

SOUTHFIELDS HOUSE



RESIDENTIAL CARE HOME

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## STATEMENT OF PURPOSE

July – 2013



### MISSION STATEMENT

Our mission at SOUTHFIELDS HOUSE is to provide a secure, agreeable, and tasteful home, to those aged 65 or over, who are enduring the transition from independent living, to the need for progressive assistance with their care needs.

Our ethos derives from our commitment to delivering care with compassion, kindness and respect, and treating each person as an individual.

*We endeavor to achieve this by providing a safe and comfortable, dignified yet stimulating environment that is tailored to optimize each resident's physical, emotional and social capacity.*

*We also strive to attain high standards of quality in the service we deliver, the life style we lead, and the environment we nurture.*

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**INTRODUCTION**

This Statement of Purpose is written to comply with Outcome 15: "Statement of Purpose" of the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety. This requires a care service provider to produce and keep under review a statement that describes:

1. Its values, aims and objectives.
2. The services it provides to meet the needs of the people who use or might use the service.
3. Information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number, e-mail addresses and the registration status of the service provider.
4. The location providing the organisation's registered services.

**AIMS AND OBJECTIVES****We aim to provide a SECURE HOME by:**

- *Ensuring an effective fire detection and alarm system and fire drills that all occupants of our home are regularly instructed on how to comprehend and observe.*
- *Assuring the security of occupants, and the safekeeping of their valuables, with stringent, but unobtrusive controls.*
- *Offering assistance with tasks and in situations that would otherwise be perilous for residents.*
- *Recurrent risk evaluation based on regular safety and security audits, ongoing reviews, and the thorough investigation of all accidents/incidents.*
- *Satisfying ourselves of the integrity of staff through a robust recruitment process, observation, personal references, and by ensuring awareness that dishonesty or abusive conduct will not be tolerated thereby protecting residents from all forms of abuse and from possible abusers.*
- *Creating an atmosphere in the home which residents experience as open, positive and inclusive.*

**We aim to provide an AGREEABLE AND COMFORTABLE HOME that substitutes, as much as possible, for the family home by:**

- *Giving residents the opportunity to bring items of their own furniture, personalize and select decoration of their room, within a range of possibilities and to use their room as they wish for leisure, meals and entertaining.*
- *Offering a range of locations around the home for residents to be alone or with selected others.*
- *Ensuring regular contact with residents and their families providing everyone with opportunities to air their views, and for the management to monitor morale and address grievances. There are readily accessible channels for dealing with complaints by residents or their families.*
- *Hosting a social occasion (BBQ, buffet dinner, outing, picnic, birthday party etc) the joint Proprietors and management, as active members of the family group, strive to nurture the family atmosphere.*
- *Accommodating the resident's choice of menu, as far as possible from a variety of fresh, healthy food, complemented with specialties according to demand.*
- *Promoting possibilities to establish and retain contacts beyond the home (telephone, fax, e-mail, Skype).*
- *Helping our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to promote this by informing ourselves as fully as each resident wishes about their individual histories, careers and characteristics.*
- *Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident, and respecting their religious, ethnic and cultural diversity.*
- *Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.*
- *Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.*

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**We aim to provide a HOME WHERE DIGNITY AND PRIVACY IS RESPECTED by:**

- *Demonstrating our commitment to the 10 Dignity Challenges and registering as “Dignity Champions” who actively support the DOH Dignity in Care campaign. We enthusiastically believe that compassion, dignity and respect are core values of person centered care.*
- *The rigorous application of policies to prevent abuse and that celebrate diversity and ensure equality of opportunities.*
- *Assigning a member of staff, acceptable to each resident to monitor their welfare, and act as a discreet mentor.*
- *Prohibiting patronization by staff whilst promoting friendly advice and emotional support when needed.*
- *Complying with all residents’ reasonable, realistic requests whilst explaining in detail, and painstakingly why those that cannot be granted, may have to be denied.*
- *Recognizing that mishaps through incontinence are inevitable and by discreetly addressing any soiling without discomfort, reproach or disclosure.*
- *Recognizing that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a service user’s privacy. We therefore strive to respect service users’ privacy as much as possible by: Giving help in intimate situations as discreetly as possible. Offering a range of locations around the home for residents to be alone or with others of their choice and encouraging them to use these rooms as much as they wish for leisure, meals and entertaining.*
- *Ensuring the confidentiality of information the home holds about residents and providing access to privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.*
- *Demonstrating that we welcome and celebrate the diversity of people in our community and in this home by positively communicating to our service users that their diverse backgrounds enhance the life of the home. We respect and provide for the ethnic, cultural and religious practices of service users and outlaw negatively discriminatory behaviour by staff and others. We accommodate individual differences without censure helping service users to celebrate events, anniversaries and festivals that are important to them.*

