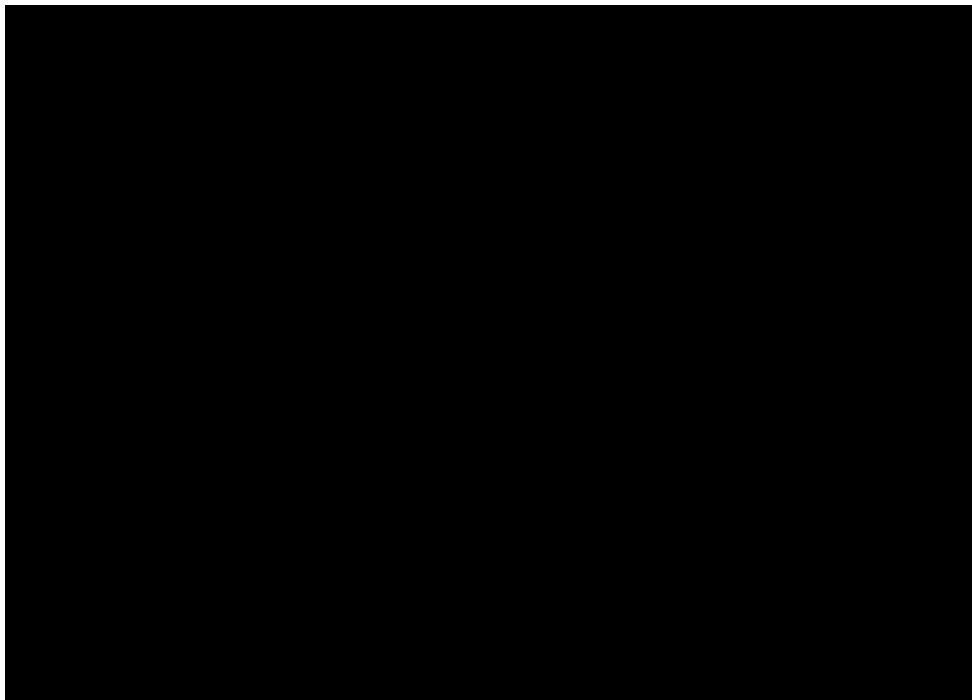




Statement of Purpose



Vine House Older Persons Residence

Vanzell Road, Easebourne Lane, Midhurst, West Sussex, GU29 9AZ

Telephone: 01730 815441

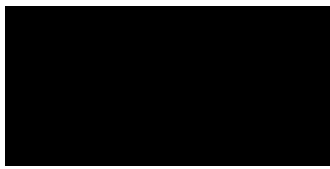
email: info@vinehousemidhurst.co.uk

web: www.vinehousemidhurst.co.uk



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This Statement of Purpose sets out our aims, objectives, philosophy of care, services and facilities.

We provide long-term residential care for up to 17 older people of either sex. We also offer a day care service and on occasion provide short-term respite care. We are not registered for nursing care. Any minor nursing care needs will be supported through community nurses.

A Summary of our Aims and Philosophy

- We aim to provide a warm and friendly atmosphere for our residents in which they feel at home, confident and in control of their own lives.
- Our aim is to treat each of our residents as individuals, and ensure that our committed and caring staff are able to give attention to detail in providing sensitive care and support for our residents.

Introduction to our Home

Vine House is a small, friendly, family run residential home offering first rate care for older persons for over 25 years. The Home is now in the hands of the second generation of the Hill family, with the dedicated support of personable and compassionate care and domestic staff.

Located in the heart of the South Downs National Park, on the outskirts of Midhurst we are surrounded by some of the finest British countryside. Vine House is conveniently situated on a major bus route, has easy access to taxis and is in close proximity to a wide selection of shops and amenities. Our small secluded gardens extend to the front, side and rear of the home.

Vine House has a private car park and ample off street parking. Vine House is detached with 13 rooms, all equipped with digital TV and telephone points. 11 rooms include wash basin and toilet en-suite facilities while the remaining two have wash basins and easy access to adjacent bathrooms.

