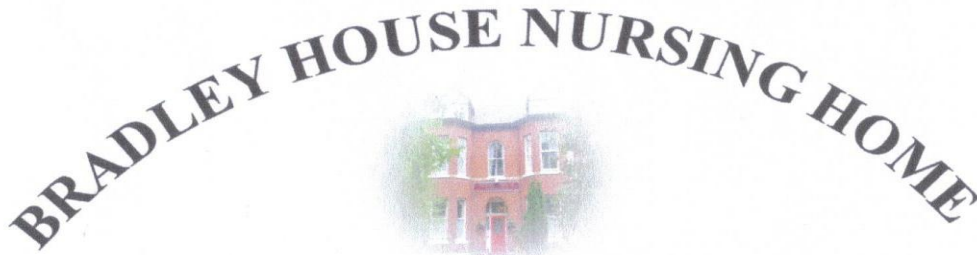


**AR21 - Statement of Purpose**



2 Brooklands Crescent, Sale, Cheshire M33 3NB  
Telephone: 0161 973 2580 & 0161 973 1737 Facsimile: 0161 905 3425  
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## **Statement of Purpose**

**Bradley House Nursing Home  
2 Brooklands Crescent  
Sale  
Cheshire, M33 3NB**

**Tel: 01619732580 /01619731737**

**[helen.bange@btinternet.com](mailto:helen.bange@btinternet.com)**

**Bradley House Nursing Home is the trading name of  
Bange Nursing Homes Ltd  
Company Reg. No. 6414735**

## AR21 - Statement of Purpose

### **Bradley House Nursing Home's Statements of Purpose AIMS & OBJECTIVES OF Bradley House Nursing Home**

#### **Welcome:**

We admit 34 male and female clients with no age restriction. All our residents are suffering from a dementia type illness. Short term respite and long term residency is welcomed.

A pre-admission assessment will be carried out to assess the suitability of the match between your needs and the Services and facilities of the Home. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative(s).

Emergency admissions will be accepted only in exceptional circumstances, where the health or safety of the Service User is under threat, and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed Service User will be discussed with the professional referrer to ensure that the needs match the services offered, and the normal pre-admission assessment will be carried out within 48 hours of admission.

#### **Care objectives**

The Home aims to:

- \*Offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
- \*Treat all people who live and work at the Home and all people who visit with respect at all times.
- \*Uphold the human and citizenship rights of all who live, work and visit here.
- \*Support individual choice and personal decision-making as the right of all Service Users.
- \*Respect and encourage the right of independence of all Service Users.
- \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
- \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

**AR21 - Statement of Purpose****Details of Registered Provider, Nominated Person and Registered Manager****Registered Provider:**

Name: Same as Registered Manager  
Address: 2 Brooklands Crescent  
Sale  
Cheshire, M33 3NB  
Experience: Same as Registered Manager

**Nominated Person:**

Name: Registered Manager  
Address: Bradley House Nursing Home, 2 Brooklands Crescent  
Sale  
Cheshire, M33 3NB  
Experience: Same as Registered Manager

**Registered Manager:**

Name: Mrs Helen Bange  
Address: Bradley House Nursing Home, 2 Brooklands Crescent  
Sale  
Cheshire, M33 3NB  
Qualifications: Registered General Nurse - Qualified 1989 Enrolled Nurse General - 1984 ENB Care of the Elderly Course 1985

Development workshop in Business Planning/Development 2008

Experience: Worked at Bradley House Nursing Home for 21 years. Gained vast experience in the management and organisation of the home. Have always worked with the elderly since gaining General Nurse Qualification. Up to date training with relevant issues such as Safeguarding Adults, Infection Control etc. Involved in Trafford's Patient Safety Express programme as a Nursing Home representative, to further improve the services available for our residents.

## **AR21 - Statement of Purpose**

### **Staff Profile**

A list of current staff and their qualifications is available on request and on display in the Home. In addition to the staffing levels shown the Manager of the Home works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be increased at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the Home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

A registered Nurse will be on duty at all times

New carers will complete the Common Induction Standards (CIS) within 12 weeks of employment, and complete a Level 2 Diploma within 2 years of appointment. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action and a range of other areas.

