



Statement of Purpose

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Company Details

Provider: The Green Nursing Homes Ltd.

Nominated Individual: Mr D Jaiswal

Provider Name: The Green Nursing Homes Ltd.

Home Managers: The Green Hasland - Eluned Innes RGN, RMA
The Green Dronfield - Martha Buchanan RGN, RMA
The Callywhite Dronfield – Martha Buchanan RGN, RMA

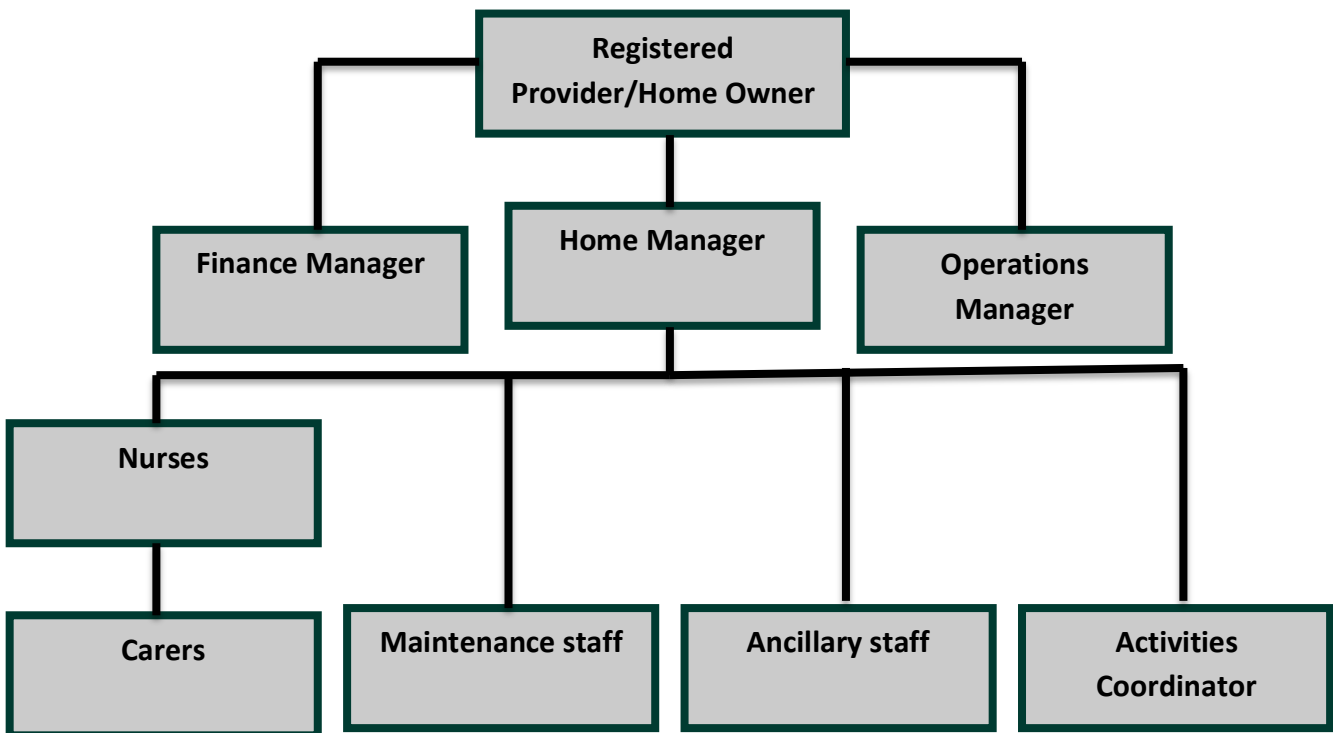
Home Addresses:

The Green Hasland
45 The Green, Hasland, Chesterfield, S41 0LW

The Green Dronfield
2 Green Lane, Dronfield, S18 2LZ

The Callywhite Dronfield
Callywhite Lane, Dronfield, S18 2XD

Organisational Structure



Aims and Objectives

The management of The Green Care Homes prides itself on offering a highly professional care service for the elderly, with no age regulation, under the Health and Social Act 2008. We are pleased to accept service users for long term, short term and respite stays.

The Green provides: “Accommodation for persons who require Nursing or Personal Care” thus providing residential and nursing services to the elderly. The Green aims to deliver a high standard of professional care at all times to the service users in our care. The care provision at The Green endorses a holistic, personalised approach, which is sensitive to the needs of each service user. It encompasses the following objectives:

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment

We aim to achieve these objectives by doing the following:

Privacy

We respect and keep all information relating to a service user and their relatives, completely confidential.

