

# INTRODUCING FRANCES HOUSE



**FRANCES HOUSE**  
**Homemead Lane, Hacklinge, Deal,**  
**Kent, CT14 0PG**

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## STATEMENT OF PURPOSE

### Introduction

This Statement of Purpose has been produced to provide residents (both existing and prospective) and their families with a useful and concise guide to the Home. The overall aim is to paint a 'pen-picture' of life in Frances House and to convey as realistically and accurately as possible the service we provide. We recommend you read this Statement in conjunction with our brochure *'The People at Martha Trust'* which contains interesting descriptions and photographs of daily life in the home.

Our parent organisation, Martha Trust, is a registered 'not for profit' charity, founded in 1983 specifically to care for people with profound disabilities. The organisation has a Christian ethos which we aim to reflect in how we care for our residents, their families and of course our staff. We believe in the unique worth and potential of every resident who comes to Martha and aim to do everything we can to help them realise their potential to the full. The Trust looks to God for guidance and inspiration to ensure that Martha continues to develop and is well placed to meet the many new challenges which lie ahead.

Our overriding aim is to provide a safe, loving, homely environment in which each resident can grow and develop to reach their full potential as individuals and, at the same time, enjoy life to the fullest possible extent. The Home has an outstanding range of facilities including access to hydrotherapy, music and sensory rooms, aromatherapy and massage.

We hope you find this Statement helpful and that it answers most of the many questions you will have. If you would like to find out more please contact Gill Burnham, our Director of Nursing, who will be delighted to assist you further.

The following pages describe life at Frances House in more detail...



## 1.0 A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Martha Trust is situated in a beautiful part of Kent amid open countryside, but with easy access to the local towns of Deal, Dover, Sandwich and Canterbury – and only a few minutes' drive from the sea! Frances House is home to 5 residents. It looks and feels like the sort of home we all like to live in – bright, spacious and tidy but very homely, with the kettle always on the boil, a newspaper on the sofa and usually a radio chattering away quietly in the background. Life is made up of both the routine and the exciting and we aim to combine a little of both in every day.

Being fully involved with our local community is important to Martha. For many years we have enjoyed tremendous support and encouragement from our local community, for which we are very grateful. In turn we have worked hard at playing a full part in that community so that we are in no way independent or isolated.

One of the most important considerations for the welfare of our residents and staff is the standard of equipment and facilities in the home. Martha Trust constantly strives to acquire new technical aids and equipment which can improve the quality of life for our residents. All bedrooms are decorated to residents' individual tastes and include overhead hoists which avoid the need for large mobile hoists throughout the home. In addition we have 2 bath/shower rooms all equipped to a high standard including special hydro/spa baths.

A stable home is extremely important, although unfortunately for some residents with profound disabilities this has not always been the case. When somebody comes to live at Martha we offer them not just a lovely home in which they can feel valued, happy and secure, but one which will be available for as long as they choose.

## 2.0 AIMS OF THE HOME

We provide personal and nursing care, including Registered Nurse Care as defined by Section 49 of the Health & Social Care Act 2001, to residents of both sexes with profound and multiple disabilities.

We aim to foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum. Throughout this document we stress the importance of promoting residents' rights to choice and involvement in all decisions likely to affect their lives. Sometimes due to the profound nature of their disabilities it is not always possible to ascertain a resident's wish with complete certainty. In these cases staff will always take that decision which is agreed to be in the best interests of the resident, consulting where appropriate with family, other professionals and close friends.

### 3.0 OUR QUALITY POLICY

*Frances House is committed to providing quality services for residents through caring, competent, well trained staff in a homely atmosphere.*

**This will be achieved by:**

- recruiting staff who share our values and understand the importance of creating a homely atmosphere.
- an effective staff development programme.
- providing such resources as necessary to ensure that training takes place and is effective.

Our success depends upon attracting and retaining high calibre staff who are totally committed to their work. We have deliberately invested significant resources to ensure all staff have the opportunity to develop their knowledge and skills on a continuous basis. This concentration on valuing and developing people has a very positive effect upon morale and general commitment throughout the organisation.

Martha Trust has established a reputation for the high standard of its training – not just for our own care team but also for externally employed nurses completing their NHS training courses both prior to, and post, qualifying. We have also been able to share our considerable expertise in setting up and running a registered nursing home for people with profound disabilities with others around the country who are interested in extending this vital work.

*Our Home will provide services based upon consultation and assessment of resident's needs.*

**This will be achieved by:**

- listening to staff, residents and others with an interest in the Home.
- ensuring that assessments are made which balance risks and needs.
- promoting a level of responsible risk-taking in daily living activity.
- the operation of an effective care planning system.

