

# Laureston House Residential Home



## Statement of purpose and Service user guide

GM Care Home (Dover) LTD

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# About us.....

*'The Lady at the top  
Tracie, drives the team  
to be the very best'*

GM Care Home Dover Ltd is a family-run organisation with a long-standing commitment to high-quality, person-centred residential care. Laureston House has been in our family since 1989, and our values and approach have been shaped by decades of dedication and continuity.

The company is directed by Mr Kevin Roberts, who has been involved in the running and development of Laureston House since 1994, providing stability and a clear vision for on-going improvement.

Our Registered Manager, Tracie Birchenough, has worked at Laureston House since 1997. After nine years as Assistant Manager, she became Registered Manager in 2017, having achieved Levels 2-5 in Health and Social Care. Tracie ensures the home can meet the needs of those who wish to reside with us and takes a hands-on approach, keeping residents' welfare at the centre of all we do.



Our Assistant Manager, Mrs Stacey Reed, joined the team in 2005. She holds a Level 5 qualification and is passionate about maintaining a warm, homely environment. Her values align closely with those of the home and are reflected in her daily practice.

Miss Lucy Kent, our Head Senior, has been part of the Laureston House family since 2016. With a Level 4 certificate, Lucy plays a key role in supporting the team to deliver truly person-centred care and upholding high standards.



At the heart of Laureston House is a shared belief in dignity, respect, and creating a genuine home-from-home. Our long-standing team, strong leadership, and family values ensure residents feel safe, supported, and part of a caring community.

# Our Home

Laureston House is located in a setting that is appropriate for its stated purpose as a residential care home for older adults. The premises support safe, comfortable living and promote independence, dignity, and wellbeing. The building is arranged over three levels and is accessible via two staircases and a passenger lift, which provides access to all floors. The home is registered to accommodate up to twenty-one residents of mixed sex, aged sixty-five and over, including individuals living with on-set or mild dementia /Alzheimer's.

The home includes a spacious and welcoming social lounge, furnished with individual armchairs that can be moved to suit residents' preferences and activities. The dining room is decorated to a high standard and provides seating at four tables, allowing residents choice and supporting social mealtimes.

Accommodation consists of thirteen single bedrooms and four double bedrooms. The double rooms are fitted with privacy curtains to ensure dignity and personal space. All bedrooms are clean, comfortable, and furnished with a bed suitable for the resident's assessed needs, along with bed linen, curtains, a table, chair, and adequate storage. Each room includes a private hand basin with mirror, overhead lighting, and optional bedside lighting. Residents are welcome to bring personal furniture and belongings to personalise their space.

Heating throughout the home is provided by thermostatically controlled radiators, all fitted with protective covers. Communal areas benefit from appropriate lighting, offering both full and soft lighting options to suit different needs and times of day. Every bedroom and communal area is equipped with an alarm call system that requires staff to enter the room to deactivate it, ensuring resident safety and timely response. All electrical appliances belonging to the home or to residents are PAT tested annually.

There are eight toilets located throughout the building, along with two bathrooms, one of which is a fully accessible wet room. These facilities offer a full range of bathing options and equipment to meet the diverse needs of residents.

Fire safety procedures are firmly established. Fire drills are carried out regularly, and all residents receive information about what to do in the event of a fire.





# Legal Entity

## Provider Details

- Provider Name: GM CARE Home (Dover) LTD 16787309
- Legal Status: Organisation
- Registered Office: Unit 68, Basepoint, Shearway Business Park Folkestone, Kent CT19 4RH
- CQC Provider ID / Number: 1-26132149905
- Location Id- 1-26353374184
- Local Authority: Kent

## Registered Location

- Service Name: Laureston House Residential Home
- Service Address: Laureston House Residential Home, Laureston Place, Dover, Kent CT16 1QU
- Telephone: 01304 204283
- Business Email: laurestonhouse@aol.com

## Registered Manager

- Name: Tracie Beverley Birchenough
- Manager ID: CON13172497558
- Email: Tracie.birchenough@nhs.net
- Role: Registered Manager with responsibility for day-to-day leadership, regulatory compliance, quality assurance, safeguarding oversight, and ensuring the delivery of safe, person-centred care.

