



FERROL LODGE CARE HOME LIMITED



STATEMENT OF PURPOSE & SERVICE USERS GUIDE

**49 NORTHENDEN ROAD
SALE
CHESHIRE
M33 2DL**

TEL NO. 0161 962 4056

E-Mail: enquiries@ferrollodge.co.uk

PHILOSOPHY OF CARE

To provide a happy, homely and stimulating environment to enable residents to achieve their full potential, where individual's independence, personal dignity, choice, privacy and their rights as individuals are respected in order to lead and enjoy as normal a life as possible.

To provide sensitive, loving and skilful care for older people who, even with help, can no longer safely live in their own home.

To provide stable and effective management within the Home, in order to promote effective communication and development within the team.

CORE VALUES OF CARE

PRIVACY

DIGNITY

INDEPENDENCE

CHOICE

RIGHTS

FULFILMENT

CHARTER OF RIGHTS FOR SERVICE USERS

Trial Period

The right to enter the home on a trial basis during which nothing will be done to dispossess the individual of their previous accommodation.

Contract/Statement of Terms

The right to receive a contract/statement of terms outlining the rights and obligations of both the home and the service user.

Appropriate Care

The right to have their social, emotional, physical, and spiritual needs and wishes identified, acknowledged, and met wherever possible.

Assessment/Review

The right to participate fully in the formation and review of their care plans and to be informed of all services that may be relevant to their needs (regardless of their immediate availability).

Quality & Dignity in Care

The right to live within a safe and comfortable environment, within which social care practices support and stimulate to enable each individual to always retain their dignity.

Privacy

The right to personal privacy, including the provision of accommodation in which the individual can exercise choice, for example over whom they wish to see and how to furnish.

Security

The right to receive care that provides adequate security to the individual, protecting them both from the "behaviour of others" and from any undue danger created by their own behaviour or circumstances.

Individuality

The right to be treated as a valued individual at all times.

Aims & Objectives

AIMS

- To provide a 24-hour residential care service to elderly people which is relevant to the needs and responsive to the views of all sections of the local community, irrespective of their race, gender, disability, culture, religion, age, sexual orientation, or marital status.
- To provide good quality services we will meet the standards and criteria as specified in the Care Act 2014 and all other legislation required by us under the Care Quality Commission.
- We will provide a safe physical environment which is consistent with Health & Safety requirements.
- To enable service users to have control over their lives and preserve their individuality.

OBJECTIVES

- To support all service users to exercise their rights under the citizens charter, to enable them to choose a fulfilling lifestyle with dignity, respect, and independence.
- To support service users to exercise their rights to choose to take risks if they wish to do so.
- To ensure service users are enabled to freely pursue their own political, cultural, and religious beliefs and customs.
- To protect service users from harm, abuse or exploitation ensuring that those who are frailer, disabled or mentally infirm have their rights protected in the same way as any other service user.
- To enable service users, as far as is practicable, to personalize their own rooms and provide a key to the room. Also, to meet standards of furnishings and decoration so service users can enjoy their surroundings.
- To ensure service users who wish to do so may receive visitors in private, make telephone calls in private and communicate with whom they choose.
- To ensure that everyone receives equality of consideration when using our services and to ensure service users are aware of these rights and how to complain if they feel unjustly treated.
- To maintain standards of practice under the principles of good care.
- To have access to the services of interpreters, speech therapists, workers with the visually and hearing-impaired people to afford all service users benefit from the best possible health care available.
- To provide a range of social activities and leisure pursuits for service users wishing to pursue them.
- To consider the needs of service users who have no relations including advocacy.
- To employ enough trained and experienced staff offering personal care, led by a team of qualified and experienced officers, supported by ancillary staff.
- To appoint a key worker to each service user who will undertake care planning to ensure the individuals needs are identified and wherever possible met.
- To seek views to help identify the needs of all service users.
- To listen to the service users' ideas, comments, and suggestions and to use plain language and communicate to people in a form that the service users can understand.
- To monitor service delivery, publish findings and take corrective action as appropriate.



ABOUT FERROL LODGE

Ferrol Lodge is a large Victorian house set in splendid, landscaped gardens, which has been extended to accommodate up to 23 service users. The home is situated close to Sale town centre, all local amenities and transport links.

Ferrol Lodge was purchased by the current owner in 1988 so is a very well-established home with an excellent reputation for providing quality care.

