

# Welcome to The Cottage

## *Care With Dignity*

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[www.thecottagenh.com](http://www.thecottagenh.com)

Matron/Manager – Agnes Arthur (RGN/RMN/CPN Cert)

Director – John Arthur (FBOA / FADO Disp)

### Statement of Purpose

#### Providers

Mr and Mrs Arthur are the registered providers for the Cottage Nursing Home. Mr Arthur is a qualified optician and Mrs Arthur a qualified registered 1<sup>st</sup> level general and psychiatric nurse. They have been the owners since the Home was started in October 1986.

Mrs Arthur, who is the registered Manager, has over **44 years of experience of care** in hospitals, the community and in care homes. Mr Arthur, the Director, takes care of administration and financial affairs of the company. Both Mr and Mrs Arthur have gained N.V.Q. level 4 in Management and The Registered Home Managers certificate. Mr and Mrs Arthur can be contacted using the address or telephone number below:

The Cottage Nursing Home  
80 High Street  
Irchester  
Northants  
NN29 7AB  
Tel: 01933 355111



#### Staffing and Organisation

The Cottage, (as it is known) is staffed by a team of 1<sup>st</sup> level nurses on part 1 and part 3 of the register, 24 hrs a day. There are always 2 qualified nurses on duty during the day and 1 at night. The qualified staff are either registered general nurses or registered mental nurses, with experience of working with service users who have complex nursing and psychiatric needs. Specialist training programmes inclusive of dementia are carried out and are built into the induction programme for new staff.



A team of care workers support the qualified staff in the delivery of personal care on to the service users. The staff are trained to be able to support the individual needs of the service user, and to use nursing and dementia specific research based assessment tools in order to identify, plan, deliver and review the interventions for each service user. The management supports and encourages its care staff to undertake N.V.Q. Levels 2 and 3 in care.

All care staff work in line with the General Social Care Council's code of conduct for social care workers. The Cottage is affiliated with University of Northampton in the supervised placement of student nurses and overseas qualified nurses under going adaptation training, which enables them to practice in the UK upon completion. This has been accredited by the Nursing and Midwifery Council.

The Cottage also supervises placement of student nurses undergoing Level 1 general nurse training and has been providing this since 2001. The Cottage has its own training room and qualified trainers and assessors. The Home has an annual training plan, which reflects the needs of the service users.

Legislated training requirements (fire, first aid, manual handling, food hygiene, and health and safety) are in place. The Home uses the Skills for care induction training programme. In addition to training all staff, all staff undergo supervision throughout the year.

The Home is staffed according to the dependency needs of the service users and the staff rosters are adjusted to meet the ever-changing needs of the service users, as determined by the Department of Health Care Staffing in Homes for older people. The Home operates a team leader system, which help staff to build trusting relationships with individual service users and their families.

The Home has the Investors in People accredited quality assurance since October 2002 and has achieved 4 Rose Rating with Northamptonshire County Council.

We have a dedicated team of cooks and kitchen staff providing a range of home made produce throughout the day. Meal times are as follows;

<u>Meal</u>	<u>Time</u>
Breakfast	8 am
Morning Snack	10 am
Lunch	12 pm
Tea	4 pm
Supper	7 pm

Hot and cold drinks are available throughout the day and night. The meals are planned over a fortnightly cycle and are tailored to offer fresh produce and served in a nutritious and appetising manner.

We are able to cater for dietary and cultural requirements and are happy to discuss preferences with the service user and family. For those service users who require softer foods, we provide this in a more shaped and recognisable appearance which helps to stimulate the service users appetite.

Fresh fruits are available throughout the day. Care staff offer support and assistance during meal times, whilst encouraging independent and choice in a relaxed and sociable manner.

The Cottage employs 7 House Keepers who are responsible to ensure that all areas of the Home are maintained in a clean and homely manner. An Occupational Therapist and two Activity Helper are employed to assess plan and organise physical, musical, mental and sensory activities in the Home.

Games/ activities are carried out in the service users bedrooms if needed. A monthly timetable is followed, allowing management and staff to be involved in activities.

