



Statement of Purpose

Abbeyfield Tamar Extra Care Society Ltd.

‘Our aim is to provide a home for residents to live in dignity and comfort with the respect of those who care for them’



**Abbeyfield Tamar House
11 Brest Road, Derriford
PLYMOUTH PL6 5XN**

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**Information for Residents
and Prospective Residents**

This Statement of Purpose has been developed to provide information for residents and prospective residents about **Abbeyfield Tamar House**.

The Statement of Purpose, together with the care home's Service User's Guide, provides information that we are required to produce by law.

If you have any questions or concerns that are not addressed here, or would like to arrange a visit, please contact the Care Manager.

The Abbeyfield central office can provide advice and information on a wide variety of issues, including contact details for other Abbeyfield care homes.

Contact

The Abbeyfield Society
St Peter's House
2 Bricket Road
St Albans
Hertfordshire AL1 3JW

Tel: 01727 857536

Fax: 01727 846168

email: post@abbeyfield.com

website: www.abbeyfield.com

Registered Charity No 200719

TSA Regulator of Social Housing No H1046

Company No 574816

If you would like to receive this Statement of Purpose in an alternative format, for example on audio tape or in another language, please contact the Care Manager.

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1. Choosing a Care Home

Every prospective resident should have sufficient opportunity to choose a care home that suits their needs and preferences. We aim to provide enough detailed information about the services we provide and the fees we charge to enable prospective residents to make a fully informed choice about their future care.

Prospective residents are welcome to visit the care home at any reasonable time. We offer trial visits so that prospective residents can meet our staff and residents and see what life is like at [Tamar House](#)..

Prospective residents who are interested in moving in to the care home will have their needs properly assessed by a suitably trained member of staff before a place in the care home is offered. Details of the outcome of the needs assessment will be confirmed in writing.

Residents are asked to sign a Contract for Residential Accommodation that details the terms and conditions of residence before or at the point of moving into the care home. A copy of the Contract for Residential Accommodation is available for information from the Care Manager.

2. Introducing The Abbeyfield Society

The Abbeyfield Society provides quality housing with support and care for older people from all walks of life, regardless of income. Launched in 1956, its name comes from the meeting place of the first voluntary committee in Abbeyfield Road, London.

Traditionally, Abbeyfield services have been managed by local volunteer-led societies that are independent non-profit making organisations affiliated to The Abbeyfield Society.

The Abbeyfield Society now directly manages a total of 169 supported sheltered houses and 19 care homes accommodating around 2,000 residents across England.

The Abbeyfield Society aims to build on its achievements and deliver a first rate customer service through the provision of high quality sustainable housing, care and support services for older people.

3. Our Philosophy of Care

Whilst no two Abbeyfield Society care homes look the same, all our staff are committed to The Abbeyfield Society values, and residents can expect the same high standards of service in all Abbeyfield care homes.

Our mission is:

To help an increasing number of older people enjoy a high quality of independent living provided through a range of services including support, housing or care with local community involvement.

Our values:

Residents and future residents will be offered:

- The confidence that they will enjoy fair treatment at all times in accordance with the Charity's Equal Opportunities Policy
- The chance to live in dignity, valued and respected as individuals, enjoying all rights associated with citizenship
- Privacy and confidentiality in respect of their private affairs
- Security and safety within their homes as part of a caring community, able to enjoy the right to be alone and undisturbed
- The opportunity to live a full life and seek fulfilment as individuals, making choices about the way they live their lives
- Practical, flexible and personalised care and assistance that helps them to maintain as much independence as they are able to enjoy, taking their own decisions and appropriate risks
- Involvement in planning, developing and delivering activities that target social isolation and loneliness
- The opportunity to be engaged, have their views sought, listened to and responded to, including access to a complaints procedure.

4. The Care Quality Commission

The Care Quality Commission is the official body responsible for registering and regulating care homes. All registered care homes are regularly inspected by CQC and inspection reports, which are public documents, are available either from the CQC website www.cqc.org.uk or are available to view from the care home.

