

Laureston House Residential Home

'THE HOME THAT CARES ABOUT THE ELDERLY'



Statement of Purpose And Service User Guide

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'THE HOME THAT CARES ABOUT THE ELDERLY'

About us

Laureston House Ltd company's directors are Mr Leslie Roberts and Mr Kevin Roberts. Mr Roberts have had experience within care since 1989 and 1994.

The registered care home manager is Mrs Tracie Birchenough who has been employed at the home since 1997, nine years as the assistant manager. In 2017 Tracie became the manager having achieved NVQ qualifications levels 2, 3, 4, and 5, While continuing her personal development and learning path. It is Tracie's job to assess and ensure that the home has the capacity and ability to meet the needs of the residents that wish to reside at Laureston house.

Tracie takes a hand on approach to her role and the resident's welfare is at the forefront.

'The lady at the top Tracie, drives her team to be the very best'



The assistant manager is Mrs. Stacey Reed. Stacey has been employed at Laureston House since 2005. Stacey has recently completed her level 5 qualification and is passionate in providing a 'Home from home setting' .



Our head senior is Lucy Kent, Lucy has been with us since 2016 and has just started her level 4 qualification.



Our Home

'THE HOME THAT CARES ABOUT THE ELDERLY'

The home's location and layout is suitable for its stated purpose as a residential home. The building is on 3 levels with 2 staircases and a lift that connects to all floors. The home offers accommodation for up to 21 residents of mixed sex over the age of 60 years, as well as, onset and mild dementia/Alzheimer's.

We are residential care, although we have the support of the district nurses when required. Laureston house comprises of a large social lounge. It has individual armchairs that can be moved around for clients various activities, as well as, having several tables and footstalls available to aid our clients comfort.



The dining room is decorated to a high standard, and will seat our residents at a choice of 4 tables.

We have 13 single occupancy bedrooms and 4 double bedrooms which have a curtain dividing the rooms for privacy. All bedrooms are clean and comfortable with a bed suitable for the client's needs, with bed linen and curtains provided. All bedrooms have a private hand basin with mirror, over head and bedside lighting if required.

A table, chair and adequate storage space is in all rooms and a lockable storage space is available. The client can have a key to their room if they wish (unless the care plan indicates otherwise).

There are thermostatically controlled radiators throughout the home with radiator covers. All rooms are fitted with an alarm call system which, when activated a member of staff has to enter the room to turn it off.

Electrical appliances belonging both to the home or the client are PAT tested on a

yearly basis. The lighting in the communal rooms is adequate with a variation of full and soft lighting.

All bedrooms meet the current requirements on size for an established residential home. The home will provide bedroom furnishings to suit all requirements, but clients wishing to bring in any personal furniture for their bedrooms are most

welcome. Fire drills will take place on a regular basis and all residents will be provided with the appropriate information regarding the fire procedure. The fire procedure is on display in the entrance hall.

There are 8 toilets available throughout the building; there are also 2 bathrooms, one being a wet room, offering a full range of bathing facilities and aids to suit all of our clients' needs.



Legal Entity



In line with the health and social care act 2008, regulation 12, schedule 3

Laureston house is a private company, registered in England. Company registration number 04613328. We are registered with the care quality commission to provide the following regulated activities

Type of service- Residential home

Specialism's /services-Caring for adults over 65 yrs, Dementia

Local authority-Kent

CQC number- 1-2211146302

Our registered address-

Laureston House Residential Home

Laureston Place

Dover, Kent

CT16 1QU

The Current Registered manager is:

Tracie Birchenough

Cont-13172497558

Laureston House residential home accommodates private and Local Authority funded clients.

