

LONGVIEW CARE HOME CORNWALL LIMITED

Statement of Purpose

General Information:

Name of Service Provider: Longview Care Home Cornwall Limited
Address: Rosehill
Goonhavern
Cornwall
TR4 9JX
Telephone: 01872 573378
Email: longviewcare@jammac1.com

Registered Manager: Kanwaljit Kaur
Email: longviewcare@jammac1.com

Regulated activities at this Location:

Accommodation for persons who require nursing or personal care.
Personal care

Service provided at this Location:

Care Service without Nursing (CHS)
Domiciliary care service

Longview was established as a residential home in 1981. It was originally a four bedroom farm house and has been extended over the years to its present state. Longview is registered to accommodate 28 service users in the following categories:

- Dementia – over 65 years of age (DE(E))
- Mental Health, excluding learning disability or dementia – Over 65 years of age (MD(E))

Longview Domiciliary care service was established in 2023 and follows the same principles as Longview care home as set out in this statement of purpose. A service user relates to anyone using the service either in the residential home or using the domiciliary service.

The Registered Manager of both the Home and the Domiciliary care service is Kanwaljit Kaur. Kanwaljit has managed Longview since 2019. Kanwaljit has worked at Longview since 2011 and has a wealth of experience in care and management. Kanwaljit is very competent and has the right experience and skills to provide the best care for people who have Dementia and mental health related illnesses.

We place the rights of service users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment, the services we provide are to encourage our service users to exercise their rights to the full. The staff are well trained and qualified.

Aims and Objectives:

Privacy

We recognise that depending upon individual needs, the need to accept help with personal tasks can be inherently invasive of a service user's ability to enjoy the pleasure of being alone and undisturbed. However, it is paramount that the service user's privacy is maintained at all times when attending to their daily personal needs.

We try to achieve this by:

1. Giving help in intimate situations as discreetly as possible.
2. Helping service users to furnish and equip their rooms in their own style where possible.
3. Guaranteeing service users' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors where practically possible.
4. Ensuring the confidentiality of information the service holds about service users.

Dignity

Disabilities can at times undermine dignity, so we try to preserve respect for our service users in the following ways:

1. Treating each service user as an individual.
2. Helping service users to present themselves to others by wearing their own clothing, through their personal appearance and their behaviour.
3. Offering a range of activities and giving them the opportunity to participate.
4. Assisting service users, where necessary, by giving them psychological and emotional support as a result of their increasing age, frailty, illness or disability.
5. Endeavouring to compensate for the effects of disabilities which service users may experience on their communication, physical functioning, mobility or appearance.

Independence

Maintaining and promoting independence is paramount. But we realise at times due to their disability or illness service users are dependent on the carers. However, we believe it is important to foster our service users' remaining opportunities wherever possible. We do this by:

1. Providing, as tactfully as possible, human or technical assistance when it is needed.

2. Maximising the abilities of our service users.
3. Helping service users take reasonable risks.
4. Promoting possibilities for service users to establish and retain contacts beyond the service.
5. Refrain from using any form of restraint on service users only in situations of urgency when it is essential for their own safety or the safety of others. All incidents shall be recorded including the nature of the restraint and all relevant procedures will be followed.

Security

Occasionally service users seek admission to the service because their previous living arrangements have put their personal well-being at risk due to their increasing illness. We therefore aim to provide an environment and structure of support which responds to this need in the following way:

1. Offering assistance with tasks and in situations which would otherwise be perilous for service users.
2. Protecting service users from all forms of abuse and from all possible abusers.
3. Providing readily accessible channels for dealing with complaints by service users.
4. Creating an atmosphere in the service which service users experience as open, positive and inclusive.

Civil Rights

Being elderly, having disabilities and residing in a service can all act to deprive service users of their rights as citizens if the correct care culture is not embedded in working ethics of the service. We therefore work to maintain their rights in the following ways.

1. Ensuring that service users have the opportunity to vote in elections and to brief themselves fully on the democratic options.
2. Preserving for service users full and equal access to all elements of the National Health Service.
3. Assisting service users' access to public services as necessary.
4. Encouraging service users to participate in activities in the service where practically possible.

Choice

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

1. Providing meals which enable service users, as far as possible, to decide for themselves where, when and with whom they consume food and drink of their choice.
2. Offering service users a range of leisure activities from which they can choose.
3. Enabling service users (when appropriate) to manage their own time.

4. Respecting individual, unusual or eccentric behaviour in service users.
5. Retaining as much flexibility as possible in the routines of the daily life of the service.

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

1. Informing ourselves as much as is practically possible about their individual histories and characteristics.
2. Providing a range of leisure and recreational activities to suit the tastes and abilities of all service users and to stimulate participation.
3. Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
4. Respecting our service users' religious, ethnic and cultural diversity.
5. Helping our service users to maintain existing contacts and to make new liaisons, friendships and personal relationships if they wish.
6. Attempting always to listen and attend promptly to any service user's desire to communicate at whatever level.

