

## **Statement of Purpose**

**Apple Tree Care Home Ltd**

**Ox Carr Lane**

**Strensall**

**York**

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A copy of the most recent Inspection Report is available on request

### **Introduction**

The Care Quality Commission (Registration) regulations 2009 Regulation 12. requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as "The Statement of Purpose".

The aim of this Statement of Purpose is to enable you or your representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Home.
- Make valued judgments as to whether Apple Tree Care Home is continuing to provide the level of services that is specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Statement of Purpose is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Statement of Purpose then please ask a member of our senior staff who will be pleased to help you.

### **SUMMARY OF THE STATEMENT OF PURPOSE**

#### **1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT**

Apple Tree Care Home is located in the village of Strensall three miles from York City Centre, which is in the county of North Yorkshire. York railway station is on the main service connecting the north with the south. Strensall has a good bus service to some surrounding areas and directly into York city Centre and railway station.

The village of Strensall is very pretty and it has a close community feel. With three churches all of

Christian denominations and one Methodist church. There are four public houses two of which serve food, a supermarket, two hairdressers and a chemist, there is also a community Centre which hosts many events throughout the year.

Apple Tree Care Home accommodation consists of **14** single bedrooms **6** of which have en-suite facilities, and **3** companion bedrooms **2** of which have en-suite facilities. The communal rooms are all located on the ground floor within easy access of one another and consist of **2** lounges, one with a dining area, large conservatory and reception with a seated area.

Apple Tree boasts a beautiful enclosed landscaped garden at the rear of the home, with raised beds to promote sensory enjoyment, the home also has a further garden at the front of the home outside the conservatory with seats and bird feeders for residents to enjoy.

We encourage residents to bring in personal items from their own homes to enable them to have sentimental items around them, these items do have to comply with safety standards.

Apple Tree Care Home is equipped with lifting and bathing aids to meet the varying needs of the client's. Other aids and equipment are assessed and provided by Occupational Therapist and District Nurses on an individual basis as required.

Apple Tree Care Home is managed daily, with the assistance of domestic and maintenance personnel, the Directors and Registered Manager strive to maintain the building, surroundings, and the environment to a high standard.

Apple Tree Care Home has gas central heating. All radiators are regulated and have individual thermostat control. All rooms have adequate ventilation.

There is a full fire detection and alarm system that is maintained and complies with fire regulations.

## **2. AIMS OF THE HOME**

To provide quality services for residents by caring, competent, well trained care workers.

To foster an atmosphere of care and support which both enables and encourages our residents to have a quality lifestyle, through promotion of independence and choice and regulations being kept to a minimum.

People over the age of 65 can be accommodated within this care home.

## **3. OUR QUALITY**

Apple Tree Care Home is committed to providing quality services for residents by caring, competent and well-trained employees in a homely atmosphere.

This will be achieved by:

- Employee development and training program.
- Providing such resources as may be required to ensure that training takes place and are effective.
- Recruitment of workers that share our values and will care for residents to a high

Standard.

- Apple Tree Care Home will provide services based upon consultation and assessment of the resident's needs.

This will be achieved by:

- Listening to employees, 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.
- Apple Tree Care Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- Enabling and empowering residents to influence the services provided in the home by giving each resident a real say 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.

Apple Tree Care Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- Residents' reviews and satisfaction surveys.
- Residents and relatives meetings.
- Team meetings.
- Staff supervisions and staff satisfaction surveys.

Apple Tree Care 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.
- Menus, which allow residents to change their food choices.

Apple Tree Care Home will ensure that residents are fully informed about all matters, which could affect their well-being.

This will be achieved by:

- Residents' reviews
- Provision of notice boards or other displays, which inform residents.

Apple Tree Care 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 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

Apple Tree Care Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- Ensuring that the physical environment meets all Health and Safety standards.
- Providing each resident with a safe and secure place to store his or her valuables.

Apple Tree Care Home will afford all residents and employees an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- An Equal Opportunities Policy.

