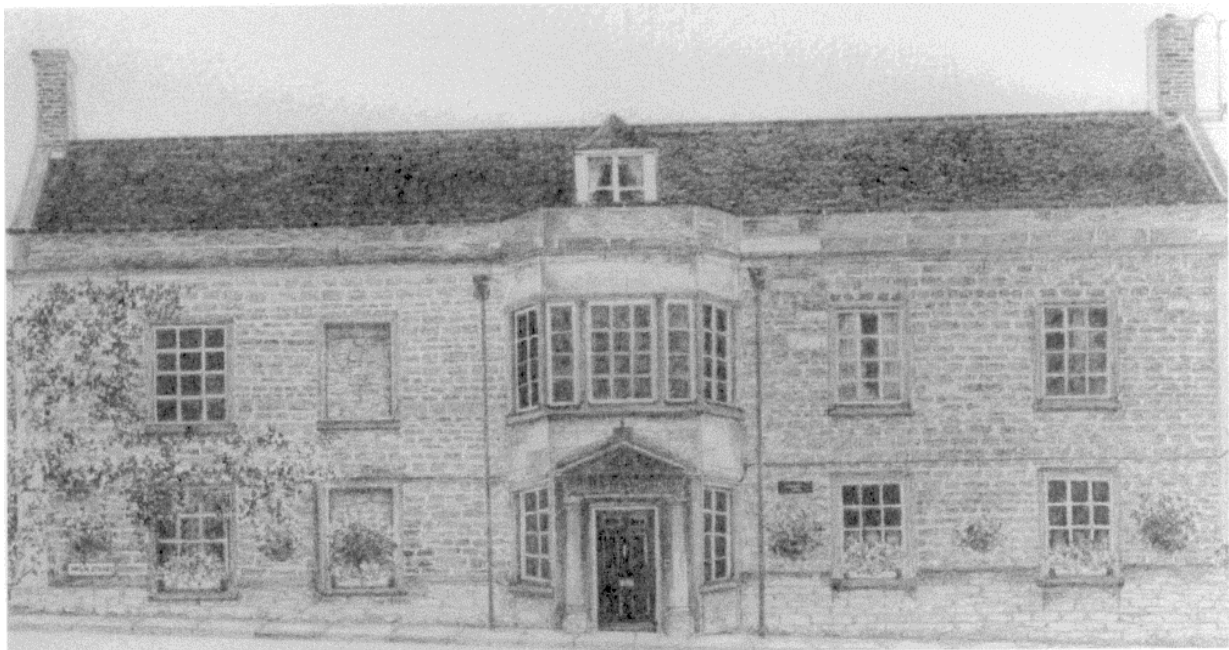


**Highfield House
Residential Care Home Ltd.
For the Elderly**

High Street, Castle Cary
Somerset, BA7 7AN
Tel/Fax: 01963 350697



STATEMENT OF PURPOSE

1. HIGHFIELD HOUSE

Highfield House is a registered care home, offering accommodation to 22 older people in single occupancy rooms.

Highfield House is owned by Mr Kandiah Vijayakumar.

All rooms have television points, phone sockets and wash basins. 15 rooms have a private W.C and four rooms have showers. All rooms are a minimum of 10ft².

Our purpose is to provide a safe caring environment in which residents can maintain their independence and have a lifestyle, which is as close as possible to which they might enjoy at home, but with the security of experienced staff.

2. AIMS AND OBJECTIVES

Highfield House's aim is to provide an environment for life which is safe, caring and homely, in which the residents can maintain their individuality and independence whilst enjoying a lifestyle which promotes their dignity, privacy and freedom of

choice, recognising their sensitivities and beliefs.

Highfield House also aims to provide a level of care supported by G.P's, District Nurses and health care professionals until the end the individual's days.