This care home is registered and inspected by the local CQC office whose contact details are given below:

South West Region
C.Q.C.
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616172
E-Mail: enquiries.southwest@cqc.org.uk

5. The Registered Provider

Each Abbeyfield Society care home is registered with CQC and the registered provider is Abbeyfield Tamar Extra Care Society Ltd.

The responsible individual is Mr. Dick Page.

The address of the registered provider is :
11 Brest Road, Derriford, Plymouth, PL6 5XN
Tel: 01752 510810

About 'Tamar House'

Tamar House is a care home providing personal care and accommodation for twenty eight older people over the age of 65 who may also have a physical disability, including visual or hearing impairments, those who have difficulties with Parkinson's Disease or following a stroke. The home does not provide intermediate care.

Tamar House can also provide care for those with short term memory loss, and those who have been diagnosed as having Alzheimers Disease. This

would be subject to initial satisfactory pre-admission assessment, adequate risk assessment and for as long as, subject to the Contract of Residence, Tamar House can meet continuing needs.

The home is owned by the Abbeyfield Extra Care Society Ltd, which is a registered charity, affiliated to The National Abbeyfield Society. The fee levels are between £583 and £674 per week. The level of fees is reviewed annually in April of each year by the Executive Committee. Information about the home and copies of inspection reports can be obtained from the Care Manager.

The home is purpose built and opened in 1987. It is located in Derriford Business Park, on the outskirts of Plymouth, close to the hospital, transport routes and other amenities. It consists of a two-storey building, which is fully accessible by service users with physical disabilities: it has wide doorways and corridors, level access throughout, automatic doors at the front, a shaft lift and a stair lift.

All the home's bedrooms are single: thirteen on the ground floor and fifteen on the first floor, twenty six of which have en-suite toilet facilities, whilst the other two rooms have toilets immediately outside. One of the bedrooms on the ground floor is kept for short term respite care or for visitors who require an overnight stay. Bathing showering and toilet facilities are available on each floor, close to the bedrooms and communal rooms.

There are lounge and dining rooms on the ground floor, a smaller lounge room on the first floor and a room for the specific use of a visiting hairdresser. There is a call bell system installed throughout the home.

The home has a large garden, with flower beds, patios and lawn, which is accessible by all service users. There is plenty of parking space at the front of the home.

Residents' Bedrooms

All bedrooms are furnished and decorated to a high standard and in a style which is in keeping with the care home's homely atmosphere. Residents are encouraged to personalise their rooms with their own belongings and are free to change decor, furniture or furnishings if they wish. Any items of furniture or equipment brought into the home will need to be checked to ensure they are safe for use.

Bedrooms are lockable and residents are provided with a personal key to their own room. Each bedroom also has a private lockable storage facility for personal or valuable items. Bedrooms are centrally heated and residents are able to control their own bedroom temperature by means of a thermostatic control valve. Towels and bed linen are provided.

All rooms are fitted with a telephone point so that residents can have their own telephone line installed if they wish. There is also a television point and residents are welcome to bring their own TV and radio. Residents aged over 75 may be eligible for a free TV licence. The two bedrooms that do not have en-suite facilities have a wash hand basin and are positioned close to a toilet and bathroom.

All bedrooms are linked to the care home's emergency call system so that residents can summon assistance from a member of staff at any time.

6.The Staff Team

We are aware that the care home staff will play a very important role in promoting residents' wellbeing.

We undertake to:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs
- 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 residents' safety and welfare.
- Supervise and monitor the performance of all staff and volunteers to ensure they have the necessary knowledge, skills and understanding to deliver a high quality service
- Offer a range of training and development opportunities to maximise the potential of each employee

At **Abbeyfield Tamar House** we have a team of skilled and dedicated staff who together provide professional personalised care and support for residents twenty-four hours a day.

The Registered Care Manager is Mrs. Gillian Poad.

