

Palm Court Nursing Home

STATEMENT OF PURPOSE

SERVICE USER GUIDE

Statement of Purpose and Service User Guide

Proprietors

The proprietors have 30 years of NHS nursing experience in the Care of dementia sufferers. Mrs. Linda Durgahee is a trained psychiatric nurse, an NVQ Assessor and holds the Registered Manager's Award. Dr. T. Durgahee, who has continued a career in nursing education, is a Registered General and Mental Nurse. He has extensive experience in mental health and has developed a number of specialist courses in the Care of the Elderly, achieved a doctorate in nursing education at Sussex University, and postgraduate Diploma in Management Studies at the University of Brighton.

Staff

Palm Court employs experienced staff that undertake continuing development programme. Staff have the skills and knowledge to give the highest standard of care. Care is delivered by a team of registered nurses and NVQ trained carers while all hold certificates in Safeguarding of Vulnerable Adults (SVA), Health & Safety and Risk Assessment, Food & Basic Hygiene, Fire Safety Training, Infection control, Manual Handling and Moving, Appointed First Aider. They also attend lectures on diversity and different culture needs, challenging behaviour, communication, Dementia and its management. Regular teaching and supervision strategies are in place to ensure staff continue to deliver up to date care competently.

Organization

The home is organised to ensure effective communication and high standard of care. The care manager has overall responsibility while registered nurses and senior carers are the **key workers** responsible for a stated group of clients. Two **care coordinators** are responsible for organising care and coordinating the work of the carers supported by a team of ancillary staff.

Mission Statement

Palm Court exists to offer the Elderly with Dementia/Alzheimers the opportunity to enhance their quality of life by providing a safe, homely, manageable and comfortable environment with support and stimulation to help them maximise their potential, physical, social, intellectual and emotional capacity.

Admissions

The criteria for admission to Palm Court are as follows:

- Ladies and gentleman aged 65 years and above. Residents below age 65 can be admitted if Palm Court can meet the needs of the resident and justified by other agencies such as social worker concerned.
- Suffering from Dementia/Alzheimer's disease
- Suffering from physical disability

All prospective clients are assessed before admission except emergency cases. This is to ensure that Palm Court is equipped to meet the needs of all clients. The client is encouraged to visit Palm Court (except in emergency) to meet the clients and get a feel of the home. The Home will confirm in writing to clients or their representatives whether it can meet the assessed needs of clients.

Aims of Palm Court

1. To value our clients as unique individuals and respect their rights
2. To care for our clients with dignity and respect in partnership with them
3. To promote independence so that our clients can exercise a greater degree of choice and fulfilment.

Objectives of Palm Court

In order to achieve our aims, we will provide:

(a) Physical Environment

- A clean, comfortable and warm environment suitably furnished where residents can enjoy privacy, quiet, rest as well as entertain their guests
- Adequate power supply and individual TV aerials in all rooms promoting choice and control. Some bedrooms have en-suite facilities.
- Access to the sensory garden facilities as a means of relaxation
- Regular chiropody, hairdressing, eye and dental care
- Access to G.P., district nursing and occupational therapy
- Nurse call system for room service and emergencies
- Smoke detectors, lockable drawers and doors in each bedroom

(b) Care Practices

Staff will at all time:

1. Find out how each Client wishes to be addressed and use that mode of address with politeness; preserve and promote their privacy, partnership in care, respect, individuality, choice, independence and dignity (PPRICID)

2. Show sensitivity to the Client's needs, feelings and wishes in appearance, bathing, toileting, incontinence, at bedtime, during meals, medication, finance, cultural and religious practices
3. Uphold the client's right to exercise ownership of bedroom and contents
4. Provide opportunities for Clients to be alone when requested
5. Formulate a care plan in consultation with the Client and/or their representative, identifying his/her unique needs
6. Encourage Clients to participate in the decision making process and make their own decisions as far as possible
7. Preserve confidentiality and ensure that information is not misused or mishandled
8. Promote staff education and development to improve standards of care
9. Ensure fire precautions and other emergency procedures are implemented and maintained; and ensure staff receive regular instruction in emergency and evacuation procedures
10. Ensure a well-established complaints procedure is prominently displayed at the entrance to ensure concerns of the Client and visitors are acted upon

