

Acorn Care Home

Statement of Purpose

**88 Handsworth Wood Road,
Handsworth Wood,
Birmingham,
West Midlands,
B20 2PL.**



Tel: 0121 507 1763

Fax: 0121 507 1273

Email: manager@acorncarehome.com

Web: www.1stcarelimited.co.uk

Registered Manager: Elaine Dwyer-Green

Nominated Individual: Jagruti Patel



The Lounge



Activity Room

Welcome to

Acorn Care Home

Acorn is registered with the Care Quality Commission, our regulated body, to provide care for up to 31 people. The registration is for accommodation for people who require assistance in all aspects of care, Dementia, Complex Behaviour's, Korsakoff's, Brain injury, Diagnostic and Screening Procedures for treatment of medical conditions, caring for adults under 65 and over 65 years of age.

Mission Statement

To work with people living in our home, to achieve their aims and aspirations, enable life skills and enhance their quality of life, to help them reclaim their independency. Our staff team strive to maintain the highest standard of person-centred care. Adhere to complying with all relevant legislation and standards.

A Statement of Philosophy

The Company's philosophy is based upon the belief that the people living in the home should receive person-centred care and be treated as individuals. We encourage independence, individual choice, consultation about services within the home, and maintaining social choice, e.g. the right to vote. The people living in the home are given the opportunity to take part in a wide range of activities and interests.

Introduction

The vision of the home is to be the service of choice for working aged men living with complex forms of dementia, including alcohol related conditions.

We fully appreciate that the prospect of needing to consider a move into a Care Home, for either yourself or a member of your family is a huge decision. Indeed, we accept that this may be one of the most difficult and complex processes you may ever need to encounter. We aim to make the transition into our care as smooth as possible.

Acorn provides 24-hour nurse-led care, underpinned by trained support staff, where we deliver person-centred care, set in a caring nurturing environment.

Core Values and Principles of Care

At Acorn Care Home we believe that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of service users. The Service Values are as follows:

Privacy

The right of individuals to be left alone or undisturbed and free from intrusion or

public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

Confidentiality

Service user confidentiality is, wherever possible, maintained. On occasion, it will be necessary, for the benefit of the service user or others to share personal information with either other professionals or organisations. Where possible, service users are consulted and their views taken into account.

Dignity

Every individual has the right to be treated with dignity and respect, regardless of their circumstances.

Communication

Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual and are tailored to each set of circumstances.

Overall

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

Overall aim of this Statement of Purpose and Guide

We have joined together our Statement of Purpose and the Guide for the home. To provide accurate information delivered in an easy-to-understand format, free of jargon and complex terms, to assist potential residents and their families to decide:

- Can we meet your needs or the needs of your relatives?
- Is Acorn Care Home the right place and the right choice for you or your relative?

We aim to:

- Display clearly within this guide what our service is about.
- What you can expect from us
- Precisely what we will provide while you are living with us

We hope that the content will give you a clear picture and understanding of what we are about and what you can expect.

A brief description of Acorn Care Home

Acorn Care Home is set in a large, spacious, well maintained Victorian house with modern extensions that provides comfortable living, this style of accommodation gives people living in the home privacy and space to sit alone.

The home is set in large mature, secure, enclosed landscaped gardens, giving the people living in the home the freedom to stroll around the grounds.
There is a poly tunnel in the garden for forthcoming gardening projects.

There is also a designated covered smoking area.

Inside the home in the public areas there is:

- A large spacious lounge
- Separate dining room with kitchenette
- A quiet lounge where people living in the home can meet their visitors in the privacy of this area if they so wish.
- An activities room, with IT facilities
- A rehabilitation clinic for people wishing to expand their skills.

We have recently added on an additional unit to the home, this has included.

- A large Orangery
- Separate lounge and dining room
- 9 additional rooms with level access bathing facilities

For people with mobility issues, the home is spacious and there is a range of equipment and facilities.