The exterior of the building is full of charm and character, and this follows through to the inside of the home where the décor and furnishings create a warm and friendly atmosphere and a comfortable inviting environment.

There are imperative safety features throughout the home, such as smoke detectors and a “nurse-call” system to ensure help is always close at hand.

This private residential home combines excellent facilities with a genuine, caring approach and the management and staff pride themselves on providing the family atmosphere that the home is renowned for.

The home is complimented by its friendly proficient staff who receive ample training to ensure that they can carry out their duties effectively.

Ferrol Lodge is intended to provide residential care to both males and females of pension age (over 65 years). We aim to assist service users in everyday tasks such as all aspects of personal care, all dietary needs will be met, and all laundry and domestic tasks will be tended to.

Nursing care will not be provided at Ferrol Lodge

Admission

Prior to admission to Ferrol Lodge, a pre-admission assessment will be carried out by a senior member of staff or home manager; this is done to ensure that the home is able to meet the service users’ needs and the suitability of the placement.

Prospective service users are invited to spend some time at the home and enjoy lunch or just a cup of tea with us before a final decision is made to ensure that they are fully aware of the facilities we offer and the surroundings of the home.

All admissions to the home are done so on a 4-week trial period.

Therapeutic Activities

Service users are encouraged to maintain and to pursue hobbies of interest to them and we also actively encourage service users to join in with the in-house activities on offer. Excursions can be planned at service user's requests and small group excursions are also organised.

An activity planner is displayed for both service users and their friends and families to see the range of activities taking place and when. There will also be additional information posted when other activities such as parties are taking place. We would like to encourage family and friends to take an interest and perhaps participate where possible in the home's activities.

Regular meetings are held within the home with the service users, during which many topics are discussed, such as meal suggestions to be included on the menu, suggestions for activities to take place, any routines of daily living that they would like to change or to be introduced and any areas of the day to day running of the home.

Some activities offered include:

- "Chairobics"
- Reminiscence
- Quiz's
- Bingo
- Arts and Crafts
- Baking
- Playing games such as dominoes and draughts
- Walks in the garden or local park
- Manicures

Visitors

Ferrol Lodge has an open policy on visitors and all friends and family are welcome any time that is convenient to them.

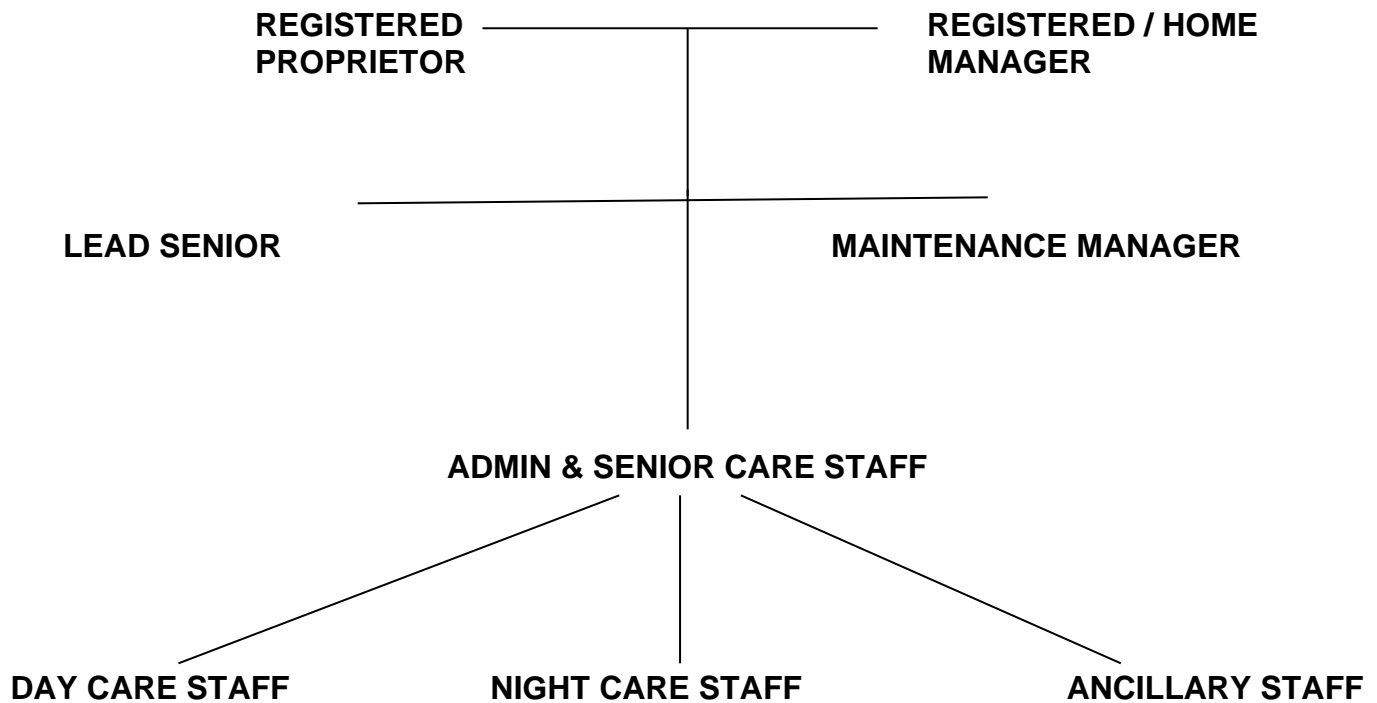
We would however prefer that mealtimes are avoided for the comfort of all our service users. However, if circumstances dictate that this is the only possible time to visit, we will request that you phone ahead so alternative arrangements in respect of the meal can be made, be this eating the meal at a different time or having it in the privacy of their own room whilst enjoying your company.

