



Alicia Care Home

Statement of Purpose



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All aspects of the home will adhere to the following relevant legislation:

Care Quality Commission - Essential Standards of Quality and Safety

Social Care Act 2008

Health and Safety at Work Act 1974

Code of Practice for Social Care Workers

Complaints Procedure

NMC Code of Professional Conduct

The Company's Policies and Procedures

Statement of Purpose

1 DETAILS OF THE HOME:

Alicia Care Home was first opened in 1993 to provide 24 hour care and is currently registered to provide “accommodation for persons who require nursing or personal care”, “diagnostics and screening” and “treatment of disease, disorder and injury at the locations set out below for up to 68 Service Users. It is part of Apex Care Homes Ltd, a family run business established in 1983, which now runs 4 homes caring for 125 Service Users. Alicia Care Home was named after the provider’s grandmother Alicia Eleanor Thasan.

Alicia Care Home address and contact details are as follows:

Address:	Alicia & Wingfield 105-119 Marsh Road Luton LU3 2QG	Atwell House 33-35 Marsh Road Luton LU3 2QF
Tel No:	Alicia: 01582 560500 Wingfield: 01582 507400	Tel No: 01582 584500
Fax No:	01582 567574	Fax No: 01582 585600
Email:	manageralicia@apexcare.co.uk	
Website:	http://www.apexcare.co.uk	

2 MANAGER:

Mrs Sarah Solman

3 REGISTERED PROVIDER:

The Registered provider is a limited company known as:-

Apex Care Homes Ltd
10 The Crescent
Bedford
MK40 2RU

Telephone number:- 01234 266933

Email:- alison@apexcare.co.uk or andrea@apexcare.co.uk

Mrs Saroja Thasan, Ms Indranee Thasan and Mrs Andrea Thasan are the three directors of the home

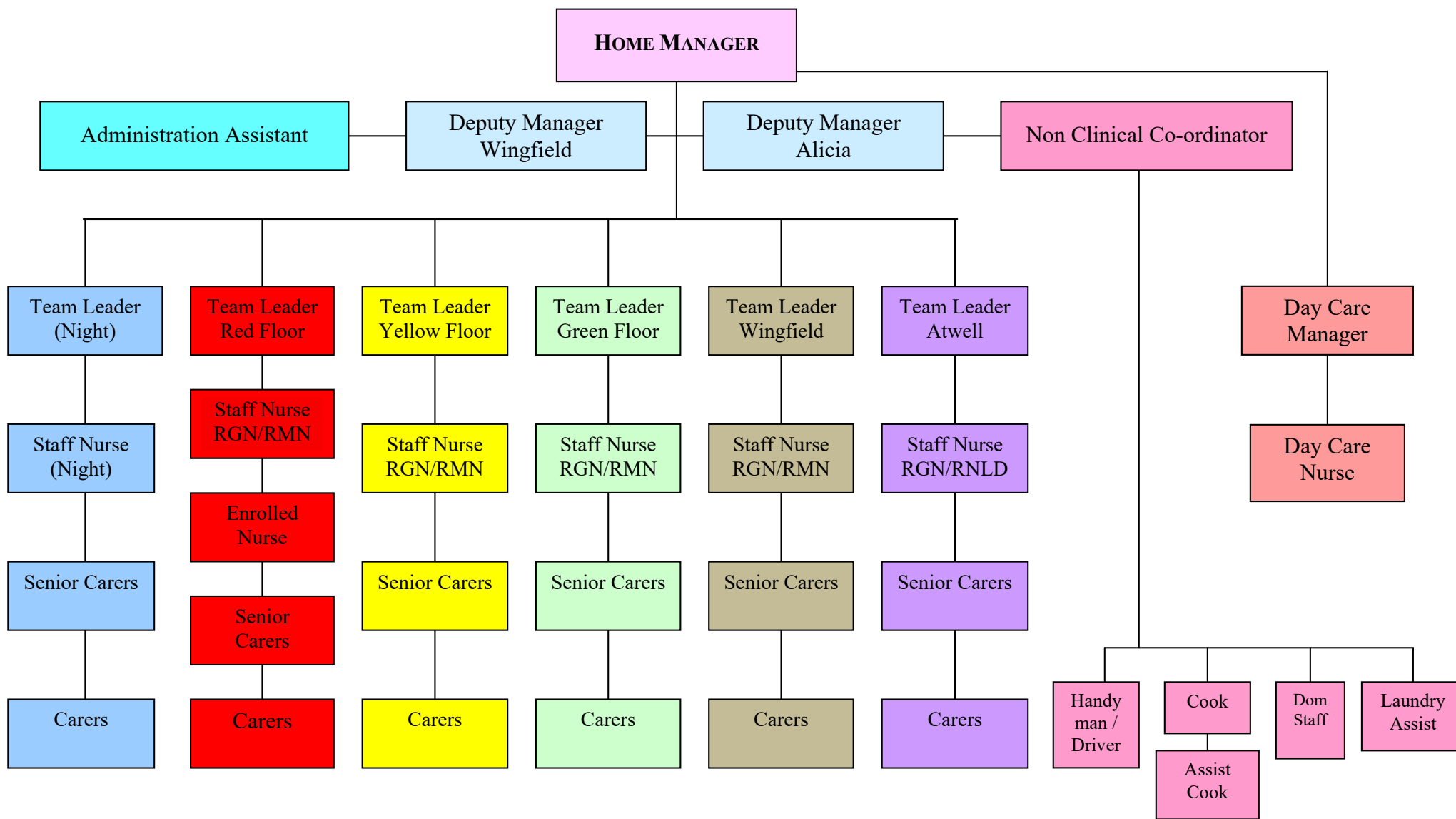
Qualifications and Experience:

Mrs Saroja Thasan is a trained nurse, RGN, DN, MCIM

Ms Indranee Thasan has 20 years of business management experience

Mrs Andrea Thasan (LLB Honours) qualified as a solicitor in 1998. From January 1999 to December 2005, she was employed as a solicitor within a local authority, specialising in child care law and protection. She commenced employment as the General Manager within Apex Care Homes Ltd in December 2005 and at present sits as a member on the Bedfordshire Safeguarding Board representing home providers and the Bedford Mental Health Partnership Board. She completed the Social Care Leadership Development Programme run by SCIE (Social Care Institute for Excellence) in 2008.

4 ORGANISATIONAL STRUCTURE



5 STAFF INFORMATION

The home is staffed by a Manager, Deputy Managers, Registered Nurses, Registered Mental Health Nurses, Registered Learning Disability Nurses, Senior Carers, Carers and various domestic staff to include Cooks, Cleaners, Laundry staff and maintenance staff.

Staff receive on-going and extensive training in all areas of care, including, Safeguarding of Vulnerable Adults. Training is also tailored to meet the individual needs of the Service Users they care for. Therefore training is encouraged in dementia awareness, mental health and behaviours that challenge, person centred care, dignity in care, etc. Apex Care Homes is accredited by Investors in People.



6 SERVICE USER GROUP

Alicia Care Home specialises in providing care for male and female adults under the following categories:

- ✚ Physical Disability
- ✚ Dementia
- ✚ Mental Disorder (excluding learning disability or dementia)
- ✚ Learning Disability, Physical Disability and Dementia (within Atwell House)

All Service Users within Alicia and Wingfield on admission usually have a minimum age of 50 subject to assessment and need. Where it is felt the needs of younger adults can be met with the existing service user group admissions will be allowed. Atwell House is expected to care for Service Users aged 30 and above but again this is subject to assessment and need.

The home does not admit any Service User with on-going physically aggressive / predatory behaviour and those detained under the Mental Health Act 1983, but do admit those under Section 17 (Leave of Absence and Guardianship)

Respite care / short term nursing care admission may be admitted should there be:

- ✚ A shortage of community staff
- ✚ Family members who need a holiday or break
- ✚ A crisis within the family

Emergency admissions will not be admitted unless they have been fully assessed, a comprehensive history has been given by a multi-disciplinary team and there is access to the Mental Health team 24 hours a day, if and when required.

The Manager/Deputy Manager will carry out a thorough assessment on the new Service User prior to admission to ensure their needs can be met by the home.

Alicia Care Home welcomes Service Users irrespective of their race, ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender or sexual orientation. The criteria for admission to Alicia Nursing Home is the ability of the home to provide the assessed care needs.