- Two Lifts, one down to the new Oakwood Unit and another leading to the top floors
- Level access showers.
- Toilets fully equipped with grab rails.
- Some toilets are higher for ease of access.
- Hoists, stand aids.
- Wheelchairs, commodes on wheels, wheeled shower chairs

All people living in the homes are encouraged to personalise their own rooms, should they wish to do so. This includes:

- Bringing in their own furniture
- Photographs
- Pictures

On admission you will be consulted and encouraged to select your own colours for your room.

Each bedroom has:

- An electric profiling bed for your own comfort
- An alarm call system
- Reading lamps
- Seated area
- Ample furnishings, wardrobe, chest of drawers, bedside cabinet.

Some rooms are en-suite with a bath or shower. However, toilets, shower-rooms and bathrooms are not far away.

Aim of the home

We aim to provide - centred care, where the individuals` preferences, choices, wants and needs are factored into their daily living plans.

Acorn Care Home is a male only facility.

Facilities and Services



Meals: All meals will be carefully prepared by our catering team in consultation with people using the service. We will attempt to ensure our meals are as appetising, interesting, and varied as possible. People will be offered choices each day and special dietary requirements will be catered for. Acorn operates a four-week menu, with choice, which is revised on a seasonal basis.

Each person is offered up to three cooked meals a day, (breakfast, (usually served between 8.30 and 09:30am), lunch (usually served between 12:30 and 1.30pm) and dinner (usually served between 5pm and 6pm). Hot and cold drinks and snacks are available throughout the day and night-time periods. Supper is served after 8pm. The main meal of the day is usually served at 5pm with a lighter lunch served around mid-day.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice from professionals, such as, Dieticians and the SALT Team will be sought if required.

We do not allow the consumption of alcohol whilst people live at the Home.

Nursing Care Provision

A qualified nurse with up-to-date registration with the NMC (the Nursing & Midwifery Council) is on waking duty throughout the entire 24-hour period, and directs and oversees the care provided.

Admission criteria

All enquiries for admission into the home are coordinated by the Manager, who will undertake a pre-admission assessment prior to any person being offered a place. Potential residents and their family/friends will be given the opportunity to come and look around the home, to help you decided if the home is the right home for you.

Quality control

We pride ourselves in the quality of service we provide.

We monitor and audit our own service on a daily, weekly and monthly basis. We carry out the following checks:

- Care audits.
- Cleanliness and infection prevention and control (IP&C) audits
- Meal and mealtime audits
- Medication management audits
- Environmental audits
- Accident and incident audits
- Health and Safety audits

To ensure we provide a quality service at all times we use external auditors to measure the quality of our service and to ensure we comply with all legislation and codes of practice relating to care home provision.

Fire precautions and emergency procedures in the home

Acorn's fire detection and prevention systems have been developed with advice and guidance from the local Fire Authority and external fire safety advisors. The Home undertakes regular fire drills, fire alarm tests and ensures all staff receive fire safety training.

On appointment, staff are inducted into other aspects of emergency planning, and these include:

- Fire and Evacuation Procedures
- Accident and Incident Reporting
- Missing Persons Procedure and
- Emergency Planning

Equality and Diversity

We are an inclusive organisation where individual differences are respected. We promote equality and diversity within our workforce. We believe that our employees are entitled to work in an environment that promotes dignity and respect for all. We uphold human and citizenship rights of all who work for us, with us and visit us as well as the people who use our service.

The management team actively promote and support equality and diversity policies. No form of intimidation, bullying or harassment is tolerated, and appropriate action would be taken if concerns are raised within the staff team. Staff and service users are treated with dignity and respect, and we have measures in place to ensure this. Everyone has the opportunity to fulfil their potential without experiencing discrimination or disadvantage. We support culture and diversity in our staff team in the following ways.

- We ensure that our workplace maintains an inclusive and equitable workplace culture, building a positive workplace environment,

developing diverse and compassionate leaders, and care staff team who support people working in health and social care.