She is supported by a Deputy Manager, as well as Team Leaders who have achieved Level 3 National Vocational Qualification.

All Care Staff have on-going training to cover Safeguarding Vulnerable Adults, Mental Capacity Act, Deprivation of Liberties ,Medication Awareness, Manual Handling, Health and Safety, Food Hygiene Nutrition, First Aid, Infection Control and Dementia Awareness, as well as many other aspects of care. All Care Staff are expected to undertake National Vocational Qualifications and currently the majority of staff are trained to Level 2 or above.

The home also employs an activities co-ordinator.

Abbeyfield Tamar House Organisational Structure

**EXECUTIVE
CHAIRMAN**

**CARE HOME
MANAGER**

DEPUTY MANAGER

TEAM LEADERS

CARERS

HEAD COOK

COOK

KITCHEN ASSISTANT

**HOUSEKEEPING
STAFF**

**ACTIVITIES
CO-ORDINATOR**

7. Residents' Rights

People who live in Abbeyfield Society care homes can be assured that their rights will be protected at all times. The following statement of residents' rights underpins the services we provide.

Every resident has the right to be treated with respect and to:

- Retain their personal dignity and independence, irrespective of their health or personal circumstances
- Receive skilled sensitive care to enable them to achieve the highest possible quality of life
- Have their social, emotional, religious, cultural, political and sexual needs and choices respected and facilitated
- Have their confidentiality respected
- Have their personal privacy respected
- Have continued access to facilities and services in the community
- Receive visitors and relatives at any reasonable time

Every resident has the right to information and consultation and to:

- Be consulted about daily living arrangements and to be involved in any discussions about proposed changes to those arrangements
- Be consulted about their social, emotional, religious, cultural, political and sexual needs and preferences and have their preferences respected
- Be fully involved in the assessment of their individual needs and the care planning process
- Make informed choices about all aspects of their life and the care they receive
- Have a regular defined review of their individual circumstances, at which they have a right to be present
- Be fully informed about the services provided by the care home
- Have access to a robust complaints procedure and feel assured that their concerns will be listened to and acted upon

Every resident has the legal right to:

- Enjoy the basic rights of citizenship including the right to vote if they wish to do so
- Manage their own financial and personal affairs
- Make their own decisions and take responsible risks
- Choose their own GP, dentist and other health care professionals, and to consult with them in private

8. Privacy

We recognise that life in a communal setting can undermine the right to personal privacy. Residents will be treated with respect, and the care they receive will promote their privacy at all times.

Our staff will promote privacy by:

- Giving help in intimate situations sensitively and as discreetly as possible
- Helping residents to furnish and equip their rooms in their own style and to use their room freely for leisure, meals, entertaining and receiving visitors
- Offering a range of locations around the home for residents to be alone or with others
- Providing suitable locks on residents' storage space and bedrooms and providing each resident with their own keys
- Providing suitable locks that do not compromise privacy on toilets, bathrooms and other rooms in which residents need at times to be interrupted
- Ensuring residents' privacy when using the telephone; receiving, opening, reading and sending mail: communicating with friends, relatives, advisors or health care professionals
- Ensuring the confidentiality of information the care home holds about residents.

9. Dignity

We recognise that the need to accept help with personal care can affect self esteem. Residents' personal dignity will be preserved at all times.

Our staff will promote dignity by:

- Treating each resident as a unique and valued individual
- Using each resident's chosen and preferred form of address
- Helping residents to maintain a respectable appearance and to present themselves to others as they would wish
- Taking care of residents' personal belongings and ensuring that residents wear their own clothes at all times
- Offering a range of activities which enables each resident to express themselves as an individual
- Encouraging and allowing residents to do as much for themselves as possible and not assuming help is needed with everything
- Being patient, courteous and respectful
- Never patronising or stereotyping residents
- Ensuring residents do not feel isolated or alone
- Respecting basic human rights
- Taking account of residents' cultural and religious needs and preferences
- Promoting equality and diversity and ensuring residents are not discriminated against for any reason including age, health or disability, sexuality, cultural or religious beliefs, race or ethnicity.