We pride ourselves on providing the highest levels of around the clock care. Our qualified and understanding staff are on hand 24 hours a day to take care of our residents needs or just for a chat.

The Provider and Staff

The Provider: Andrew Hill

Andrew has over 20 years of experience in business management and administration across a number of highly regulated, high expectation customer service industries. He has worked at Vine House alongside his father, Alan Hill (Provider for 25 years) at various times since the Home was established 25 years ago and is currently studying towards the Diploma in Leadership in Health and Social Care. Andrew also holds several other management recognised qualifications and has undertaken mandatory and further social care training. He is well known and respected in the community and surrounding area.



The Care Manager: Sharron Laparle

Sharron has worked within the care sector for over 22 years; 8 of which have been at Vine House. She has built an excellent care reputation during this time forging strong relationships with community leaders and other health professionals. She is currently studying towards the Diploma in Leadership Health and Social Care.

Care qualifications achieved include: NVQ Health & Social Care - level 3
Nescot Palliative Care - level 3
Aset Managing & Safe Handling of Medicines - level 2

Senior Care Assistants

- Wendy Porter** RGN (Not Practicing)
- Sally Brigham** NVQ Health & Social Care - level 3
- Ann Bunning** NVQ Health & Social Care - level 3
Nescot Palliative Care - level 3
Aset Managing & Safe Handling of Medicines - level 2
- Mandy Henley** NVQ Health & Social Care - level 3
- June Byrne** NVQ Health & Social Care - level 3
- Maria Vernall** NVQ Health & Social Care - level 3

All staff have enhanced DIS (CRB)checks as well as two satisfactory references. They have the appropriate skills, knowledge and experience to carry out their delegated duties. Training needs will be identified through regular Supervision and periodic performance appraisals.

Staff Numbers and Qualifications

- Vine House employs further fourteen care assistants, cooks and domestic staff. We appoint our staff for their warmth, kindness and understanding for older persons.
- 12 of our staff are qualified to at least NVQ Health & Social Care level 2, and the others are working towards this level.
- We maintain a strong emphasis on staff training. Staff attend regular mandatory courses and also have opportunities to attend additional courses in subjects that interest them. All new staff complete induction following the 'skills for care' Common Induction Standards.

Vine House Organisational Structure:





Our Philosophy of Care

We take the time to care! Our "Home from Home" philosophy is underpinned by our core values and day to day practices which have evolved and have been finely-tuned over the 25 years.

In many cases this leads to growing service user confidence and independence knowing assistance is always on hand when needed.

Our residents have a strong voice in everything we do- We place a high importance on listening and applying what we learn. In turn, this has equipped us to provide a high level of care without being obtrusive.

The flag stones of our service values are Privacy, Dignity, Independence, Choice, Rights and Fulfillment. These are constantly driven by the Management team and form the foundation of learning for all our staff.

These values are best represented through our approach to Quality of Life, Exercising Choice and Control, Making a Positive Contribution, Personal Dignity and Respect, Physical Health and Emotional Well-being, Accessing Additional Products and Services and Providing Quality Services Free from Discrimination and Harassment.

Quality of Life

We want to help and support our residents in continuing to lead an active and fulfilled life.

Accommodation

We believe that having ample accommodation that is clean, tidy and well-maintained enhances the quality of life for our residents.

- We currently provide accommodation for 13 residents, all with single rooms (and registered with the CQC for 17 residents in 9 single rooms and 4 double rooms). 9 of our rooms have an en-suite toilet and basin (the other 2 rooms have a bathroom with a toilet just opposite). 1 room has its own en-suite bathroom with a hip bath.
- We provide ample communal space for our residents through a well-designed lounge separated into 2 separate areas, and an elegant dining room. We also have small well-maintained gardens to the front, side and rear of the Home including a raised flower bed that our residents like to use in the warmer months.
- There is a passenger lift between the ground and first floor.
- All communal areas are accessible to service users, including those in wheelchairs.
- Residents' private accommodation and facilities will always meet the assessed needs of the individual resident.
- We have 1 assisted bath & plans to convert the 2nd bathroom to a shower room.



