



## Statement of Purpose

### **Morvern Care Centre**

11/13, South Promenade  
Thornton - Cleveleys,  
Lancashire , FY5 1BZ28

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Registered with the Care Quality Commission

2010

## Contents

<b>Description</b>	<b>Page</b>
Philosophy of Care	2
Registered Provider and Registered Manager	3
Home Organisational Structure	4
Residents' Charter	5
Details of Staff Numbers and Training	6
The Care Needs We Can Meet	6
Admission Criteria	7
Social Activities	7
Consultation with Service Users	8
Fire Safety	8
Consultation with Service Users Family and Friends	9
Religions Worship	9
Review of Service Users' Care Plans	9
Accommodation Information	10
Specific Therapeutic Needs	10
Privacy and Dignity	11
Complaints Policy	12
Leaving or Temporarily Vacating	13
Monitoring and Quality	13
Pets	13
Medication	13
Most Recent Inspection Report from CQC	14

This document has been written in accordance with the Care Standards Act. A copy will be available at reception at all times. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

## Philosophy of Care

Our philosophy of care sets our basic principles, values and beliefs, which underpin the care we provide. At Morvern Care Centre, we believe that by catering to your personalised care requirements we are providing an environment where you can feel at home, safe and cared for. Our philosophy based on following five commitments we make to our clients:

- **Personalised Care**
- **Pure delicious Food**
- **Positive Environment**
- **Personal Social Life**
- **Professional fully trained Staff**

The services provided are tailored to the individual's needs and cover a wide range from the very specialist care skills to outings and entertainment. Our service extends to two main client groups: general residential and dementia clients. We operate two separate suites each specifically catering for the needs of the client group, each with its own specialised care team.

We strive to be as unobtrusive as our role allows, encouraging residents to retain as much independence as possible and recognising the residents' rights to privacy, dignity and choice.

We aim to provide an ongoing service, altering care levels to match residents' changing needs and liaising closely with family, friends and other outside agencies involved, such as doctors, hospitals, social services, churches and clubs. All links to the local community are encouraged.

The Care Centre uses a strict protocol for the recruitment and selection of all grades of staff and is committed to supporting ongoing staff education. All staff are screened by the Criminal Records Bureau before employment starts, to ensure their suitability.

We are committed to promoting the physical, emotional and spiritual well-being of our residents, respecting their beliefs including those of ethnic minorities. The Care Centre recognises the importance of ongoing quality assurance.

We are an Equal Opportunities employer.

## **Registered Provider and Registered Manager**

### **Registered Provider**

Mr. Rajesh Chechani,  
c/o 5, Trinity House Business Centre,  
Heather Park Drive, Wembley,  
Middlesex HA0 1SU  
(T) 0208 795 8380

### **Registered Manager**

Mrs. Samantha Parker , Care Manager  
Morvern Care Centre,  
11-13 South Promenade, Thornton Cleveleys, FY5 1BZ  
(T) 01253 852297 / 853220

