

INTRODUCING MARY HOUSE



MARY HOUSE
490 The Ridge, Hastings,
East Sussex, TN34 2RY

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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 Mary House and to convey as realistically and accurately as possible the service we provide. We recommend you read this Statement in conjunction with our Service User Guide and newsletters which contain interesting descriptions and photographs of daily life in our homes. Most of all we recommend that you come and visit us to see what we do first hand and to discuss the issues which are important to you.

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 person 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 person can grow and develop to reach their full potential as individuals and enjoy life to the fullest possible extent. To help achieve this we shall be building on site a new state of the art hydrotherapy facility and possibly further residential and respite facilities with a target opening date of December 2008.

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 Mary House in more detail...



1.0 A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Mary House is situated on the Ridge in Hastings (1066 country!) with historical Battle five miles down the road. We are a few minutes drive from the sea with easy access to other coastal towns, i.e. Bexhill On Sea, Eastbourne, Winchelsea and the Cinque Port of Rye.

Mary House provides residential life-care for 8 adults in a home which has been effectively proportioned to provide two small scale family groups. The home looks and feels like the sort of home we would all want to live in – bright, spacious and tidy but very homely. There is usually a kettle on the boil, a newspaper on the sofa and a radio chattering away quietly in the background. Life is made up of both the routine and the exciting and we aim to combine both in every day.

Being fully involved with our local community is important to Mary House. We aim to integrate as much as possible and to make full use of all that the local area has to offer.

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, ugly mobile hoists throughout the home. In addition we have 4 bath/shower rooms which are equipped to a high standard including special hydro/spa baths and provide private ensuite facilities to each bedroom.

A home for life should mean exactly that, although unfortunately for many people with profound disabilities this has not always been the case. When somebody comes to live at Mary House 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 people of both sexes with profound and multiple disabilities. Provision at this stage is solely for residential care although this may be extended in the future to include respite care via additional purpose built accommodation.

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 person, consulting where appropriate with family, other professionals and close friends.

3.0 OUR QUALITY POLICY

Mary 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 training and 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 the residents' 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 which includes the setting of individual goals to ensure residents achieve and maintain their full potential

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 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.
- encouraging regular meetings with residents' families to ensure we receive their valuable feedback.

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

This will be achieved by:

- residents' involvement in meetings
- keyworker support
- provision of notice boards or other displays in a style which informs residents
- Regular meetings with next-of-kin

Our Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- residents'/family consultation and satisfaction surveys (every six months)
- residents' and staff meetings
- management review of our Quality Management System

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

This will be achieved by:

- planned, structured menus which include residents' wishes, choices and preferences
- menus which are nutritionally balanced with advice from a qualified dietician
- menus which allow residents to change their food choices
- providing residents the opportunity to become involved with the planning and preparation of meals

Our Home will afford all residents and staff equal opportunities in respect of living or working in the Home.

This will be achieved by:

- implementing an Equal Opportunities Policy (copy policy available on request)

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 residents' social, spiritual, cultural, emotional and physical needs in the range of services it offers
- ensuring that residents feel comfortable to decline any or all of the activities offered by the Home
- ensuring all activities are assessed as to their therapeutic, educational and fun value

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, chiropodist etc., and where necessary to be assisted with this.
- the right to look after your own medicines 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

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 are offered on special occasions.

5.2 Medical Care - Qualified Nursing and Care Staff

Staff are always on duty to plan and supervise residents' care, ensuring the highest standards at all times. The Home's GP calls as required, although residents may of course retain their own Doctor if desired and practical. Community nurses and primary care team staff will visit 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 and the therapy is included as necessary without extra charge.

5.5 Chiropody

A private chiropodist visits the Home on a regular basis and the service is included as necessary without extra charge.

5.6 Hairdressing

This can be provided in house or you are free to go out to a hairdresser if you wish – both options are available subject to an additional charge.

5.7 Personal Telephones

Our Home has a number of telephone lines via a digital switchboard. The telephone and fax numbers are - Tel: 01424 757960 Fax: 01424 757969; all phone calls can be switched through to a private cord free phone if required.

Incoming calls can be taken to any resident in a private room on the Home's cord free phone. Residents' are free to use their personal mobile phones within the Home.

5.8 Administrative Support

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

5.9 Benefits Advice

Advice is available from the Home Manager regarding the full range of statutory benefits.

5.10 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.

5.11 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.