- We work to ensure that our culture is inclusive and that everyone in our workforce is treated equally and feels included and valued.
- We encourage our staff team to feel a sense of belonging to our organisation, resulting in people feeling valued and appreciated, happier and more resilient in their roles, which in turn supports the continuity of care and support for the people we provide care and support for.
- We support our staff team to stay well, to have good physical and mental wellbeing.
- We encourage and support our staff team to pursue their careers in health and social care.
- We identify issues and barriers to professional development and endeavour to provide support and signpost to advice, information, training, resources.
- We want our staff team and our current and future leaders and managers to have good understanding of equality, to make positive change in relation to equality, diversity and inclusion, and build a positive workplace culture.
- We continually reach out to other organisations for guidance and follow best practice guidance such as Skills for Care, and the LGBT Foundation learning framework for knowledge, skills, and values for working affirmatively with LGBTQ+ people in later life.

Staff Training

At 1st Care limited we pride ourselves on the quality of training our staff receive. We ensure, as a minimum standard that all our support workers have undertaken the Care Certificate. We provide annual mandatory training in a wide range of training courses. We also provide our staff with bespoke training in a wide range of subject areas, as and when the needs arise.

Use of CCTV

At our home, we have some time ago we decided to install CCTV, in communal areas. This is without sound recording a sound recording facility. Prior to installation, we undertook a Data Protection Impact Assessment. We also consulted the people living in our home, relative, friends and professionals.

Our installation complies with all the legal requirements laid down by in various items of legislation and the Information Commissioner's Office (ICO) Codes of Practice. We store our data for the least restrictive amount of time and is automatically wiped after 4 Weeks.

Access to our cameras and recordings is restricted to the Management Team and people with legal powers, such as the Police, representatives from the Care Quality Commission

or the ICO. We only use these cameras and footage, in the best interest of people living in the home, to investigate falls and any resident related incident.

We have appropriate signage throughout our home and all new residents and their visitors are advised of the presence of CCTV in our communal areas. We also ensure all our staff are aware of the presence of CCTV and the areas where it is located. Our recordings only last for 4 weeks. This is visual only; there is no voice recording on our system.

The People we Serve

At Acorn Care Home we are a male only unit and support able bodied people with the following ages and diagnoses. Males:

- Under and over 65 years of age.
- Living with dementia
- Living with distressed behaviours that may challenge Huntington's disease, frontotemporal, Lewy body etc.,
- People living with a type of mental disorders, such as schizophrenia, personality disorders, bipolar, PTSD
- Living with Autism
- Living with a learning disability
- Living with Autism and a learning disability.

Our home is designed to support the above-mentioned people, through design, layout and appropriate colour schemes.

We assess all potential people before they come into the home. During the assessment process, on many levels. One of our main considerations is to ensure we can meet their needs in the home and they will integrate and align with other people already living in our home.

Name, address and profile of the Registered Provider and Care Manager

Registered Provider: 1st Care Limited Address Head Office 90B Handsworth Wood Road, Handsworth Wood, Birmingham, B20 2PL. T 0121 554 5024 F 0121 523 6001 Email: admin@1stcareltd.co.uk	Nominated Individual: Jagruti Patel Address Head Office 90B Handsworth Wood Road, Handsworth Wood, Birmingham, B20 2PL. T 0121 554 5024 F 0121 523 6001 Email: jagpatel@1stcareltd.co.uk	Registered Manager: Elaine Dwyer-Green Address Acorn Care Home 88 Handsworth Wood Road, Handsworth Wood, Birmingham, B20 2PL. T 0121 507 1763 F 0121 507 1273 Email: manager@acorncarehome.com
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Information about 1st Care Limited

1st Care Limited is an experienced provider established 2001. The company manages two homes. They are;