Activities

We believe that providing a range of activities, and helping our residents to continue their own hobbies and interests helps to enhance the quality of life for our residents.

Weekly Activities

- Crafty Fun, games afternoons including Bingo.
- External screened Companies visit and provide specialist entertainment regularly.
- Themed activity with poems, anecdotes or stories in which residents share their own thoughts and memories.
- Our Residents have full use of a lap-top computer for email, SKYPE and the internet etc.
- Movie Showcase available every afternoon in the communal lounge.
- Yoga classes and light massage available subject to interest.

The Vine House staff establishment allows for dedicated activity staff in the afternoons Monday to Friday whenever practicable.

Other activities and events such as quizzes, concerts and residents' parties are also arranged. Residents are also supported and encouraged to pursue their own hobbies and interests.

Visitors

We do all we can to help our residents to welcome visitors.

- Family and friends are welcome to visit at any time. They may join the resident in their own room or in the lounge.
- Family or friends may also join our residents for lunch at a dedicated table in the dining room.

Food

At Vine House we consider that the quality and presentation of food is an important factor in determining the health, well-being and quality of life of our residents.

- Our cooks pride themselves on providing varied menus of excellent home-cooked meals.
- We cater for special diets, and always do our best to provide for the tastes of our individual residents.

Although there is only one main dish for lunch, an alternative will always be provided, and dishes are often adapted according to the preferences of our individual residents. The menus shown are examples of what our residents would expect on a typical week.



LUNCHEON MENU

MONDAY

Mince Beef Cobbler, Mashed Potatoes and Seasonal Vegetables

Rice Pudding

TUESDAY

Hunters Chicken, Sautéed Potatoes with Salad

Fruit Fool

WEDNESDAY

Beef Stew and Dumplings with Seasonal Vegetables

Treacle Tart and Custard

THURSDAY

Sweet 'n' Sour Chicken with Boiled Rice

Trifle

FRIDAY

Salmon Steak with Hollandaise Sauce and Seasonal Vegetables

Cherry Cheesecake

SATURDAY

Gammon, Egg and Chips

Ice Cream Sundae

SUNDAY

Roast Lamb with Mint Sauce

Roasted Potatoes, Sage and Onion Stuffing and Seasonal Vegetables

Lemon Cream and Fruit

Alternative menu options can be prepared and provided on request, subject to availability.
Resident's recipes are always welcomed for use where possible.



SUPPER MENU

MONDAY

Prawn Cocktail or Crumpets with Jam

Meringue with Fruit and Cream

TUESDAY

Scrambled Egg on Toast or a Selection of Sandwiches

Melon

WEDNESDAY

Quiche Lorraine and Side Salad or Soup of the Day with Bread Roll

Panna Cotta

THURSDAY

Macaroni Cheese

Orange Mousse

FRIDAY

Garlic Mushrooms with or Baked Beans on Toast

Yogurt

SATURDAY

Fish Fingers with Side Salad or Pate on Toast

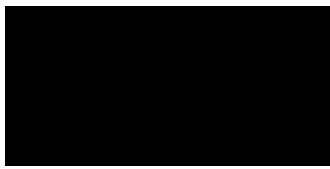
Peaches and Cream

SUNDAY

Cheese or Poached Egg on Toast

Choc Ice

Alternative menu options can be prepared and provided on request, subject to availability.



Exercising Choice and Control

We believe that our residents should be able to make their own decisions about their daily life wherever possible.

All residents are fully involved in creating an agreed care plan which outlines how we care for our residents. This care plan helps us to provide a service which meets individual needs and preferences.

- Our care plans are reviewed monthly and on a continuous basis. We also have annual care review meetings to which we encourage family members or friends to attend if that is the wish of the resident. We encourage our residents to tell us if there is anything we can do differently to provide the care that they feel they want or need.
- We make sure that our residents are given all the information about the options available to them, so that they are able to make informed decisions.