**7 WHAT NEEDS WILL ALICIA CARE HOME AIM TO MEET?
WHAT ARE THE AIMS AND OBJECTIVES OF THE SERVICE?**

The aim is to meet an individual’s person centred needs through principles of best practice and in line with their rights and choices and by providing trained staff to cater for those needs. Staff will be responsive to the individual needs of the Service Users. We encourage Service Users to remain active, socially inclusive and to continue to fulfil any aspirations they may have focussing on and promoting ability as opposed to disability, and to provide the appropriate degree of care to assure the highest possible quality of life within the home. Multi-disciplinary team members, where appropriate, will be involved in the decision making process with regard to the Service Users care. Multi-disciplinary Teams are made up of:

Arts Psycho Therapists	Dietician	Sensory Impairment Team	Social Workers
Occupational Therapists	Intensive Support Team	Speech and Language Therapists	Physiotherapists
General Practitioners	Practice Nurse	Psychiatrist/ Psychologists	Community Nurse
Medical Practitioners	Care Manager	Tissue viability/District Nurse	

Service Users with both residential and nursing needs can be admitted, again subject to assessment and need.

8 WHAT CARE IS PROVIDED AT ALICIA CARE HOME?

Alicia Care Home aims to provide Service Users with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance. Staff will preserve and maintain the dignity, safety, individuality and privacy of all Service Users, treating everyone with respect, within a warm and caring atmosphere and be sensitive to any changing needs. Such needs may be medical, psychological, cultural, spiritual, emotional and social. We seek to constantly innovate, change, improve and develop in line with our Service Users needs and be receptive to all suggestions for improvement. Service Users will be encouraged to participate in the development of their individualised person centred care plans, and the involvement of family where appropriate will be valued.

Care Plans will identify Service User’s likes and dislikes and choice will be provided wherever possible, including choice of menu, any special religious/cultural or medical dietary requirements will be catered for. We promote Service Users’ involvement and participation in how the home is run thereby empowering them to effect change.

Alicia Care Home has also been awarded accredited status by Luton Borough Council in October 2006, for the provision of its Dementia Care Services.



9 ADMISSION TO ALICIA CARE HOME

Alicia Care Home will only admit service users who require nursing or personal care and treatment of disease disorder or injury in line with the expertise it has built up in caring for the service user groups specified in paragraph 6. A care needs assessment will be carried out to determine whether the home can cater for any service user's individual care needs.

All Service Users, family, friends and professionals are invited to visit Alicia Nursing Home prior to admission wherever possible, to meet staff, Service Users and view the available room as suggested.

The Service Users are admitted to Alicia Care Home on a trial period of 3 months.

Service Users are given a copy of the contract which will include all payment details including any costs not included in the weekly fee.

The agreement should be in place between the funding authority and the home prior to admission.



10 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Alicia Care Home has a Day Centre that operates from Monday to Friday. The Day Centre is managed by the Day Centre Manager and qualified nurse who run programmes along with the other members of staff from the home.

Service Users are encouraged to attend the Day Centre and participate in the activities that are on offer. The daily programme is tailored to meet the needs of the various Service Users with specific days being assigned to focus on the different Service Users' needs. The Day Centre is also attended by Service Users living in the community.

In house social activities include indoor board games, painting, quizzes, bingo, films, arts & crafts, sensory stimulation, monthly BBQ's in the summer, parties, sing-along entertainers and dancing.



Social interests such as shopping, day trips, pub outings etc are also provided for those who are interested and able to participate, with the home having a driver and minibuses that are accessible to its Service Users. Alicia Care Home promotes social inclusion and encourages Service Users to fulfil their personal desires and aspirations. Holidays can also be facilitated and catered for with some Service Users going to the Isle of Wight, Blackpool, Norfolk Broads etc.

Service Users are also encouraged to pursue their hobbies such as reading, writing, painting, watching TV, listening to music etc.



11 OPERATION OF ALICIA CARE HOME AND CONSULTATION WITH SERVICE USERS

The home offers comprehensive facilities and a service of care geared to promoting Service Users comfort, safety and well-being. Service Users are encouraged to take part in Service User meetings within their individual units regarding the operation of the home. They are at liberty to meet with the Manager or Key Worker on an individual basis. They are encouraged to attend care review meetings and get involved in their own care planning and to chair their own person centred planning meetings wherever possible. They are requested to complete Service User's 'Your Say' questionnaires to give their opinion on all matters regarding the running of the home and to make suggestions for improvement, which are then actioned and responded too. Questionnaires have been designed for the different Service User groups using pictorial formats where appropriate.

There is an active stakeholders group which consists of representatives from the Service Users and their family members. The group known as "Friends of Alicia" meets regularly with the management to discuss any suggestions for improvements, requests on behalf of the Service Users and to assist with organising social activities and fundraising and is active in assisting those Service Users who have no next of kin.