You can access our latest inspection report on our webpage Laurestonhouse.com

Or directly on the care qualities page- <https://www.cqc.org.uk/location/1-2211146302/contact>

Our aims and objectives

'The Laureston family became both his and my family'
H. Causer

- Our aim is to provide person centred, individualised care by providing a 'home from home'. To be part of our Laureston family while providing a high level of care.
- The home has a happy and relaxed atmosphere and welcomes both sexes' and all religious and ethnic backgrounds without discrimination.
- We aim to provide the highest standard of care for the clients ensuring at all times that their personal and social needs are met whilst maintaining their individuality within the homes community.
- Clients are encouraged to make their own decisions about all issues of their everyday life. All clients are recognised as having the capacity to make their own decisions unless determined otherwise by other professionals. Staffs respect this, as well as, the client's privacy and dignity being adhered to at all times.
- Not only ensuring the residents are cared for physically but also stimulated to ensure they feel fulfilled and happy in our setting is absolute paramount to our work here at Laureston. We have a monthly activities calendar which sets out any special events.



Admissions

'THE HOME THAT CARES ABOUT THE ELDERLY'

We have a minimum stay period of one week; clients are welcome for just a few weeks rest or to stay with us for as long they like. Their decision is always paramount. We ensure we have an agreed admissions date to ensure we can safely accept the resident into the home.



We will provide a prospective client with as much information as is possible about the home to help them make a decision whether or not they would like to stay here. They are more than welcome to join current clients for a meal or for a social visit to get them acquainted with the home.

A prospective client and their families have the opportunity to visit the home and assess the quality and suitability of the facilities. If they choose to stay at Laureston House an assessment would be undertaken covering a range of health and social needs, all information would be treated confidentially. The assessment helps the home ensure that it can meet potential client's requirements, a plan of care would then be provided to ensure that the home would be able to meet their needs. This would involve consultation with the care manager if one has been appointed. They would be provided with a written contract outlining their terms and conditions, all care plans are reviewed and up-dated monthly

When an emergency admission is made the client would be informed of all the key aspects of the home within 48hrs and the homes service user's guide will be given. An assessment would be carried out on admission so that their needs could be met. Care managers or social services would be contacted as soon as possible if they were not already aware of the situation.



Our Services

'THE HOME THAT CARES ABOUT THE ELDERLY'

- On becoming a client of the home we consider it most important that they maintain as much contact with their family, friends and the local community as they wish and this would be supported by the staff at all times.
- Clients are able to receive visitors in private at any reasonable time and are free to choose who they do and do not wish to see in line with the current covid guidance.
- Our laundry service takes care of all the clients' requirements both personal and domestic.
- Clients control their own money, if they are unable to then a relative or representative would do so on their behalf. 'Pocket money' can be secured safely by management if clients and families desire, this helps residents enjoy all of the homes own facilities including the hairdresser and chiropodist.
- We maintain a home cooked, varied and nutritious menu, an alternative would always be offered if a meal was disliked by any client. We can cater for special diets when required.
- The handling of all medication is carried out by trained staff, unless there is a request by the resident to self administer. In this case there would be a risk assessment carried out to establish if it would be safe practice for them to do so. The client is kept fully informed as to what medication they are on, and when they should be taking it. Medication is ordered monthly by the medication supervisor. The client's choice of doctor is fully respected during their stay in the home. When required, support is given by the district nurse, and all other appropriate local sources and agencies. We have the support from 'The Care home team who provide a weekly call in and a monthly ward round.
- Transport for hospital appointment should be sort by the family unless hospital transport is needed then management will arrange this.
- Laureston house has a complaint, safeguarding vulnerable adult's procedure that can be instigated at any time. A copy of this is available on request. Laureston house has a recruitment policy that is adhered to when taking on new members of staff, ensuring resident safety.
- We make every effort to ensure that all clients, regardless of any disability, age or illness has imposed upon them, have a lifestyle that is as full, satisfying and constructive as is possible. A wide range of activities take place both in the home and all clients are given opportunity to become involved if they wish.
- A full monthly activities calendar is set at the beginning of a new calendar month which has been specifically designed for the upcoming months which includes special events with the homes activity co-ordinator and outside agencies.



Residents rights

We place the rights of the residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of their environment and the services we provide. We encourage our residents to exercise their rights and to voice their opinions..