## Regulated Activity

Accommodation for persons who require nursing or personal care  
This regulated activity covers the provision of residential accommodation together with personal care for individuals who require support with daily living tasks, personal hygiene, mobility, and wellbeing.

## Service User Bands

Laureston House provides care and support to adults who fall within the following categories:

- Older adults aged 65+
- Individuals living with dementia
- People with physical disabilities
- Individuals requiring personal care and support with daily living



# Our aims and objectives

At Laureston, our purpose is to provide high-quality, person-centered care within a warm, safe, and supportive environment that feels truly like a home from home. We aim to create a family-orientated atmosphere where every individual is valued, respected, and empowered to live a fulfilling life.

## Our Core Aims

- To deliver person-centered, individualized care that recognizes each resident's unique needs, preferences, history, and

aspirations. We strive to ensure every person feels part of the Laureston family while receiving consistently high standards of care and support.

*The Laureston Family, became both his and my family'*



- To promote an inclusive, welcoming environment where people of all sexes, religious beliefs, cultural backgrounds, and ethnicities are treated with dignity, respect, and without discrimination. Equality, diversity, and human rights are embedded in our daily practice.

- To meet personal, social, emotional, and physical needs in a holistic and responsive way. We ensure residents maintain their individuality, independence, and sense of identity within the home community.

- To support residents to make their own decisions about all aspects of their daily life. We presume capacity in line with the Mental Capacity Act 2005 unless formally assessed otherwise by appropriate professionals. Staff uphold residents' privacy, dignity, and autonomy at all times.

- To promote wellbeing, stimulation, and meaningful occupation as essential components of high-quality care. We recognize that emotional fulfilment, engagement, and

enjoyment are as important as physical care. Our monthly activities calendar provides opportunities for social interaction, creativity, and special events tailored to residents' interests and abilities.

## Our Commitment

We are committed to delivering care that is safe, effective, caring, responsive, and well-led, in line with CQC's fundamental standards. Our approach ensures residents feel valued, listened to, and supported to live the life they choose.





# Admissions

Laureston House welcomes prospective clients for short stays, longer periods of rest, or ongoing residency. While we have a minimum stay period of one week, individuals are free to remain with us for as long as they wish. Their choice is always paramount.

Prospective clients and their families are encouraged to visit the home to assess the quality, atmosphere, and suitability of our environment. We provide as much information as possible to support them in making an informed decision about whether Laureston House is the right place for them. Visitors are welcome to join current residents for a meal or a social activity to help them become familiar with the home.

If a prospective client decides to stay with us, a comprehensive assessment will be completed. This assessment covers a wide range of health, social, and personal needs and is treated with full confidentiality. The purpose of the assessment is to ensure that we can safely and appropriately meet the individual's requirements. Where applicable, this process includes consultation with the client's care manager. Following the as-

essment, a personalised plan of care is developed, and a written contract outlining terms and conditions is provided. All care plans are reviewed and updated monthly.

An agreed admission date is arranged to ensure that we can safely welcome the new resident into the home.

## Emergency Admissions

In circumstances where an emergency admission is required, the client will be informed of all key aspects of the home within 48 hours.

An assessment will be completed upon admission to ensure that their immediate needs can be met. Where relevant, care managers or social services will be contacted as soon as possible if they are not already aware of the situation.



# Our services

- We recognise the importance of maintaining personal relationships and community connections. Clients are supported to keep in touch with family, friends, and the wider community as much as they wish.

- Clients may receive visitors in private at any reasonable time and are free to choose who they do or do not wish to see, in line with current public health and infection-control guidance.

- A full laundry service is provided, covering both personal clothing and domestic items.

- Clients retain control of their own money. Where this is not possible, a relative or appointed representative may manage finances on their behalf. If preferred, small amounts of personal spending money can be securely held by management to support access to in-house services such as the hairdresser and chiropodist.

- We provide a varied, home-cooked and nutritious menu. Alternatives are always available if a client dislikes a particular meal. Special dietary requirements can be catered for as needed.