The home has also now implemented a 'make a wish campaign' to encourage Service Users to specify any wishes and desires they may have, wherever possible ensuring they are fulfilled.



12 FIRE AND EMERGENCY

Alicia Care Home has policies and procedures in place for dealing with fire precautions and emergency procedures.

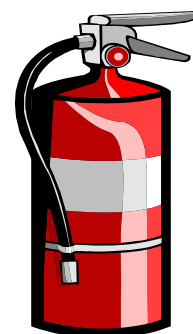
Staff receive awareness training in the important policies as part of their induction and arrangements are in place for all staff to undertake full training in Fire Safety, First Aid, Health & Safety and all other mandatory courses.

Fire alarms are tested and fire drills are carried out weekly.

All fire equipment is regularly checked and serviced by a recognised and certified company.

Service Users are informed of the fire and other emergency procedures as part of the Service User information process at the admissions stage.

Links have been established with local fire officers to visit yearly.



13 RELIGIOUS SERVICES

Service Users are encouraged to follow their religious preferences and will be assisted in attending a place of worship of their choice. A Church elder visits every week to offer communion to the Service Users if they require it and some Service Users are assisted to visit the mosque as they wish.



14 KEEPING IN TOUCH WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Service Users are encouraged to contact their relatives, friends and representatives whenever they so wish and to maintain their relationships by way of telephone, correspondence and visiting. Our visiting hours are 9:00 am – 9:00pm.

Service Users are also encouraged to invite their family and friends whenever they want including to social events, for example the Christmas and Easter party, monthly summer BBQ's, summer fete etc.

Service Users family, friends and representatives are also invited to attend care review meetings and to meet with or phone the manager at any time to discuss any issues.

Relatives are also sent a questionnaire on the homes performance and comments are invited, so that any improvements suggested can be implemented and standards continuously improved. A Comments Book is also used in the home for any comments to be recorded and acted upon.

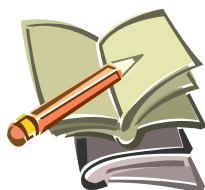
A signing in book is provided for all visitors to sign in and out, along with a suggestion box for both staff and Service Users and their family or friends to make any suggestions at any time.



15 COMPLAINTS

If concerns cannot be resolved informally with the staff and manager, there is a formal process for handling complaints. The Home's Policy provides for appropriate investigation and a timely response to the complainant, and if required the means to take the complaint to the appropriate regulatory authorities.

This is further explained in the Service User's Welcome Booklet and the Service User is also made aware of the right to complain when admitted to the home.



If you feel unable to have your complaint resolved within the company you can take it to the Care Quality Commission or any funding body.

Care Quality Commission	☎	03000 616161
Citygate		
Gallowgate		
Newcastle upon Tyne		
NE1 4PA		

Or, you have the right to contact your local authority Adult Social Care Team

Luton	☎	01582 547659/ 547660
Bedford	☎	01234 267422

If you feel unable to deal with your complaint alone you can get help from POhWER who will provide you with an advocate.

POhWER	☎	0300 4562370
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People who use social care services have the right to take their complaint to the Local Government Ombudsman -

The Local Government Ombudsman	☎	03000610614
PO Box 4771		
Coventry CV4 0EH		

16 CARE PLANS

Person Centred care plans will be drawn up involving Service Users and relevant others, they will be reviewed at regular intervals specified as appropriate and at the care plan review meeting or sooner, dependent on the need.

Care review meetings are attended by multidisciplinary team members, Service User, relatives and key workers.

In addition, Atwell House will encourage Service Users to chair person centred reviews as part of their person centred care plans.

17 ACCOMMODATION AND LIVING SPACE AT ALICIA CARE HOME

Accommodation and living space is divided into Alicia, Wingfield and Atwell House. Each house specialises in meeting the individual needs of different service groups. Each home has some communal facilities for the Service Users and staff and individual accommodation for the Service Users. Details are as follows:

Communal facilities within the three Homes:

Communal areas include lounges and dining areas. There is a separate conservatory area within Alicia available for Service Users who wish to smoke and a separate smoking room available within Wingfield. There is a separate “quiet” room for Service Users who wish to just relax in peace at Alicia and a separate conservatory for Service Users to relax in within Atwell. A Day Centre is present at Alicia and Wingfield along with a garden for their entertainment and stimulation. Atwell House has a garden and patio area which includes a raised planting area for Service Users to benefit from. There are communal bathrooms, showers and toilet facilities in each home including hi-low baths. All homes have specialist shower and bathing equipment.