In addition to this, the Home regularly invites external entertainers monthly and holds seasonal parties for both service users and their friends and families.

Our 2 handymen/ gardeners ensure that all remedial work is carried out, in addition to this all health and safety and other legislative checks are carried out routinely and recorded in line with legislative requirements. The Cottage has its own in-house laundry service, which operates 7 days a week.

The staff at The Cottage wear name badges and uniform and can be identified as follows;

<b>POSITION</b>	<b>UNIFORM</b>
Directors/ Manager	No specific uniform worn
Deputy Manager	Navy Blue Tunic & Black Trousers
Qualified Nurses	Ladies-Royal Blue Tunic & Trousers Men- White Tunic & Trousers
Team Leader	Blue & White striped Tunic & Black Trousers
Care Staff	Ladies- Lilac striped Tunic & Black Trousers Men- White Coat & Trousers
Cooks	White Chefs uniform & Hat
Domestic	Aqua striped Tunic & Black Trousers
Handy Man/ Gardener	Navy Boiler suit / Green Polo Shirt
Occupational Therapist	No specific uniform worn
Receptionist	White tunic with navy and red squares

### **Criteria for service users**

The Cottage is able to provide care for service users in the category stated below:

DE 50 years and above for both male and female.

Dependency levels which are based on the individual service users needs and interventions are determined by the PCT's free nursing care assessors. When service users are admitted from hospital, this is usually carried out prior to admission and is reviewed 1<sup>st</sup> month, then 3 monthly and annually. This payment is made directly to 'The Cottage' for the nursing care input.

In order to minimise risk of falls due to poor mobility, the Home is equipped with wheelchair access, hand rails and ramps in line with health and safety and safe walking practice requirements. The Home operates risk management strategy in order to minimise any identified risks. Equipment for safe moving and handling, assisted showers and baths, lifts, chair lifts, hoists and pressure relief care are provided.

### **Admission Criteria**

In order for a service user to be admitted to the Home, (excluding emergencies) it is the Homes policy to perform a pre-admission assessment. The Homes admission policy gives clear guidelines on all areas to be assessed and this is in line with the Commission for Social Care Inspection requirement. This may take place at either "The Cottage", another nursing or care home, hospital or in the clients own home setting. This is done in order to ensure that the service user's individual needs are identified and able to be met by the Home. The qualified staff carry out all pre-admission assessments and family members are involved in this process bearing in mind The Mental Capacity Act 2005.

The qualified staff carry out holistic pre-admission assessments, which follow a recognised model of nursing, and incorporate all aspects of daily living. In addition to this medical history, nursing interventions and mental health needs are established through discussions with other multi disciplinary agencies such GP's, CPN Care Managers, Social Workers,

Consultants and previous carers. In the case of Social Service funding the care management team will be involved in this process. 'The Cottage' is able to access the resources of local community health care services such as chiropody, dental and optical services.

Pre-admission visits to the Home are encouraged in order that the service user and family feel able to make an informed decision of the suitability of the Home's philosophy of care and amenities available. In this home we believe in Person Centred Care.

The aim of the management and staff of 'The Cottage' is to provide support through tailored interventions in order to enable the service user to maximise and encourage independence and self autonomy in line with their abilities whilst ensuring that their care needs are fully met. On going monthly care plan reviews are carried out with the involvement of the service user, family members and qualified staff. In the event of a service user not having any immediate family, Age Concern advocacy are involved in assisting service users to voice their needs.

Information is only made available to relevant agencies and multi disciplinary team members in order to maintain confidentiality. The Home has a policy in line with the Data Protection Act to ensure that all information is securely stored.

Managing the behavioural features of dementia requires insight of the individual service users in order to identify effective communication with the service users in order to identify reasons for challenging behaviour. The staff use a range of recognised assessment tools to aid communication, the staff may ask family members and close friends to help build a life history of service users with dementia.

This is in order to act as a prompt and helps to develop effective communication with the service users, who generally maintain some long-term memory but very poor short-term memory. The philosophy of the staff is to enter the service user's world rather than expecting them to join ours.

