

BRIAR DENE RETIREMENT HOME - STATEMENT OF PURPOSE

Briar Dene is a Retirement Home set within its own grounds in a most pleasant location between Scarborough's North Cliff Golf Course and Peasholm Park.

Our aim at Briar Dene is to provide a caring home for ladies and gentlemen, where independence, privacy and dignity are maintained. The Home believes in providing the highest quality of service for all its residents in a relaxed and comfortable atmosphere.

The Management and Staff at Our Home

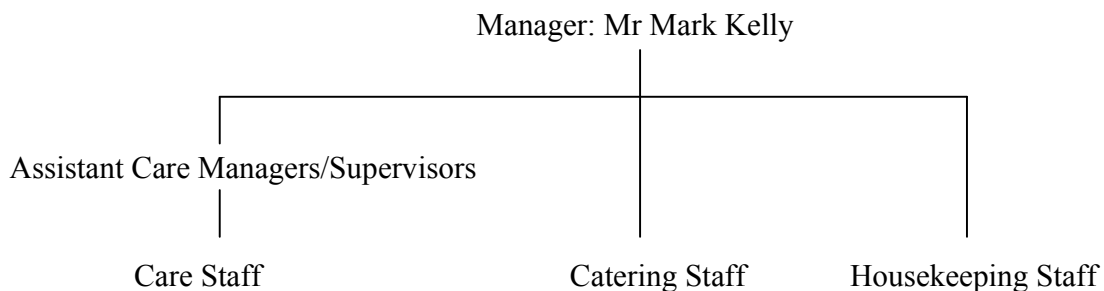
The Home is run and managed by people who are not only fit for the purpose and of good character, but who will discharge their duties to a high standard, ensuring privacy, dignity, independence and choice.

The Registered Home Manager is Mr John Kelly. John has a wealth of experience, spanning over 25 years of managing the Home. Mr Mark Kelly has run the Home on a day-to-day basis since 2005.

Residents and their representatives can be assured that they are supported at all times by suitably qualified and experienced staff. We therefore offer reassurances that we will always exceed national recognised staffing levels and in addition to this, continuously monitor care delivery including social interaction to ensure that care needs are delivered at the most appropriate level and to the highest standards at all times.

We appreciate that the delivery of high standards of care and support to our residents is dependent on not only good recruitment procedures but the ongoing support and training of staff. All newly appointed staff undergo an induction programme and existing staff receive not only ongoing mandatory training but training which is supported by the company to NVQ level 2 and NVQ level 3. Our senior care staff ensure that high standards are maintained in line with the latest developments in care practices.

How is your home organised in supporting you?



Who can we Support & provide Accommodation for?

Briar Dene Retirement Home provides a highly professional care service for persons who require varying degrees of personal assistance to maintain an optimum level of independence.

We provide respite, if there is a room available, and permanent accommodation for those over 65 who require personal care and support. The home welcomes both male and female residents.

As Briar Dene is a registered residential home and not a nursing home, the level of care provided is broadly equivalent to that which can be given by a caring and competent relative under the direction of the G.P., but not continuous nursing. Bearing this in mind, we would hope to care for residents for as long as they wish.

The Home is for those who are no longer able, or do not wish to live alone, whether because of frailty, or just a need for pleasant company when desired.

The Service We Offer

The Home offers one twin and twenty-five single en suite rooms. All bedrooms have private bathrooms, are well appointed, and are on the ground and first floor only. They are serviced by easily negotiated stairs or passenger lift.

Each room exceeds the required minimum size. All rooms are connected to the call bell system and we can arrange for individual telephone lines to be connected.

A spacious lounge, tastefully furnished and overlooking the garden, is complemented by a dining room where each resident enjoys a separate table with white linen.

Meals of a high standard are served using locally sourced fresh meat, poultry, fish and vegetables. All meals are freshly prepared within the home and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their room if this is their choice.

The furnishings of the Home are such as to enable the residents to live as normal a life as possible and residents are free to bring their own furniture and belongings insofar as this is practical. Residents' personal possessions will always be treated with total respect.

Personal care such as assistance with bathing and dressing is provided and this is always given with the utmost regard for and respect of the needs and feelings of the resident.

With a team of experienced staff, NVQ qualified care assistants and a variety of experienced support staff, we ensure the provision of an appropriate care programme, which is resident focussed and individualised, in a supportive and non-restrictive environment.

The Home will arrange for a daily paper delivery should you wish.

Staff can assist you to purchase items you need such as toiletries. When required they will liaise with your family or any representative on your behalf.

Senior care staff can assist in dealing with your medication requirements. This can include liaising with the G.P and pharmacy regarding new and repeat prescriptions, to actually administering your medication at the prescribed times. Residents are of course welcome to administer their own medication if they so wish and are able to do so safely.