It is imperative that all visitors sign in and out of the home and preferably inform a member of staff when they are leaving.

Service users have the right to refuse to see any visitor and this will be respected and upheld by the person in charge who will, if necessary, inform the visitors of the service users wishes.



ORGANISATIONAL STRUCTURE



REGISTERED PROVIDER

MRS MARY ARMSTRONG
FERROL LODGE
49 Northenden Road
Sale
Cheshire
M33 2DL
Tel No. 0161 962 4056
Email: enquiries@ferrollodge.co.uk

HOME MANAGER

MISS FRANCINE PIPER
FERROL LODGE
49 Northenden Road
Sale
Cheshire
M33 2DL
Tel No. 0161 962 4056
Email: manager.ferrol-lodge@outlook.com

The Registered Provider, Mrs Mary Armstrong, has over 40 years' experience in the care sector and has many relevant qualifications such as C.S.S, NEBSS Diploma, D32/D33 Assessors Award, Alzheimer's Accreditation, NVQ Level 4 and Registered Manager Award and all of these are complimented by many additional certificates such as IOSH Managing Safety Award and the Manual Handling Trainer Certificate.

The Home Manager, Miss Francine Piper, has worked with Ferrol Lodge for over 30 years starting in care and has previously been the manager for a former sister company. Francine is well known by all staff, residents, and relatives. Francine has completed her Level 4 in Adult Health and Social Care.

In addition, both the manager and provider keep well informed of all legislation, all changes in practice and of all required administration by regularly attending seminars and undertaking training appropriate to their roles.

Ferrol Lodge Care Home Ltd.

STAFF TRAINING

All staff are subject to rigorous checks before being employed such as verbal and written references and enhanced DBS disclosures to ensure the safety of our service users.

Staff are selected for their qualities of reliability, integrity, skill, friendliness, professionalism and more importantly their caring approach. Upon commencing employment staff are subject to an initial 4-week trial and then a 6-month probationary period to ensure their suitability.

All staff receive induction training, and it is an express term of employment that staff undertake the QCF Level 2 or 3 in care.

During induction staff are trained in-house by experienced senior members of staff in the following critical areas: -

- Care Code of Conduct
- Confidentiality
- The rights of Service Users
- Health & Safety
- Food Hygiene and safety
- Personal Care Tasks
- Care Assistants responsibilities
- Day to day routines of the home
- All administration of the home

Staff are continually receiving training to ensure that their knowledge is up to date and relevant and to ensure that they are as proficient as possible in their duties. Other courses undertaken are:

- Fire Safety & Awareness
- Moving and Assisting
- Safeguarding Vulnerable Adults
- Bereavement
- First Aid
- Health & Safety
- Food Hygiene and Safety
- Infection Control
- Dementia Awareness
- Mental Capacity Act & DOLS
- Equality & Diversity
- Dignity in Care
- Medication Administration (for senior staff) and Medication Awareness for Care Staff

This list is by no means exhaustive, and many other courses are undertaken.



Accommodation

There are 21 bedrooms in Ferrol Lodge, 2 of which can be utilised as double rooms.

