

STATEMENT OF PURPOSE

AIMS AND OBJECTIVES

At Pembroke Lodge we aim to provide care to all our residents to a standard of excellence which embraces fundamental principles of good care practice.

It is the objective of the home that our residents shall live in a clean, comfortable and safe environment, and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet these client needs the care service within the home is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the resident's overall quality of life.
2. To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.
3. To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, political affiliation and disabilities or impairments.
4. To ensure that the care service in whole is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the home.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable resident care needs to be met.
6. To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the resident.
7. To ensure that all residents receive written information on the home's procedure for handling complaints, comments and compliments, and how to use it.

We also aim to make Pembroke Lodge a place where our staff enjoy coming to work.

PHILOSOPHY OF CARE

Pembroke Lodge aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance.

Our philosophy of care is to maintain the independence of our resident to its fullest extent, whilst meeting any dependencies that they may have with sensitivity and understanding.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's ever-changing needs. Such needs may be medical / therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and residents are encouraged to participate in the development of their individualised Residents Care Plan in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other residents and with recognition of the following core values of care which are fundamental to the Philosophy of our Home:

CORE VALUES OF CARE:

- Privacy
- Dignity
- Rights
- Independence
- Choice
- Fulfilment
- Security
- Respect
- Equality

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation, regulations and the National Care Standards Commission guidelines.

SERVICES AND FACILITIES (Residents Guide - Brief description of accommodation and services provided, including the number and size of rooms in the home)

Pembroke Lodge is a large adapted Edwardian house, situated near the town centre of Reading. It has 14 bedrooms located over three floors. The sizes of these rooms are as follows:-

<u>Bedroom</u>	<u>Length</u>	<u>Breath</u>	<u>Type</u>
101	11'3"	8'7"	Single
102	17'6"	13'0"	Double
103	16'7"	9'6"	Single
104	16'0"	9'11"	Single
201	15'0"	9'11"	Single
202	16'4"	9'10"	Single
301	14'6"	11'9"	Single
302	12'0"	9'8"	Single
303	12'6"	9'3"	Single
304	11'3"	9'3"	Single
305	15'7"	13'3"	Double
401	14'4"	10'6"	Single
402	12'2"	10'8"	Single
403	15'2"	13'2"	Double

Toilets and bathrooms are situated on each of the 3 floors, including a bath with integral hoist and shower being available on the first floor. A vertical passenger lift provides access to all floors. Unless the resident so wishes residents using the lift are always accompanied by a member of staff.

There is wheelchair access to the large secluded rear garden, which has well established trees and shrubs. Our experienced gardener ensures that the garden is well maintained throughout the year with a variety of colours and scents. Residents are encouraged to enjoy the garden especially in the warmer months of the year. There is also a large patio area to the front of the garden with an awning to provide shade on those sunny days. The large communal L-shaped lounge is light and airy with the communal TV not dominating the room. Here the resident can enjoy the company of others or retire to the quiet of their own bedrooms if they should so desire.

Age-range and sex of residents; Number of places provided

Pembroke Lodge provides 24 hour residential care, 7 days a week, every day of the year. We are registered to provide care for the Elderly, that is, over the age of 65. We currently house 17 residents - both male and female.

Range of care needs provided for and whether nursing is provided

Our policy is to offer our services to our long-term users for life as far as practicable. The resident is therefore comfortable in the knowledge that they will have a continuity of care as the years progress and their abilities perhaps decline. Our services extend well into that grey area between residential and nursing care. However, Pembroke Lodge is not a nursing home and very occasionally we may regrettably suggest that a move to a nursing home would be more appropriate for the continuing care of the resident. The resident and their families are kept well informed through the Care Planning process should this ever become necessary.

Typically there are 5 members of staff on duty between 7:30am and 2pm, 3 members between 2pm and 9pm, and 2 night staff between 9pm and 7:30am the following morning. The care staff provide all necessary care to the residents commencing with assisting the resident in getting up in the morning through to helping to bed at night, with all care in between and also throughout the night. Domestic services are also undertaken by the staff, which includes room service and laundry. There are a variety of meals on the menu, with special diets and requests being catered for. All food is cooked on the premises.

Residents have the choice to stay in their own room during the day or to make use of any of the communal areas of the home. Each room is equipped with a call bell system so that help is readily at hand should the need arise. Residents who are able are free to exit and enter the home at their own desire.

Arrangements for residents to engage in social activities, hobbies and leisure interests

The emotional and social needs of our clients are important to us and every attempt is made to meet these needs. The resident's families are encouraged to participate wherever possible in taking the resident out such as for walks, shopping, places of worship or simply to go out for a drink. Every room has a TV point and a telephone may be installed if the resident so wishes. Residents may bring their own personal possessions to make their rooms more homely and are encouraged to continue to pursue any leisure interests that they might have.

Depending on staff availability, outings to local shops or areas of interest are organised. Car transport is also available upon request but needs to be booked in advance. All birthdays are marked by the home, and families are welcome to use the facilities of the home for parties. To meet the religious needs of our resident, there are visiting ministers from different denominations of the Church for those who wish.

