

# Gwastad Hall Nursing Home

## Statement of Purpose

Gwastad Hall Nursing Home

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# Contents

<b>Description</b>	<b>Page</b>
Aims and Objectives	3
Philosophy of Care	4
Home Owner /Manager	5
Home Organisational Structure	6
Staff Training	6
Accommodation	7
Admission Privacy and Dignity Smoking and Alcohol Fire Safety	9
Religion (Worship/Attendance at Religious Services) Contact with Family and Friends Service Users Plan Review	10
Complaints Therapeutic Activities Monitoring and Quality	11

This Statement of Purpose has been produced in line with the requirements of the legislation and guidance that we are measured by. It includes information about how we are to meet the National Minimum Standards for Older People as set by our registering authority; the **Care and Social Services Inspectorate Wales**.

## *Aims and Objectives*

With over 20 years experience, the management of Gwastad Hall Nursing Home pride ourselves on offering a highly professional care service for the older person, with a personal touch. We are pleased to accept Service Users for long term, short term for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow Service Users:

**PRIVACY:** We recognise that life in a communal setting and the need to accept help are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore, strive to maintain privacy in the following ways.

- Giving help in intimate situations as discreetly as possible
- Helping service users to personalise their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Providing locks on service users' storage space and bedrooms.
- Guaranteeing privacy when using the telephone, opening letters and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home hold about the service users.

**DIGNITY:** The understanding of a Service Users needs and treating them with respect.

**INDEPENDENCE:** We are aware that our service users 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 service users' remaining opportunities to think and act without reference to another person in the following ways

- Providing as 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 for carrying out 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.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.

**CHOICE:** Giving a Service User the opportunity to select for themselves from a range of alternative options in all aspects of their daily lives.

**RIGHTS:** Keeping all basic human rights available to the Service Users.

**FULFILMENT:** Enabling the Service User to realise their own aims and helping them to achieve these goals in all aspects of daily living

## ***Philosophy of Care***

Gwastad Hall Nursing Home aims to provide its Service Users with a secure, relaxed, and homely environment in which their care, well-being and, comfort are of prime importance. We are sensitive to the sex, sexual orientation, and disability of each individual.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service Users ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Service Users are 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.

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

<b>CORE VALUES OF CARE</b>		
<b>PRIVACY</b>	<b>DIGNITY</b>	<b>RIGHTS</b>
<b>INDEPENDENCE</b>	<b>CHOICE</b>	<b>FULFILMENT</b>

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 developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Standards Inspectorate for Wales

## Home Owner / Manager

**Name:**

Mrs H. L. Hough (Proprietor: Director: Matron)  
Registered provider. Registered manager.

**Experience:**

Mrs Hough is a first level nurse with many years of experience in caring for elderly persons and has operated the business since 1987.

**Qualifications:**

R.G.N.  
S.C.M  
N.V.Q. level 4 in Management

**Address of Home Owner/Manager**

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Cefn-Y-Bedd  
Wrexham  
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Telephone: 01978 762228  
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E-mail address: info@gwastadhall.co.uk  
Website : www.gwastadhall.co.uk

**Care Speciality of the Home:**

Long Stay Nursing Care of the Elderly above pensionable age  
Day Care is available for up to four patients  
Respite Care and Convalescence can be provided