PRIVACY

- We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a client's ability to enjoy the pleasure of being alone and undisturbed. We, therefore strive to retain as much privacy as possible for our clients in the following ways.
- Giving help in intimate situations as discreetly as possible.
- Helping clients to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. Our values are to make their room as individual to them as we can.
- Offering a range of locations around the home for clients to be alone or with selected others.
- If the residents wishes we can Provide locks on client's storage space, bedrooms and other rooms in which clients will need their own privacy.
- Guaranteed clients privacy when using the telephone, opening and reading post and communication with family, friends or advisors. Staff/ management will not open client's mail under any circumstances unless it is stated by client or family

DIGNITY

- Disabilities quickly undermine dignity. Therefore, we try to preserve and respect our client's values and needs in the following ways.
- Treating each resident as a special and valued individual.
- Helping clients to present themselves to others as they would wish through their own clothing/personal appearance.
- Offering a range of activities that enables each client to express themselves as a unique individual.
- Tackling the stigma from which our clients may suffer through age, disability or status.
- Supporting the effects of disabilities which clients may experience with their communication, physical functioning, mobility or appearance.



Residents rights

'THE HOME
THAT CARES
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INDEPENDENCE

- We are aware that our clients have given up a great deal of their independence in entering a group living situation. We endeavour to give our clients the opportunity to think and act as an individual in the following ways:
- Providing as tactfully as possible personal or technical assistance when it is needed.
- Maximising the abilities our clients retain for self-care, for independent interactions with others, and for carrying out the tasks of daily living unaided.
- Promoting possibilities for clients to establish and retain contacts beyond the home.
- Encouraging clients to have access to, and contribute to, the records of their own care.
- A client's decision would only be over ridden when other professionals are involved in capacity assessments or if it is essential for their own safety or the safety of others. Depending upon the situation management will intervene before a clients safety is at risk. A full risk assessment would be completed and a referral to the correct services.

CIVIL RIGHTS

- Having disabilities and residing in a home, can all act to deprive our clients of their rights as citizens. We, therefore, work to maintain our clients place in society as fully participating and benefiting citizens in the following ways.
- Ensuring that clients have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Providing for client's full and equal access to all elements of the National Health Service.
- Assisting client's access to public services such as libraries, further education and lifelong learning.
- Facilitating residents in contributing to society through volunteering, helping each other and taking roles involving responsibilities within and beyond the home.



Residents rights

' THE HOME THAT CARES ABOUT THE ELDERLY '

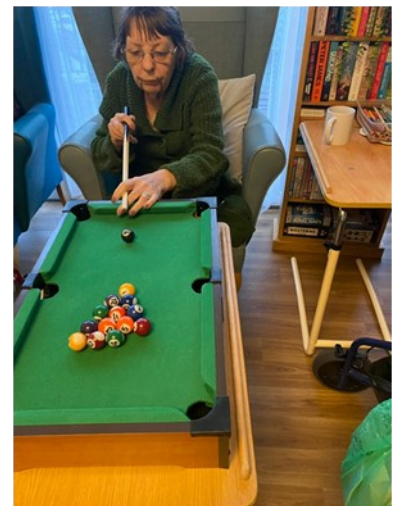
CHOICE

- We aim to help clients to exercise their opportunity to select from a range of options in all aspects of their lives in the following ways.
- Providing meals that enables clients as far as possible to decide for themselves where, when, and with whom they consume food and drink of their choice.
- Offering clients a wide range of leisure activities from which to choose.
- Enabling clients to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating clients as one. Ensuring each is an individual with personal centred care.
- Respecting individual, unusual or eccentric behaviour in clients. Retaining maximum flexibility in the routines of the daily life of the home.



FULFILMENT

- We want to help our clients to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.
- Informing ourselves as fully of each client's wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all clients, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every client.
- Respecting our client's religious, ethnic and cultural diversity.
- Helping our clients to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any clients desire to communicate at whatever level.



Residents rights

SECURITY

- We aim to provide an environment and structure of support which responds to the need for security in the following ways.
- Offering assistance with situations that would otherwise be unsafe for clients.
- Protecting clients from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by clients.
- Creating an atmosphere in the home which clients experience as open, positive and confidential as possible. Ensuring they know who they must go to with any concerns.