- Acorn Care Home, Birmingham
- Orrell Grange – Bootle

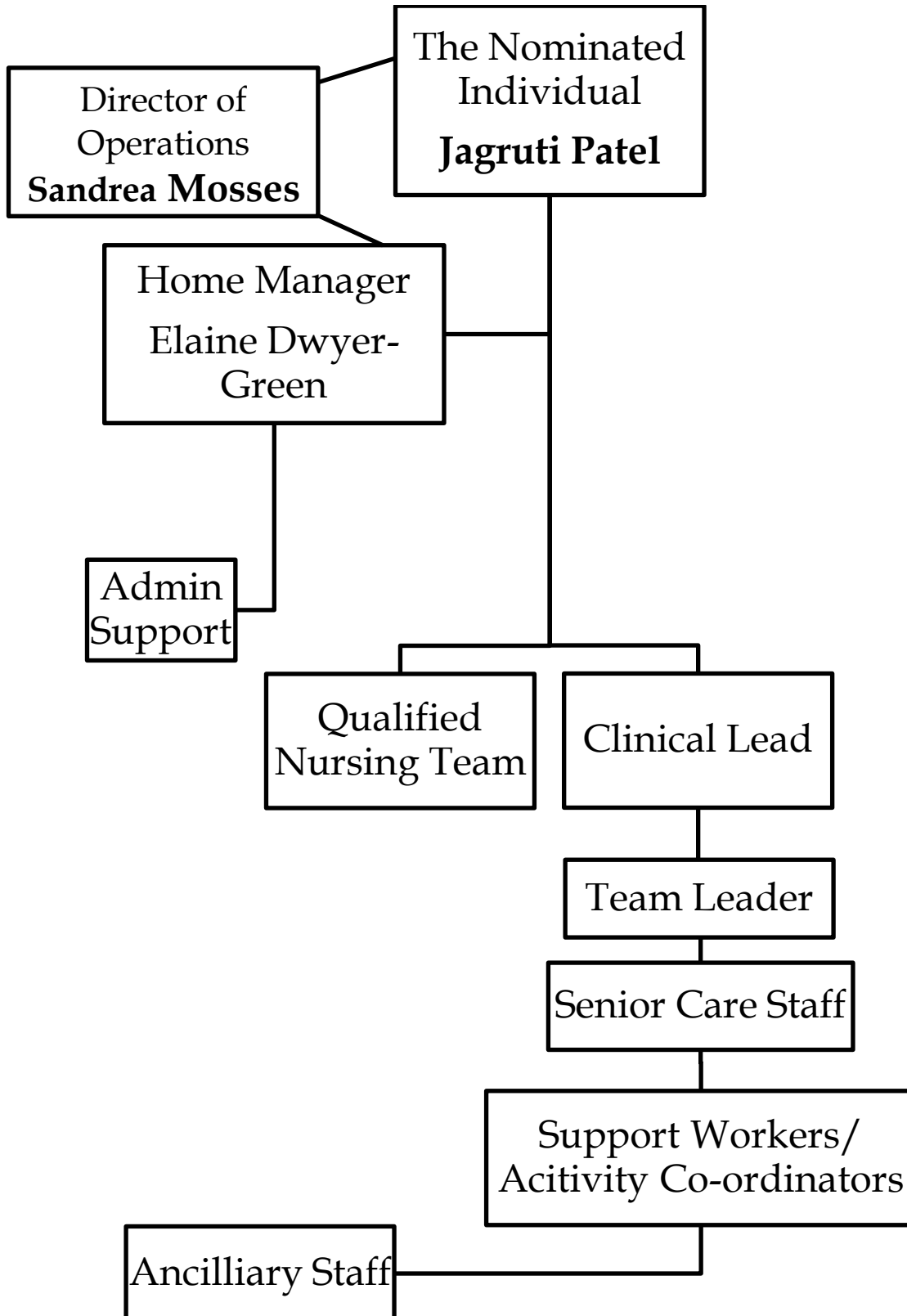
Each home is a specialist unit in its own way.

The owner and Nominated Individual of 1st Care Limited is Mrs Jagruti Patel – who is also a qualified pharmacist.