Service Users Accommodation:

Service Users rooms are furnished to a high standard. Some rooms within Alicia and Wingfield have en suite facilities and all rooms have a wash hand-basin as detailed below. All rooms within Atwell House have an en suite or shower room. Service Users are encouraged to individualize their own rooms with their personal belongings as they wish.



18 INFORMATION ON NUMBER AND ROOMS SIZES (BUILT IN 1993)

Alicia Care Home

Room Number / Identity	Details	
	Number of Beds	Room Size (Sq Metres)
Green Floor		
Room 1	1	10.345
Room 2	1	10.066
Room 3 - En Suite	1	10.000
Room 4	1	10.000
Room 5	1	11.547
Room 6	1	10.050
Room 7 - En suite	2	16.074
Room 8	1	10.117
Yellow Floor		
Room 9	1	10.565
Room 10 - En suite	1	11.940
Room 11 - En Suite	1	10.000
Room 12 - En Suite	1	10.439
Room 13	1	10.705
Room 14	1	11.026
Room 15	1	11.940
Room 16	1	10.630
Room 17	1	10.000
Room 18	1	10.027
Room 19	1	11.942
Room 20	1	11.011
Room 21	1	10.000
Room 22	1	10.096
Room 23	1	10.202
Room 24	1	10.643
Red Floor		
Room 25 - En Suite	1	11.604
Room 26 - En Suite	1	10.542
Room 27 - En Suite	1	10.204
Bed-sit - En Suite	2	17.127
Room 28	1	10.547

Room Number / Identity	Details	
	Number of Beds	Room Size (Sq Metres)
Room 29	1	11.080
Room 30	1	11.922
Room 31	1	10.544
Room 32	1	10.000
Room 33	1	10.109
Room 34	1	10.071
Wingfield Unit Ground Floor		
Room 1	1	9.872
Room 2	1	10.186
Room 3	1	11.845
Room 5	1	10.621
Room 7	1	8.349
Room 8	1	11.327
Room 9	1	9.331
Room 12	1	9.532
Room 14	1	10.479
Wingfield Unit First Floor		
Room 15	1	9.667
Room 16	1	10.255
Room 17	1	11.973
Room 20	1	10.117
Room 21	1	8.160
Room 22	1	10.864
Room 24	1	10.137
Room 25	1	11.467
Room 26	1	11.090
Room 27	1	10.858
Room 28	1	11.852
Room 29	1	11.223
Room 30	1	9.046
Room 31	1	9.739
Room 32	1	10.067

Room Number / Identity	Details	
	Number of Beds	Room Size (Sq Metres)
Atwell House		
Room 1 – En suite	1	14.00
Room 2 – En suite	1	13.7
Room 3 – En suite	1	17.5
Room 4 – En suite	1	12.2
Room 5 – En suite	1	12.7
Room 6 – En suite	1	12.3
Room 7 – En suite	1	18.3



19 PRIVACY AND DIGNITY FOR SERVICE USERS

The staff aim is to ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each Service User's rights to independence, privacy, dignity, fulfilment and the right to make informed choices, as reflected in their individual care plans and in line with the principles of valuing people which will ensure you remain socially inclusive, have choice and control over your life and care, and are empowered to make decisions. Service Users have the right to expect to live free from abuse and Apex Care Homes provides ongoing training for staff and complies with the local safeguarding policy in relation to the safe guarding of vulnerable adults. Apex Care Homes is committed to providing an environment where Service Users feel safe and family members feel free to raise any concerns. As such a separate leaflet has been provided for Service Users and families with respect to the safeguarding procedures, but if you have any concerns you can contact the Luton Safeguarding Office direct on 01582 547563

The home has a comprehensive annual training schedule, which includes Dignity in Care. The company has implemented the 'Sit and See' observational tool to improve best practices within the home.

Private phone calls can be made and received at any time.

Mail is given to Service Users when delivered and is recorded.

Any issues between Service Users in relation to respecting each other's privacy and dignity can be raised with their key worker or manager or addressed through regular Service Users meetings.

For more information regarding privacy please refer to our privacy notices for Service User and for Relatives & Friends



Alicia Nursing Home