

*statement of purpose  
and service user guide*



*Heatherslade Care you can trust*



## *contents*

Introduction	4
Statement of Purpose	5
How to use these Policies and Procedures	9
Key Worker Policy and Procedure	10
Community Access, Facilities and Activities Policy	12
Staff Training & Development Policy and Procedure	14
Policy & Procedure for Maintaining Contact with Friends and Relatives and the Reception of Guests	16
Views of Residents	17
Necessary Requirements of Heatherslade	18

## *introduction*

Heatherslade is situated at 1, Westcliff, Southgate, a small village on the Gower Coast six miles from Swansea City centre.

Heatherslade caters for both male and female residents aged 65 plus and actively promotes a warm, relaxed and friendly atmosphere for all residents who make this their home.

We have developed a programme of Policies and Procedures to ensure our standards are never compromised. They are designed to assist staff to maintain these standards.

Heatherslade prides itself on the continuing improvement of the home and the sections in this brochure are a means of reference and guidance for all residents.

The Policies and Procedures will be updated as and when appropriate.

## *statement of purpose*

**Heatherslade aims to provide high quality personal and social care to its Residents, in accordance with their assessed individual needs. We aim to offer a 'home for life' for our Residents in a domesticated environment, where rights, dignity and independence are fully respected.**

**Heatherslade is operated in accordance with current legislation, mandatory requirements and recognised standards of good practice.**

### THE PROPRIETORS

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The proprietors of Heatherslade are Mr. & Mrs. F. Jones hereafter referred to as the *registered providers*. Mrs. Jones, is a Senior Nursing Sister, with 20 years experience.

### THE MANAGER

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The Manager of Heatherslade is Mrs. S. Jones, hereafter referred to as the *registered manager*. The Registered Manager has some 20 years experience in Elderly Care. She holds NVQ levels 2, 3 and 4 and D32 and 33 assessors qualification.

The Deputy Manager also has experience within the care industry and has achieved NVQ Level 2 and 4.

Currently we have a staff of 24, which includes the Manager; Deputy Manager, Officer in Charge, 2 senior care support workers, 11 care workers, 2 housekeepers, maintenance manager, chef and gardener. The staff team include 12 trained (or currently training) to NVQ Levels 2 to 4. Staff are of mixed gender, predominantly female.

### AIMS AND OBJECTIVES

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Heatherslade and its staff are committed to achieving our aims and objectives and welcome the scrutiny, comments and input of our residents and their representatives. Their contributions are valuable in the ongoing effort to maintain the high standard of services provided.

## DAILY MANAGEMENT

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Heatherslade is managed on a daily basis by the Registered Manager, who has overall responsibility for the staff team. In the absence of the Registered Manager, or Deputy Manager, or Officer in Charge, a Senior Support Worker will be designated as Shift Leader with the backing of The Manager on call.



## ACCOMMODATION

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There are 24 beds at Heatherslade. Rooms are single (19) and twin (5) and comply with current regulation.

## ADMISSION ASSESSMENT

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Accommodation is provided for individuals/couples who are assessed as physically and cognitively capable of living in a non-nursing staff care environment. The home offers facilities and staffing to suit some people with physical difficulties, however, prospective Residents will be assessed individually in line with the Heatherslade Policy and according to accommodation available at the time. Individuals may become residents on a permanent or respite basis.

All prospective Residents are given a copy of the brochure, contract of care, terms and conditions, and relevant policies prior to admission. Once an offer of accommodation has been made, it is possible to arrange for a stay at Heatherslade for an agreed trial period, before making a firm commitment to reside.

A Pre-admission Assessment policy is available from The Manager for anyone requiring a copy. Residents are encouraged and supported to participate in the assessment of need, care plans and reviews, wherever possible, in line with our Policy. Care Plans are reviewed on a monthly basis.

## EMERGENCY ADMISSION POLICY AND PROCEDURE

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An Emergency Admission Policy and Procedure document is available in the Manager's Office.

## COMPLAINTS

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A Complaints Policy and Procedure is available from The Manager. This enables Residents and their representatives to be made fully aware of their rights and the method by which to make complaints.