#### **4. RESIDENTS' RIGHTS**

- 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 employees 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 whomever 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 with all staff that affect your life, and where necessary to be assisted with this.
- The right to take part in any decisions about daily living arrangements that affects 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 your own medicines.
- 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. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF EMPLOYEES**

Apple Tree Care Home is staffed in accordance with the requirements of The Health and Social Care Act 2008 (Regulated Activities) regulations 2014, Regulation 18. Staffing.

We will ensure that as is reasonably possible there will be suitably qualified competent and experienced employees in sufficient numbers as are appropriate for the health and welfare of residents. Full details of names, qualifications and experience of our employees is held on our list of employees employed in the Home, which is kept in the office and may be inspected at any reasonable time.

We have a mixture of both young and mature employees with varying degrees of experience from care assistants to senior carers. We employ 1 manager, 1 deputy manager, 3 senior carers, 18 care assistants, 2 cooks and 2 domestic assistants. We aim to have our deputy manager qualified to Level 3 Diploma in Health and Social Care. Senior carers and care assistants to Level 2 in Health and Social Care. The cooks hold food hygiene qualifications.

All our employees access Care Skills Academy Training. All care workers undertake and complete the Care Certificate, ancillary employees also undertake any relevant training to their role.

Training includes Food Hygiene, First Aid, Dementia Awareness, Infection Control, Safe Handling of Medicines and many others that are relevant to caring for older people.

### **Information regarding the Home Manager and Director**

The Manager, Mrs. Angela Law, is a state registered mental health nurse.

Director, Mrs. Gill Conroy is a retired general nurse with psychiatric experience and holds the City & Guilds Certificate for Advanced Management for Care. Apple Tree Care Home intends to remain financially viable, comply with all relevant legislation, to re-invest in the home and remain fit for the future.

## **6. AGE RANGE OF SERVICE USERS**

Apple Tree Care Home provides long-term care for 20 residents aged over 65 years for both males and females.

## **7. RANGE OF NEEDS THAT APPLE TREE CARE HOME INTEND TO MEET**

Apple Tree Care Home provides services in the following categories:

- Care Home Services without nursing

Apple Tree Care Home provides services in the following categories of resident:

- Old age
- Dementia illnesses

## **8. NURSING CARE PROVISION**

Apple Tree Care Home is not registered to provide nursing care for residents within the Home, although the District Nurses visit our home on referral from the G.P.'s.

## **FACILITIES AND SERVICES**

### **9. MEDICAL CARE - QUALIFIED CARE STAFF**

Care workers are always on duty to plan and supervise residents' care, ensuring the highest standards at all times. GP's visit on request, residents may of course retain their own Doctor if this is practical. Community nurses and the primary care team will visit residential care residents as appropriate.

### **10. OPTICIAN AND DENTIST**

Vision Call opticians; visit regularly alternative appointments can be arranged by yourself to attend a community practice of your choice. The National Health community dentist will also visit upon request.

### **11. CHIROPODY**

A private chiropodist visits the Home regularly and this is an additional cost. Any resident qualifying for the services of the health authority chiropodist is treated free of charge. This can only be arranged through GP referral.

### **12. HAIRDRESSING**

A hairdresser visits weekly at an extra cost and basic hair care is provided by the care team. Outside appointments can also be arranged.

### **13. MEALS**

Meals will be carefully prepared by our catering team. Meals are as nutritional and varied as possible. Residents are offered choices each day and special diets are catered for. Choices are available at all mealtimes we use Apetito prepared dishes at lunch time which is high in calories and very nutritional. The day usually begins with an early hot/cold drink, followed by cooked breakfast, fruit juice, fruit, cereals and toast. Mid-morning hot/cold drinks and biscuits, a two course

lunch with two choices, mid-afternoon tea/coffee and cakes.

A tea-time meal is served at 5pm with two choices, followed by supper drinks and snacks. Fresh fruit is always available and offered daily. All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for, and advice of a dietician is sought where necessary. Limited quantities of alcohol can be provided at the request of residents at mealtimes or during the evening.

#### **14. PERSONAL TELEPHONES**

The business telephone number is 01904 491300 Facilities are also made available for residents that require a personal line at an extra charge.