*Wherever possible our Home will involve residents and, where appropriate, their family, friends or advocates in the planning and review of services that are provided for them to ensure that their needs are met.*

**This will be achieved by:**

- enabling and empowering residents wherever possible to influence the services provided in the Home by giving them the greatest say possible in how services are delivered.
- encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

*Our Home will ensure that residents are fully informed about all matters which might affect their well-being.*

**This will be achieved by:**

- resident's involvement in meetings wherever possible.
- keyworker support.
- provision of notice boards or other displays in a style which informs residents.

*Our Home will consult residents and their families about their satisfaction with the service and suggestions for improvement.*

**This will be achieved by:**

- residents/family consultation and satisfaction surveys.
- resident's and staff meetings.
- management review of our Quality Management System.
- Meetings between resident, named nurse and keyworker.

*Our Home will provide catering services which meet the expectations of residents.*

**This will be achieved by:**

- planned, structured menus which include resident's wishes, choices and preferences.
- menus which are nutritionally balanced in the view of a qualified dietician.
- menus which allow residents to change their food choices.

*Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.*

**This will be achieved by:**

- implementing an Equal Opportunities Policy.

*Our Home will ensure it is a safe and secure place in which to live.*

**This will be achieved by:**

- ensuring that the physical environment meets all Health and Safety standards.
- ensuring a high standard of general security around the home.
- providing each resident with a safe and secure place to store their valuables.

*Our Home will offer a range of social activities which meet the needs of the residents.*

**This will be achieved by:**

- ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

## 4.0 RESIDENT'S RIGHTS

*We believe that you have:*

- the right to be called by the name of your choice.
- the right to care for yourself as far as you are able.
- the right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- the right to personal privacy at all times and a right to lock your own room door.
- the right to invite whoever you choose into your room.
- the right to independence.
- the right to have your dignity respected and to be treated as an individual.
- the right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- the right to live your chosen lifestyle.
- the right of access to your own personal records and information relating to decisions made by all staff that affect your life, and where necessary to be assisted with this.
- the right to take an active part in any decisions about daily living arrangements that affect your life.
- the right of access to outside agencies of your choice e.g. doctor, optician, chiroprapist etc., and where necessary to be assisted with this.
- the right to look after our medication if you are able to do so.
- the right to control your own finances, if you are able to do so.
- the right to make personal life choices such as what food you eat and what time you get up and go to bed.
- the right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- the right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- the right to participate in voting at elections.

## **5.0 FACILITIES AND SERVICES**

### **5.1 Meals**

Your meals will be carefully prepared by our fully qualified catering staff (in consultation with a dietician where appropriate) and will be as interesting and varied as possible. Residents are offered choices each day and special diets will be catered for.

Choices are available at all meal times. The day usually begins with an early morning drink and light breakfast followed by mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and cakes, evening meal and night time drinks and supper snacks as required.

All meals, snacks, supplements and drinks are provided within the normal fees for our service. Special diets are catered for and advice from the dietician is sought where necessary. Limited quantities of alcohol offered on special occasions.

### **5.2 Medical Care - Qualified Nursing and Care Staff**

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. The Home's GP also calls frequently as required, although residents may of course retain their own Doctor if desired and practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

### **5.3 Optician and Dentist**

Visits are arranged regularly although you are free to make appointments outside if you prefer.

### **5.4 Physiotherapy**

This is available in house on a regular basis, advice and support from our named physiotherapist.

### **5.5 Chiropody**

A private chiropodist visits the Home on a regular basis.

### **5.6 Reflexology**

A private reflexologist visits the home on a regular basis. One of our nurses also offers reflexology sessions.

### **5.7 Indian Head Massage**

One of our nurses is qualified in the delivery of Indian head massage.

### **5.8 Hairdressing**

This can be provided in house or you are free to go out to a hairdresser if you wish – both options without additional charge to you.

### **5.9 Personal Telephones**

Our Home has a number of telephone lines via a digital switchboard. The telephone and fax numbers are - Tel: 01304 626929 Fax: 01304 615462.

Incoming calls can be taken to any resident in a private room on the Home's mobile phone. Resident's personal mobile phones are acceptable within the Home.

### **5.10 Administrative Support**

Administrative services are available to the Home and residents who require a letter to be typed, fax to be sent etc. can avail themselves of this service.

### **5.11 Benefits Advice**

Advice is available regarding the full range of Benefits from either the Home Manager or the Trust Administrator.

### **5.12 Shopping**

We encourage all residents to go shopping with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy.

### **5.13 Laundry**

All laundry is undertaken within the Home within the normal fees for the service. All laundry equipment meets current legal requirements.

When first moving into the home all personal clothing should be labelled to ease identification and prevent problems with lost or missing items. The home will ensure this practice continues with all new clothing purchased. Steps are also taken to ensure that clothing purchased is of good quality in order to withstand normal thorough laundering.