QUALITY CARE

- We wish to provide the highest quality of care and to do this we give priority to a number of areas relating to the operation of the home and the service we provide. Quality assurance is important for us to monitor and maintain our standards. We do this with a variety of methods, including questionnaires and ensuring we outcome and evaluate.

CHOICE OF HOME

- We recognise that every prospective client should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our clients know precisely what services we offer, we will do the following.
- Provide detailed information on the home by publishing a service user's guide.
- Ensure that every prospective client has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their assessed needs.
- Offer introductory visits to prospective clients and avoid unplanned admissions except in cases of emergency.



Residents rights

'THE HOME THAT CARES ABOUT THE ELDERLY'

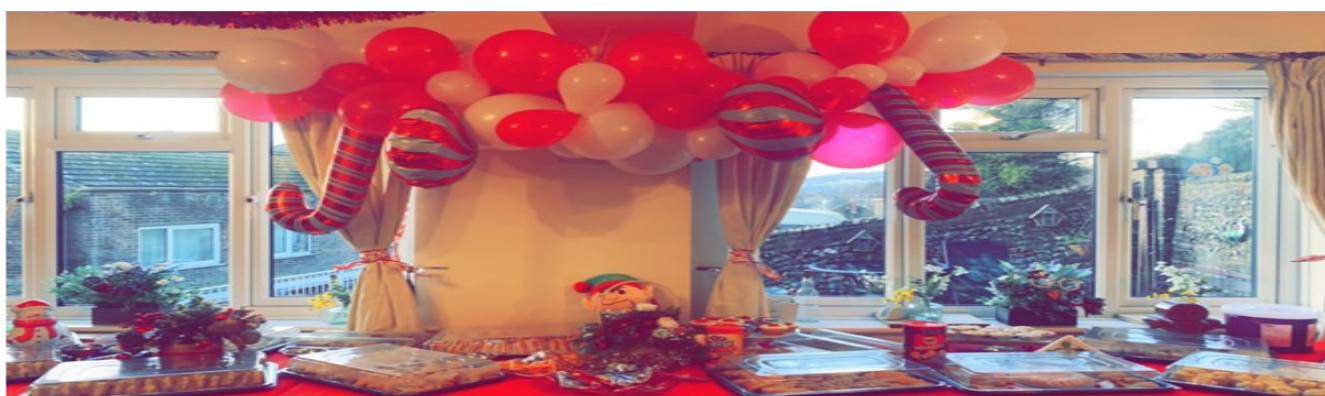
LIFESTYLE

- It is clear that clients may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of the client, we will do the following.
- Aim to provide a lifestyle for clients respecting their social, cultural, ethnic minority, religious and recreational interest and needs.
- Help clients to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to the client.



The Environment

- The physical environment of the home is designed for client's convenience and comfort in particular, we will do the following.
- Maintain the buildings and grounds in a safe condition.
- Ensuring the communal areas of the home are safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the clients for whom we care.
- Arrange for specialist equipment to be available to maximise client's independence.
- Provide individual accommodation which at least meets the care quality commission standards.
- See that clients have safe, comfortable bedrooms with their own possessions around them.



Concerns, complaints and protection

' THE HOME THAT CARES ABOUT THE ELDERLY '

