and needs in homely surroundings.

At Shortwood House we continue to value each and every individual who comes to live here. We welcome applications from people over 65 years from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experiences. We can assure everyone who comes to live in our home that they will be treated with respect and dignity according to their individual needs and wishes.

We make every effort to provide each person with the care and support that they need in line with their assessed requirements and their wishes and feelings. We make sure that everyone is kept safe from harm of any kind by assessing and managing all the risks to people's safety and well being.

We provide people who enquire about coming to live here with this booklet, which can be adapted to their specific requirements, for example if they need it translating into another language or into another form. We make all prospective applicants well aware of our diversity and anti-discriminatory policies. We encourage them and their families and friends to visit the home before continuing with or completing their application.

We welcome applications from people who will receive help from the local authority with their fees and from people who will pay their own fees. In line with the National Minimum Care Standards, we require that the needs of every applicant are comprehensively assessed. The home carries out its own assessments using well-trained and qualified assessors of anyone who will be paying their own fees.

The home's management gives careful consideration to each application, which could include consulting staff and other people who live in the home. Depending on vacancies, it will usually make a decision to offer a place within seven days. Where there is no current vacancy, it is possible to place an applicant on a waiting list. The home will confirm all decisions in writing to everyone concerned.

Applications

To make an application you should:

- contact the home manager by letter, telephone, fax or email
- visit the home and talk to residents and staff
- confirm the application in writing
- Shall have a decision in writing within seven days of the application being received.

Accommodation and Services Provided

Shortwood House is a registered care home providing high-standard accommodation and care for 12 people. It is situated in a residential area close to the town centre of Hucknall and with easy access to other major places by public transport. The house is a stone-built detached period property set in well-maintained gardens and grounds.

Front area of Shortwood House



The home is built across three floors. The two upper floors are accessed by two staircases and a five passenger lift. The home provides 9 single rooms, 1 single room with ensuite and 1 twin room. All rooms within the home are decorated to a high standard with all staff helping to make rooms more personal by individuals bringing in, where practical, items of furniture and other effects. Each room provides a clean comfortable bed with curtains or blinds, a mirror, overhead and bedside lighting, drawers and enclosed space for storage of clothes, at least 2 double accessible electrical sockets, a table that can be sat at, hand wash basin, seating for at least two additional people, a lockable safe and to provide fitted locks on access to room with key available to service user unless otherwise stated in risk assessment.

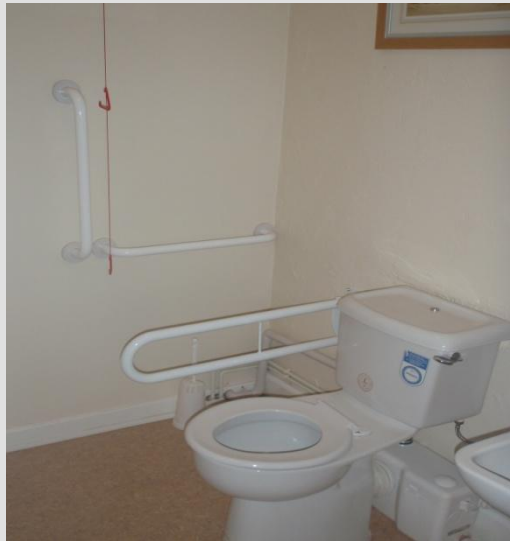
There are 2 lounges and 1 dining area, both lounges contain T.Vs and various entertainment systems including Nintendo Wii and Wii fit, the dining area is fully accessible from both lounges with the option of eating privately also available.

Lounge area



The home is equipped with full fire warning system which is serviced annually and the home is also equipped with a call bell system. There is 1 toilet that can be accessed by wheelchair on the ground floor and also a toilet in the downstairs bathroom.

Toilet (fully accessible)



Entrance to the home



There are 2 toilets on the first floor that can be accessed by wheel chair on the first floor The kitchen is located on the ground floor and the menu is displayed in the notice board in the dining room and kitchen, the kitchen has a high standard of health and safety and promotes an environment in which individuals are welcome to help themselves to various snacks and drinks

The outside of the home boasts garden areas in the front and back of the home. The garden is tended to by a professional gardener once a week.

Rear of home



Rear of home outside seated area.



Front of home with seated area that can be accessed by wheel chair.



Equipment

The home has 1 hoist and 1 bath assist hoist for the moving and handling of service users that have been assessed for necessary use.

The home has pressure relieving equipment. This is used when a service user assessment indicates its need. District nurses can also be contacted regarding additional equipment if necessary.

The home has various stimulating games and activity techniques to help residents have an active lifestyle which includes Nintendo Wii and fitness board

At Shortwood House we provide the following.

Personal care and support

This home provides:

- A personal care and support plan based on a thorough assessment of people's needs
- Regular discussions with the person over their needs and wants
- Monthly reviews of the care plan
- A working partnership with the resident and their relatives and friends
- A named care staff member (key worker) to co-ordinate the plans of care.

Health care

This home provides:

- Hairdresser visits every week (if necessary) and a private chiropodist once every 6 weeks or on request (additional cost for each individual)
- Assessment of any need for aids and appliances by a NHS occupational therapist
- All community health services, including complementary therapies, eg physiotherapy, occupational therapy, community nursing, dentist, optician, in line with individual needs
- Safe handling of all medication prescribed or used by the person; with the person being given the opportunity to be responsible for their own medication.