#### **15. ADMINISTRATION SUPPORT**

This is available in the Home via our Manager and senior care team on duty.

#### **16. BENEFITS ADVICE**

Can be provided via the Manager. Information can be obtained about Pension and Social Security Benefits.

#### **17. SHOPPING**

Where appropriate we encourage residents to go shopping with relatives or a team member. Where this is difficult carers can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

#### **18. LAUNDRY**

A full laundry service is provided in the home within the normal fees for service. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not appropriately marked.

#### **19. DRY CLEANING**

Can be provided at extra cost and can be arranged through the manager and care team.

#### **20. KITCHEN FACILITIES**

Comply with the standards laid down by the Environmental Health Department. Our catering team manage the kitchen. Meals, drinks and snacks are available at any time for residents upon request.

#### **OTHER SERVICES**

#### **21. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE**

Apple Tree Care Home operates a care planning and review system. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not



focus purely on problems and physical matters but aim to enhance the resident's quality of life; this is then reviewed on a monthly basis. Any person involved in the care of a resident are invited, six weeks after admission and then annually to review and revise a care plan, however a review can be arranged at any time in-between the stated times.

## **22. ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES**

Apple Tree Care Home takes all reasonable steps to ensure that each resident 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.

## **23. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS**

Apple Tree Care 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. The ranges of activities available are, visiting entertainers and daily in-house activities with our care team. If appropriate our residents can access the Strensall Day Care Centre at a reduced rate.

## **24. ARRANGEMENTS FOR PETS**

Relatives may bring pets into the home for a visit provided they are supervised and well behaved.

## **25. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME**

Apple Tree Care 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 may affect their wellbeing or quality of life.

Management and the care team are available to listen to the views of residents and meetings scheduled for residents, family/friends on a quarterly basis.

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

We actively encourage residents to maintain all forms of social contact that they enjoyed before moving into Apple Tree Care Home. We will assist residents to maintain contact if requested. Apple Tree Care Home provides a small homely environment, visitors are, generally welcome at any time. It would however be preferred not to have visitors at meal times unless residents are in their own room or a visitor wishes to join the resident for a meal or assist the care team with foods for their loved one. All visitors are requested to enter their visiting details into the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Health & Safety legislation and Fire Regulations. Residents can usually receive visitors in their own room or in one

of the lounges or, outside meal times, in the dining room.

Visitors wishing to take residents off the premises should speak to the senior member of staff 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 recording into the Visitors book on departure and return. Relatives and friends are encouraged to attend social events such as resident's Christmas Party, entertainment afternoons/evenings and outings.

## **27. RESIDENT'S PROPERTY**

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home's safe for safekeeping.

PROVIDED THAT in the case of money - liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for a sum exceeding £200 and in the case of all other property the Home's liability in respect of any item shall not exceed £200. For items above £200 the individual resident is solely responsible or a separate insurance policy to cover that risk. Please note that our insurers will not cover any items that are 'lost' or have 'disappeared'.

## **28. GIFTS AND SIGNING LEGAL DOCUMENTS**

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

## **29. ARRANGEMENTS FOR DEALING WITH A COMPLAINT**

Apple Tree Care Home welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home all complaints will be treated seriously. If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

As per the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 16, we are required to inform you in writing how a complaint about the home may be made.

You or any person acting on your behalf may report any complaint to the Directors or the local Ombudsmen who will ensure that any complaint is fully investigated. The Care Quality Commission do not look into individual complaints although they may be able to advise.

All complaints received will be recorded and acknowledged by the Manager within seven working days of receiving the complaint. You should receive a written answer to your complaint confirming any action that has been taken, within 28 days.

### **30. THE CARE QUALITY COMMISSION**

This is a national body, which regulates the conduct of Care Homes in England. There are a number of regional offices from which officers carry out their duties.

Apple Tree Care Home is part of the North Eastern regional Area Office and The Care Quality Commission offices are located at:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

They can be contacted at the above address or by:

Telephone: 03000 616161