The Home will arrange visits from health care professionals (G.P., chiropodist, optician, dentist etc) to the Home to attend to the needs of residents. Two hairdressers also visit weekly.

Resident's views on all aspects of the service are sought by means of individual consultation, questionnaires, and during meetings with residents' representatives. This is supplemented by periodic reviews with the local authority for those who have their care commissioned by such authorities.

How do we ensure that you receive the treatment that you require including referrals to specialist services and supervision of therapeutic techniques?

Once developed the care plan will be regularly reviewed to ensure that your needs are being met. Senior care staff and other staff as necessary will review any issues relating to your care plan.

Representatives, with the resident's consent, will be encouraged to participate in the residents' daily routine as far as reasonably practicable and are invited to talk to a member of staff at any time should they have any concerns.

Care plans are reviewed daily on a shift-to-shift basis. At shift handover the out-going staff will talk through residents daily care notes with the in -coming shift. Changes to the care plan may be proposed at this point.

Senior care staff evaluate the care plans monthly and amendments, if required, will be made at this time, although amendments maybe made ahead of this schedule if required.

All amendments to the care plan are recorded in full and signed and will be in full consultation with the resident, relatives and other care agencies.

Staff may identify the need to make referrals to additional specialists who can enhance the level of care and support residents receive. For example, a Dietitian who may suggest amendments to your diet and supplements, the chiropodist, optician, physiotherapist or occupational therapist. This care is often planned in conjunction with your General Practitioner, and for residents who have moved in from the locality every effort is made for you to retain your current G.P.

Values of the Home

Each resident at Briar Dene Retirement Home is unique and is treated as an individual. Emphasis is also given to:-

Privacy

We respect the rights of the residents to be left alone and undisturbed whenever they wish as long as the environment is safe to do so. Residents also will have the right to meet family, friends and visitors without being overlooked or overheard. Staff will always show regard for the privacy of individuals. Confidentiality will also be maintained.

Dignity

This is the understanding of the residents needs and treating them with respect and sensitivity.

Independence

We will support the resident to make decisions and think and act for themselves, ensuring that a reasonable balance with risk is kept between independence and risk taking. The residents care needs will be reviewed regularly and as changes occur to reflect these risks. Residents are invited to comment and make suggestions concerning the care they receive or any other aspect of the Home they may wish to discuss.

Choice

We will ensure the residents have the opportunity to make informed choices and that individuality is respected.

Rights

The Home promotes human rights for all residents. We will ensure that no discrimination is evident on the grounds of age, gender, race, language or religion.

Fulfilment

We will enable the resident to realise their own aims and help them to achieve these goals in all aspects of daily living. We will understand and meet the resident's spiritual and emotional needs as far as possible and strive to create a lifestyle that is flexible and adaptable as their needs and wishes change.

Philosophy of Care

Briar Dene Retirement Home aims to provide a friendly, secure, relaxed and homely environment in which the residents care, well-being and comfort are of prime importance.

Staff will, at all times, strive to preserve and maintain the dignity, individuality and privacy of resident's within a warm and caring atmosphere, and in doing so will be sensitive to the residents ever-changing needs. Such needs may be medical, therapeutic, cultural, psychological, spiritual, emotional, and social.

Residents will be encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

We promote each resident's right to:-

- Dignity, Privacy and Confidentiality
- Kindness
- Freedom of activity [subject to safety]
- Receive visitors
- Receive a high standard of care and catering
- Be consulted on matters that effects them at all times

Residents will be addressed in the manner they have chosen.

Religious, cultural and personal food preferences will be respected.

How can you move in, & why we can't support some care needs?

Prior to moving into the Home, an assessment will be undertaken by the Home Manager to both establish your needs and ensure that the Home can meet those needs. This assessment will include, physical, emotional and cultural needs including any specific areas of personal safety and risk. During your stay at Briar Dene both the staff delivering your care and other caring agencies/professionals that are involved will continuously review these assessed needs.

We would actively encourage pre-admission visits to the Home. This may take the form of visiting the Home for Morning Coffee or Afternoon Tea with your family or friends.

Trial stays at the home are offered for a minimum of 1 week.

We are not able to offer care to those with a diagnosis of dementia/Alzheimer's disease/mental infirmity or who have learning disabilities as their primary care need. We are generally able to cater for those who are "pleasantly confused" as a result of their age and who require some reminding and supervision as a result.

We do not actively intend to offer accommodation in an unplanned way, however, we do appreciate that circumstances may occur that initiate an 'emergency' or 'hasty' move into the Home for a short or long term stay.

When a Resident does move in as an emergency it is the policy of the Home to work with all the concerned agencies to minimise any risks in meeting un-assessed needs. A 24 hour care plan is completed in conjunction with the placing authority/Care Manager or the person who has an appropriate understanding of the residents care needs prior to the resident moving in. A full care plan is completed at the earliest opportunity to meet all identified needs.