Regular arrangements are made with external musicians to come and entertain the residents at Pembroke Lodge. We also organise clothes shows from time to time and other events of interest. There is also a visiting library.

Visiting hours are open although visitors are asked to avoid mealtimes unless pre-arranged. In addition to long-term care Pembroke Lodge can offer respite, intermediate/rehabilitation and convalescent care when rooms are available.

TERMS AND CONDITIONS

The Resident's contract sets out the terms and conditions of accepting a place as a resident at Pembroke Lodge. This is usually given in writing to the resident or their next-of-kin once the trial period of 4 weeks is completed.

THE REGISTERED PROVIDER AND MANAGER

Pembroke Lodge is owned by Mr Charles D'Cruz and he is the registered provider of the home.

Qualifications and experience of Registered Provider and Manager

Charles D'Cruz is the Proprietor and is responsible for the overall management of the home. He has a City & Guilds Certificate in Advanced Management For Care and has been managing the home since he took over the home in the summer of 1994. In addition he holds an NVQ Level 4 in Care and the Registered Managers Award. He is assisted by his wife Naheed D'Cruz who takes care of the Book-Keeping and Payroll functions of the home.

Organisational structure of the home

The Proprietor is also assisted by the Deputy Home Manager, Mrs Joan Mason, who has been an auxiliary nurse and has several years experience in the care of the elderly. She is primarily responsible for the 'hands-on' care delivered to the residents and is currently engaged in an NVQ Level 3 course to further develop her expertise and knowledge. She is assisted in her duties by the Senior Care Officer Mrs. Linda Clark.

Number and qualifications of the Staff

In addition to the above, there is a team of around 12 full-time staff who provide all the necessary work to help run Pembroke Lodge. 90% of all the staff are qualified to at least NVQ Level 2 superseding the minimum requirements as laid down by government in the National Minimum Standards Care Standards Act 2000.

Admission criteria

Pembroke Lodge is registered to accept clients over the age of 65. All clients are assessed by the Home Manager and/or the Deputy Home Manager prior to admission. This assessment is informal and involves a visit to the prospective client in their current environment where possible. The assessment will cover the client's care needs currently and how they might

change in the future. The prospective client is told about Pembroke Lodge and the kind of care it has to offer. Where possible, the prospective client is invited to visit Pembroke Lodge for tea or lunch so that they may make a positive decision about coming to the home.

Should a place be offered, and should the client accept, a review takes place between 4 to 6 weeks after admission to ensure the clients care needs are being met at the home. This review will generally involve the client, their relative(s), their care manager if any, and senior members of the care team from the home. The review will endeavour to establish if the placement is appropriate, and if there are issues which need to be addressed.

Once accepted, regular quarterly reviews ensure that the care provided is up-to-date and accurate. The views of the client and their families provide are a key source of input to these reviews and their thoughts and wishes are actively sought and encouraged.

Arrangements for consultation with residents about the operation of the home

There is a Residents Committee meeting held on the third Thursday of every month at Pembroke Lodge in the afternoon. Here, residents have a chance to express their views, likes and dislikes about life at Pembroke Lodge. Friends and Relatives are also welcome to take part in these meetings. Resident's views are always considered and where possible taken on board and implemented.

Fire precautions and associated emergency procedures

The home has been recently revamped with the latest high-tech wireless smoke detection and fire alarm system. There are smoke detectors and emergency lighting units throughout the building and "break glass" call points at various strategic points around the home. There is a variety of fire fighting equipment around the home including both CO2 and water, as well as fire blankets. Staff are given regular Fire Procedure training. The fire alarm is tested on a weekly basis. On hearing the fire alarm, clients and visitors are advised to stay where they are and wait for help and instructions from the staff.

Details of any specific therapeutic techniques used in the home

As part of the care planning process, clients may be assessed as requiring a range of therapies to maintain and promote their independence. Therapies are provided by external specialists as required and can include physiotherapy and occupational therapy. In addition, hairdressing, chiropody and manicures are available in the home on a regular basis. Unless specifically detailed in the admission contract, therapies are charged in addition to the fee.

Arrangements for dealing with complaints

At Pembroke Lodge we strive to operate at the highest standards of care towards our resident. To this end we welcome constructive criticism. In the event that the client or their relative wishes to make suggestions or complaints about any aspect of the home, they should normally make them to the senior member of staff in charge or to the Proprietor. This can be either verbally or in writing. Rest assured we are very willing to listen to your concerns and will do all in our power to resolve any issues. It is our hope that most, if not all, matters may be resolved in this way.

In the event that a client or their relative is unhappy with the response from the home's management, they may wish to take their issue up with the Commission for Social Care Inspection. Their area office is located at 1015 Arlington Business Park, Theale RG7 4SA. Clients have free access to inspectors from the Commission for Social Care Inspection who visit the home from time to time. Notices will be displayed when inspectors are due to visit the home.

Residents' views of the home

A file of letters from previous residents and their relatives is available for anyone wishing to read them. Please ask a member of staff who will be pleased to obtain it for you. Two sample letters from resident's relatives are included at the end of this document.

Copy of most recent Inspection Report

A copy of our most recent inspection report is available upon request.