The use of photographs, particularly relating to the past, are extremely valuable. In addition we ask families to help us personalise service users rooms and to use triggers in the form of familiar objects or pictures to enable the service users to become familiar with their environment.

### **Home Operations**

In order to ascertain service users views and those of families, we operate an internal audit annually, where by comments and feedback can be made anonymously. The results of which are made available to all concerned and a copy of which is attached to the service users guide.

We do however welcome comments and suggestions at any other time and suggestions may be placed in the suggestion box in the main reception. The staff at 'The Cottage' are able to organise transport arrangements to and from hospital appointments via the service users GP and the hospital transport system. We are however unable to provide private transport for any other services.

Relatives will be asked if they are able to escort the service user in the event of an outpatient/hospital visit. In the event of an escort being necessary and provided by 'The Cottage', a charge will be levied to cover the additional cost of this service as included in the patient's agreement contract. This is necessary to ensure that minimum staffing levels are maintained.

### **Religious Needs**

The staff at 'The Cottage' respect the religious beliefs of individuals and will endeavour to support these needs. Any specific requirements should be discussed with the manager in order that the Home can facilitate any needs. The Home has no bias to any religious belief and recognises the rights and choices of its service users. Holy Communion is facilitated by visiting clergy for those service users who wish to participate.

### **Visiting**

'The Cottage' does not operate restrictive visiting. It is our philosophy that friends and relatives are able to maintain contact and friendships unimpeded as far as is practicable. Visiting can take place in the communal areas or in the privacy of the service users own room. Should a family member/friend wish to take the service user out, they must inform the management before hand.

All visitors are required to sign in/out of the Home in the visitors' book located in the main reception and is a requirement for fire regulations. In order to maintain safety and security of the service users, the Home operates a coded locked door policy from outside. Visitors are asked to ring the doorbell and wait for a member of staff. At busy times visitors may experience a delay in the front door being answered. This is due to the staff ensuring that they do not leave any service user unassisted.

Please note that visitors are not allowed to let themselves in or out for security of our residents.

Refreshments are available upon request during visits.

All visitors are asked to respect all service users and staff working within the Home. Mr J.B. & Mrs A.E. Arthur, the registered providers of 'The Cottage' will not condone any form of rude or challenging behaviour by visitors.

### **Fire Precautions**

In the event of the fire alarm being activated visitors are asked to make their way immediately to the main entrance, not using the lifts and await further instructions. The Home operates a strict no smoking policy for

visitors and service users. Regular inspections of the Home are carried out by the fire department to ensure the Home operates within legislative fire requirements. Fire training and drills are carried out in-house regularly and fire fighting equipment and alarm systems are serviced and maintained at regular intervals.

***IN THE EVENT OF ANY EMERGENCY INCIDENT INVOLVING THE SAFE OPERATION OF THE HOME AND THE WELLBEING OF THE SERVICE USERS, THE MANAGEMENT WILL BE INVOLVED TO ASSIST IN EARLY RESOLUTION OF IDENTIFIED EMERGENCIES. THE COMMISSION FOR SOCIAL CARE WILL BE NOTIFIED OF ANY SUCH INCIDENTS.***

### **Adult Protection**

In advocating for the most appropriate decisions and actions on the health and welfare of the residents, the management and staff will ensure compliance with the code and practice of the Mental Capacity Act (2005). The management and staff are committed to protecting all of the service users from any form of abuse. All staff receive training on the identification and reporting different types of abuse.

The Home has a policy in place in line with the local adult protection protocols which give clear guidelines on the procedure on reporting any actual or suspected acts which breach the rights and values of the service user. All staff have clear guidelines regarding the Public Disclosure Act and Whistle blowing. During the recruitment process of any new staff member, stringent checks as to the suitability of applicants are vigorously made.

This is in line with the CSCI requirements and includes criminal records bureau disclosure checks on all employees. All staff have clear guidelines and supervision on expected behaviour and conduct and the Home operates a clear disciplinary procedure. Any failure to comply with the guidelines in line with the service users rights, consent is sought to the opening of personal mail and availability of access to telephones. Relatives and friends are able to speak to service users using the company's phone line where practicable.