**Deputy Manager:**

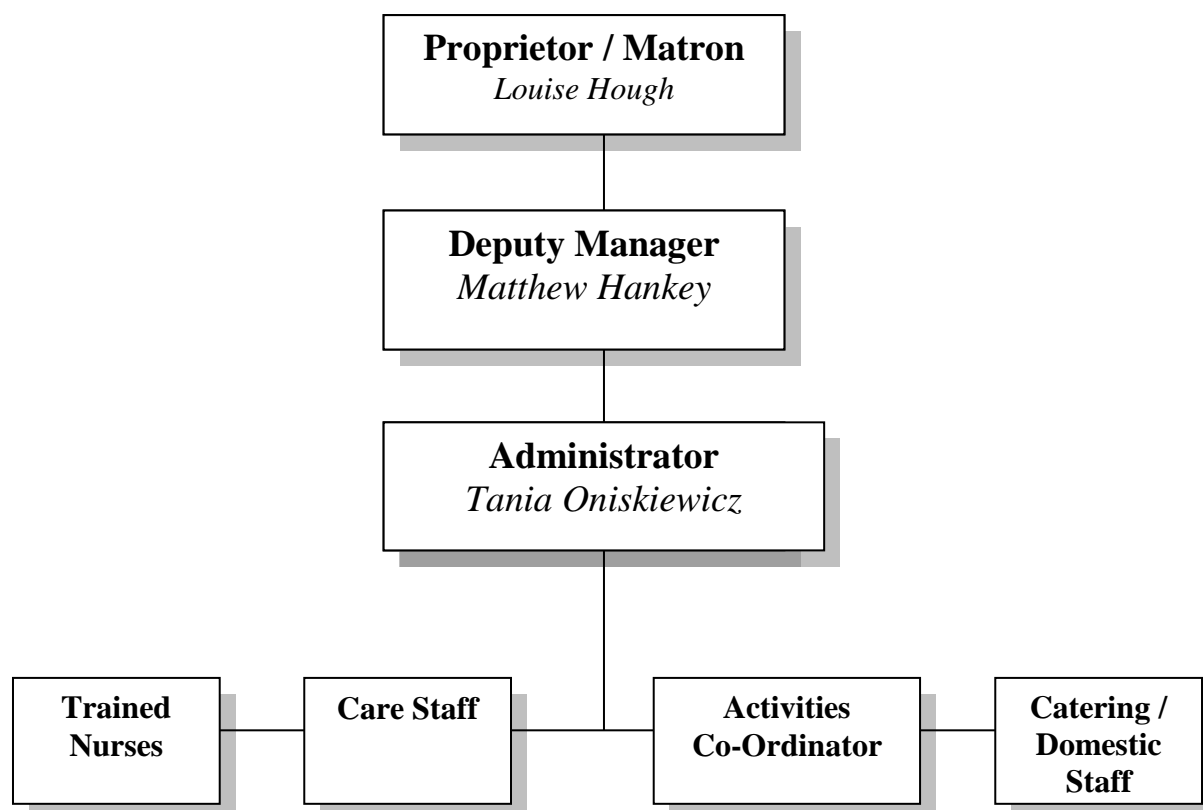
**Name:** Matthew Hankey

**Experience:** Mr Hankey is a Registered Nurse, before nurse training worked as a carer in local area, after qualifying as a nurse took part in a research project in the local Hospital. After the research project started at Gwastad Hall Nursing Home and completed my management and leadership qualification.

**Qualification:**

R.G.N  
N.V.Q Level 4 in Management and Leadership

## Home Organisational Structure



## Details of Staff Numbers and Staff Training

The Home is aware that the staff will always play an important role in the residents' welfare. To maximise this contribution we always employ staff in sufficient numbers and with the relevant mix of skills to meet the residents' needs.

The home employs at all times the appropriate number of Nursing staff and Care Assistants set by the minimum standards. Staff will be selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened by POVA and CRB checks and references are always obtained and checked thoroughly. We follow the "Social Care Induction Framework for Wales" set by the "Care Council for Wales". During induction experienced staff will train all new staff in the following critical subjects: -

- Care code of conduct
- Confidentiality
- The rights of Service User's
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

The Home insists that all Care Assistants hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The home also offers a training programme comprising of 17 courses that all staff complete. The courses include:

Dignity and Respect	Communication
Food Hygiene	COSHH
Fire Safety and Awareness	Dementia Awareness
Health and Safety	Diet and Nutrition
Infection Control	Dysphagia
Pressure Sores Prevention and Awareness	Record Keeping
Safeguarding	Moving and Handling
Wheelchair Safety	Legislation
First Aid	

## Accommodation

The home has 33 bedrooms some with en-suite facilities. All rooms have the required amount of usable space.

Downstairs: Ten Single rooms of which 1 offers en-suite facilities  
One Double room.

Upstairs: Twenty Single rooms of which 4 offer en-suite facilities.  
Two Double rooms

All rooms meet the personal room space required by the National Minimum Standards.

### *Social Rooms:*

There are two lounges; a conservatory and two separate dining rooms, all centrally heated. One of the lounges is oak panelled with a minster fireplace, this also offers a coffee shop were residents can sit relax and chat over a drink. This has an activities table and individual draws were residents can keep their crafts or personal belongings. The other lounge is joined to the conservatory which has lovely views of the gardens and rockeries. Service Users are encouraged to use these public rooms; however, Service Users who choose to stay in their own rooms may do so. All rooms are connected to a nurse call system for the benefit and safety of service users. Some rooms have privacy locks on doors and a lockable facility to secure valuables and personal items.