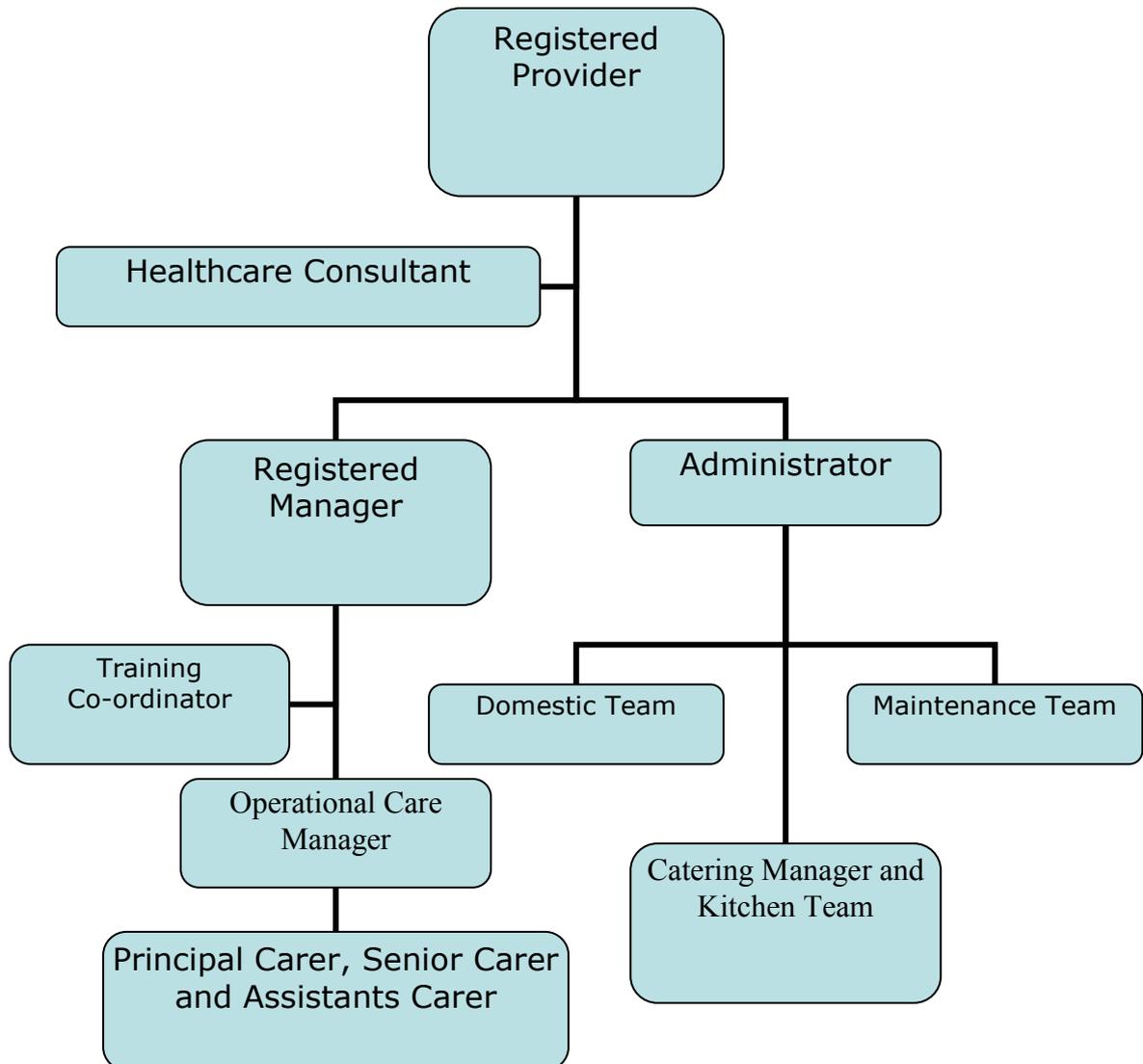
### **Relevant Experience**

The registered provider is mature, experienced businessman with varied business interests including much charity work complemented by a degree in accountancy.

The Care Manager has in excess of 20 years experience in care work, and holds a NVQ Level 3 in Care, an Assessors Award, the Certificate in Education, and the Registered Managers Award.

The Morvern building has catered for elderly and dementia service users for over 28 years.

## The Home Organisational Structure



## Residents' Charter

The Morvern respects the rights and choices of all our residents.

- The Right to personal choice and responsibility for their own actions.
- The Right to care for themselves as far as they are physically and mentally able to do.
- The right to have dignity respected by others and to be valued as an individual.
- The Right to privacy in all their affairs.
- The Right to make decisions about daily living arrangements.
- The Right to be consulted about changes which may be proposed.
- The Right to have their cultural, religious and ethnic needs respected.
- The Right to leave the Care Centre and to be assisted to leave if they choose to do so.
- The Right to accept a degree of risk and to retain their independence.

Service users interested in coming to the centre are encouraged to visit the Centre and sample the atmosphere and level of service. A trial period is always offered before taking permanent residency.

In the event of an emergency admission, as much information as possible is obtained in order for an objective assessment to be made. From this information, the service user will then be assessed on admission and a care plan is devised immediately. All the criteria of admission are considered, such as age, category and dependency levels in line with the registration status of the Centre.

## Details of Staff Numbers and Staff Training

The exact number of staff employed at the Care Centre fluctuates in accordance with the number and dependency of residents, staff turnover, etc.

In broad terms, there are 45 members of staff in the following occupations:

Carers	32
(of which at least 88% have achieved an NVQ in Care (Level 2 or above) and work in progress)	
Catering	4
Laundry, Housekeeping and Maintenance	7
Activities Coordinator	1
Administrator	1

The staff are selected for their qualities of reliability, integrity, friendliness, professionalism, interpersonal and caring skills. They are carefully screened and references are checked thoroughly. During induction all staff are trained in-house and supervised by experienced qualified senior staff in the following critical standards:

- Understand the principles of care
- Understand the organisation and role of the carer
- Maintain Health and Safety
- Understand the individual experiences and needs of the service user

The Centre also sponsors staff on external training courses for topics such as Food Hygiene, Lifting and Handling, Care of the Elderly, First Aid and administration of medication and fire precautions.