## HEALTH & SAFETY

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Heatherslade complies with Regulations laid down by the Fire Authority. On admission, Residents are shown emergency exits, assembly points, alarms, etc. and the procedure to follow in the event of a fire is clearly explained. A document containing these instructions is also posted on the Residents Notice Board.

## KEEPING IN TOUCH

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Visitors are welcome at Heatherslade at all times, in line with Residents' wishes. Staff will also be happy to assist Residents to maintain contact with family and friends, wherever possible, by helping with letter writing and posting, telephoning and visiting.

## ACTIVITIES

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Residents are encouraged to participate in and contribute to the running of Heatherslade in a number of ways. Residents' Meetings are held on a regular basis with Dates and Minutes posted on the Residents' Notice Board. These meetings provide Residents with an opportunity to put forward and discuss ideas for menus, activities and entertainment, together with an opportunity to put forward their points of view with regard to staffing, operations and their environment.

There is currently an Activities and Entertainment Calendar posted on the Notice Board, including:

- ❖ Reading sessions
- ❖ Games
- ❖ Hobbies
- ❖ Live Musicians
- ❖ Singers
- ❖ Exercise Therapy

A Church of England Minister holds regular services and Holy Communion at Heatherslade for those wishing to attend. Staff can assist in making arrangements for Residents to take part in religious activities outside Heatherslade, where possible.

## RESIDENTS' RIGHTS

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Heatherslade operates a strict policy on the rights of Residents. We fully recognise that life in a communal environment can be difficult and that the need to accept help with personal tasks can be invasive. We therefore strive to allow Residents to retain as much privacy and dignity as possible. A copy of the relevant Policies on Rights and Confidentiality is available from The Manager and is also displayed on the Residents' Notice Board.

***If there is any further information you require that we have not addressed in these pages, please do feel free to telephone The Manager of Heatherslade who will be happy to help.***



## *how to use these policies and procedures*

This document is divided into different sections bringing related services together for the provision of a holistic care service to our clients.

The provision of these Policies and Procedures is to encourage a more flexible and responsible service to ensure independence and choice, as well as reflect the individuality of the Resident.

All Policies and Procedures are based on the Acts that govern Heatherslade and are in place to promote choice, rights, privacy, dignity, fulfilment and independence for every Resident within it.

### *In conjunction with:*

Social Services and CSSIW – *Certificate of Registration available for inspection*

Fire Authority – *Certification available for inspection*

Environmental Health – *Certification available for inspection*

In-House Training – *Various Certificates available for inspection*

## key worker policy/procedure

### AIMS

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Heatherslade actively supports the Key Worker System with both a Key Worker for each Resident and a Key Working System in operation. Each Resident may have a nominated and agreed member of staff as their key worker who has specific responsibility for that Resident. Our main aim is to support the Resident and give them a greater sense of belonging. On admission to Heatherslade, each Resident will be assigned to their Key Worker to enable them to feel more confident whilst settling in.

### DESCRIPTION OF KEY WORKING

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Key Working is concerned with accountability where a named person is principally responsible for the delivery of service to a specific individual on behalf of the service provider. It is best described as Good Practice rather than a strategy. Key Working brings together, in a one to one association, an individual Resident and a specific carer. The Resident knows that they can call on this 'special' person, for a range of tasks, many of them of a very personal or private nature. However, the relationship should not be exclusive and it must be stressed to each Resident that **they may call on any member of staff at any time**. All staff should familiarise themselves with each Resident in order to acquire an adequate understanding of their needs whenever the key worker is off duty.

Agreement of the Resident's choice of key worker will be influenced by such considerations as age, gender, culture, race, religious beliefs, language, political allegiance, personality and shared interests.

### RESPONSIBILITIES OF A KEY WORKER INCLUDE:

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- ❖ Taking care of no more than five Residents
- ❖ Help with admission of new Resident
- ❖ Attend reviews and update the individual's Care Plan
- ❖ Encourage active involvement and decision making from each Resident regarding the care they receive
- ❖ Have knowledge of the Resident's life history and life style
- ❖ Liaise with relatives, friends and professionals
- ❖ Liaise amongst other key workers to improve the overall continuity of care
- ❖ Encourage the Resident's independence and freedom of choice
- ❖ Respect the dignity and privacy of each Resident
- ❖ Understand the day to day needs of the Resident
- ❖ Promote social activities and community involvement
- ❖ Build up a trusting and honest relationship with the Resident
- ❖ Respect the religion of the Resident

## METHODS OF IDENTIFICATION

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Each member of staff to have a name badge for ease of identification and improved communication.