The Home's Staff

The home's total staff establishment is 57, of whom 38 have duties involving direct care for service users. All trained staff are either Registered General or Registered Mental Nurses (RGNs or RMNs). All of our permanent based nurses have collectively extensive experience in nursing. More than 50% of our care staff have NVQ level 2 (or equivalent) or are working towards this qualification. All new care staff employed undertake the Care Certificate.

Management Structure Acorn Care Home



Our Care

Every aspect of your care will be planned. You will be consulted and your preferences and choices will be factored into your care plans

In consultation with yourself we will design and implement series of care plans looking at every aspect of your care. Such as:

- Your preferred bed times
- Your food choices
- Planning how the support staff will assist you with personal care
- Your preferred social activities
- Your dietary requirements
- Your nursing needs
- Physical needs
- Mental health needs

Your care plans will be reviewed on a regular basis and as your needs, preferences and choices change, so will the plans of care.

Arrangements for respecting privacy and dignity

All staff are instructed, as part of their induction, to respect people's privacy and preserve their dignity at all times. Privacy and dignity are issues that are revisited during staff supervision sessions.

What are my rights as a User to your service?

All people who chose to live at Acorn Care Home have:

- The right to be called by the name of your choice
- The right to care for yourself as far as you are able to do so
- The right to take personal responsibility for your own actions and expect all staff 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 whoever you choose into your room
- The right to receive visitors at any reasonable time
- The right to refuse visitors
- The right to independence
- The right to have your dignity respected and to be treated as an individual
- The right to receive equality of opportunity which is responsive to your race, religion, culture, language, gender, sexuality, disability and age
- The right to live your chosen lifestyle

What are my rights as a User to your service - Continued

- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and to be assisted with this.

- The right to have a regular review of your care, copies of your care plans, and prior (7 days) notice if arranged by your carers on your behalf
- The right to take an active part in any decisions about daily living arrangements that affect your life
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this
- The right to look after your own medication, if you are assessed to be able to do so
- The right to have up-to-date information about your medication
- The right to be assessed to self-medicate
- The right to control your own finances, if you are assessed to be able 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 access a formal complaints procedure and to be represented by another service user, a friend, relative or advocate if necessary
- The right to access an advocate at any reasonable time and the right to visit an advocate in private
- The right to question services provided and be part of a committee to represent you
- The right to participate in voting.

Risk

We accept that there is a delicate risk balance assessment to be made in order to live a full life and we carefully weigh up both emotional and physical risk in all the activities of daily living.



Medical care, Nursing and Support staff

Staff are always on duty to plan and support care, ensuring the highest standards at all times. All nurses - including the Manager - are registered nurses. All our nurses have many years of experience of working in both acute elderly or medical healthcare settings and care home experience. A large proportion of our care staff are qualified to the Care Certificate/ NVQ level 2 (or equivalent) in care. All carers are supervised by senior carers and registered nursing staff.

Will I get a say in What Happens in the Care Home?

People are actively encouraged and supported in having a direct involvement in support plan decisions, choices and reviews. We encourage and actively support home visits from your own family doctor and people may retain their own doctor if this is practical. District nurses and other members of the primary care team are encouraged to visit people and form part of the review and process of care. There are regular Resident Meetings where you will be consulted on the day-to-day running of the home and to hear your views and choices.

Physiotherapy Service:

If this service is required it can be arranged, through the Home Manager.

Opticians and Dentist

These professionals visit the home on a regular basis. At the same time people are supported to visit these services in the community.



Shopping: Where appropriate and whenever possible, we encourage people to go shopping with relatives or a staff member. Where this is difficult staff can assist individuals by purchasing goods on their behalf within the necessary framework of financial safeguarding.



Laundry: This is undertaken in the Home as part of the normal fees. The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not marked. Dry cleaning is not included within the normal service provision at Acorn.

Kitchen Facilities: These facilities are not accessible to people using the service at Acorn Care Home due to Health & Safety, Environmental Health and Food Hygiene Regulations. However, there is a rehabilitation kitchen where people living in the home, under supervision, can use the facility.