Quality Care

We wish to provide the highest quality care and to do this we give priority to a number of areas relating to the operation of the service and the services we provide.

Choice of the Service

We recognise that prospective service users should have the opportunity to choose a service that suits their needs and abilities. To facilitate that choice and to ensure that our service users know precisely what services we offer, we will do the following:

1. Provide detailed information on the service by publishing a statement of purpose and a service user guide.
2. Give each service user a contract or a statement of terms and conditions specifying the details of the relationship.
3. Ensure that prospective service users have their needs expertly assessed before a decision on admission is taken.
4. Demonstrate to every person about to be admitted to the service that we are confident that we can meet the needs of the service users as assessed.
5. Offer trial visits to prospective service users and avoid unplanned admissions except in cases of emergency.
6. In the unlikely event of having to admit emergency cases all previous medical documents will be requested from the service user and an informed decision will be made as to whether Longview can meet their needs.
7. A contract will be issued stating the terms and conditions of the service.

Health & Personal Care

We draw on expert professional guidelines for the services the service provides. In pursuit of the best possible care we will do the following:

1. Discuss with each service user, regularly update and thoroughly implement a service user's plan of care based on an initial and then continuing assessment.
2. Seek to meet, or arrange for appropriate professionals to meet, the health care needs of each service user.
3. Establish and carry out careful procedures for the administration of service users' medicines.
4. Take steps to safeguard service users' privacy and dignity in all aspects of the delivery of health and personal care.
5. Provide the most appropriate End of Life care to the service users who are dying and sensitively assist them and their relatives at the time of death.

Daily life & Social activities

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following:

1. Aim to provide a lifestyle for service users which satisfy their social, cultural, religious and recreational interests and needs.
2. Help service users to exercise choice and control over their lives where practically possible.
3. Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at convenient times.

Complaints & Protection

Despite everything we do to provide a secure environment, we know that service users, relatives or professionals may become dissatisfied from time to time. To tackle such problems, we will do the following:

1. Provide, and when necessary, operate a simple, clear and accessible complaints procedure.
2. Take all necessary action to protect service users' legal rights.
3. Make all possible efforts to protect service users from every sort of abuse and from the various possible abusers.
4. If at anytime a service user or relative becomes dissatisfied they should in the first instance raise the issue with the senior or Registered Manager. The service will investigate and respond to the concern in a timely manner. The complainant has the right to raise any concerns with:
Adult Care & Support, Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY. Tel: 03001234131 – OR
CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL: 03000 616161

The Environment.

The physical environment of the service is designed for service users' convenience and comfort. In particular we will do the following:

1. Maintain the buildings and grounds in a safe condition. By ensuring all parts of the building and grounds are available to the service users as far as is reasonably practical).
2. We have three main lounge areas which are all suitably furnished and a suitable dining room.
3. We have two assisted baths and a total of 5 toilets on the ground floor and another bathroom and four toilets on the first floor.
4. Arrange for specialist equipment to be available to maximise service users' independence.
5. Provide accommodation in 24 single bedrooms and 2 double bedrooms all of which are acceptable by the CQC.
6. See that service users have safe, comfortable bedrooms, with adequate furniture.
7. Ensure that premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Staffing

We are aware that the service's staff will always play a very important role in service users' welfare. To maximise this contribution, we will do the following:

1. Employ staff in sufficient numbers and with relevant mix of skills to meet service users' needs. We will endeavour to train as many staff as possible to at least an NVQ Level 2. If NVQ 2 is not achieved, staff will complete the Care Certificate.
2. Provide at all times an appropriate number of staff.
3. Observe recruitment policies and practices, which both respect equal opportunities and protect service users' safety and welfare.
4. Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Management & Administration

We know that the leadership of the service is critical to all its operations. To provide leadership of the quality required, we will do the following:

1. Always engage a registered manager, who is qualified, competent and experienced for the task.
2. Aim for a management approach, which creates an open, positive and inclusive atmosphere.
3. Install and operate effective quality assurance and quality monitoring systems.
4. Work to accounting and financial procedures, which safeguard service users' interests.
5. Supervise all staff and voluntary workers regularly and carefully.
6. Keep up to date and accurate records on all aspects of the service and its service users.

7. Ensure that the health, safety and welfare of service users and staff are promoted.

Focus on service users

We want everything we do in the service to be driven by the needs, abilities and aspirations of our service users and not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the service remain focused around the service users. To achieve this, we will regularly carry out quality assurance checks with both service users and relatives and where possible with other professional bodies we deal with.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our service users.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each service user.

Review of this document

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