## METHOD OF IMPLEMENTATION

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Prior to admission, the Resident will be allocated a key worker with the opportunity for that carer to visit the Resident at home, establishing an early relationship both with the Resident and their family and friends. In so doing, we hope to ease transition from home to Heatherslade.

Both prior and after admission, the key worker will establish the assistance required by the Resident to enable Care and Action Plans to be drawn up. The key worker will also be responsible for assisting and supporting relatives during this transition period. The role of the family is still a pivotal part of the well being of the resident.

The Manager is responsible for recognising the operation of a Key Worker System and the necessity for adequate staffing and supervision. Regular discussion with key workers and Residents must be established and maintained.

## *community access, facilities and activities policy*

### AIMS

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Staff are expected to actively encourage Residents to retain links with the outside community as well as remain in contact with relatives and friends.

### DESCRIPTION

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To meet our aim, Residents who have expressed a desire to continue links or contacts in the community, or want to develop new ones, should be actively encouraged and helped to do so.

### FACILITIES

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- ❖ Single rooms, single rooms with en-suite, twin rooms.
- ❖ Bath hoist and lift
- ❖ Nurse Call System
- ❖ Aids for dressing, feeding, washing, bathing, toileting and walking
- ❖ Minimising environmental hazards by provision of handrails, ramps, a chair lift, grip rails, zimmers, wheelchairs, walking sticks.
- ❖ Personal laundry and toiletries available
- ❖ Provision of flat screen television in all bedrooms
- ❖ Residents are able to lock their bedroom door or, alternatively, lock a cupboard or drawer
- ❖ Provision for companion pets within the home where possible
- ❖ Provision of a well-maintained garden and patio area with seating for residents
- ❖ Welsh speaking members of staff
- ❖ Visiting Hairdresser, Clergyman, Optician, Dentist, Doctor, Chiropodist and Physiotherapist
- ❖ Help with shopping via catalogues and mail order
- ❖ Delivery of newspapers and magazines
- ❖ Bus Stop nearby
- ❖ Ample visitor car parking
- ❖ Close to Post Office, Newsagent, Hairdressers, Chemist, Library and Church.

## ACTIVITIES AVAILABLE

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- ❖ Shopping trips and Outings arranged
- ❖ Entertainment Programme devised in conjunction with Residents
- ❖ Provision of In-House activities such as:
  - > Art and Craft sessions
  - > Communion/Religious or Church events
  - > Choirs and outside entertainers
  - > Cultural/traditional events
  - > Dancing, singing, music
  - > Drawing and painting
  - > Family involvement, letter writing
  - > Knitting, sewing, crocheting
  - > Reading Group
  - > Dominoes, cards, table games
  - > Bingo, Quiz Time
  - > Cookery/therapeutic housework
  - > Current Affairs
  - > Exercise Group
  - > Gardening
  - > Mobility Group
  - > Quiet time/relaxation
  - > Television/Video Club

## METHODS EMPLOYED

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- ❖ Provision of both public and private transport available to and from Heatherslade for the purposes of hospital appointment, relative's home, etc.
- ❖ Encourage Residents to maintain or develop contacts with local facilities and participate in local activities
- ❖ Work along the guidelines as detailed within the Resident's Care Plan
- ❖ Identification of financial and other restrictions in determining what can be offered or undertaken to meet the needs of an individual Resident
- ❖ Establish clearly the agreement of the Resident to take part
- ❖ Inform other Residents to see if they also wish to participate
- ❖ Foresee any restrictions or obstacles and either reduce or eliminate them

## METHODS OF REVIEW

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The review of Care Plans, to determine any discrepancies between intended activities and those actually undertaken, is carried out both at Monthly Resident Meetings and at the Monthly Care Plan review.

## *staff training and development policy*

### AIM

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To maintain and improve the present standard of care.