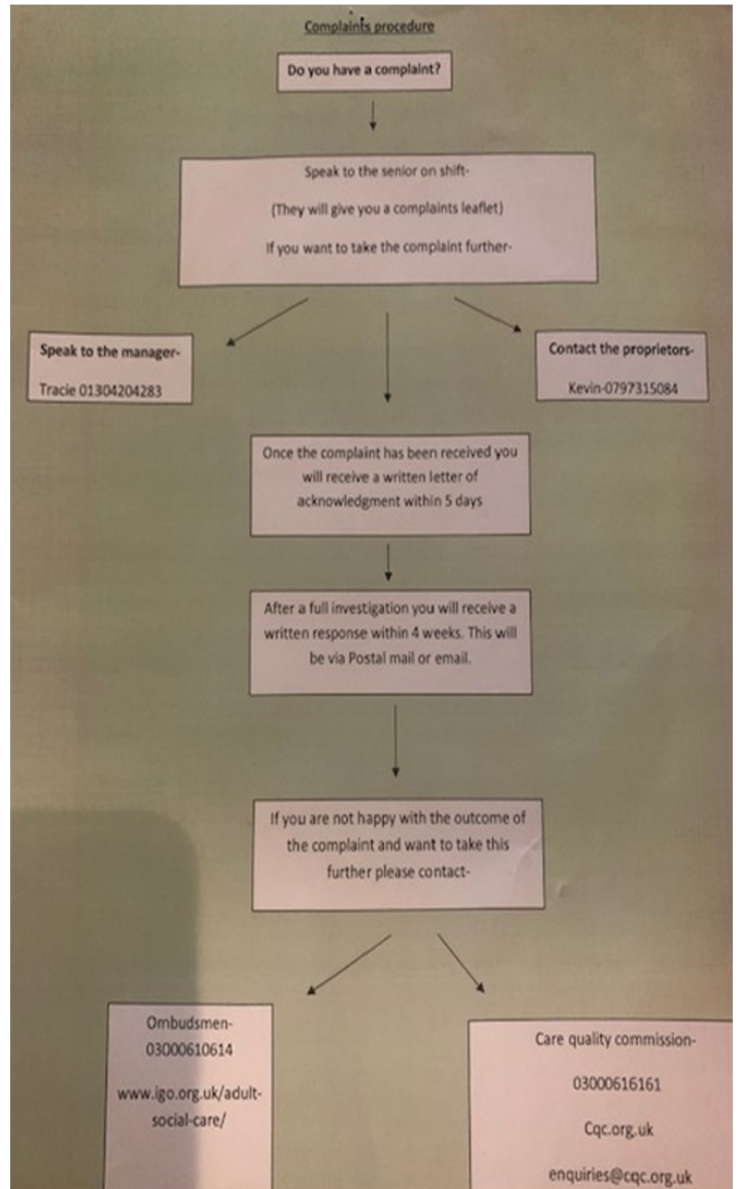
Despite everything that we do to provide a secure environment, we know that clients may become dissatisfied from time to time. To tackle such problems we will do the following. Ensure clients know who to take a grievance to so that it can be dealt with promptly with a favourable outcome. This is done normally in a verbal manner. Be able to provide, and when necessary, operate a simple, clear and accessible complaints procedure. We will ensure we take all necessary action to protect client's legal rights. We will make all possible efforts to protect clients from every sort of abuse and from various abusers.

Safeguarding of vulnerable adults

It is our policy to implement procedures designed to protect vulnerable adults from abuse.

Abuse can be physical, institutional/social, sexual, psychological/emotional, financial, neglect and discrimination.

There are posters around the home, if you are ever unsure what to do if you witness abuse. All staff are trained in safeguarding and this is discussed at every staff and resident meeting. Please speak to any member of staff if you have witnessed abuse or are being abused.



Staffing— Our Family

' THE HOME THAT CARES ABOUT THE ELDERLY '

We are aware that the homes staff will always play a very important role in client's welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet client's needs. Ensure staff are recruited safely.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices, which both respect equal opportunities and protect client's safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.
- All new staff members will receive an induction training programme; staffs are required to maintain the homes high standard of client care, and to carry out their duties under the homes health and safety procedure and guidelines. Ongoing training is given to staff and we aim towards NVQ level 2&3.



Management and administration

‘THE HOME THAT CARES ABOUT THE ELDERLY’

We know that leadership of the home is critical to all of its operations. To provide leadership of the quality required. We will do the following:

- Always engage a registered manager or person who is qualified, competent and experienced for the task.
- Aim for management an approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurances and quality monitoring systems.
- Work to accounting and financial procedures that safe guard’s client’s interest.
- Offer clients appropriate assistance in the management of the personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up to date and accurate records on all aspects of the home and its clients.
- Ensure that the health, safety and welfare of clients and staff are promoted and protected.