### **5.14 Kitchen Facilities**

Kitchen facilities are maintained to standards laid down by the Environmental Health Department. Main meals are prepared by experienced cooks in the main kitchen in Martha House. The kitchen in Frances House is used for sensory cooking and light meals and snacks.

These facilities are accessible to residents subject to Health & Safety and Food Hygiene Regulations.

## **6.0 OTHER SERVICES**

### **6.1 Resident's Property**

The Home accepts general liability for loss of or damage to any money or other valuable property belonging to residents subject to a limit of £500 for any one article. A comprehensive insurance policy covers all aspects of running the home including resident's personal property.

### **6.2 Gifts and Signing Legal Documents**

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from residents or to sign as a witness any legal document which relates to any resident in the Home.

### **6.3 Arrangements for Pets**

We are prepared to consider accepting small pets i.e. budgerigars, goldfish etc provided that hygiene and personal safety are not compromised in any way. This policy will always be at the discretion of the Home Manager.

## **Regulation 4 (1) (c) – Schedule 1**

### **7.0 NAME AND ADDRESS OF THE REGISTERED PROVIDER AND HOME MANAGER**

Please see the information on the front cover of this Statement.

### **8.0 QUALIFICATIONS AND EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDER**

Maureen Hutchinson is the Home Manager for Frances House. Maureen joined Martha Trust initially as a nurse based in Martha House in Sept 2003. Maureen has had many years experience in the NHS and private sector both as a nurse and manager specialising in working with clients with learning disabilities. Maureen also has a son with severe learning disabilities which hopefully gives her a deeper insight into, and an understanding of the importance of providing for the individual needs of the people we look after.

Gill Burnham is the Director of Nursing and is also currently the Registered Manager for the Martha Trust site.

The Registered Provider is Martha Trust which is a registered charity (No 1067885) and a company limited by guarantee (No 3467406). The address of the registered office is shown on the front cover of this Statement. Martha Trust was founded in 1983 and since then has acquired considerable experience of fundraising and building and running homes for adults with profound disabilities.

The approved Responsible Individual is Graham Simmons who has been the Chief Executive of Martha Trust since April 1996. An experienced senior manager, Graham spent most of his earlier career in the private sector working for financial organisations. Prior to joining Martha Trust he was Regional Manager for the Woolwich Building society's SE London region where he was responsible for managing a team of 600 staff in over 40 locations. Graham moved to the voluntary sector with a strong desire to make a contribution that would 'put something back' and make a real difference to a group of people who are most often overlooked by the various statutory bodies.

### **The Trust's Mission is:**

To provide life-long residential and respite care for people with profound and multiple disabilities, and to provide whatever support is possible to their families.

### **We believe that:**

People with profound disabilities are people first who have rights to privacy, choice, dignity and self respect, as well as the right to be consulted and informed and to make choices about their lifestyle.

### **We aim to:**

- Set and promote standards of excellence in the care and development of people with exceptional needs
- Provide a happy, safe, comfortable and stimulating home environment based upon a family approach to living which enables people to achieve their full potential
- Ensure that our staff are appropriately qualified, trained and supported
- Promote open and effective relationships with staff, parents, families and fellow professionals
- Maintain high standards of operational and financial control to ensure long term stability
- Encourage innovation and new ways to develop and expand our work
- Uphold and build upon the Trust's Christian values in all areas of our work.

### **Our Vision:**

During the next 10 years we shall significantly increase our provision of high quality care for people with profound and multiple disabilities and become a recognised leader in this field.

## **9.0 NUMBER, QUALIFICATIONS AND EXPERIENCE OF STAFF**

Please see the attached staffing report.

## **10.0 ORGANISATIONAL STRUCTURE OF THE HOME**

The structure is deliberately kept simple to avoid bureaucracy and unnecessary layers of management. People then know who their line manager is and, with clear job descriptions and regular supervision and training, know what is expected of them on a day to day basis.

The Home Manager is responsible for a team of nurses who in turn take responsibility for Supportworker staff. The Home Manager reports to the Director of Nursing and has regular meetings to review progress and standards.

## **11.0 AGE RANGE AND SEX OF SERVICE USERS**

Our Home provides 5 long term residential care places for both male and female residents. All accommodation is provided in single rooms. In 2008 we are extending the building to provide 8 life care beds.

## **12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET**

*Our Home provides services in the following categories:*

- Resident's Home providing personal care
- Resident's Home providing nursing care

*Our Home provides services to the following categories of resident:*

- Profound Learning Disability
- Physical Disability
- Sensory Impairment

## **13.0 NURSING CARE PROVISION**

Our Home provides nursing care for residents in the Home. This means that we are required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home.