Personal Toiletries: People living at Acorn Care Home – or their nominated representative/s – are responsible for the provision of personal toiletries.

Medical Cover:

Newtown Medical Centre
243 Wheelers Street
B19 2EP
[0121 203 0666](tel:01212030666)

Pharmacist Cover

At Acorn Care Home we use MED e-Care system, to ensure all medicines are administered safely and securely, with supporting paperwork systems. We audit our medicines on a daily and monthly basis.

We are supported by a local Pharmacy, for the delivery of your medicines. They are:

Handsworth Wood Pharmacy
110 Church Lane,
Handsworth,
Birmingham,
B20 2ES.

Telephone: 0121 554-0808
Pharmacist Bilal

Other external professionals who are available to attend the Home include:

- | | |
|--------------------------|-------------------------|
| ■ Dentist | ■ Hairdresser |
| ■ Chiropodist | ■ Members of the clergy |
| ■ Mental Health Advocacy | ■ SALT Team |
| ■ CPNs | |

Can I attend religious services?

Acorn Care Home takes all reasonable steps to ensure that each person's wishes, preferences and beliefs 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 people to attend religious services or to access religious leaders, ministers, or priests in private. We also have services in the home on a regular basis.

Arrangements for social activities, hobbies & leisure interests

We employ a team of three activity coordinators to help and support people to have an active, interesting, stimulating and emotionally satisfying day.

We understand the importance of structured activities for people. Activities can provide a sense of purpose and belonging that many people may find hard to experience. Each person is given the opportunity to participate in structured and meaningful leisure, recreational and occupational activities. Acorn is able to provide a variety of ways that people can engage in the enjoyment of social activities, hobbies and leisure interests. With your input a personal social activities programme will be designed for you.

Can I bring a pet to the Home?

1st Care understands how important pets are to people and how the relative sense of loss experienced when moving into a care service can be upsetting. Likewise, the emotional distress of having to give up on a pet companion is also understood. The Home does not discriminate against pets but, also acknowledges that, should an individual want to bring in their own pet on admission to the Home, careful planning and negotiation would need to take place to ensure the health, safety and wellbeing of all parties is respected and met. For further information please ask to see the Manager.

Seeking Customer Feedback

Our Home regards honest feedback - whether positive or constructively critical opinion - as useful in developing our services further. For this reason, we undertake customer feedback questionnaires for residents and relatives to complete and return. Feedback is then analysed and an action plan developed and implemented in response to the feedback provided.

Can I maintain contact with my relatives, friends and representatives?

Acorn care Home actively encourages people to maintain all the forms of social

contact they enjoyed before moving into our Home. We will assist people to maintain contact if requested.

Normal visiting is encouraged between 9.30am - 7.30pm. At other times relatives are asked to telephone prior to their intended visit. All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Health & Safety and Fire Regulations.

People living in the home, may receive their visitors in:

- The lounge or dining areas
- Their own bedrooms
- The quiet rooms

Relatives are asked to avoid mealtimes or to visit their relatives in their own bedroom to avoid disturbing other people.

Relatives and friends are encouraged to attend social events such as, the Home's Christmas Party, Summer Fair etc.



Can I make a complaint and will I be listened to?

1st Care Limited welcomes concerns and complaints about our services or suggestions on how we could improve the running of the Home. Complaints or concerns will be treated seriously.

You can express your complaint/concern to a member of staff who will take this forward on your behalf.

Or you can complain yourself or through your relative, friend advocate. This can be done:

- In writing
- Via email
- Text
- Verbally

We will;

- Investigate all complaints/concerns
- We will record the findings in writing
- We will keep you informed
- We will apologise if we are in the wrong
- We will try to learn from our errors to avoid them occurring again
- We will keep you informed

You can complain outside the home. There are posters throughout the home explaining how to complain or raise a concern.