However we would ask that phone lines are not unreasonably subscribed to during the busy working day. We do not provide telephones in rooms. However you can have one fitted by BT if you wish. Service users have the right to vote and postal voting arrangements are facilitated by the Home manager with the local authority.

### **Complaints Procedure**

In the event of a complaint, the service user or relative should first approach the nurse in charge of the shift. If the complainant feels that the complaint is of a more serious nature, they should contact the manager/director during normal office hours on a weekday.

The manager/director will discuss the complaint and endeavour to reach a resolution and notify the complainant of any outcomes within 28 days in writing. At any stage of the complaint procedure the complainant has the right to contact the Commission for Social Care if they so wish. The address and phone number is:

Commission for Social Care Inspection  
Eastern Region-Regional Office  
**CPCI**  
Capital Park  
Fulbourn  
Cambridge  
CB21 5XE

Tel No: 01223 771300

## **Review Process**

Following admission of the service user, a review will take place, one month later. This usually includes family or friends, and a member of the Care Management team in the event of a funded client.

The aim of the review is to ensure that all parties are satisfied with the provisions of the services supplied by the Home and is regarded as the trial period as stated in the residents agreement contract. Any identified concerns are raised and addressed if possible.

Annual reviews will then take place. Ongoing service users care plans are individually created shortly after admission, based on the needs assessments.

Evaluation and reassessment is a continuous process and family and service users will be involved in this process and asked to sign the plan to confirm agreement. Due to impaired cognitive ability advocates or family representatives would be involved.

## **Therapeutic/Complimentary Therapies**

Service users are able to receive services from Physiotherapists, Dieticians, Speech Therapists and Community Psychiatric Nurses through the referral process by General Practitioners. Additional visits are arranged for Chiropody and Hairdressing services, to which a cost will be incurred. An Optician visits the Home regularly free of charge. Details of these services can be found in the service user agreement.

## **Accommodation**

The Cottage is a Victorian building. It was formerly a private residence until 21 years ago when it became a Nursing Home for the elderly and has since undergone 3 substantial extensions to create a 53 bedded Home. The Home is situated in Irchester, a village in Northamptonshire within close proximity of Wellingborough.

The village benefits from a range of local amenities including; a country park, shops, pubs, a chemist, health centre, schools, post office, churches and regular bus services. The Home has two parking areas including disabled spaces. The Cottage currently is a 53 bedded Home comprising of 39 single rooms of which 25 are en-suite, 7 double rooms of which 1 room is en-suite.

All rooms that are not en-suite contain a wash hand basin and a commode. The Home is fully fitted with central heating. All bedrooms are fitted with overhead lamps and furnished with a single bed, wardrobe, bedside cabinet, chest of drawers, armchair, dressing table, curtains and carpet or vinyl flooring. The different floors in the Home are accessible by stair lifts and passenger lifts. Each bedroom is fitted with an emergency call bell system and all doors are 30 minute fire doors. Each of the bedroom doors are fitted with a privacy lock. Room keys are available to the service users upon request and following risk assessments.

## **Dignity and Privacy**

The management and staff at The Cottage have a totally holistic and person centered approach to care, and are committed to preserving individual rights, dignity, privacy, self empowerment and individuality, whilst providing care and support to the service user.

The staff does provide support, as necessary, to relatives or service users. The service users are addressed by their preferred name by the staff. The staff are instructed to knock before entering a service users room. Service users are offered a choice at meal times and their preferences of times to retire to bed and get up. They also have a choice of clothing when being dressed. Service users are encouraged to personalise their bedrooms and the manager and staff will assist in arranging this.

Unfortunately, large items of furniture, rugs and electrical items may present risk for the care staff and service users environment. Safety risk assessments must be carried out. Any electrical items brought into the Home should be reported to the nurse in charge in order that the maintenance man can PAT test for electrical safety and compliance. All service users have lockable cupboards in their rooms.