10. Independence

We will ensure that moving into a group living situation does not compromise personal independence and that residents retain the opportunity to think and act without reference to another person whenever possible. We will do this in the following ways:

- Providing personal assistance as tactfully as possible when it is needed
- Maximising each resident's ability to look after themselves, to interact with others and to carry out the tasks of daily living unaided
- Helping residents take reasonable and fully informed risks
- Promoting opportunities for residents to establish and maintain contact with others both within and outside the home
- Not restricting residents unless there is a situational emergency when it is essential for their own safety or the safety of others

11. Autonomy and Choice

We aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives and to retain as much control as possible in their lives. We will do this by:

- Ensuring residents are fully involved in all aspects of their care
- Consulting and involving residents when making decisions about the day to day running of the care home
- Offering residents a wide range of leisure activities from which to choose
- Enabling residents to manage their own time and not be restricted by set timetables and routines
- Treating residents as individuals and not as a group
- Respecting residents' individual or unusual behaviour
- Retaining maximum flexibility in the daily routines of life in the care home
- Providing meals which enable residents, as far as possible, to decide for themselves where, when and with whom they take their meals and to choose what they eat and drink.
- Supporting residents to observe their chosen religion and to maintain their cultural identity.

12. Fulfilment

We want to help residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Getting to know each individual resident and understanding as much about them as they wish to share
- Providing a range of social and recreational activities to suit the needs and wishes of all residents, and to stimulate participation
- Enabling residents to pursue hobbies and leisure interests
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident
- Respecting each resident's religious, ethnic and cultural diversity and enabling them to attend religious services or gatherings of their choice
- Helping residents to maintain existing friendships and relationships and to establish new ones if they wish
- Attempting always to listen and respond promptly to any resident's desire to communicate at whatever level.

13. Safety and Security

We aim to provide care and support in an environment which responds to the need for safety and security in the following ways:

- Helping residents feel they can rest and relax in a safe environment
- Offering assistance with tasks and in situations that would otherwise be dangerous for residents
- Protecting residents from all forms of abuse and from all possible abusers
- Ensure that the health, safety and welfare of residents, staff and visitors are promoted and protected
- Work to accounting and financial procedures that safeguard residents' interests.

14. Fire Precautions

The care home has a range of equipment and systems in place to protect against the risks associated with fire. These include:

- A fire detection system that is regularly checked and serviced by a suitably qualified contractor
- Fire resisting doors throughout the building
- Smoke and heat detectors
- Emergency fire alarm call points
- Fire extinguishing appliances and fire blankets
- Emergency lighting in fire escape routes
- Weekly fire alarm tests
- Regular fire safety training for all staff
- Regular testing of electrical equipment and installations by a suitably qualified electrician

An annual fire safety risk assessment is completed to ensure that all reasonable steps are taken to prevent a fire and to ensure the safety of everyone in the building in the unlikely event of a fire. Statements as to the procedure to be followed in the event of a fire are prominently displayed throughout the care home.

Smoking is not permitted in the care home

15. Planned Admissions

All residents are offered a place on the basis of a comprehensive needs assessment completed by a suitably trained member of staff. This will take into account the prospective resident's views, and also those of their family and other community or hospital-based health care professionals involved in their care. The outcome of the needs assessment will be confirmed in writing.

Prospective residents will be offered the opportunity to stay in the Guest Room, so that they may have a better understanding of the care provided without commitment to a permanent contract.

Once a place is offered and accepted, the care home manager will discuss this in the residents' personal care plan. The Key Worker will set time aside to help and agree convenient arrangements for the admission with the prospective resident and their family. On admission, the resident will be introduced to their Key Worker. The Key Worker is responsible for finding out exactly what care is needed and assisting the resident to become familiar with the care home and introduce other residents and members of staff.