Residents are involved personally in the planning of their care and encouraged to remain as independent as possible with the support of the staff.

Staff will assist you by providing information about the Home, its daily routine and explaining procedures within the home.

Social activities, hobbies & leisure interests (including attendance at religious services) and contact with your family and friends?

Private visitors are welcome at all times and arrangements can be made for visitors to take meals at the Home (notice is requested and a small charge is made). For security and fire safety reasons, visitors should sign the visitors book on each occasion.

Resident's family and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases staff will offer assistance where needed for residents to write and send mail. We are hoping to be able to provide email and internet services in the future.

Residents can choose to participate in the social activities arranged by the Home. In addition, there are concert programmes, more traditional board games, a visiting library service and we even supply witnesses for marriage ceremonies at the neighbouring Registry Office, an experience our residents enjoy.

We will endeavour to arrange transport to enable residents to attend religious services, or residents can choose to be visited by clergy in private at the Home. A Vicar from St Mark's Church regularly holds a communion service in the lounge.

Whilst we cannot allow the residence of pets within the home, we do encourage 'well behaved' animal friends to visit, but ask that you respect the wishes of your fellow residents who may not be so welcoming.

The home has a strict no smoking policy and smoking is not allowed within the home.

How do we find out that the service we provide meets your needs and manage any complaints?

Quality Assurance

The quality of care is reviewed annually through the manager obtaining the views of residents, their representatives and any Local Authority representatives. We also consult with staff employed at the home. Following the consultation period a report will be written and made available to residents, their representatives and any other interested party.

In the event of the CQC notifying us of any improvements that we need to make with regard to compliance with current legislation, these will be met within specified timescales.

Complaints

If as a resident, relative or friend, you feel there is cause for complaint, you should at first discuss the matter with the manager or assistant care manager on duty. This 'local resolution' will aim to resolve the matter as soon as reasonably practicable and in any event within 14 days.

If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can either speak to, or write to the Home Manager. A full investigation will be made into the complaint, and you will be advised of the result as soon as is reasonably practicable and in any event within 14 days. You will be provided with a written report which will summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result of your complaint.

If you feel that we have not met your expectations reasonably or you require further advice regarding the management of your complaint, you are encouraged to contact:

Care Quality Commission
Citygate
Gallowgate
Newcastle
NE1 4PA

Telephone: 03000 616 161

A copy of our full complaints procedure is available within the resident information pack, or in addition on request from the home manager at any time.

How do we manage emergency procedures within the Home and manage aggression by residents and/or others if this arises?

Fire

The home has a fire alarm system fitted with “Fire Exit Notices” and “Fire Emergency Instruction notices” displayed at strategic points throughout the home as advised by the local Fire department.

All staff receive annual fire training and their induction training introduces the Home’s Fire Prevention/Drills policy.

All Fire fighting equipment is checked annually as recommended by qualified fire equipment technicians.

All fire alarms are tested weekly by the staff of the home. Records are kept of all such testing within the home.

All furniture, fixtures and fittings within the home meet fire resistance guidance and we would request that any furniture which you wish to move into the home, meets this standard.

Missing persons and Emergency Evacuation

All residents are requested to give their consent to having their photograph taken, copies of which will be placed within the medication and administration record files. This will enable us to support and safeguard you within an emergency evacuation of the building or in the rare event that your whereabouts may not be known to staff, outside of the home.

Aggression

The home does not operate a procedure for restraint of a resident. If a resident becomes violent or aggressive towards staff or to others within the home, care management systems will be invoked that will allow for a protection and cool down period, allowing the resident time and space to reduce their anxieties whilst staff will maintain the safety of the resident. Restraint will only be used within a limited capacity that will promote the safety of the resident or others, and only as a short term intervention. This action may lead to referral to other professionals who will offer advice for treatment for the resident.

If such outburst persists, the provider may invoke the 28 day notice period and request that the resident vacate the home in consultation with any care commissioner or fee payer. Any safety device such as bed rails and protectors, door alarms and sensors will only be used as care safety measure and not as means of restraint and will be risk assessed accordingly. Such devices will be incorporated within the resident's care plan.

Any visitor to the home that shows violence or aggression to residents or staff will be asked to leave the premises.

A copy of the homes Fire procedures, Restraint, Aggression and PoVA procedures are available within the policy folder of your room or on request from the Home manager at any time.

For Further Information please contact:

Mr Mark Kelly - Manager
Briar Dene Retirement Home
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Scarborough
North Yorkshire
YO12 6PH

Tel: 01723 361157

E-mail: mark.kelly@briardene.org

Please be prepared to provide brief details of your care needs or those required by those who you represent when contacting the manager, so that we may assist you in making the right choice about your future home, and to prevent you from delay if we feel we cannot meet your identified needs.