Making a Positive Contribution

We believe that in moving to Vine House, our residents should continue to feel a part of the wider community.

- We host open day afternoon tea for the local community.
- We support our residents to use their democratic right to vote if they wish to.
- We help our residents to attend local events and functions.

We value the contributions that residents make to life at Vine House.

- We actively seek the views of our residents on how we provide our services through interviews and questionnaires. We want our residents to know that their views are valued, and that they have a say in how services are provided.
- We provide flowers and materials so that residents can arrange flowers for the home if they so wish.

Personal Dignity and Respect

It is an absolute priority for us that our residents are valued as individuals, and that their privacy and dignity are valued and protected.

- As our residents begin to need more help with their personal care, this is always provided in a friendly and efficient way.
- Our staffing levels ensure that residents are always given the time they need.



Physical Health and Emotional Well-being

We believe that we must always act to promote the physical and emotional well-being of our residents.

- We maintain a good working partnership with local health professionals (doctors, consultants, district nurses, chiropodists). As a residential home, we do not provide nursing care ourselves.
- Our Care Planning & Care Reviews cover all areas of physical and emotional health. Our processes ensure that we note any changes and take the action that is needed.
- We carry out and review risk assessments in areas such as manual handling and pressure sores.
- Where necessary we help residents in monitoring their blood pressure, pulse, and blood sugar levels.
- We are often able to accompany service users to medical appointments, or will ensure that transport is arranged on behalf of the resident if that is appropriate.

Accessing Additional Products and Services

Although most of the costs for every-day living are included in the room fees, we believe that we should help our residents to access additional products and services if they wish.

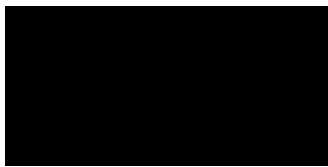
Services included with the room fees

Fully trained staff 24 hours a day
Excellent home-cooked meals and snacks
Provision for Special Diets
Laundry and Ironing Service
A range of activities
Personal Care
Furniture and Bedding
Large Print library
Nurse Call System

Services with an additional charge

Visiting Hair Stylist
Visiting Chiropodist
Newspaper delivery
Supplies of toiletries, chocolates, sweets, cards, stationery and stamps

*We have a visiting Hair Stylist, Chiropodist and Manicurist.



- If residents choose not to hold their own money then Vine House Older Persons Residence will make purchases on their behalf if requested, and then send out invoices of sundry purchases every four weeks.
- We keep a stock of items such as toiletries, chocolates, sweets, cards, stationery and stamps which our residents may pay for by cash (on a no-profit basis), or which we can add to our invoices of sundry purchases.
- If residents find they need cash, we can loan up to £25 which we will add to the sundry invoices.
- Where possible, we will also provide or arrange transport into Midhurst so that residents may visit the shops, cafes and/or places of interest.

Providing quality services free from discrimination and harassment

We aim to provide a quality service in all aspects of care and services important to our residents regardless of their faith, beliefs, colour, sexuality, ethnicity or disability.

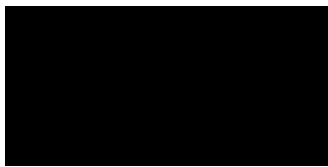
To help us continue to improve the quality of our services:

We genuinely want to know the views of our residents which we seek through our care planning process, questionnaires, interviews and informal comments or suggestions.

- We keep up to date with recent research in our industry and developments in technology; and implement improvements that are in keeping with the ethos of our home and the wishes of our residents.
- We act positively on advice and recommendations from outside agencies, such as our regulator, the Care Quality Commission (CQC).

Our Complaints Procedure

- We are committed to providing high-quality services and to continually look for ways to improve that quality.
- Comments, compliments, suggestions or complaints are always welcome, and we take pride in responding to them quickly, effectively and honestly.
- All comments, compliments, suggestions or complaints should be made to our manager Sharron Laparle.
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- We will acknowledge any written complaint in writing within three days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.