## **14.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSIONS**

Our Home's admission criteria is set out in the following policy:

**Relevant Policies:**

Admissions (policy no 26)

## 15.0 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process and at regular review meetings. Examples of the types of activity available are set out below:

- Membership of local groups and clubs
- Regular outings to local attractions i.e. special events and displays (the local library and newspapers are checked out regularly); local disco; theatre; cinema.
- Visits from family and friends
- Various games and special entertainment sessions – both inside and outside (weather permitting)
- Music making (various instruments including Soundbeam laser equipment)
- Painting and mural making
- Range of therapies
- Just chilling out and having fun!

This list is by no means exhaustive as we shall always try to achieve pretty well anything which an individual or group of residents wish!



## **16.0 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME**

Our Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life.

### **Relevant Policies:**

Service User Plans (policy no 36)

## **17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME**

Our Home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented following the Fire Officer's most recent visit. However, whilst every attempt has been taken to minimise the risk of fire there can be no guarantee of absolute safety. The Home undertakes regular fire drills and reviews of procedures. The Home operates a separate fire procedure file which includes records of fire drills, alarm tests and staff training.

All staff are provided with information about the fire procedure at induction. All staff are required to attend annual up-date training on fire procedures and the use of fire equipment.

### **Relevant Policies:**

Fire Safety (policy no 8)

## **18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES**

Our Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

### **Relevant Policies:**

Service User Plans (policy no 36)

## **19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES**

Our Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into Frances House. We will assist residents to maintain contact if requested. Our Home is looked upon as the resident's home and hence, subject to their wishes, visitors are generally welcome at any time. Visiting is encouraged and permitted at any reasonable time or as specifically required by a resident. Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in the dining area.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Care Home Regulation 17 & Schedule 4 (17), Health & Safety legislation and Fire Regulations.

Visitors wishing to take residents off the premises should speak to the Senior Member of Staff or Nurse on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as the resident's Christmas Party, Summer Fair, entertainment evenings etc.

### **Relevant Policies:**

Service User Plans (policy no 36)

Visitors (policy 47)

## **20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

### **Relevant Policies:**

Complaints (policy no 29 )

## 21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

Our Home operates a full service user planning and review system. It is our intention that each resident will receive a package of holistic care specifically tailored to meet their unique needs. The aim of this package, (the Service User Plan) is to facilitate and enable residents with profound and multiple disabilities to develop to their fullest potential and to empower them to lead 'ordinary', rich and meaningful lives.

### Relevant Policies:

Service User Plans (policy no 36)

## 22.0 ROOM SIZES AND NUMBERS IN THE HOME

These are generous and well above that required by current legislation.

## 23.0 THERAPEUTIC TECHNIQUES USED IN THE HOME AND ARRANGEMENTS FOR THEIR SUPERVISION

The use of specialist therapies is extremely important. Apart from providing a varied range of stimulating activities, they promote good health and a real sense of well-being. The following therapies are available if required:

Aromatherapy	All essential oils to be kept in locked cupboards and used only by therapists who are qualified and registered with a recognised national organisation.
Reflexology	Practiced only by persons who are qualified and whose qualifications have been checked.
Relaxation Techniques	Undertaken only by persons who have received appropriate training in such techniques and who have been approved by the manager as "competent".
Hydrotherapy	All equipment is tested and serviced at regular intervals. Checks of the pool are carried out twice daily. All staff are appropriately trained in basic hydrotherapy techniques and safety measures.
Massage	Only undertaken by qualified staff who have appropriate professional recognition.
Music and Mobility	Undertaken by staff who have been authorised in writing by the manager.
Creative art and textiles	Always under supervision.
Touch screen computers	Under supervision and with a trained person.
Speech therapy	Only with a professionally qualified speech therapist.
Sensory cooking	Always under supervision.
Horticulture	Always under supervision.
Multi-sensory room	Under supervision and with a trained person.

## **24.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY**

All staff are instructed, as part of their induction, to respect residents and preserve their dignity at all times.

Arrangements for ensuring that our residents are treated with respect and dignity are clearly shown in all our policies, procedures and actions.

### **Relevant Policies:**

Mission Statement (policy no 4)

## **25.0 THE COMMISSION FOR SOCIAL CARE INSPECTION**

This is a national body which regulates the conduct of Care Homes in England. There are a number of Regional and Area Offices from which managers and inspectors carry out their duties.

Our Home is part of the South East Region and the Commission for Social Care Inspection Local Area Office is located at:

Commission for Social Care Inspection  
The Oast  
Hermitage court  
Hermitage Lane  
Maidstone  
Kent ME16 9NT

Tel: 01622 724950

Fax: 01622 724980