FOCUS ON CLIENT’S

We want everything we do in the home to be driven by the needs, abilities and aspirations of our clients, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain client led.

RESPECTING RELIGIOUS, ETHNIC AND CULTURAL DIVERSITY

We treat our clients as individuals with their own beliefs, values and culture. We offer support at all times for our clients to continue to experience their own beliefs. For example: to access any religious services, ceremonies either in house or within the community.

Knowledge of the individuals needs is discussed when implementing the clients care plan firstly in an initial care plan and then in greater detail when the care plans is developed more comprehensively.



How we maintain our standards

‘THE HOME THAT CARES ABOUT THE ELDERLY’

Policies-

Every aspect of running and managing our business is set out in comprehensive set of policy documents.

These policies ensure that we meet the statutory requirements of a residential home and cover all aspects of staffing, managing and caring. All of our policies are regularly reviewed to ensure they are kept up to date and in line with the latest legislation and regulations.

Our master policy manual is held in the dining room, if you wish to request this at any time any staff can access for you.

Our quality management systems-

We have embodied quality and person centered living in everything we do.

We define quality as delivering a service of care appropriate to each individual needs. We have a new appraisal system and this helps us look at any short falls our team may have. We also have in depth audit tools that ensures we are meeting the current guidance.

External inspections-

In addition to our own audits we have outside agencies too. We ensure we have a yearly fire risk assessments and are inspected by food hygiene standard. We also have inspections from KCC and CQC. Any reports can be found on the CQC website or are in the lobby area.

Contractual and personal issues-

Contracts-

Our terms and conditions for the care service are embodied in our contract documents which forms the basis of your agreement with us. You have access to any documents relating to yourself at any time.

Insurance issues-

Our home is fully insured for public liability insurance to look after you in the home and on visits out of the home.

Our Schedule of Fees-

Depending on your funding, will depend on your fees. Please discuss with social services or the homes manager if you are unsure. If privately funding a direct debit should be set up for the 1st of every month.

Confidentiality-

All care staff are all bound a code of conduct which includes preserving the confidentiality of any information that you divulge to us. We would only divulge information if you was risk or at a crisis.

Relatives, friends and representative

Clients are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see, when and where in keeping with guidance.

If a client wishes, their friends and relatives are welcome to visit at any time convenient to the client and to become involved in daily routines and activities.

If a client wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Clients are encouraged to maintain links outside the home with families, friends and clubs. They may come and go as they please but are to communicate with staff times of departure and return. If there are any concerns to their well being regarding an outing a risk assessment will be carried out; if need be other professionals will be involved.



‘THE HOME THAT CARES ABOUT THE ELDERLY’

Bedroom sizes, usable

Bedroom 1, ground floor 9.3sq meters, single room with hand basin.

Bedroom 2, ground floor 9.3sq meters, single room with hand basin.

Bedroom 3, ground floor 9.3sq meters, single room with hand basin.

Bedroom 4&5 ground floor 14.9sq meters, double room with hand basin.

Bedroom 8 ground floor 9.4sq meters, single room with en suite.

Bedroom 33 ground floor 15.1 sq metres, single room with hand basin.

Bedroom 10 first floor 9.3 sq meters, single room with hand basin.

Bedroom 11 first floor 9.3 sq meters, single room with hand basin.

Bedroom 12 first floor 9,3sq meters, single room with hand basin.

Bedroom 13 &14 first floor 14.9 sq meters, double room with hand basin.

Bedroom 20 upper floor 9.3 sq meters, single room with hand basin.

Bedroom 21 upper floor 9.3sq meters, single room with hand basin.

Bedroom 22 &23 upper floor 14.9sq meters, double room with hand basin.

Bedroom 24 &25 upper floor 14.9sq meters, double room with hand Basin.

Bedroom 26 upper floor 9.3 sq meters, single room with hand basin.

Bedroom 26 upper floor 9.3sq meters, single 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

