



## **STATEMENT OF PURPOSE**

**PALLOTTINE MISSIONARY SISTERS**

**52 Park Mount Drive**

**Macclesfield**

**Cheshire**

**SK11 8NT**

**Registered Charity 234185**



## Registered Care Managers

Name: Jaqueline Ross, Mandy Malkin, and Robert Warren

Main Areas of Responsibility: Leading the staff team and the day-to-day running of services, delivery of care and support including all care aspects, assessing potential new clients and residents, delivering training, supervision and support.

<p><b>Contact Details</b></p>	<p><b>Responsible Person for Park Mount Care Home &amp; Keele Crescent Care Home</b></p> <p>Jennifer Trotter</p> <p>Tel No 01625 616459 Mobile No 07717 677061</p> <p><a href="mailto:jennifertrotter@tpms.org.uk">jennifertrotter@tpms.org.uk</a></p> <p><b>Care Managers</b></p> <p><b>Keele Crescent Care Home</b></p> <p>Robert Warren</p> <p>Email: <a href="mailto:robertwarren@tpms.org.uk">robertwarren@tpms.org.uk</a></p> <p>Tel No 01625 425266</p> <p><b>Park Mount Care Home</b></p> <p>Mandy Malkin</p> <p>Email : <a href="mailto:mandymalkin@tpms.org.uk">mandymalkin@tpms.org.uk</a></p> <p>Tel No 01625 616459</p>
<p><b>Main telephone</b></p>	<p>01625 616459</p>
<p><b>Service provider ID</b></p>	<p>1-101662619</p>

## About our Services



### Residential and EMI Residential Care Home Service without Nursing

The Home is a purpose built care home for older people. The home has the capacity to accommodate 44 people in en-suite rooms on two floors, thirty seven single rooms and two double rooms

It also has three lounges, three dining rooms, a garden accessible to resident's and a chapel where regular services are conducted, and all denominations are made welcome. The home had a complete refurbishment in late 2011 and was completed in February 2012. A full cyclical maintenance plan is followed.

The spacious, peaceful environment together with our dedicated core team led by our registered managers produces a positive track record.

### Keele Crescent Care Home

The home is a refurbished detached dwelling in a private cul de sac to accommodate 6 people. The home has a fully accessible private garden, kitchen, dining room and lounge.

### Philosophy, Values and Purpose (including Aims and Objectives)

The Pallottine Missionary Sisters seeks to ensure the highest standards in its delivery of accommodation to the residents of the home. To ensure that people are in maximum possible control of all decisions relating to their care including when, how and by whom their care is delivered. The charity's approach will encourage independence and protect the individual's dignity and privacy in all of its interactions with the residents of the home.

The charity will seek to ensure that needs assessment processes and personal care plans are led by and are sensitive and adaptable to the specific needs of the person being assessed and that they take account of the individual's cultural background, spiritual, emotional, psychological, and physical needs. It will do this in full awareness and recognition of the human rights of each individual.

The charity will ensure that systems are in place to monitor the standards of accommodation and the personal care on a regular basis. These will measure the extent to which the person receiving the care and their families/carers are satisfied with the services received and the accommodation in which it is delivered. It will monitor the extent to which:

- To provide a secure stable and comfortable environment where individual care and maintenance of dignity is paramount.
- To provide a high standard of person-centred care in order to meet the physical, psychological and social needs of individuals using the service
- To stimulate and maintain physical and mental activity and promote the social wellbeing of people living at the home. To provide people who live in the home with the right to personal independence and personal choice.
- To provide an excellent standard and choice of food with a daily menu offering a variety of foods and promote good nutrition and healthy eating.

- To ensure that residents have the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.
- To ensure full compliance with the Essential Standards and offer excellent quality care.

## Re-Assessment of Needs

Routine re-assessment of needs may reveal that a resident has increased or different needs which can no longer be met within the current care placement. Sometimes a move is proposed for other reasons, for example the resident may wish to move elsewhere, or a self-funding resident may have depleted their capital. Whatever the reason, no decisions to move a resident should be finalised until their care needs have been assessed and all relevant parties consulted. Consultation should continue throughout all processes. A move can cause anxiety and distress and may also adversely affect health and wellbeing. If a resident is reluctant to move, we should always explore all other options before reaching a final decision.