- Medication is administered by trained staff unless a client wishes to self-administer. In such cases, a risk assessment is completed to ensure this can be done safely. Clients are kept fully informed about their medication and when it should be taken. Medication is ordered monthly by the medication supervisor. Clients' choice of GP is respected at all times. Additional support is provided by district nurses and other relevant local health professionals. We also benefit from regular input from the Care Home Team, including weekly visits and a monthly ward round.

- Transport to hospital appointments is normally arranged by the family. Where hospital transport is required, management will organise this.

- Laureston House operates a clear complaints procedure and a safeguarding vulnerable adults procedure, both of which can be accessed at any time. A copy is available on request. We also follow a robust recruitment policy to ensure the safety and wellbeing of all residents.

- We are committed to ensuring that every client, regardless of disability, age, or illness, is supported to enjoy a lifestyle that is as full, meaningful, and satisfying as possible. A wide range of activities is offered within the home, and clients are encouraged—but never pressured—to take part.

- A monthly activities calendar is produced at the start of each month. This includes a variety of planned events, themed days, and sessions delivered by our activity coordinator and visiting external providers.





# Residents rights

Our philosophy places the rights, dignity, and wellbeing of every resident at the centre of everything we do. We aim to promote these rights in all aspects of daily life and encourage residents to express their views, make choices, and remain active participants in their own care.

## Privacy

We recognise that communal living and receiving personal care can feel intrusive. We therefore protect and promote privacy in the following ways:

- Providing support with intimate care discreetly and respectfully.
- Supporting residents to personalise and furnish their rooms to reflect their own tastes, and to use their rooms for leisure, meals, and entertaining.
- Offering quiet spaces throughout the home for private time alone or with chosen visitors.
- Providing locks for bedrooms and personal storage areas where desired and appropriate.
- Ensuring complete privacy when residents use the telephone, read or send post, or communicate with family, friends, or professionals.
- Staff will never open a resident's mail unless the resident or their representative has explicitly requested this.



## Dignity

We understand that disability, illness, and ageing can affect a person's sense of dignity. We work to uphold dignity by:

- Treating every resident as a unique and valued individual.
- Supporting residents to maintain their preferred personal appearance and clothing choices.
- Offering activities that allow residents to express their individuality.
- Challenging stigma related to age, disability, or personal circumstances.
- Supporting residents with communication, mobility, and physical needs in a sensitive and respectful manner.

# Residents rights



## Independence

We recognise that moving into a care home involves giving up some independence. We aim to maximise independence by:

- Providing personal or technical assistance only when needed and in the least intrusive way.
- Encouraging residents to maintain skills for daily living and self-care wherever possible.
- Supporting residents to maintain relationships and contacts outside the home.
- Enabling residents to access and contribute to their own care records.
- Only overriding a resident's decision when a formal capacity assessment indicates this is necessary, or when essential for their safety or the safety of others.
- Completing full risk assessments and making appropriate referrals when concerns arise.



## Civil Rights

Living in a care home does not diminish a person's rights as a citizen. We support residents to:

- Vote in elections and access information about democratic choices.
- Access all NHS services equally and without discrimination.
- Use public services such as libraries, education, and lifelong learning.
- Contribute to society through volunteering, peer support, or taking roles within the home.



'A well run environment. The residents aren't just people in a home, it is their family home.' Professional 2026



# Residents rights



## Choice

We promote choice in all aspects of daily life by:

- Offering meals that allow residents to choose what, where, when, and with whom they eat.
- Providing a wide range of leisure and social activities.
- Allowing residents to manage their own time rather than follow rigid routines.
- Delivering person-centred care that recognises individuality.

- Respecting unusual or eccentric preferences and maintaining flexible routines wherever possible.

## Fulfilment

We aim to help residents achieve personal goals and enjoy meaningful lives by:

- Learning about each resident's history, preferences, and aspirations.
- Offering varied leisure and recreational activities suited to different abilities.
- Respecting intellectual, artistic, spiritual, and cultural values.
- Supporting residents to maintain existing relationships and form new friendships or intimate relationships if they wish.
- Listening attentively and responding promptly to all attempts to communicate.



# Residents rights

## Security

We provide a safe and supportive environment by:

- Assisting with situations that may otherwise be unsafe.
- Protecting residents from all forms of abuse.
- Offering clear and accessible ways to raise concerns or make complaints.
- Creating an atmosphere that is open, positive, and as confidential as possible, ensuring residents know who to speak to if they have worries.