- We view complaints as an opportunity to identify anything that is going wrong and to make it right. Our residents can help us by keeping a look out for any problems and letting us know about them as soon as possible. Comments and suggestions for improvements are always welcome.

Contact details for making a complaint are as follows:

1. Mrs Sharron Laparle
Care Manager
Vine House Older Persons Residence
Vanzell Road
Easebourne Lane
Midhurst
West Sussex
GU29 9AZ

Tel.: 01730 815441

2. Mr Andrew Hill
Provider and Business Manager
Vine House Older Persons Residence
Vanzell Road
Easebourne Lane
Midhurst
West Sussex
GU29 9AZ

Tel.: 01730 815441

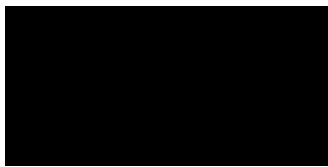
In the event your complaint has been fully dealt with by Vine House Older Persons Residence and you are not satisfied with the outcome you can refer your complaint to our regulator, the Care Quality Commission (CQC) and ask for it to be further investigated.

The Care Quality Commission can be contacted for information and advice, or to register your complaint at:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel.: 03000 616161

Web: www.cqc.org.uk/contactus.cfm



Admission and Emergency Admission

New Service Users will be admitted on the basis of a full assessment undertaken by the Care Manager, in consultation with the social worker or other agencies if applicable.

Service Users are invited for visits to the Home and followed by weekend and/or respite care. After a trial period of 6 weeks, the service user is offered a placement on a permanent basis.

We can accommodate emergency admissions where the resident meets the criteria of the Home.

Medical Care

Each Service User will be registered with a local GP and dental practice. Other services will be utilised if and when necessary i.e. chiropody, optician, physiotherapy etc. Referrals will be sent to the appropriate service as and when necessary, as identified in the individuals assessment of need. Medication will be prescribed by the Service Users GP and dispensed accordingly. Prescriptions will be for a maximum of 28-day supply and individual to each Service User. Overall responsibility for the care, custody record keeping and safe handling of medicines rests with the Manager and designated staff. Service Users will be supported in managing their own prescribed medication, if identified in their assessment of needs.

Maintenance

We realise that the physical environment of the Home is designed for the resident's convenience and comfort. We strive to maintain the building and gardens in a safe condition and arrange for specialist equipment where necessary to be made available to maximise residents comfort. In particular we ensure the premises are kept clean, hygienic and free from unpleasant odours with systems in place to control the spread of infection. The Home will be maintained by the Provider and the Manager. The staff will carry out day to day, weekly and monthly routine checks including Health and Safety. Staff at Vine House will be responsible for identifying and reporting repairs. Approved contractors will be used to facilitate the repairs. All contractors visiting the Home will be directly supervised by staff from the Home.

Support to Residents

Loneliness can be a crucial factor in old age, our environment offers the company of others allowing for added stimulation and conversation. The support of knowing somebody is there to help and assist when necessary, gives confidence and the ability to do things that were previously problematic or restricted.



Fees

All fees are calculated on an individual basis considering accommodation provided and after a full assessment of needs carried out by Vine House.

Fire Safety

- The home has a modern Fire Alarm System fitted with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic positions throughout the home.
- Our Fire Risk Assessment is reviewed regularly.
- Staff are instructed during induction training with regard to the significant findings of our risk assessment, fire prevention and emergency procedures. Staff then receive instruction once in every three month period.
- Service Users are informed of our emergency procedures during admission, and this information is included in our Residents' Guide.
- Regular checks are made to our fire precaution systems following the recommendations from the West Sussex Fire and Rescue Service.

At Vine House

You will be listened to and made to feel safe and secure.

You will be treated with dignity and respect at all times.

Your right to privacy and freedom of choice will always be upheld.

You will be actively encouraged and supported to reach your own level of independence.

You will be part of a very caring and happy environment- you will be at Home!

Vine House contact details: Mr Andrew Hill
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