### *Bedrooms:*

The bedrooms are furnished with appropriate fixtures and fittings as required by the National Minimum Standards. This includes Freeview television, washing facilities and modern call bell system.

<b>Bedroom Number</b>	<b>Floor</b>	<b>En Suite WC</b>
1	Ground	
2	Ground	
3	Ground	
4	Ground	
5	Ground	
6	Ground	
7	Ground	
8	Ground	
9	Ground	Yes
10	Ground	
11	Ground	
12	First	
12a	First	
14	First	
15	First	
16	First	
17	First	
18	First	
19	First	
20	First	
21	First	
22	First	
23	First	
24	First	
25	First	Yes
26a	First	
26b	First	
27a	First	Yes
27b	First	Yes
28a	First	
28b	First	
29	First	
30	First	Yes



## **Admission**

Service User's interested in coming to Gwastad Hall Nursing Home, or their representatives, are encouraged to visit the home and sample the atmosphere and level of service before making their final decision to come to the Home. All potential Service Users will have a pre-admission assessment of need before entering the Home to assure ourselves, and the Service User, that Gwastad Hall is suitable for them and that we can meet all of their needs. The assessment is carried out by a member of our Trained Staff with full consultation with any other nursing, social or funding bodies involved. A trial period, usually four to six weeks, is always given before taking permanent residency.

The home is registered to accommodate 37 persons 1 of who may be under the age of 65. Gwastad Hall Nursing Home can care and accommodate for 37 persons who require nursing care.

## **Privacy and Dignity**

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service Users ever changing needs.

## **Restraint Policy**

The use of restraint is only acceptable when people's safety is clearly at risk. Restraining interventions must then be appropriate to the situation and must be discontinued once the immediate danger has gone. The Home undertakes to provide its staff with appropriate guidance, supervision and training in those interventions that are seen to be acceptable and reasonable for the service users.

## **Smoking and Alcohol**

As from 2<sup>nd</sup> April 2007 the Home has been smoke free in line with new legislation. With regard to alcohol consumption on the premises, Service Users will normally make their own arrangements, but may require to be supervised.

## **Fire Safety**

- The home has a modern 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 bedrooms have smoke detectors fitted some have self-closures on doors.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Service User's are informed of the emergency procedure during admission.
- A fire exercise is carried out monthly on each shift, this ensures all staff and Service Users have a comprehensive understanding of their responsibilities. A full fire drill is conducted three monthly.
- All fire systems and alarms will be tested weekly, by staff of the home, and 3 monthly by a qualified engineer (Snowdonia Fire Protection Ltd). Records are kept of all such testing.
- All fire fighting equipment is checked annually, by a qualified fire extinguisher maintenance engineer.

- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

## **Religion (Worship/Attendance at Religious Services)**

Service Users may attend religious services either within or outside the home as they so desire. If services are outside the home, the Service User should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives.

Service Users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

## **Contact with Family and Friends**

Service User's family, relatives and friends are encouraged to visit the Service User regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Service User to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home for Security and Fire Safety reasons.

The Service User has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the Service Users wishes.

## **Service Users Plan Review**

Once developed the service users plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan is developed with the involvement of the service user.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Service Users Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. At staff shift changeover the Service User's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a review is held with Care Staff on 'pro-rata' basis.

All amendments to the care plan will require the authorisation of the Nurse-in-Charge, certain amendments may also require the authorisation of the Service User's GP.

All amendments to the Service Users Plan are recorded in full.

## Complaints

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 14 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Standards Inspectorate for Wales.

A copy of Gwastad Hall Nursing Home complaint procedure is on display and can be made available on request

## Therapeutic Activities

The home policy on “Therapeutic Activities” takes into account the Service User’s interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

The home has recently opened a coffee shop in one of the lounges which gives the residents and visitors a place to go and sit over a drink of their choice. There is also a craft/activities table with a range of games and things to do (see below). Each resident has a draw for craft items or belongs and visitors have access to have a look or keep things in there for future use. There is also access to WiFi internet.

Staff do encourage and in certain instances help Service User’s to pursue their hobbies and interests:

### **Service Users are welcome to play games for example:**

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.

### **Examples of activities with the staff (On a Daily Basis)**

- a. Chatting to Individual Service Users.
- b. Manicures
- c. Playing games.
- d. Memory Boxes
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles etc

## Monitoring and Quality

Within the Home, there are various systems in place which ensure that close monitoring is maintained on all of the Home’s services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Service Users and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

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