Bedrooms 1 to 9 are on the ground floor and bedrooms 10 to 21 are on the first floor. A passenger lift and a stair lift are fitted for easy and safe access.

All, except 1 bedroom meet the required minimum standard in size of 10sqm with the exception being 9.08sqm.

There are 2 lounges and a large spacious dining room which together exceed the required minimum standard at 5.01sqm per person.

All bedrooms have a commode and washbasin and fitted wardrobe, chest of drawers and bed. All rooms are fitted with a nurse call and smoke detectors.

There are 2 bathrooms within the home one of which houses an electrical 'Parker' bath which makes having a bath a comfortable and safe experience. There are 6 toilets in total including those in the bathrooms.

We have a good-sized kitchen and our own laundry facility.

Service users are encouraged to spend time in the communal lounges; however, they can choose to stay in their own rooms if they wish to do so.

Smoking is not permitted anywhere within the home or its grounds.

Service users are encouraged to personalise their rooms and can bring in furniture if they wish to, however, it is to be noted that this furniture must be of good quality and where possible made of fire-resistant or fire-retardant material.

There is Wi-Fi (wireless internet) available for residents to use if they have their own mobile phone or electronic tablet device. Please ask the manager or senior staff to set this up.

PETS

We understand that often pets are a very important part of service users lives prior to admission and therefore, whilst we do not permit the permanent residency of pets it is possible for them to visit.

We would just ask that this is discussed prior to the visit to allow us to always ensure the health and safety of our service users.



FEES

Ferrol Lodge is committed to providing good value for money within our caring service.

Fees are charged on a per person basis following the pre-admission assessment to determine the extent of dependency. Dependant on the personal financial situation fees can be paid either privately or by the local authority.

This home charges a third party top up fee for those that are local authority funded.

As fees are reviewed annually and as the current system of funding through the local authority can be complicated and often subject to change, specific advice and fee information is available from any member of the home management team.

What is included in the fees:

- All personal care
- 24-hour attendance
- Good home cooking
- All domestic tasks
- Laundry service
- GP visits as and when necessary
- All heating, lighting, and water
- Occupational therapy activities

What is not included in the fees:

- Dry cleaning
- Name labels for clothing
- Weekly visits from hairdresser
- 6 weekly visits from private chiropodist
- Private telephone installation and calls
- Magazines & Newspapers
- Personal requisites, such as Incontinence aids, toiletries, clothes, sweets etc.

Residents Personal Money

It is not the policy of Ferrol Lodge to take any responsibility for the personal money of service users and we do not operate pocket money accounts.

All costs incurred through hairdressing and chiropody will be raised on a monthly invoice and presented to either the service user or their representative for payment to be made by cheque or through the bank only; bank transfer would be preferred.

To discuss finances, please email: finance.ferrol-lodge@outlook.com



Privacy and Dignity

All staff are trained to strive to preserve and maintain the dignity, individuality, and privacy of service users at all times.

The home adopts Trafford's Dignity in Care practice, and the home is registered as 'Dignity Champions'. The home operates in the best interest of service users within a warm and caring atmosphere and is sensitive to the ever-changing needs of service users.

Religion

Service users may attend services within or outside of the home should they wish to do so. Please enquire so we can facilitate accordingly if required.

Service users have the right to meet with clergy of their chosen denomination at any time and as much assistance as possible will be given to facilitate this.

If arrangements are to be made to attend outside services, the service user should where possible and if necessary, arrange for transport and accompaniment with friends or relatives. If this is not possible care staff may accompany service users on specific occasions should staffing levels permit.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff. Whereas funeral arrangements are usually made by the next of kin, the home staff can be relied upon to assist and explain what is required throughout.

Where there are no next of kin the staff will attend to the necessary arrangements.

Care Plans

Care plans are developed upon admission with the consultation of residents and their representatives as far as is practicable.

Once developed care plans are subject to regular reviews to ensure that the care plan is an adequate reflection of the persons care needs and that the service user is achieving the outcomes set out in the plan.

Care plans are considered as 'working documents' and are therefore subject to daily review whereby daily reports are made on each service user and these are important in highlighting any necessary changes to the care plan.

A formal and full review is made monthly and care plans are also reviewed if there is a change of needs and on return if a hospital admission has been incurred.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the home, they must give 4 weeks notice of this intention or pay 4 weeks fees in lieu of notice. These conditions are waived during the trial period.