The objectives are:

1. To assist the residents to maintain their independence and for them to be treated in a dignified and respectful manner.
2. To enable the residents to participate in setting the lifestyle of the home by encouraging comments, requests and complaints
3. To encourage each resident to bring their own possessions to enable them to feel at home
4. To encourage residents to participate in a variety of activities i.e. recreational, outings and entertainment in order for them to feel fulfilled
5. To provide pleasant grounds and a comfortable environment
6. To encourage residents to participate in community activities and invite local volunteers to visit the home
7. To encourage relatives and visitors to keep in contact with

the families and inform them of any changes in their relative's health or wellbeing.

8. To encourage residents to maintain friendships through letters and visits and the use of telephones
9. To care for people regardless of their religion, gender, ethnicity or sexual orientation.
10. To meet the nutritional requirements of individuals and offer them personal choices wherever possible ensuring an adequate and varied diet
11. To encourage residents to organise and administer their own medication where possible and to work alongside GPs and other health professionals to enable residents to stay in the home environment when illness occurs
12. To ensure there is access when needed to all the available professional services i.e. Doctors, Dentists, Social Services
13. To provide a comfortable, warm and homely environment where all staff are fully aware of the residents changing needs.
14. To provide staff with a range of training opportunities which meet the needs of the Service.

3. WHO COMES TO HIGHFIELD HOUSE

Highfield House caters for males and females over the age of 65, who have found difficulties in living in their own home or seek the company of others.

Highfield House does not offer nursing care but does provide end of life care whenever possible.

3.1 The Application Process

People who enquire about Highfield House are provided with a brochure.

Anyone who makes an enquiry will be invited to visit the home and meet the staff team and Rachel Mundy the Registered Manager or Michelle Turner the Deputy Manager before making an application.

In order to carefully assess each prospective resident for his or her suitability to the home a manager will visit them in their own home or hospital and then arrange a return visit which may be a day or holiday in the home.

If there is no current vacancy and the application is accepted an applicant can be placed on the waiting list if they so wish.

Applications for Residents requiring funding from the DSS are also welcome; an additional top up charge will be required in order to meet the full cost of fees.

4. TERMS AND CONDITIONS OF RESIDENCE

The initial four weeks of a resident's occupancy are regarded as a trial period in order for both the individual and Highfield House staff to get to know each other, iron out any teething problems and ensure his or her suitability for the home.

In this period, a resident's care and support requirements are also assessed and a care plan will be drawn up between a senior staff member and the resident. Highfield House strongly welcomes the involvement of the resident's family if the resident so wishes in drawing up a care plan. The care plan details individual care requirements, health care needs, social interests and activities and assessment of any risks to which the resident or staff may be exposed.

At this stage, a resident will be assigned a Key Worker who aims to take a special interest over and above

the normal daily routine and to ensure that entry into the home is a pleasant experience, explaining the routine and how things work.

The care plan is reviewed with the resident, at least once a month, and updated to reflect changing needs.

5. FACILITIES AND SERVICES

Highfield House has a lounge, dining room, conservatory and large and a smaller garden for the use of all residents and their families and friends. Both gardens are easily accessible for wheelchair users and those people using mobility aids.

The lift and stair lift in the main house ensures all residents have easy access to upstairs areas of the house.

Friends and relatives are welcome to use all facilities when visiting.

Highfield House is located in the centre of Castle Cary. A wide range of amenities are close by including a Post Office, Banks, Library, Church and an array of shops which are within easy walking distance. If a resident is unable to walk to these amenities a member of staff will either escort the individual into the town or shop on his or her behalf.

5.1 Therapeutic Services

On a regular basis a chiropodist, hairdressers, and manicurist hold clinics in the house; they can also come in more frequently to see individuals if required.

A gentle exercise class is held daily. All services are provided by qualified professionals and supervised by a senior member of staff. Castle Cary High Street also offers a range of therapeutic services including Aromatherapy, Chiropracty and Reflexology.

5.2 Religion

Highfield House welcomes individuals of all religions, ethnicity and cultures. In Castle Cary, there are Church of England, Methodist and Catholic Churches. Special arrangements can be made for all religions to be practised.

5.3 Activities

There is a television, DVD and music system located in the main lounge for the use of all residents. There is also a piano available for everyone's use.