You may contact the Home Manager or the Nominated Individual Mrs. Jagruti Patel by the following contact details:

Postal address:

90B Handsworth Wood Road,
Handsworth Wood,
Birmingham,
B20 2PL.

Telephone Number: 0121 554 5024**Email Address:** jagpatel@1stcareltd.co.uk

Mrs Patel will acknowledge your complaint within seven working days, and provide you with a written response within 28 days.

You can complain outside the home. There are posters throughout the home explaining how to complain or raise a concern.
Should you feel you wish to discuss your complaint outside the home you can contact the Care Quality Commission (CQC):

Telephone:
03000 61 61 61
Email:
enquiries@cqc.org.uk

CQC National Customer Services
Citygate,
Gallowgate
Newcastle upon Tyne
NE1 4PA.

Who is the Care Quality Commission (CQC)?

This is a national body which regulates the conduct of care services, including Acorn Care Home. The CQC visit on a regular basis and inspect and rate our service.

Managing your Information

At Acorn Care Home we use an electronic recording system for managing majority of your documentation. There are some paper files, but these are secondary to our main system. These are kept in a locked facility, and access is strictly restricted to senior and nursing staff.

All our other documentation is managed through Med e-care our electronic system. On this system we keep:

- Medication records
- Daily notes
- Risk Assessments
- Care Plans
- Point of Care instructions for staff

Access to our system is closely monitored and only the management team and nurses can access and edit all the different areas on the system. We will share the information held on the risk assessments and care plans with:

- Yourself
- Your next of kin if they hold LPA in health
- Professionals who support you, GP, nurses, SALT Team etc.,

We will consult and review ensuring that you are able to express your opinions or people acting on your behalf.

Staff access the system using handheld devices, tablets, laptops to PCS. These devices are password protected. We carry out all the necessary tests to ensure our information is safe and cannot be easily hacked into.

What happens to my property, and will this be looked after?

The Home does not accept any liability for loss of or damage to any money or other valuable property kept by an individual in or about the Home unless such money or property has been:

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

Liability for cash held cannot be accepted unless the money is deposited within the Home for safekeeping. In no event should this sum exceed £500 for security purposes.

Also, for any other item of property the Home's liability is limited to no more than £500. For items above £500 the individual must be solely responsible for a separate insurance policy to cover that risk.

What about giving gifts and the signing of legal documents?

The Home's staff are not permitted to directly accept any gifts, and / or presents from people or to sign as a witness to any legal document which pertains to one of the people living in the Home. Please arrange to see the Home Manager for further advice.

Will I be notified about fees increases?

For any individual who is self-funding, we aim to supply information about fees. This will include a breakdown of fees and whether a nursing contribution is paid in respect of nursing being provided at this care home.

We will also inform people of any increase in fees and the reason for the increase. We will further provide at least one month's advance notice of the increase. The only exception to this will be when it is not practical because the timing of the increase is outside the care home provider's control. For example, where there is

an imposed change to funding arrangements or where a person's needs change and the service have to change quickly to meet different needs.

Where can I find further information?

Please speak to any member of staff. Alternatively, you are very welcome to ask for the following information which is too bulky to be included in this Guide:

- Terms and Conditions of accommodation provided, including the amount and method of payment of fees
- A standard contract for provision of services by the Care Home
- A copy of the most recent Inspection Report
- Our Complaints Procedure

Advocacy services

Should you feel uncertain about any aspect of care provided or discussed, please feel free to make immediate enquiries with the senior staff member on duty, or arrange to speak to the Home Manager. Alternately you may wish to approach your relatives or your representative or your social worker to resolve the issue.

However, should you feel that you still do not have the necessary support, answers, outcomes or guidance you may wish to contact an independent advocate. Contact details are as follows:

Heart of Birmingham Voice Advocacy Scheme
17 Braithwaite Road,
Sparkbrook,
Birmingham, B11 1LB.
Tel: 0121 212 8424
Email: enquiries@fch.org.uk