5.12 Kitchen Facilities

Kitchen facilities are maintained to standards laid down by the Environmental Health Department. The kitchen is run by a small team of qualified staff under the direction of the Home Manager .

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 residents property.

6.2 Gifts and Signing Legal Documents

The Home's employees or staff are not permitted to directly or indirectly accept any gifts from residents or to sign as a witness any legal document which relates to a resident.

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 HOME MANAGER AND REGISTERED PROVIDER

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

8.0 QUALIFICATIONS AND EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDER

Details regarding the Home Manager will be included when appointed.

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 and multiple disabilities.

The approved Responsible Individual is Graham Simmons who has been the Chief Executive of Martha Trust since April 96. 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.

January 2006

9.0 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.

10.0 AGE RANGE AND SEX OF SERVICE USERS

Our Home provides 8 long term residential care places for both male and female residents. All places are available to persons over the age of 18 for the whole of their life.

11.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our Home provides services in the following categories:

- Care Home providing personal care
- Care Home providing nursing care

Our Home provides services to the following categories of resident:

- Profound Learning Disability
- Physical Disability
- Sensory Impairment

12.0 NURSING CARE PROVISION

Our Home provides nursing care for service users in the Home. This means that we are required to staff our Homes 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.

13.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSIONS

Our Home's admission criteria is set out in the Admissions policy a copy of which is available on request.

14.0 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 residents meetings. Examples of the types of activity available are set out below:

- Membership of local groups and clubs
- Gardening
- Regular outings to local attractions i.e. coastal walks and gardens, to special events and displays (the local library and newspapers are checked out regularly)
- Ten pin bowling
- Shopping
- Swimming
- Cinema and theatre visits
- 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

This list is by no means exhaustive as we shall always try to achieve anything which an individual or group of residents wish! The cost of such activities is generally included in the fee although occasionally a special activity planned for an individual resident may require some additional contribution. Where this is necessary the details will be discussed with the resident concerned and their family and agreement reached before proceeding. All activities will be considered for their therapeutic, educational and fun value and may form part of the goal setting process for each individual. Where this is the case such information will be recorded in the Care Plan.

15.0 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.

These include:

- Physiotherapy
- Speech therapy
- Multi-sensory room (relaxation/stimulation)
- Music therapy
- Creative art and textiles
- Sensory cooking
- Horticulture
- Aromatherapy
- Therapeutic massage
- Reflexology

All staff receive proper training in the use of any therapy they are responsible for providing. Certificates of competence are available for inspection.

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.

For further information please see our Service User Plan policy a copy of which is available on request.

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 any recommendations are implemented following the Fire Officer's most recent visit. However, whilst every precaution has been taken to minimise the risk of fire there can be no guarantee of absolute safety. The Home therefore 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 fire safety procedures at their induction. All staff are required to attend annual refresher training on fire procedures and the use of fire fighting equipment.

For further information please see our Fire Safety policy a copy of which is available on request.

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 shall observe and ensure confidentiality in respect of religious belief or alternatively we shall take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

For further information please see our Service User Plan policy a copy of which is available on request.

19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourages residents to maintain all forms of social contact including those enjoyed before moving into our Home. We shall assist residents to maintain contact if requested. Our Home is looked upon as the resident's Home and hence, subject to the resident's 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 one of the dining areas.

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. This 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 residents' Christmas Party, Summer Fair, entertainment evenings etc.

For further information please see our Service User Plan policy a copy of which is available on request.

20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any specific comments, concerns or complaints about the service provided or generally how to improve the running of the Home. Complaints or concerns about the service provided will be treated seriously. If a resident or relative requires help to make a complaint then they will be afforded advice concerning potential advocates.

For further information please see our Complaints policy a copy of which is available on request.

21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

Mary House 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 people with profound and multiple disabilities to develop to their fullest potential and to empower them to lead 'ordinary', rich and meaningful lives.

For further information please see our Service User Plan policy a copy of which is available on request.

22.0 ROOM SIZES AND NUMBERS IN THE HOME

There are a total of 8 private bedrooms all of which provide access to an ensuite bathroom with specialist bathing and showering equipment. Room sizes vary but are a minimum of 16 square metres which comfortably exceeds the required standard. Similarly the size of all other rooms including the lounge and dining areas are generous and considerably exceed the required standard.

23.0 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.

For further information please see our Mission Statement a copy of which is available on request.

24.0 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
ME16 9NT

Tel: 01622 724950
Fax: 01622 724980