Dining

This home provides:

- Meals, served in the dining room or on request in a resident's own room
- Hot and cold drinks and light refreshments from kitchen at all times of the day
- A choice of healthy and nutritious meals and catering for any special dietary requirements.

Leisure activities

This home provides:

- Newspapers, ordered or delivered daily to a resident's room (additional cost)
- Pleasant garden areas , patio and sitting areas

Facilities

This home provides:

- Adequate car parking for visitors on the roadside or on the homes drive.
- A personal laundry service
- A personal phone line (at an additional cost to each individual)
- Help for people who wish to follow their religion by putting them in touch with local churches and ministers. Shortwood has a minister visit once a week at this time.

Local amenities

This home provides:

- Encouragement and help for residents to attend local facilities and services in line with their wishes and needs.
- Escorts, including a reliable taxi service, for residents who wish to make trips outside of the home.

Quality assurance

To ensure good quality within the home:

- we try to involve the residents and their relatives in the development of the home by consulting them and keeping them fully informed of changes
- we regularly seek their opinions on the quality of the services we offer so that we can on improving them
- the managers keep a close eye on what is happening in the home
- we provide staff with regular supervision and training
- we take all complaints seriously and try to do something about them
- all residents and relatives know about their right to make a formal complaint and how the complaints procedure works
- We strive to get the best quality rating that can be awarded, which is at present ** 2 Star.

Shortwood House complaints procedure

Shortwood House believes that if a service user wishes to make a complaint or register a concern they should find it easy to do so. It is the home's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. The procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously. The home's complaints procedure complies fully with the current legislation and regulations.

Goals

The goals of the home are to ensure the following.

1. Service users, their representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.
2. A named person will be responsible for the administration of the procedure.
3. Every written complaint is acknowledged within two working days.
4. Investigations into written complaints are held within 28 days.
5. All complaints are responded to in writing by the home.
6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

The named complaints manager with responsibility for following through complaints for Shortwood House is Colette Thomas

Meeting

1. If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
2. At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
3. Such a meeting gives the home the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Follow-up action

1. After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This should include details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome.
2. The outcomes of the investigation and the meeting will be recorded in the complaints book and any shortcomings in home procedures will be identified and acted upon.
3. The home will discuss complaints and their outcome at a formal business meeting and the home's complaints procedure should be audited by the home manager every six months.

Residents Survey

“The last resident survey suggested that most residents and their relatives enjoyed the warm homely atmosphere of the home and enjoyed living here. They made some useful suggestions about improving the social activities, the appearance of some of the rooms and how to make better use of the gardens. We are acting on these suggestions in our development plan.

Some of the quotes from the residents and relatives were as follows

- “Meet the needs of the residents”
- “Everything is perfect”
- “Excellent home in every way, “They go out of their way to make my relative happy and comfortable”, “Nothing is too much trouble and the food is good quality”, “Staff are always in attendance and looking out for problems as they occur, “My relative considers Shortwood their home and when we take them out they are always ready to go “home” which indicates they are happy in this home”.
- “Very welcoming and offer visitors drinks on arrival” and “Appear to cater for residents needs and likes very well”.

Important Contact Details

- OKENHALL MEDICAL PRACTICE Bolsover Street Hucknall Nottingham NG15 7UA Tel 0115 9633511
- WHYBURN MEDICAL PRACTICE ‘The Health Centre’ Curtis Street Hucknall Nottingham NG15 7JE Tel 0115 8832150
- TORKARD MEDICAL PRACTICE Farley’s lance Hucknall Nottingham NG15 6DY Tel 0115 9633676
- CARE QUALITY COMMISSION CQC Eastern, City Gate, Gallowgate, Newcastle Upon Tyne NE1 4PA Tel 03000 616161 Fax 03000 616171

The homes staff

The homes total staff establishment is 14, of whom 13 have duties involving direct care for the residents. The relevant qualifications and experience of the care staff are as follows.

Name	Designation	Qualifications / Experience
Tina Harris	Care Manager NVQ 2	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Marie Buckley	Senior Carer NVQ 2	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Mandy Pearson	Health and Safety Officer NVQ 2	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Tracey Foster	Senior Carer (Night Staff) NVQ 2+3	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/Health Safety/ First Aid/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/ MCA
Denise Hunt	Senior carer NVQ 2 +3	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA

Samantha West	Senior Carer NVQ 2 +3	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/ Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Valerie Darby	Carer NVQ 2	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/ Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Angela Thompson	Carer (Night Staff) NVQ 2	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/ Health Safety/ First Aid/ Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity /MCA
Nicola Wealthall	Carer NVQ 2	Moving and Handling/Fire awareness/Infection Control/ Infection Control/ Health Safety/ First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/ MCA
Wendy Dix	Carer NVQ 2 (Day/Night Staff)	Moving and Handling/Fire awareness/Infection Control/Falls Awareness/Infection Control/ Health Safety/Care of Medicines/First Aid/Food Hygiene/Challenging Behaviour/Whistle Blowing/Safe Guarding/Person Centred Care/Dementia/Respect & Dignity/Nutritional Support/MCA
Bridget Luck	Domestic NVQ2	NVQ 2 / Moving and Handling/Fire awareness/Infection Control/ Infection Control/ Health Safety/Care of Medicines/First Aid/ Challenging Behaviour/Whistle Blowing/ Dementia/Respect & Dignity/Nutritional Support/MCA