The full fee remains payable should a service user vacate the home to go on holiday or stay with relatives.

Medical Practitioners

The home will facilitate access to all relevant and necessary medical practitioners such as GP, dentist, optician, district nurse, chiropodist, physiotherapist, and dietician.

Service users' relatives/representatives are encouraged to escort service users to hospital appointments and provide feedback to the home to try to ensure an active involvement and remain an important part of the service users well being.

If deemed safe to do so, then service users can administer their own prescribed medication and can expect to receive any support and advice from staff that is necessary.

Otherwise, all medication will be ordered, stored, and administered by senior staff only as instructed by the doctor.

Meals

Meals are varied and we regularly consult service users for suggestions of meals they would like included on the menu.

All food is home-cooked and is fresh, wholesome, and nutritional and service users have the choice to eat within the dining room or their own room.

Choices are available for all meals and requests will be accommodated where possible and reasonable. Refreshments are available throughout the day.

Fire Safety

Full fire precautions including regular drills, regular checks of equipment and an extensive fire risk assessment are all carried out.

Staff receive external fire training annually and in addition this knowledge is kept up to date in-house on a quarterly basis.

Where possible furniture, fixtures and fittings are made of fire-resistant or fire-retardant materials. Ferrol Lodge also operates a contingency plan in the event of a full evacuation taking place due to either fire or failure of services.



Quality and Monitoring

As part of our ongoing commitment to providing an excellent quality of care the home ensure regular quality checks are carried out.

An internal quality assurance inspection is carried out annually by the home manager covering all aspects of the day to day running of the home including all administration requirements.

In addition to this service user questionnaires are distributed, and these are completed by service users and/or their representatives.

The results of these surveys are collated and evaluated, and any action required as a result is taken.

Residents' meetings are held at least every month to provide an open forum for any suggestions and/or concerns to be raised and all aspects of the day to day running of the home is discussed. Relatives are welcome to join these meetings also: please refer the to Activities Noticeboard in the dining room for details of planned meetings.

We are also subject to inspection and annual quality reviews by the Care Quality Commission (CQC). Our inspection reports are available on request or through the CQC website at www.cqc.org.uk.

Making Yourself at Home

We actively encourage service users to really make themselves at home here at Ferrol Lodge and a big part of this is by ensuring that bedrooms are personalised as much as is reasonably possible.

We ask service users to bring in as many photographs/pictures as they wish to and any favourite ornaments that will ensure they have familiar and important items around them.

Where agreed prior to admission, service users can bring with them items of furniture and furnishings to maximise comfort and individuality.

PLEASE ASK FOR A LARGE PRINT COPY IF REQUIRED



COMPLAINTS

Service users or their representatives are encouraged to ask any member of staff for further information on matters (problems or complaints) which they genuinely do not understand.

Occasionally, the response may not be seen to be adequate in which case it is important to seek an answer from the proprietor/manager at the earliest time.

The proprietor/manager will then investigate the circumstances and attempt to solve the problem or complaint.

In the event of the problem or complaint being unsatisfactorily resolved, the issue may be serious enough to involve the registering authority. However, all service users and their representatives are free to contact the Care Quality Commission at any time they wish to.

All complaints will be dealt with within a 28-day response time.

The service user or the representative or the proprietor/manager may make representation to the authority.

Contact: **THE CARE QUALITY COMMISSION
THE LEAD INSPECTOR**

The registering authority address is:

**NORTHWEST Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

The telephone number is: **03000 616161**

Fax: **03000 616171**

The Email Address is: enquiries@cqc.org.uk

If it is felt that the registering authority has not adequately dealt with the problem, there are other agencies who can help. One of the following may be value to you. You may if you desire seek advice from any other source.

**Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH**

**The Citizens Advice Bureau
73 Chapel Road
Sale
Cheshire**

**Local Authority
Trafford Council
Trafford Town Hall
Talbot Road,
Stretford
M32 0TH**

Tel No. 0300 0610614

Tel No. 0161 973 9175

Tel No. 0161 912 1212

HealthWatch Trafford can also be contacted to raise any complaint/concern about the service however we would encourage you to speak to the home manager or the senior on duty in the first instance.

REVIEW OF STATEMENT OF PURPOSE & SERVICE USERS GUIDE

This document will be reviewed at least twice a year to ensure its contents remains accurate and up to date with all current legislation.

DATE OF REVIEW	OUTCOME OF REVIEW	REVIEWED BY