Dignity

We treat every service user with respect and allow each person to live in a dignified manner.

Independence

We enable each service user to take calculated risks, to make their own decisions and to think and act for themselves. We of course, offer assistance where appropriate.

Choice

We ensure that every service user has options in their daily life and is able to choose activities in accordance with their preference and capability.

Rights

We preserve all the basic human rights of each service user including consent, confidentiality, safety, equality and autonomy. We encourage freedom of expression.

Fulfilment

We enable service users to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living.

Philosophy of Care

The Green is focussed on providing service users with a secure and homely environment in which their care, well-being and comfort are of prime importance.

Carers strive to preserve and maintain the dignity, individuality and privacy of all service users. This is achieved within a warm and caring atmosphere, which is sensitive and adaptable to the service users' ever-changing needs. Such needs may be medical, therapeutic (physical and mental welfare), cultural, psychological, spiritual, emotional and social. Service users are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and greatly valued.

This philosophy will be realised through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction. The Green's core values of care are fundamental to this philosophy and form the basis of all actions and behaviour within the home.

Core values of care

- **Quality**
We strive to offer the highest level of quality in everything we do. From the service we provide to the skilled and sensitive people that we employ, quality is of the utmost importance. Quality at The Green is constantly monitored and where necessary, continuously improved in order to enable all our Service Users to achieve the best possible quality of life.
- **Service**
We aim to offer the highest level of service. A service that is personalised, caring and professional.
- **Communication**
We believe that communication is one of our most important assets and we endeavour to offer open communication channels with our Service Users and their families, our people, visitors and industry professionals.
- **Respect**
We respect all individuals and are continuously conscious of each person's individual needs and desires.
- **Teamwork**
We believe that a strong team enables us to deliver the highest possible service for our Service Users. Good teamwork and happy staff enables us to create a caring and secure environment.

Staff and Training

Staff employed at The Green, are selected foremost for their life values, their approach to care work and for their exemplary caring skills and experience. Qualities of reliability, integrity and professionalism are key and all staff require good interpersonal and empathy skills. Prior to joining The Green, each employee is carefully screened through a series of interviews and is fully reference checked. All staff are DBS (Disclosure and Barring Service) checked.

All Care Staff at The Green are appropriately qualified and trained to deliver the highest standards of care. A continuous staff-training programme ensures that these high standards are maintained in line with the latest developments in Care Practices as laid down in appropriate legislation, regulations and the Care Act 2014.

Staff are trained by experienced and qualified senior staff, utilising both in-house and external training methods. Training is carried out in accordance to the following Care Certificate 2015 standards:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of Mental Health, Dementia and Learning Disability
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health & Safety
14. Handling Information
15. Infection Prevention Control

The Green encourages all care assistants to achieve a minimum qualification of NVQ (National Vocational Qualification) Level 2 in Health Care. All new members of staff are supported to attain this level of qualification and higher.

All nurses receive on-going training and skills development to keep them up to date with the most current NMC standards and requirements surrounding use of medications and medical equipment.

Quality and Monitoring

The Green has been awarded the status of Premium Quality Provider by DCC (Derbyshire County Council). As a Premium Quality Provider for Derbyshire, maintaining a high quality of service at The Green is paramount. Quality monitoring systems are in place to ensure that all services and procedures are closely monitored and where necessary, continuously improved. Paying attention to the smallest detail is pivotal to everything that we do at The Green. An important component in our quality programme is to involve the service users and their relatives. Service User Satisfaction Surveys are carried out every bi-annually to obtain essential feedback on how we are performing.

Accommodation Provision

Hasland

The Green at Hasland has 40 registered beds, which are divided as follows:

Ground Floor: 16 single rooms, 5 with en-suite and 2 double rooms

First Floor: 16 single rooms, 3 with en-suite and 2 double rooms

Communal rooms: 2 lounges and 1 dining room

Dronfield

The Green at Dronfield has 41 registered beds, which are divided as follows:

Ground Floor: 13 single rooms, 5 with en-suite

First Floor: 28 single rooms, 9 en-suite

Communal rooms: 3 lounges, 1 dining room

Service users are encouraged to use the communal rooms but service users who choose to stay in their own rooms may of course, do so. All rooms are connected to a nurse call system for the benefit and safety of service users. All bedroom doors are fitted with privacy locks and a lockable facility is available to secure valuables and personal items.