The first three months, will be considered a trial period during which time the resident will have an opportunity to decide whether they would like to stay. The care home staff will also have an opportunity to fully assess the resident's needs to ensure the care home can offer the required level of care and support.

Admissions (In exceptional circumstances)

In exceptional circumstances we may be asked to arrange an admission very quickly. In an emergency situation an initial visit and the completion of a full pre-admission needs assessment may not be feasible. However, we will still complete a comprehensive assessment of needs within five working days of admission. We will ensure that essential information about the home will be given within two days and all additional information about the home within five working days.

16. Personal and Health Care

We draw on expert professional guidelines for the services we provide. In pursuit of the highest possible standards of personal care we will do the following:

- Ensure that residents are at the centre of all decision-making concerning their care
- Develop with each resident a personal care plan based on a comprehensive and continuous assessment of their needs
- Ensure residents are able to access NHS services including specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services and care from hospitals and community health services according to their needs
- Provide opportunities for appropriate exercise and physical activity
- Enable residents to register with a GP of their choice wherever possible
- Ensure residents have access to hearing and sight tests and appropriate aids according to their needs
- Establish and carry out careful procedures for the safe administration of residents' medicines
- Provide sensitive, compassionate and respectful care for residents who are dying, and provide support and understanding at the time of death.

17. Personal Care Plans

Every resident has a written personal care plan which details how their assessed health and welfare needs will be met. Care plans are used to guide the care home staff to ensure that the services we provide are tailored to suit the needs of individual residents.

We will ensure all residents:

- Are involved in the development of their personal care plan
- Are supported to care for themselves wherever possible
- Have access to their personal care plan
- Are happy with the content of their personal care plan, which they will be asked to sign to indicate their involvement and agreement
- Have their personal care plan kept up to date to ensure it always reflects their needs and wishes
- Are involved in the regular review of their care
- Have the opportunity to involve their family or chosen representatives in the care planning process if they wish

18. Leisure Activities and Social Contact

We recognise and respect that residents will have differing lifestyle preferences and that the need for social and leisure activities will vary from one person to another. Some residents will have an active social life while others will want a level of privacy and independence from others. We will seek to respond to these unique differences and we will ensure that each resident has the opportunity to pursue hobbies and leisure interests, and participate in social activities as they wish.

We will also ensure that residents are able to exercise choice in relation to their personal and social relationships, both within and outside the care home. We are committed to the involvement of family and friends where this is important to the resident.

Our social calendar is strongly driven by our residents and we always have a varied programme of events arranged. The programme includes such things as **social evenings, coffee mornings, quizzes, film shows, entertainers, speakers on subjects of interest, music evenings, and trips to the theatre and**

places of interest. Residents are kept informed of planned activities and events and are free to choose whether or not to join in.

We support residents to take part in the life of the local community and to access leisure, educational, and recreational facilities according to their wishes.

19. Religious and Cultural Needs

The need for social contact extends to include religious and spiritual relationships and residents are supported to develop such relationships and contacts both in the care home and in the wider community.

Our care home is open to people from all faiths and backgrounds and we respect individuality and uniqueness and value cultural and religious diversity. Residents are free to worship as they wish and often attend their own local place of worship. A member of the local clergy visits the care home regularly. Any arrangements for services or communal prayers within the care home are made in consultation with, or at the request of residents. A family service is held at the home monthly.

20. Visitors

Visitors will be made welcome at any reasonable time and residents are free to receive visitors in the privacy of their own room if they so choose. Restrictions on visitors may be imposed if requested by a resident.

It is usually possible for visitors to join residents for a meal for which there is normally a small charge. Residents may invite their family or friends to join them for celebrations or special occasions. **It may be possible for visitors to stay overnight and requests should be discussed with the care home manager.**

21. Consultation with Residents

We value the views of our residents and we will consult regularly with residents about all matters that affect them.

We want to hear residents' views about the care home and about the way the care home is run and we welcome all comments and suggestions. Residents' views are extremely important to us and will be taken into account by the care home manager when making decisions about the running of the care home.