(c) Care Plan Reviews

This is a continuous process and care plans are adjusted/amended as Client's needs change and on a monthly basis. The Nurse/Senior Carer are responsible for informing the manager regarding changes in the Client's condition and wishes. The manager in consultation with the Client, their relative and/or representative and the key worker will agree on changes or new strategies.

(d) Emergency

Palm Court recognises the need to have measures in place to prepare staff to cope and efficiently deal with emergencies. It is the responsibility of all staff to be familiar with the emergency procedures and First Aid.

(e) Therapeutic Activities

1. Group discussion forum to promote mental orientation, current affairs awareness and conversation
2. Reminiscent Therapy to stimulate memory and expression
3. Collage and journal writing to stimulate reflection and raise level of awareness
4. Sensory garden interaction for stimulation
5. Communal lounge have wide screen plasma T.V, karaoke, DVD, to promote social interaction and group activities
6. Monthly Church Services and PARCH hymn singing group
7. Monthly Music for Health lead by an independent Musician
8. Other social activities according to residents' choice and wishes.

(f) Quality Management

Palm Court practices **Total Quality Management** and believes in:-

- Commitment and planning by management for quality
- Participation by everyone in TQM – managers, staff, clients, relatives and representatives and other professionals
- Valuing all staff in the internal quality chain
- Quality measurement is essential
- Holding quarterly relatives meeting as a quality circle
- Constant striving to improve services

Palm Court has a five-point plan for quality measurement that includes the following elements:

- **Appropriateness:** Is the service one that the client actually need?
- **Accessibility:** Is the service readily accessible and not compromised by distance or time constraints?
- **Effectiveness:** Does the service achieve the intended benefit for the individual?
- **Acceptability:** Does the service satisfy the reasonable expectations of the client/relatives/carer?
- **Efficiency:** Are resources used creatively and not to the detriment to the client's?

Visitors

Relatives and friends can visit anytime between 10am – 12pm, 1pm – 5pm and 6pm - 8pm. Visitors are requested to sign in the visitor's book. Palm Court encourages clients to remain in touch with relatives and the community.

Visitors are encouraged to read the latest Report from CSCI and advised to contact the manager for further discussion.

Relatives Meeting

Palm Court holds quarterly relatives meeting to discuss care standards and how life can be made more comfortable for all residents. This is a relaxed open meeting where all concerned are encouraged to share their views about Palm Court and suggest ways of improving care. This acts as a positive quality circle.

Sensory Garden

Palm Court believes that drugs have a limited use in the management of dementia. The sensory garden is a calming and soothing setting to explore different ways of preserving and

stimulating mental and sensory awareness in our residents. The water features are relaxing and useful in the care of residents with restlessness and challenging behaviours.

Fees

Fees are payable one month in advance by standing order. It includes the provision of a single/double room, all meals, lighting, heat, the use of shared facilities colour TV and any personal care which may be needed e.g. help with dressing and bathing. All laundry is included; your room will be kept clean and in good decorative order. During your residence your room is your responsibility and any damage caused may be charged to your account. Medical care will be provided by your GP.

Fees are reviewed annually and when the condition of the resident changes.

Personal Items & Sundries

Newspapers, hairdressing, dry cleaning, personal TV and licence (£5 per annum if aged less than 75 years) dental and chiropody care are exclusive of fees. Also personal necessities/toiletries e.g. soap, toothpaste, denture powder, toothbrush, shampoo and face flannels are not included. All clothing must be clearly marked using nametapes before use in the Home.