## Quality of Care

We are committed to delivering the highest standards of care. To maintain and improve quality, we:

- Use quality assurance systems including audits, questionnaires, and outcome evaluations.
- Monitor performance and continually review our practices.
- Encourage feedback from residents, families, and professionals.



## Choice of Home

We believe every prospective resident should be able to choose a home that meets their needs. To support this, we:

- Carry out a thorough pre-admission assessment to ensure we can meet the person's needs.
- Demonstrate clearly how we will meet those needs before admission.
- Offer introductory visits and avoid unplanned admissions except in emergencies.



# Residents rights

## Lifestyle



Many residents require support across different areas of daily life. We aim to provide a lifestyle that respects each person's social, cultural, religious, and recreational needs. To achieve this, we:

- Respect and support each resident's cultural, religious, and personal lifestyle preferences.
- Help residents exercise choice and control over their daily lives.
- Provide meals that are wholesome, appealing, and nutritionally balanced, served in pleasant surroundings and at times that suit the resident.
- Offer opportunities for residents to continue hobbies, interests, and routines that are meaningful to them.
- Encourage residents to participate in planning their own day, activities, and personal goals.

## The Environment

The physical environment of the home is designed to promote comfort, safety, and independence. We ensure the environment supports wellbeing in the following ways:

- Maintaining the building and grounds in a safe, clean, and well-kept condition.
- Ensuring communal areas are comfortable, accessible, and safe for all residents.
- Providing suitable toilet, washing, and bathing facilities that meet the needs of the people we care for.
- Ensuring specialist equipment is available and maintained to support residents' mobility, independence, and safety.
- Providing individual accommodation that meets CQC standards for space, safety, and comfort.
- Ensuring residents have safe, comfortable bedrooms where they can surround themselves with their own possessions and personal items.
- Supporting residents to personalise their rooms to reflect their identity and preferences.



# Concerns, complaints and safeguarding

Despite our commitment to providing a safe, supportive and high-quality environment, we recognise that residents may sometimes feel dissatisfied or have concerns. We take all worries, complaints and safeguarding issues seriously and respond promptly, fairly and transparently.

## □ Raising Concerns or Complaints

Residents, families and visitors are encouraged to speak up about anything that causes worry or dissatisfaction. We ensure that:

- Residents know exactly who they can speak to if they have a concern or grievance.
  - Concerns can be raised verbally at any time with any member of staff, who will ensure the matter is passed to the appropriate person.
  - A simple, clear and accessible complaints procedure is available and can be used whenever needed.
  - Complaints are acknowledged, investigated and responded to promptly, with the aim of achieving a fair and positive outcome.
  - Support is available for residents who may need help expressing their concerns.
- We welcome feedback as an opportunity to improve our service and ensure residents feel heard and respected.

## *Safeguarding and Protection from Abuse*

It is our policy to implement robust procedures designed to protect vulnerable adults from all forms of abuse. Abuse may include:

- Physical abuse
- Institutional or social abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial abuse
- Neglect
- Discriminatory abuse

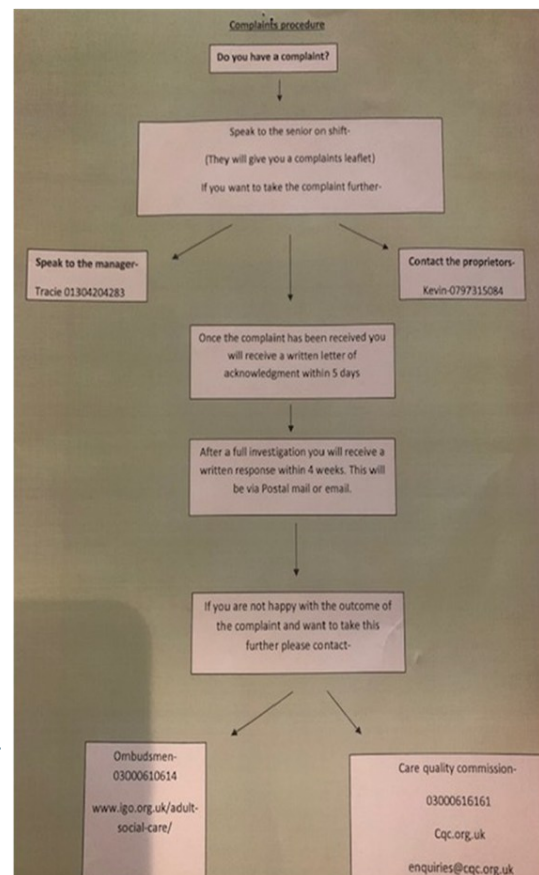
We are committed to creating an environment where residents feel safe, valued and protected. Our safeguarding commitments:

- All staff receive safeguarding training and regular refreshers.
- Safeguarding is discussed at every staff meeting and at resident meetings where appropriate.
- Posters around the home clearly explain what to do if abuse is witnessed or suspected.
- Any concerns about abuse are taken seriously and acted upon immediately.
- Residents, families, visitors and staff are encouraged to report concerns without fear of judgement or repercussions.

If you witness or experience abuse:

Please speak to any member of staff immediately.

You will be listened to, supported and protected throughout the process.





# Our staff– Our family

The staff team at the home plays a vital role in promoting each client's wellbeing, safety, and quality of life. To ensure we provide consistently high standards of care, we are committed to the following:

## **Safe and Appropriate Staffing Levels**

- Employing sufficient numbers of staff, with the right mix of skills and experience, to meet the needs of all clients.
- Ensuring staff are recruited safely, following robust safer-recruitment procedures including references, DBS checks, and verification of qualifications.
- Maintaining an appropriate number of staff with recognised Health and Social Care qualifications at all times.

## **Fair and Safe Recruitment**

- Following recruitment policies that promote equal opportunities, fairness, and non-discriminatory practice.
- Ensuring recruitment processes protect the safety, dignity, and welfare of clients.

## **Training, Induction and Development**

- Providing every new staff member with a comprehensive induction programme, including mandatory training and shadowing.
- Offering ongoing training relevant to staff roles, including:
  - Mandatory training (e.g., safeguarding, medication, moving & handling, infection control)
  - Foundation and role-specific development
  - Opportunities to achieve Level 2 and Level 3 Health and Social Care qualifications
- Supporting staff to continually develop their knowledge, skills, and confidence.

## **Standards of Care and Professional Conduct**

- Requiring all staff to uphold the home's high standards of care, professionalism, and respect.
- Ensuring staff follow the home's Health and Safety procedures, safeguarding policies, and all regulatory guidelines.
- Encouraging a culture of accountability, compassion, and continuous improvement.



# Management and Administration

Strong, consistent leadership is essential to the smooth running of our home and to the safety, wellbeing and experience of the people who live here. To make sure the home is well-led and meets all regulatory requirements, we commit to the following:

## □ Leadership and Management

- We always appoint a Registered Manager or a suitably qualified, competent and experienced person to oversee the running of the home.
- We promote a positive, open and inclusive culture where people feel listened to, respected and valued.
- We operate effective quality assurance and monitoring systems to continually review and improve our service.
- We follow clear financial and accounting procedures that protect the interests of the people who live here.
- We offer appropriate support to clients who need help managing their personal finances, always acting in their best interests.
- We ensure all staff and volunteers receive regular supervision, support and oversight.
- We maintain accurate, up-to-date records about all aspects of the home and the people who live here.
- We promote and protect the health, safety and welfare of clients, staff and visitors at all times.



## Our Focus on Clients

Everything we do is guided by the needs, wishes, abilities and aspirations of the people who live here. We do not allow the preferences of staff, management or external pressures to override what is important to our clients.

We remain vigilant to ensure that:

- our facilities
- our resources
- our policies
- our activities
- and our day-to-day practice

are always client-led and shaped by the people who use our service.

## Respecting Religious, Ethnic and Cultural Diversity

We recognise and value each person as an individual with their own beliefs, identity and background. We are committed to:

- respecting all religious, ethnic and cultural needs
- supporting people to practise their faith or cultural traditions if they wish
- ensuring that care is delivered in a way that honours each person's values, preferences and lifestyle
- promoting equality, inclusion and dignity in everything we do



# How we maintain our standards

## Policies

We have a comprehensive set of policies that guide every aspect of how our home is run. These policies help us meet all statutory and regulatory requirements for residential care and cover areas such as staffing, management, safety, and the delivery of high-quality care.