### DESCRIPTION

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A recognised training and Development Programme is in operation for all staff employed by Heatherslade. Each member of staff is expected to undertake some of the following training:

- ❖ NVQ level 2 *with Certification*
- ❖ Trainer and Assessor Award *with Certification*
- ❖ Food and Hygiene *with Certification*
- ❖ Fire Safety *with Certification*
- ❖ First Aid Awareness Training *with Certification*
- ❖ POVA training *with Certification*
- ❖ Infection Control *with Certification*
- ❖ COSHH training *with Certification*
- ❖ Manual Handling training *with Certification*
- ❖ Health & Safety *with Certification*

The most comprehensive and continually demanding of the above will be In-House Training which will cover a vast array of subjects that are undertaken on a daily basis, for example incontinence management, food safety, manual handling regulation, risk management and care of the older person.

### METHODS EMPLOYED

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- ❖ Induction Programme for all new staff.
- ❖ A Core Training Programme following on from the Induction that will include:
  - > Philosophy of care provided within Heatherslade.
  - > Aims and Objectives of the Staff Training and Development.
  - > Methods by which philosophy of care is implemented.
  - > Methods of review.
  - > Details of the Policies and Procedures of Heatherslade.
  - > Recognition of Health & Safety Training and implementation.
  - > Recognition of basic care skills training and implementation.
- ❖ Attendance of external seminars, workshops and training courses.
- ❖ Documentation of all training undertaken, together with levels achieved.
- ❖ Documentation of any further Training and Development.

All staff are given time, both on and off duty, to undertake practical training and studying. Where possible, we reward our staff with Certification to recognise the hard work undertaken in order to achieve these qualification. We hope this will also serve as evidence of our commitment to continued training and improved standards of care.

## METHODS OF REVIEW

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Documentation of reviewed policies and procedures to enhance existing training methods. Annual Staff Appraisals. Discuss and plan individual Training and Development packages for the following three months.

## *policy and procedure for maintaining contact with relatives and friends and the reception of guests and visitors*

### AIM

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Encourage residents to maintain relationships with friends and family. Privacy will be respected at all times during visits to Heatherslade.

### METHODS EMPLOYED

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- ❖ Privacy and respect given to the Resident and the space they occupy.
- ❖ Promotion of a relaxed and welcoming atmosphere for all visitors.
- ❖ Provision of mobility aids and transport to facilitate contact between Resident and visitor.
- ❖ Positive encouragement for relatives and friends to stay in touch with the Resident is of paramount importance. Regular visits, contact by telephone or correspondence is also encouraged.
- ❖ Ease of access with no restrictions to all forms of communication.
- ❖ Correspondence delivered to the Resident, unopened. (Correspondence can be read by staff if requested to do so).
- ❖ Correspondence dictated by the Resident to a member of staff will be treated in the strictest confidence.
- ❖ Residents are free to leave the building whenever they wish to pursue outside activities, such as lunch with a visitor, Place of Worship, shopping, theatre, etc.
- ❖ Aid in the communication between Residents and their visitors.
- ❖ Unrestricted access to communal rooms, another Resident's rooms by invitation, and the grounds of Heatherslade in order to mix with visitors and other residents.
- ❖ Unrestricted access to facilities so that Residents may offer their visitors refreshments.
- ❖ Notify relatives and friends when a Resident is transferred to or from hospital.
- ❖ Provision of overnight stay for visitors when a Resident is ill or dying.
- ❖ Notify the Next of Kin immediately when a Resident dies.



## *views of residents or their relatives on the care provided and how these views may then influence the running of Heatherslade*

### AIM

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Encourage the active participation of residents in shaping their environment to best suit them.

### DESCRIPTION

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Residents are encouraged to take control of their lives and decide what is best for them and, by any means of input, provide the necessary feedback to ensure an effective and well-researched decision is made.

### METHODS EMPLOYED

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- ❖ Regular monthly meetings to voice opinions and views in a non- judgemental environment.
- ❖ Stimulate concern for self and other residents within the same or similar environment.
- ❖ The welcome of criticism and praise.
- ❖ Minutes of these meetings available for inspection and review purposes.
- ❖ Collation of information which is carried forward as a proposal for the approval of residents.
- ❖ Unrestricted means of complaint and knowledge of complaints procedure.