If there is no alternative solution and a move is imminent, we should carefully evaluate the impact of a move on the resident, in particular potential risks to the resident's health, care and wellbeing. The views of the resident's general practitioner / medical adviser and other interested parties should be considered.

## Referral and Admission

Following a referral, the manager undertakes a pre-admission assessment that is usually carried out in the prospective resident's current place of residence. The next stage is an invitation to the prospective resident, carer/family members (if appropriate) and his/her Care Co-ordinator/s to make an informal visit to sample the home's atmosphere. Assuming this visit is positive, the individual can then return for a day when there is further opportunity to meet other residents and staff providing an opportunity to make informed decisions about the services on offer. Provided all parties agree that a placement at one of our services is in the best interests of the individual, the Registered Manager then confirms this in writing to the individual. Funding is then confirmed with the presenting authority/provider or power of attorney. New residents are given our 'Service User Guide' which sets out our aims and objectives, philosophy of the home, the services, and facilities we provide and our terms and conditions of stay. On admission, the resident works with an appropriate member of the care team to formulate a Care Plan individually tailored to meet the resident's needs.

## Financial Arrangements and Fees

The fees charged are dependent on the care package and needs of the individual. Fees are paid by the resident's originating funding authority, county councillor or privately by the resident. Specific information is available from the Management team.

### Fees – (Included)

- Trained staff in 24 hour attendance
- Care assessment and monitoring
- Medication administration and monitoring
- Group sessions and individual sessions on activities.
- Good home cooking prepared fresh daily on the premises– three meals a day
- Drinks and snacks

- Provision for special diets
- Arranged outings for service users
- GP and consultant visits
- Furnished single or double room with en-suite toilet and washing areas
- Laundry facilities
- On site activities and therapies e.g. music workshops, gardening, residents' forum, arts and crafts, reflexology and animal therapy.
- Offsite activities and trips e.g. pottery, woodwork, visits to zoo, educational trips, library, theatre, seaside etc (resident makes a contribution towards entrance fees on trips)
- Social celebrations

## **Fee – (Not included)**

- Personal effects e.g. tobacco, personal toiletries, clothing, alcohol
- Personal trips
- Taxi services
- Hairdressing
- Annual holiday
- Chiropodist
- Newspapers

## **Therapeutic Activities**

The home's activities and groups take into account the residents' interests, skills, experiences, needs and medical conditions. The home offers a range of programmes designed to encourage the resident to keep active.

Staff encourages residents to pursue their hobbies and interests and assist with college placements and/or voluntary work where relevant. We provide various equipment and games for residents' use including cooking clubs and outdoor activities.

## **Care/Support Planning**

The agreed Care Plan provides the basic framework for treatment of specific mental and physical health problems including outcomes. It also provides the structure for acquiring knowledge of daily living skills and general health issues. All residents are given a copy of their Care Plan where appropriate and is available electronically for those who hold power of attorney for health, which they can sign in acknowledgement of the course of action they are being asked to take in collaboration with their key worker team. Care Plans are evaluated at the end of the four-week settling-in period and revised as deemed appropriate by the staff team in consultation with the resident. The plans are discussed at formal meetings, which take place regularly, providing an opportunity for all professionals to get together with the resident to review their progress. With the resident's approval, relatives are encouraged to be involved in their care as far as is practicable, and they are invited to formal reviews in consultation with the resident. Residents and their relatives are always welcome to chat with a member of staff if they have any suggestions or concerns.

## **Risk Assessments**

Risk assessments and crisis management plans form part of the Care Plan. They document, past and current issues, informing staff should there be potential areas of concern. Detailed documentation with clear strategies is agreed with the resident to enable them to have as safe and as positive a stay at Park Mount/Keele Crescent as possible.