## The Care Needs We Can Meet

The Morvern Care Centre primarily cares for clients aged over 65 in the following categories;

- Dementia
- General Residential
- Old age

The Care Centre is able to meet the needs of clients aged under 65 years of age when there are issues relating to old age. We endeavour to meet the individual's needs by measuring the outcomes of their individual care package, and we also take into account the potential compatibility of the client, during the assessment process. We undertake a pre-admission assessment on all prospective residents in order to ensure that we can appropriately meet their needs.

## Morvern Care Centre – Statement of Purpose

Subject to availability, it may be possible to arrange admissions at short notice.

There is also a facility for dementia day care provision, should this service be required.

### **Admission Criteria**

All the criteria of admission are considered, such as age, category and dependency levels in line with the registration status of the Centre. From the initial assessment information, the service user will then be admitted and a care plan is devised immediately.

Service users interested in coming to Morvern Care Centre are encouraged to visit the Centre and sample the atmosphere and level of service. A trial period of four to six weeks is always offered before taking permanent residency.

In the event of an emergency admission, as much information as possible is obtained in order for an objective assessment to be made.

### **Social Activities**

The Care Centre organises various social events and activities during the year. We employ a Social Activities Organiser who based on the individual social interests devises a monthly activities programme.

Staff encourage and in certain instances help service users to pursue their hobbies and interests. Current and past activities that the Centre offers are listed below, however these are reviewed and can change depending on the likes and interests of the service users in the Centre. Service users are invited to make their own suggestions.

Cards, Dominoes

Chatting to other residents

Going for walks on the promenade

Reading letters/magazines/newspapers/books from mobile library

Professional entertainer visit

Regular activities i.e. seated exercises, colouring cards, quizzes, bingo, artistic pursuits, sing-a-longs, musicians, vocalists, dance events, festival celebrations, various indoor games i.e. Soccer game, Golf, floor baseball

Wii game on weekly basis

Planned seasonal events

Family members welcomed to participate in activities

Birthday celebration

## Consultation with Service Users

We involve residents, as much as possible, together with their families and friends, in all aspects of their own care and about the care provided in the Centre. We always welcome the views of our residents and their relatives/friends at the residents' committee meetings, held every 6 weeks.

If service users are dissatisfied with our service a Complaints Procedure is in operation, a copy of which is attached. We also carry out an annual survey obtaining service users/visitors views.

## Fire Safety

The Morvern Care Centre has a range of procedures in the event of an emergency.

We take advice from Fire Officers on our fire precautions and have installed a fire detection and alarm system for the safety of all occupants.

Fire extinguishers, emergency lighting and Fire Exit signage are all provided to the relevant standards. The building is split into a series of fire compartments.

The exact procedure to follow in the event of a fire is clearly displayed within each area.

The Fire Alarm is a loud, continuous ringing sound and is tested weekly on Mondays at 2 p.m., and at other random times. A fire risk assessment has been completed and is reviewed six monthly. This is available for inspection at anytime.

## Consultation with Service Users' Family and Friends

There is no restriction on visiting time and relatives, friends and representatives can visit at any time. If there is infectious illness in the Centre there may be some restriction on visiting.

We do however ask visitors to try to avoid mealtimes if possible or take their relative / friend to their room or the visitor's room; this is for the privacy and dignity of other residents.

We make every effort to enable relatives to play an active part in the Care of their relative. Arrangements can be made for relatives and friends to join residents for a meal.

We help residents celebrate birthdays and other anniversaries with their family and friends. If service users are dissatisfied with our service a Complaints Procedure is in operation, a copy of which is attached. We also carry out an annual survey obtaining service users/visitors views.

## Religion Worship

Residents of all faiths and denominations are welcome at the Care Centre and we are happy to arrange visits by representatives of all chosen faiths. Every effort will be made to arrange for any resident to attend church if they desire.

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.

## Review of Service Users' Care Plans

Our prime concern is the care of each resident as an individual and therefore, wherever possible, we agree a Care Plan and specific course of action with the resident. Relatives and close friends can be particularly helpful in ensuring that we meet the needs of the resident. We are happy to hold discussions with bona fide resident's representatives.

In the event of a conflict between the views of the resident and a relative/friend/representative we will always follow the expressed wishes of the resident, with whom we have our prime relationship.

Care Plans are constantly reviewed and amended on an informal basis as part of the home's day-to-day contact with the residents in order to reflect the changing needs of the resident.

## Morvern Care Centre – Statement of Purpose

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. During staff shift changeover the service user's daily care information is verbally given to in-coming staff. Care plans are available for staff to read at all times.
- At the end of every four week period.
- Any amendments to the care plan are fully recorded.

### Accommodation Information

The main entrance to the Dementia and Residential units is sited on the promenade aspect of the building. The Residential entrance is the entrance to Unit 3. It is similar in construction to the existing entrance to Unit 2, which is the main entrance of the Dementia Suite.