Insurance & Valuables

The building and contents are insured with Norwich Union and they will accept liability for loss or damage to resident's possessions not exceeding £1000. Unless valuables are placed in the care of the manager, these are your own responsibility.

Notice

Should any resident wish to leave, we request four weeks notice in writing, either way.

Church Services

Regular visits by chaplain for services and communion is available. The local Methodist Church visits the home every month. Music and Hymn singing is undertaken by PARCH, a local group of volunteers

Registration & Feedback

The home is registered with the Commission for Social Care Inspection, who inspects periodically to maintain standards. It is the intention of Palm Court to ensure that all our

clients are satisfied with our services. However, there may be issues of concern that our clients might want to express. Please complete the feedback form provided for your use and hand it to the nurse in charge. The manager will respond to your feedback within 48 hours.

If you want to discuss or write to us about our services, we suggest:

1. Please approach the person in charge and discuss the matter.
2. Please ask your concern to be communicated to Mr & Mrs Durgahee as soon as possible. You can email your concern to dfbcareltd@yahoo.com or contact us via our website www.palmcourtnursinghome.co.uk
3. You will receive acknowledgement of your concern from Mr & Mrs Durgahee within 24 hours
4. Your concern will be discussed with you and a plan of action mutually agreed with you within a week
5. If you are not happy with the outcome of the mutually agreed plan, please inform Mr & Mrs Durgahee. If you are still not satisfied after their actions, then you have the right to express your concern to:

Commission for Social Care Inspection,
The Oast
Hermitage Court
Hermitage Lane
Maidstone, ME16 9NT
Tel: 01622 724950

For more information, please contact:

Manager
Palm Court Centre of Excellence in Dementia Care,
17-19 Prideaux Road,
Eastbourne, East Sussex.
BN21 2ND
Tel: 01323 721911
Email: dfbcareltd@yahoo.com

Palm Court Nursing Home,
17-19 Prideaux road
Eastbourne
East Sussex
BN21 2ND

Date: 28.4.08

Dear Mr. Allen

RE: YOUR CARE AT PALM COURT

Thank you for asking me to assess your needs/care with a view to be admitted to Palm Court.

This is to confirm that Palm Court Nursing Home can meet your assessed needs as explained to you and/or your representative and as documented on our pre-admission form. The first four weeks of your stay will be a trial period. I will write to you again after this initial trial period to confirm that Palm Court can continue to meet your needs in the longer term.

The terms and conditions for your care are outlined in the contract which will be given to you upon admission. If you are funded by social services, then the terms and conditions are in accordance with the contract agreed with ESCC.

Your care plan will be discussed with you upon admission and you or your representative will be required to sign the care plan to confirm your involvement.

You will be allocated a key worker who will assess your needs on an ongoing basis and develop your care plan with you or your representative to meet the identified needs.

If you need further clarification about your needs and the care at Palm Court, please do not hesitate to contact me.

Yours sincerely,

Mrs Jan Burch
Manager

Palm Court Nursing Home
17-19 Prideaux road
Eastbourne
East Sussex
BN21 2ND

Date:.....

Dear Miss Hutchinson

RE: YOUR LONG TERM CARE AT PALM COURT

I am pleased to confirm that Palm Court is able to meet your long term needs/care as explained to you and/or your representative and as documented in our care plan form. The first four weeks of your stay will be a trial period.

The terms and conditions for your care are outlined in the contract (given to you on admission) which will continue and any change will be mutually agreed before any change is made. If you are funded by social services, then the terms and conditions are in accordance with the contract agreed with ESCC.

Your care plan will be discussed with you on an ongoing-basis and your representative will be required to sign the care plan to confirm your continuing involvement.

You will continue to have a key worker who will assess your needs on an ongoing basis and develop your care plan with you or your representative to meet the identified needs.

If you need further clarification about your needs and the care at Palm Court, please do not hesitate to contact me.

Yours sincerely,

T. Durgahee
Manager