On a weekly basis resident are invited to play Bingo, Scrabble and take part in singing sessions and the weekly quiz. A meeting is held monthly for all

residents to meet with staff and managers to discuss life within the home and offer any suggestions they may have.

Additional activities include Pottery, Candle Making and In-door bowling. Art classes are held by a local Artist. There is programme of talks and visits to local gardens held throughout the year to provide a variety of options for people to choose from.

Through out the year outside entertainers will perform shows in the home. For example, visits from a professional pianist and visits by Castle Cary Choir and Primary School children.

Highfield House is an active part of the community and enjoys the Carnival, Cavalcade of Motoring and all activities held in the town.

Day trips are arranged throughout the summer, for example a trip on the Seaton Tramway or a ride on the Steam train between Taunton to Minehead, typically followed by fish and chips and an ice cream. To ensure all residents can partake staff assist residents on trips and all destinations have disabled access and facilities.

Also in the summer, a garden party or fete is held to which friends, family and the local community are invited.

Each winter a Christmas coffee morning is held and at Christmas there is an Open House for friends and family.

6. PRIVACY AND DIGNITY

Highfield House believes that Privacy is an absolute right of every resident and is an integral factor in the preservation of each individual's personal dignity. It is an objective of Highfield House to assist residents to maintain independence and treat residents in a dignified and respectful manner.

7. CONSULTATION AND COMPLAINTS

It is an objective of Highfield House to encourage residents to participate in setting the lifestyle of the home by encouraging comments, requests and complaints. Highfield House operates a complaint procedure to be used in this instance.

Highfield House operates an Open-Door policy whereby all residents, family and friends are welcome to

discuss any issue with Managers at any time and in the strictest confidence.

8. ORGANISATION OF CARE PROVISION AT HIGHFIELD HOUSE

Rachel Mundy is responsible for all aspects of the day to day running of the home and is supported by Michelle Turner her Deputy Manager and a team of Care Managers who assisting in the smooth running of the home and care of the residents .

Care is provided by 3 teams of Care Assistants working in a shift pattern. In each team, there is a Senior Care Assistant, and three Care Assistants.

A team of Domestic Assistants performs daily Housekeeping and laundry duties.

Highfield House employs three Cooks who work on a rotational basis to provide the lunchtime meal and bake cakes on a daily basis. All meals are prepared and cooked using fresh locally sourced ingredients wherever possible. At every meal, a menu provides a varied choice of dishes.

Night time care is provided by a Senior Night Care Assistant and a Night care Assistant who help to provide continuous 24-hour waking care.

All members of staff are directly responsible to Rachel Mundy and Michelle Turner or to the Care Managers in their absence.

8.1 Staff Qualifications

Rachel Mundy is qualified with a Level 5 Leadership in Health and Social Care in Adult and Child services, Michelle Turner is working towards her Level 5 in Leadership in

Health and Social Care of Adult and child services, and all Care Managers are trained with a QCF Level 3 in Management and Health and Social Care and Senior Care Assistants are trained to NVQ level 3 in Direct Care..

All Care Assistants are trained to a minimum NVQ level 2 in Direct Care.

Highfield House also has a small bank of Relief Care Assistants, who help ensure full staffing at all times. They are also trained to NVQ level 2/3 in Direct Care.

Regular training sessions for staff are held such as Manual Handling, First Aid and Fire. End of life Care, Food Hygiene, Equality and Diversity,

Dementia Care and Health and Safety. All topics covered on an on-going basis.

Over and above CQC requirements all staff are trained in a Direct Care qualification.

9. FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

All members of Staff are trained in Fire and Emergency Procedures. Fire precautions and Safety equipment are checked on a regular basis.

10.ARRANGEMENT OF REVIEW FOR STATEMENT OF PURPOSE AND SERVICE USERS GUIDE

Highfield House maintains policies and procedures in line with National Regulations. We encourage feedback from all interested parties in order to further improve the Services provided by Highfield House.

The Management Team make six monthly reviews or as necessary of the Statement of Purpose and the Service Users guide to ensure their relevance and accuracy.