The Care Centre is registered for 62 beds with 52 single rooms and 5 double rooms.

Please refer to the attached list for room sizes.

### Social Rooms:

There are three lounges and two designated smoking lounges and three dining rooms on the ground floor, all centrally heated. Service users are encouraged to socialise in these communal rooms; however, they are free to choose to stay in their own rooms if they so wish.

### Specific Therapeutic Needs

The home's policy on "Therapeutic Activities" takes into account the service user's need, interests, skills, experiences, personalities and medical condition.

Specific Therapies are arranged via G.P.'s for both NHS and private referrals. Physiotherapy, speech and language therapy can be carried out in the Centre or residents can visit outside clinics. Alternative therapies can be arranged privately, e.g. aromatherapy, acupuncture, etc., by the senior care staff.

## Morvern Care Centre – Statement of Purpose

We respect the privacy and dignity of all our residents. Residents are encouraged to inform us of their preferences in order that we can accommodate them.

### Privacy and Dignity

It is emphasised to every member of staff that he/she must preserve and maintain the dignity, autonomy, individuality and privacy of all service users within a warm and caring atmosphere. Providing care that respects the individual's dignity and privacy is a high priority for our service.

Some of the ways in which we aim to ensure that service user's privacy and dignity is respected:

- Locks on bedrooms doors (if they wish), bathrooms, toilets
- Lockable bedside cabinets in residents' rooms for medication and valuables. (If they wish)
- Bedrooms are considered private and staff always knock and await appropriate response before entering.
- Personal dignity and privacy is preserved when residents are bathing.
- Residents being asked for their preferences in relation to toiletries and clothes to be worn.
- Addressing residents in the manner they prefer.
- Ensuring all medical examinations take place in an area of their choice and giving them a choice of whether or not they wish for a member of staff to be present during the examination.
- Enabling residents to see visitors in private.
- Ensuring residents mail is delivered to them unopened.
- Encouraging residents to look after their own finances and medication, subject to a risk assessment carried out by the Centre,
- Giving residents a choice about when they want waking and whether or not they wish to be checked at night by staff.
- Allowing residents to have their own private telephone lines in their rooms if they wish.

## Complaints Policy

The Morvern Care Centre is committed to providing the highest standard of care and service to residents. Whilst these standards should be maintained at all times there may be occasions when a resident or relative may have grounds for comment or complaint.

There are proper systems for comments and complaints from residents, their next –to-kin and staff.

The Care Centre welcomes any complaint, comments, or concerns about the services delivered or how to improve the running of the Centre. Complaints or concerns about the services provided within the Centre are treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about the advocate service.

A senior manager in the Centre, not involved in the complaint, will investigate the matter to try to resolve it quickly and amicably.

All complaints will be investigated within three working days, and a response will be made to the complainant. A record of complaints and their outcomes is kept on file in the Care Manager's office.

If the complainant is not satisfied with the response to their complaint, then they can discuss the matter with Mr. Steve Taylor (Health Care Consultant), telephone number 01673-861412.

If the complainant is still not satisfied they can contact the Care Quality Commission at:

Post CQC North West,  
Citygate,  
Gallowgate,  
Newcastle upon Tyne  
NE1 4PA

Telephone No.: 03000-616161

As a final recourse, the NHS and Social Services Ombudsman can be contacted via the above address.

## Leaving or Temporarily Vacating

If a person wishes to be discharged from the Centre, then 2 weeks notice must be given of this intention, or 2 weeks fees paid in lieu of notice. These conditions may be waived during the 4 week trial period. If a service user temporarily moves out of the Centre (e.g. to receive hospital treatment) the bed is retained until we have been notified further. In the case of Social Services funded service users, this retention period would be reviewed by the Care Manager.

## Monitoring and Quality

A variety of quality monitoring and auditing tools are utilised to ensure the quality of the service we provide is fully compliant to the National Minimum Standards, such as care planning, audit, risk assessments of the environment and a maintenance audit of equipment in the Centre.

An important part of our quality programme is to involve the service users and their relatives. We regularly ask for comments on the Centre, the staff and services we provide using informal methods as well as more formal medium like the service users' Satisfaction Survey forms.

## Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users with regard to Health and Safety, also as to their choice to have animals within the Centre. The Care Manager will treat each case on its own merit.

## Medication

If a service user prefers to self-medicate and is deemed safe to do so following a risk assessment, the Centre will support them with advice and guidance. A lockable facility is available accordingly. Otherwise all drugs will be managed by the staff, dispensed and ordered on their behalf under the instructions of their General Practitioner. Any service user may request to see a doctor in private if they so wish.

## Inspection Report from CQC

A summary of the last CQC inspection is enclosed for your information, however if you require the complete copy then it is available at the main entrances.