**We aim to provide a HOME WHERE AUTONOMY IS ENCOURAGED so that residents achieve optimal INDEPENDENCE by:**

- *Helping residents to present themselves to others as they would wish by choosing their own source of clothing, and assisting them to visit their preferred retail stores.*
- *Encouraging both residents and their families to participate in the establishment and review of their Care Plans designed to maximise their abilities to self-care, maintain independent interaction with others, and carry out the tasks of daily living with minimal aid.*
- *Encouraging residents to lead as normal a life as possible and facilitating the entertaining of friends and relatives.*
- *Providing as tactfully as possible human or technical assistance when it is needed.*
- *Encouraging residents where possible, to follow their established hobbies and pastimes and offering a range of activities which enables each resident to express themselves as a unique individual. Encouraging communal activities within a stimulating environment, whilst respecting preference for privacy.*
- *Placing the rights of those who use our services 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 our service users to exercise their rights to the full. For example, having the opportunity to vote in elections and to brief themselves fully on the democratic options. Preserving for residents full and equal access to all elements of the National Health Service. Helping residents to claim all appropriate welfare benefits and social services. Assisting residents’ access to public services such as libraries, further education and lifelong learning.*
- *Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home. Helping residents take reasonable and fully thought-out risks. Inviting residents who demonstrate that they are fit enough, to participate in the performance of useful tasks, in daily routines of the home.*
- *Helping our service users to exercise choice in all aspects of their lives by providing meals where residents as far as possible may 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 and to retain maximum flexibility in the routines of the daily life of the home.*
- *Avoiding wherever possible treating residents as a homogeneous group and respecting individual, unusual or eccentric behaviour in residents.*

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**We aim to provide a tasteful HOME WITH HIGH QUALITY SERVICE by:**

- *Maintaining a high standard of decoration, bright but tasteful decor, and providing functional, modern furnishings.*
- *Continually improving amenities within the home, the garden and those for recreation.*
- *Developing quality consciousness among staff to monitor services and facilities, thereby assuring that they meet our standards.*
- *Requiring staff to comport themselves with courtesy, decorum, and dignity whilst at Southfields.*
- *Engaging, and retaining only those staff, who demonstrate their commitment to our established standards of quality in respect of service, comportment, and integrity.*
- *Rewarding staff who display excellence or exceptional commitment to quality.*
- *Treating each resident as a special and valued individual.*
- *Using any form of restraint on residents only in situations of dire urgency when it is essential for their own safety or the safety of others.*

## **PHILOSOPHY OF CARE**

### ***Our philosophy is:***

**To focus on service users.** *We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.*

**To champion Dignity in Care** *by training and directing our staff to deliver high quality care of which the very essence is compassion, kindness, respect and empathy.*

**To work for the comprehensive welfare of our service users.** *We aim to provide for each service user, a package of care that contributes to his or her overall personal and healthcare needs and preferences. We co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.*

**To meet assessed needs.** *Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond in a timely manner to changing needs or requirements.*

**To celebrate diversity and promote equality** *as all-encompassing principles to ensure that every service user has their individual needs comprehensively met, and is treated equally and without discrimination.*

**To provide quality services.** *We are whole-heartedly committed to providing high quality services and to continuous improvement in the level of the care we offer.*

**To employ a quality workforce.** *Standards for our management and staff are based on the national occupational standards for the care industry set by the National Training Organisation.*

**To ensure that we are fit for our purpose** *we examine our operation constantly to ensure that we are successfully achieving our stated aims and objectives. We welcome feedback from our service users and their friends and relatives.*

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**The home's management**

The persons registered as Joint Registered Providers, and also as Joint Registered Managers are Mr. David Exon, and his wife Mrs. Milagros Exon. They can be contacted at Southfields House or at their Eastbourne home on 01323 761183, or either of their mobile phones 07885 484499 (David) and 077880 993589 (Mila) and by email [dexon@me.com](mailto:dexon@me.com) (David) and [mexon@me.com](mailto:mexon@me.com) (Mila).