Food and Kitchen Facilities

The Green in-house chefs prepare dishes daily from a nutritious and varied menu. All our food is home cooked on site utilising fresh local ingredients wherever possible. We tailor our menus to suit all special dietary requirements and allergens.

The kitchen facilities at The Green comply fully with the standards laid down by the Environmental Health Department. The Chef is responsible for the kitchen facility.

Outdoor Facilities

Easily accessible garden space is provided at both homes. Service Users may use the outdoor space when they choose, if they are able to do so. Time spent in the gardens is always fully supervised.

Laundry

A full laundry service is provided at The Green and is included within the general service fee. All items of personal clothing should be clearly labelled. We cannot accept responsibility for any loss of items that are not clearly labelled.

Contact with Family and Friends

Service user's family, relatives and friends are encouraged to visit the service user regularly and maintain contact by letter, telephone or email when visiting is not possible. In these cases, staff will offer assistance to the service user in order to respond where help may be needed.

Visitors are welcomed at all reasonable times, and are asked to make the Manager or senior person in charge aware of their arrival and departure from the home. For security and fire safety reasons, visitors must sign the visitor's book on each occasion.

The service user has the right to refuse to see any visitor and this right will be respected and upheld by the Manager or senior person in charge, who will, if necessary, inform the visitors of the service users wishes.

Care Planning and Review

Upon admission, a detailed and tailored care plan is created for each Service User, by a member of the nursing team in consultation with the resident and their relatives, where appropriate. The Care Plan is created to provide a programme of the best possible care for the individual and reflects the needs and choices of the Service User.

Once developed the Care Plan is reviewed every four weeks and is updated to reflect any changing needs to ensure that the objectives for health, personal and social care are applicable. Each plan is developed with the involvement of the service user.

Families and relatives are encouraged to participate in the service users daily routine as far as it is practicable, and are invited to attend formal reviews. Service Users and their relatives are always welcome to discuss their progress, the level of support and the care being provided.

Activities Provision

Information on the health and social needs of each service user is obtained during a pre-admission assessment and initial assessment following admission. The home offers a wide range of activities designed to encourage the service user to keep mobile, and most importantly to take an interest in life.

Staff members encourage and in certain instances help service users to pursue their chosen hobbies and interests. Some current and past activities that The Green offers are listed below, however these are reviewed and change frequently depending on the likes and interests of the service users in the home at any given time. Service users are invited to provide their own suggestions.

- IT
- Gardening
- Cards
- Scrabble
- Bingo
- Draughts
- Music and sing along
- Armchair exercises
- Interacting with staff and other Service Users
- Maintaining lifelong hobbies such as crossword puzzles
- Service User outings

Religion and Worship

Service users may attend religious services either within or outside the home, as they so desire. If worship services are outside the home, the service user should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany service users on specific occasions if staffing levels permit. Service users have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

A monthly ecumenical service is held for all residents to attend, should they wish.

Fire Safety

- The home has a Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout, as advised by the local Fire Service.
- Staff members are instructed during Induction training with regard to the Fire Prevention and Fire Drills Policy, this includes the use of the homes fire appliances, raising the alarm, evacuation procedures and so on. Service users and their families are informed of the emergency procedure during admission.
- A fire exercise is carried out periodically; this ensures all staff and service users have a comprehensive understanding of their responsibilities.
- All fire systems and alarms are tested weekly by staff of the home and periodically by the local Fire Officer. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All fire fighting equipment will be checked annually by a qualified fire extinguisher Maintenance Engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-retardant fabrics and materials.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support from staff.

Funeral arrangements are generally organised by the next of kin. The Green can be relied upon to provide as much assistance and support as is required. Where there is no Next of Kin, the staff may attend to the necessary arrangements. The Green will comply with any planned funeral requests and arrangements specified and in respect of their chosen faith and religious beliefs.

Complaints Procedure

If a service user, relative or visitor feels that there is cause for complaint, a Complaints Procedure is in place to enable this to be facilitated. Any problems and complaints should firstly be discussed with the Home Manager or Senior Person in charge. Should the complainant remain dissatisfied, the complaint can be recorded on a Complaints Form, which is available in the home reception. A full investigation will be carried out into the complaint, and complainant will be advised of the outcome within 28 days after the date that the complaint is made.