All policies are reviewed regularly to ensure they remain up to date with current legislation and best practice.

A full copy of our master policy manual is available in the dining room. If you would like to view it at any time, a member of staff will be happy to assist you.

## Quality Management

Quality and person-centred care are at the heart of everything we do.

We define quality as providing care that meets each individual's needs, preferences, and wishes. To support this, we use a structured appraisal system to identify any areas where staff may need further development.

We also carry out regular audits using detailed quality-assurance tools to ensure our practice remains in line with current guidance and regulatory standards.

## External Inspections

Alongside our own internal checks, we are inspected by several external agencies. These include:

- Annual fire risk assessments
- Food hygiene inspections
- Visits from Kent County Council (KCC)
- Inspections by the Care Quality Commission (CQC)

Copies of CQC inspection reports are available on the CQC website and in the lobby area for you to view.

## Contracts and Personal Information

Your terms and conditions of residence are set out in your contract, which forms the basis of your agreement with us. You may request access to any documents relating to your care or contract at any time.

## Insurance

Our home is fully insured, including public liability cover, to protect you both within the home and when taking part in visits or activities outside the home.

## Schedule of Fees

Your fees will depend on your funding arrangements. If you are unsure about your funding, please speak with Social Services or the Home Manager.

Privately funded residents are asked to set up a direct debit for payment on the 1st of each month.

## Confidentiality

All staff follow a strict Code of Conduct, which includes maintaining the confidentiality of any personal information you share with us.

Information will only be shared without your consent if there is a risk of harm or a crisis situation where sharing is necessary to keep you or others safe.



# Relatives, friends and representatives

## Maintaining Relationships

We fully support each resident in keeping the personal relationships that matter to them. Residents are free to choose who they see, when they see them, and where visits take place.

## Visiting the Home

Friends and relatives are welcome to visit at any time that is convenient for the resident. Visitors are encouraged to take part in daily routines and activities if the resident wishes.

## Representation and Advocacy

If a resident would like a friend, family member, professional person, or advocate to represent them in any dealings with the home, we will respect this choice and provide any facilities needed to support that arrangement.

## Staying Connected Outside the Home

Residents are encouraged to maintain links with family, friends, clubs, and community groups outside the home. They may come and go as they choose, but we ask that they inform staff of their expected departure and return times so we can ensure their safety.

## Outings and Safety

If staff have concerns about a resident's wellbeing in relation to an outing, a risk assessment will be completed. Other professionals may be involved if needed to ensure the resident's safety and best interests.

## Scheduled Outings

The home arranges scheduled outings which take place via taxi. These are optional, and residents who choose to attend will be responsible for the cost of the taxi fare.





## Bedroom Sizes and Facilities

All bedrooms at Laureston House meet or exceed the required usable floor space and are equipped to provide comfort, privacy, and dignity. Each room includes appropriate furniture, storage, and access to washing facilities as listed below.

### Ground Floor

- Bedroom 1 – 9.3 sq metres, single room with hand basin
- Bedroom 2 – 9.3 sq metres, single room with hand basin
- Bedroom 3 – 9.3 sq metres, single room with hand basin
- Bedrooms 4 & 5 – 14.9 sq metres, double room with hand basin
- Bedroom 8 – 9.4 sq metres, single room with en-suite
- Bedroom 33 – 15.1 sq metres, single room with hand basin

### First Floor

- Bedroom 10 – 9.3 sq metres, single room with hand basin
- Bedroom 11 – 9.3 sq metres, single room with hand basin
- Bedroom 12 – 9.3 sq metres, single room with hand basin
- Bedrooms 13 & 14 – 14.9 sq metres, double room with hand basin

### Upper Floor

- Bedroom 20 – 9.3 sq metres, single room with hand basin
- Bedroom 21 – 9.3 sq metres, single room with hand basin
- Bedrooms 22 & 23 – 14.9 sq metres, double room with hand basin



**Thank you for choosing Laureston House, we hope that you will have a long and happy time within our home . We look forward to welcoming you.**