## **Contact with Family and Friends/Advocacy**

Residents' family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter, email or telephone when visiting is not possible. In these cases, staff assists the resident to respond where help may be needed. Visitors are welcomed at all reasonable times and we ask them to respect residents' individual activity programmes. They are asked to let staff know of their arrival and departure from the home. There are no overnight facilities for visitors at the home. There are plenty of good, guest-houses nearby and staff can advise of their location and help make arrangements. Residents have the right to refuse to see any visitor and this right will be respected and upheld by staff who will, if necessary, inform the visitors of the resident's wishes. Pallottine Missionary Sisters have close links with the community.

## **Monitoring and Quality**

An important part of our quality programme is to involve the residents and their relatives. We ask for comments on the home, the staff, and services we provide. This survey is usually carried out annually. A copy of the report is available on request. A Quality Assurance Assessment is undertaken in accordance with CQC regulations.

## **Complaints Procedure**

Our aim is to provide the highest standards of care and service to our residents. To ensure that the service we provide matches your needs and expectations, we welcome any comments you may care to make.

We recognise that there may be times when we fail to match our and your expectations. If this happens, we will try to resolve any concerns you may have as soon as possible. Often people feel happier about making a suggestion for improvement rather than entering into a more formal complaint.

Anyone receiving services and their friends and family may make a suggestion at any time. In the first instance you should speak to the registered manager or assistant manager at the Home. However, we also have a comments/suggestion box that you can use if you wish. Comments/suggestions can be left anonymously if you wish. Any action required will be communicated to you if you provide your contact details.

Pallottine Missionary Sisters assures you that residents and their families will not have their services withdrawn/reduced for making a complaint in good faith. However, if you wish to make a complaint at any time, the following outlines the action you should take and how we will respond. A complaint may be made orally, in writing or by email to the Registered Manager,

Park Mount Care Home [mandymalkin@tpms.org.uk](mailto:mandymalkin@tpms.org.uk)

Keele Crescent Care Home [robertwarren@tpms.org.uk](mailto:robertwarren@tpms.org.uk)

If possible, please discuss the problem with the registered manager who will do their best to resolve the problem immediately. In their absence, please approach the senior staff member on duty, or put your complaint in writing to Jennifer Trotter CEO Park Mount Care Home 52 Park Mount Drive Macclesfield Cheshire SK11 8NT or alternatively email [jennifertrotter@tpms.org.uk](mailto:jennifertrotter@tpms.org.uk)

The registered manager will look at each complaint and will identify an appropriate person to investigate.

- If a complaint is made verbally then a written record will be made, and a copy of the written record will be sent to you by letter or e-mail within seven days.
- All complaints will be acknowledged within seven working days and you will be given the name of the person investigating the issues raised.
- All complaints will be investigated by a person with sufficient seniority to resolve the issues and you will be kept informed as far as reasonably practicable, with regards to the progress of the investigation.
- The expected time for complaints to be dealt with will be twenty eight days. We aim to conclude all complaints within six months unless a different deadline is agreed during the six months for a reason.
- If we uphold your complaint, we will tell you what action we are taking to put matters right and to ensure as far as possible similar issues do not re-occur.
- A complaint will not be considered if it is made later than twelve months after
  - the date on which the event occurred
- If later, the date on which the event came to the notice of the complainant.

The time limit will not apply if Pallottine Missionary Sisters are satisfied that –

The complainant had good reasons for not making the complaint within that time limit and despite the delay, it is still possible to investigate the complaint effectively. Should any matter raised suggest possible abuse or neglect may have occurred, we will immediately refer the matter to social services, who have a legal responsibility to act as the lead agency in investigations relating to suspicions of abuse under the Safeguarding of Vulnerable Adults procedures.

Pallottine Missionary Sisters may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault. The registered manager or assistant manager is available if you require assistance with the understanding of the complaint's procedure, please ask the Registered Manager in the first instance.

## Contact

### East Cheshire Quality Assurance Team

Adults Safeguarding Unit

Cheshire East Council

Dalton House

Dalton Way

CW10 0HU

**Telephone: 01606 271811**

### Care Quality Commission

Care Quality Commission (North West Region)

Citygate

Gallowgate

Newcastle Upon Tyne NE1 4PA

**Telephone: 03000 616161**