**The management's qualifications and experience**

**David:** *"I have benefited from 35 years successfully managing medium sized organizations, in multi-cultural overseas environments where the requirement was to identify the needs, understand the cultural nuances and comprehend and relate to those often suffering from deprivation. This experience encourages me to empathize with those in need and I believe, equips me with a propensity to care for the elderly".*



**Mila:** *"I originally qualified in midwifery and practiced in my home country (Philippines) until I moved to Spain 1982 and later to England 1986 when I cared for the elderly in several Care Homes. I started up Southfields while David was working abroad; as joint proprietor, when I qualified in NVQ Management Level 4 October 1998, I applied for registration as joint manager".*

David & Mila have taken advantage of numerous opportunities to develop and regularly update their knowledge and skill in appropriate fields, attending courses, seeking expert advice and achieving qualifications. They are highly committed to developing their staff team. They are members of the East Sussex, Brighton & Hove Residential Care Homes Association.

**The home's staff**

The home's total staff establishment is a maximum of 12 employees (depending on the needs of our residents) of whom 7 have duties involving direct care for residents. The relevant qualifications and experience of the care staff are as posted on the staff register that forms an appendix to this document.

**Organisational structure of the home**

The home operates as a single unit under the management of the proprietors who are routinely present during normal office hours and during any extra activities or emergencies outside normal office hours. Mrs. Exon whose first name is pronounced "Meela" looks after Care, Catering, Housekeeping, Residents' Accounts and Staff Payroll. David takes care of Home Administration, Finance, Records and Maintenance.

Mrs. Lyn Murphy (engaged March 2003) is "The Supervisor" and reports directly to Mila.

We operate a key worker system and residents agree who their key worker is shortly after admission.

Staff duties are organized into a rota based on the following.

- 2 Care Assistants on duty through two shifts of 7am to 2 pm / 2 pm to 9 pm ("The waking day").
- 1 Senior Care Assistant sleeping in on call from 9 pm to 7 am & 1 Care Assistant from 8 pm to 8 am who is either awake for 12 hours or 8 hours according to the current residents' assessed needs.
- A part time cook and a cleaner operate during the day shift.

Staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice and follow the Skills for Care "Refreshed Common Induction Program". They are required to follow the General Social Care Council (GSCC) codes of practice for social care workers and their employers describing the standards of conduct and practice within which they should work.

All staff receive regular formal supervision and are encouraged and supported in their endeavors to obtain relevant professional qualifications (e.g. QCF diploma) and attend regular training both in the home and externally.

**Category of Residents accommodated**

The home provides care and accommodation for 16 elderly persons of either sex, over the age of 65. The home does not offer nursing services. However, nursing care will be made available as required from visiting Community Nurses who are qualified to provide such services. Such arrangements will be made by agreement with and through the management.

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**The range of needs met**

We provide short term respite care as a stepping stone between hospital and returning home as well as long term and permanent residency.

We offer services ranging from simple assistance with personal care to addressing more complex needs resulting from functional mental health illnesses or mild neurological disorders.

**Admissions**

Under government regulations, potential residents need to have their needs thoroughly assessed before entering a home; this is intended to ensure that we can adequately meet their needs and to provide each resident with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the resident that this particular home is suitable for them.

For potential residents who approach the home directly, appropriately trained staff will make a full assessment of needs, with the resident's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's management to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal.

Other prospective residents may prefer to spend a short stay with us to ensure that this home meets their needs and expectations. The Care Manager will discuss costs involved in such an arrangement. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we can offer advice on how to look for help elsewhere. If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

**Social activities, hobbies and leisure**

We try to assist our residents to live their lives as fully as possible, and in particular, we do the following:

1. During initial assessment we encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests and background, as a basis for helping them during their period of residence in the home.
2. We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All residents have free access to the ground or first floor dining rooms, the communal lounge, the other sitting and circulating areas, and the garden of the home. However, those who so wish may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
3. A monthly Methodist Service is held in the lounge to which guests of the preacher are also invited. This provides an opportunity for residents and guests to socialize afterwards. Some residents attend merely to enjoy a singsong. We also regularly invite entertainers to give performances in the lounge. We use our easy access multipurpose vehicle and sometimes our motor caravan for outings, shopping trips and picnics. Residents' birthdays are celebrated with the offer of a small party to which residents' families are also invited. We hope that friendships among residents will develop and that residents will enjoy being part of a family, but there is no compulsion on any resident to join in any of the communal social activities.
4. The home's facilities include a picturesque garden with log cabins and illuminated water features, where residents can sit in security and peace. The gardens are accessible by wheel chair. We will obtain large print books for those residents who wish them from the local library that can be read in either the first or ground floor dining rooms. There is a raised seedbed accessible without stooping or to those in wheelchairs.
5. To assist with the home's social programme, a member of staff acts as entertainments' officer and a key worker is designated to every resident both of whom will respond to residents' requests for activities and visits to libraries, shops or services in town.