### METHODS OF REVIEW

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- ❖ Minutes from previous meetings used as a permanent *aide memoir*.
- ❖ Anonymous questionnaires offered to, and completed by residents, at irregular intervals.
- ❖ Surveys amongst residents, relatives, visitors, staff and third parties.
- ❖ Systematic interpretation of information at next residents' meeting.
- ❖ Carry out a thorough review at least once a year.

*All Rules and Regulations are implemented with consideration and provide no visible restriction on the way of life of the residents.*

## *necessary requirements of Heatherslade*

The following paragraphs outline the necessary requirements Heatherslade has to meet, in order for Residents to continue to lead an independent life.

### **BEDROOMS**

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- ❖ Residents have a choice of a single or a shared room.
- ❖ Residents can have their own furniture and personal belongings in their room.
- ❖ The room can be arranged as the Resident wishes.
- ❖ Residents are able to lock their bedroom door.
- ❖ Residents may use a television and radio in their bedroom and Heatherslade ensures as good a signal as possible.
- ❖ Residents can choose when to have their bedroom cleaned.
- ❖ Residents can voice their opinion on the environmental condition of their bedroom.
- ❖ All visitors, including staff, should knock and wait for permission to enter a Resident's room. It should be remembered that a Resident's room is private and we are guests within it.

### **MEALS**

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- ❖ Residents are able to choose when, where and with whom they eat.
- ❖ Adapted cutlery and crockery is available for those with eating difficulties.
- ❖ A range of hot and cold food, including vegetarian and ethnic dishes, can be chosen prior to mealtimes.
- ❖ Heatherslade offers nutritional, balanced diets to maintain health and satisfy preferences.
- ❖ Residents are able to choose when to have their main meal, at lunchtime or in the evening.
- ❖ Residents have access to drinks and snacks of their choosing throughout the day and night.
- ❖ Facilities are available for residents to make their own snacks and drinks should they wish to do so.
- ❖ Residents are encouraged to serve themselves and others at mealtimes, providing all parties find this acceptable.

### **BUILDINGS AND FACILITIES**

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- ❖ Residents can choose which of the communal sitting rooms in which to sit.
- ❖ All parts of Heatherslade and its grounds have been made accessible to Residents.
- ❖ Heatherslade has a well maintained garden and patio area with seating.

- ❖ Residents do not have to request a door to be unlocked when leaving the building. However, in the interests of Fire Safety, all persons leaving the building or its grounds, should inform a member of staff.
- ❖ Heatherslade strives to minimise environmental hazards and provides handrails, ramps, chair lift, grip rails, zimmers, wheelchairs and walking sticks.
- ❖ An unobtrusive, yet responsive Nurse Call System is in operation at Heatherslade.

## AMBIENCE

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- ❖ Residents are consulted on all matters pertaining to their care including how Heatherslade meets the Statutory Regulations.
- ❖ Residents are addressed in a manner of their choosing and are encouraged to express their personal preference.
- ❖ Residents may dress as they please.

## MANAGEMENT CULTURE

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- ❖ Sufficient staff are always available to meet the needs and wishes of all residents at Heatherslade.
- ❖ No pressure may be used to force residents to do what they do not want to do. Always encourage up to the point where the resident becomes stressed.
- ❖ All mail addressed Residents must remain unopened and given to the Resident on receipt.
- ❖ All mail, once opened, remains private and confidential and should only be read by another with the consent of the Resident.
- ❖ All financial and personal matters should be dealt with in privacy by those qualified to do so.
- ❖ Heatherslade encourages Residents to undertake tasks themselves unless they request otherwise.
- ❖ Unsociable and unconventional behaviour is dealt with in privacy and by those most sensitive to handling such matters in a mature and experienced way.

## ACTIVITIES AND CULTURAL NEEDS

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- ❖ Heatherslade provides a variety of materials for individual activities.
- ❖ Residents are encouraged to make use of the support services linked to Heatherslade, as well as those in the local community.
- ❖ Residents are encouraged to continue their previous life pattern, such as time of rising and retiring to bed and at what time medication is taken.
- ❖ Heatherslade caters to the physical, emotional, mental, spiritual needs of each Resident.
- ❖ Heatherslade caters for ethnic minorities and actively discourages discriminatory practice.
- ❖ Heatherslade welcomes and makes available facilities to enable Residents to bring with them an existing pet or for the acquisition of a pet.



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