Residents will be consulted about any proposed changes in the care home that may affect them.

Residents' meetings are held regularly so that residents can discuss the running of the care home and to put their views to the care home manager.

The Abbeyfield Society regularly carries out a national survey of residents' views. A comprehensive written report detailing the findings of the latest survey is available in the care home for residents' and prospective residents' information.

22. Advocacy

Advocacy is the formal or informal process of speaking up for people whose voice might otherwise be overlooked. Advocacy can be performed by any person or group of people for themselves or on behalf of someone else.

We will ensure residents have access to a comprehensive range of advocacy services and the care home manager will be able to advise what advocacy services are available.

Abbeyfield care homes have traditionally asked residents to arrange for someone that they trust to act as their representative (or informal advocate). This is the person we would contact if a resident needs extra support or if there is an emergency.

Usually a trusted relative, friend or professional advisor would act as a representative and their role is to make sure the resident's interests are looked after and to be available to help in case of emergency. Representatives are not expected to have any financial involvement or responsibility – the main requirement is their continued interest and support.

Some residents may have a formal advocate, known as a Lasting Power of Attorney, who may make decisions about financial matters and/or health and welfare matters on behalf of the resident.

23. Care Home Fees

The fees we charge reflect the location of the care home, the type of care we are registered for, the standard of accommodation we offer and the services we provide. Our fees include accommodation costs, all meals and drinks, in-house laundry and cleaning services, and personal care to meet your agreed needs.

The fees do not include items of a personal nature such as toiletries, clothing, newspapers and hairdressing; independently provided services such as private chiropody; some optional social activities or outings; and the cost of private transport.

The care home's current fees range **from £583 to £674**. Our tariff is available on request and applies to all prospective residents, regardless of whether they are paying for their care themselves or being funded wholly or in part by someone else, for example a local authority or primary care trust. The care home will confirm the fees to be charged with each prospective resident prior to arranging admission to the care home.

Care home fees are usually payable calendar monthly in advance by standing order. Please note that Abbeyfield Society care home fees are reviewed in April each year.

24. Paying the Fees

Before deciding to move to a care home it is very important for prospective residents to understand the significant financial implications of such a decision and to be sure that they can meet the long term cost of their care. Prospective residents are advised to seek professional financial advice about the options and welfare benefits that may be available to them and to contact their local authority before committing to any costs, even if the full cost of the care can initially be met privately.

In some circumstances, funding may be available from the local authority or primary care trust although the maximum amount payable may not be sufficient to cover the full fee. Where this is the case, arrangements will be needed to cover the cost of any shortfall. There are many organisations that can offer advice and guidance, for example Age Concern and Age UK and the care home manager can help prospective residents to access the information they may need.

The Abbeyfield Society Complaints Procedure for Care Homes

We are committed to providing you with an excellent service but we understand we may not always meet your expectations. We want to know if this is the case. Don't be afraid to complain. Reporting your concerns to us will help us to improve the service we provide to you.

You may, wish to make a formal complaint. You can do this yourself or you can ask a relative, friend or sponsor to do so on your behalf. You may also wish to get independent advice from the Citizens Advice Bureau, from Age Concern or from a solicitor. You will find details in the telephone directory and at the end of this booklet.

If you wish to make a formal complaint you are asked to take the following steps.

Discuss your concerns with the Care Manager

Say you are making a formal complaint

Ask the manager to make a written note of the subject and the date

If you do not hear anything within a week, you should put your complaint in writing to the Executive Chairman.

You need to allow a reasonable time for investigation and to report back to you (28 days)

If you have not heard from the Executive Chairman in that time or if you feel your complaint has not been adequately addressed you may refer to the Complaints Officer, Abbeyfield Society who will ask the Regional Secretary and Regional Chairman to investigate for you.

If you remain dissatisfied you have the right to appeal.

For further information, please contact our central office and request a copy of our leaflet for residents 'Do you have a concern or complaint?'