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6. We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining rooms and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction, as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room, and meals can be served in residents' own rooms if desired. Three meals are provided each day. There is a regularly changed menu with three dishes from which to choose for lunch, and individually chosen evening meals. Residents are always offered a choice of meals. We will cater for special and therapeutic diets as advised by specialists and as agreed with each resident and recorded in their care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetizing. We also celebrate special occasions such as national and religious festivals.
7. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councilors, our member of parliament, representatives of voluntary organisations, neighbors and others. We respect the views of residents about whom they want to see or not to see.
8. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite (or even because of) their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a resident wishes to take part in any activity that could involve risk, we will carry out a risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action that will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
9. Smoking can be a danger, as an accident with a match, lighter or cigarette could lead to fire in the Home. We therefore do not permit smoking inside Southfields House.
10. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the resident in advance.

**Consulting residents about the way the home operates.**

We aim to give residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and as groups about the way the home is run. We hold informal residents' meetings and carry out regular surveys of residents' and families' satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere. Providing it is acceptable to the majority of residents, a resident who is willing to accept the responsibility, is asked to take on the role of "Residents' Representative" to provide the management and staff with regular frank feedback and suggestions about the running of the home and in particular entertainment and activities.

**Fire precautions, emergency procedures, safe practices**

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of residents and staff.

**Religious observances arrangements**

Residents who wish to practice their religion will be given every possible help and facility. In particular we will do the following:

1. We will arrange transport for residents to any local place of worship if required.
2. If asked to we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.
3. In the public areas of the home we celebrate the major annual Christian festivals. Residents have the opportunity to participate or not as they wish.
4. Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

**Relatives, friends & representatives**

Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they wish to see and when and where.

If a resident wishes, family and friends may visit at any time convenient to the resident and become involved in certain daily routines, activities and entertainment; though mealtimes are best avoided unless the visitor is dining with the resident.

If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

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A “user-friendly” Apple iMac computer is available in the first floor lounge that can be used by residents on request. It can be used to access the internet for email or internet voice contact through Skype, Help is available on request and is also available for typing out letters or dealing with correspondence on line.

**Concerns and complaints**

The management and staff of the home aim to listen to and to act on the views and concerns of residents and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from residents and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments that are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behavior of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about himself or herself or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or is not comfortable with the idea of dealing with the matter on an informal basis, they should inform the deputy or manager/proprietor of the home that they wish to make a formal complaint who will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint should be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other residents or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action that needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

We believe that, wherever possible, complaints are best dealt with on a local level between the complainant and the home. If either of the parties is not satisfied by a local process, the person will be advised that they can take their complaint to the local authority, if they receive funding support from it, or directly to the Local Government Ombudsman if they are self-funding. Local authority-funded residents may also decide to take their complaint to the Local Government Ombudsman if they are dissatisfied with the way that the home or the local authority has handled their complaint.

Serious complaints that may indicate abuse or safeguarding issues will automatically follow the alert/reporting procedures specified in the Sussex Multi-Agency Policy & Procedures for Safeguarding Vulnerable Adults (orange booklet on display in the lobby and also available in other formats on demand from the proprietor).

**Resident's plan of care**

At the time of a new resident's admission to the home, we work with the resident, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

At least once a month, we review each resident's plan with the resident, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the resident's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process. The care plans are kept securely in the manager's office and available to the respective resident on request.

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**Rooms in the home**

The home has 16 bedrooms for residents, of which all are for single occupation but 3 of which could be use for double occupation should any residents so request and provided that we do not exceed the total number for residents for which we are registered (16). All rooms have at least 10 square meters of usable space.

The rooms in the home for communal use are as follows: ground floor lounge, ground floor dining room, first floor combined dining/sitting/activity room, first floor treatment room (hairdressing, chiropody etc).

In addition there are some areas of the home which are generally for staff use only as follows: ground floor kitchens, and sleeping accommodation/office space on the second floor that is not part of the registered premises.

**Price Range of rooms**

Depending upon size, facilities and assessment of resident's care needs, prices range from £425 to £650 per week covering accommodation and care in accordance with our terms and conditions.

**Review of this document**

We keep this document under regular review and would welcome comments from residents and others.

Signed: .....

Joint Proprietor & Registered Manager

Date: .....