**AR21 - Statement of Purpose**

Organisation of the the Home

**PROPRIETORS**

**REGISTERED MANAGER**

**OFFICE MANAGER**

**CLINICAL LEAD**

**COOK / KITCHEN ASSISTANT**

**REGISTERED NURSES**

**LAUNDRY STAFF / MAINTENANCE STAFF**

**SENIOR CARERS**

**CONTRACT CLEANERS**

**CARERS**

## **AR21 - Statement of Purpose**

### **Description of Our Services and Facilities**

#### **Services offered:**

The following services are provided at the Home's location:

Care home service with nursing ( CHN )

The following regulated activities apply to services provided by the Home:

Accommodation for persons who require nursing or personal care  
Treatment of disease, disorder or injury

the Home provides services for the following bands of Service User:

Dementia

The following Care and Support Services are provided by the Home:

Alzheimer's

Epilepsy

Parkinson's Disease

Respite Care

Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month

### **The physical environment**

- Service User at Bradley House Nursing Home enjoy the following facilities:
- - A full automatic fire alarm system, and an emergency lighting system;
  - A room call system covering each room;
  - A distinct dining area, where the menu choice for several days in advance is displayed;
  - Subject to risk assessment, Service Users may use the following facilities: 23 Single rooms, non en-suite, 3 Single rooms, en-suite, 4 Double rooms, non en-suite, 4 Dayrooms 1 Dining rooms 4 Bathrooms 6 WCs (3 of which are wheelchair accessible) \*Other physical facilities \*Special facilities e.g. assisted baths, hoists, special beds, pressure relieving equipment, grab rails on corridors, passenger lift to all floors, high security thumb print entry and exit system..

**AR21 - Statement of Purpose**

Room Dimensions

## AR21 - Statement of Purpose

### Communications

#### **Service User / Principal carers committee**

The committee provides a recognised forum for the airing of the views of Service Users and principal family carers. Participation in decision-making is encouraged and valued. A member of staff acts as secretary to the committee.

Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Service User representative, and are available only for use in ways approved and controlled by the committee.

#### **Keeping in touch**

Visitors are very welcome at the Home at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible we will pass on messages for you.

Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge.

Special news, details of staff changes, changes in the organisation of the Home, minutes of the Service User's meetings and advance notice of events will be posted on a notice board in a public area.

A telephone for your use is available, at wheelchair users' height, and with a comfortable seat adjacent. Any member of staff will help you to access the telephone if you need help. It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills. You are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff.

Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly.

Links with the community are encouraged. Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest.

#### **Property Location**

Bradley House is located within a short distance from Sale town centre and Sale Moor Village. We are situated in close proximity to Brooklands Metrolink station and Greater Manchester Transport buses. The motorway network is a 3 minute drive away from Bradley House.

#### **Call bell system**

A call bell system call point is located in your room and at appropriate points throughout the Home, enabling you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.



## **AR21 - Statement of Purpose**

### **Therapeutic Activities**

Bradley House Nursing Home has a policy of actively promoting the maintenance of Service Users' normal social network and social activities. Each Service User's Care Plan includes a facility for recording life history, social network and contacts, and preferences for activities and hobbies such that that staff are made aware of these, and the Service User is offered access to those networks and activities which are appropriate and desired. The policy of the Home is that activities and networking support are a part of normal daily living, and support for access will be available at all times.

### **No specialised equipment.**

### **Making a Complaint and Giving Compliments**

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- 

Service Users and their representatives may take their complaints to persons in authority outside the Home. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded Service User, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

**AR21 - Statement of Purpose**
**Addresses:**

<b>Director of Social Services: Trafford Council Trafford Town Hall Talbot Road Stretford Manchester, M32 0TH 0161 912 1212</b>	<b>Care Quality Commission: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161, Fax: 03000 616171</b>
<b>Local Primary Care Trust: Trafford Primary Care Trust 3rd Floor Oakland House Talbot Road Old Trafford Manchester, M16 OPQ 0161 873 6070</b>	<b>The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk</b>

**Advocates**

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Care Aware Advocacy Service  
PO BOX 8  
Manchester, M30 9NY  
08705 134925

Fax 0161 787 8560

[www.careaware.co.uk](http://www.careaware.co.uk)

**Arrangements for your voting rights can be made through the:**

Electoral Services  
6th Floor, Quay West,  
Trafford Wharf Road,  
Trafford Park  
Manchester, M17 1HH

**Other documents**

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on request and subsequently published on the notice board in the Home, and copies are available from the manager at any time.

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**Complaints Form**

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

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### Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

#### Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs.
- Service Users' personal rooms will have a lock fitted such as is appropriate to their needs, and the Service Users will be provided with a key unless a documented risk assessment indicates that this is inappropriate. Decisions in this respect will be recorded in the Service User's Plan and signed as agreed by the Service User or Advocate.
- All Service Users will have access to a locked cabinet in their room, or to a locked cash box.
- Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.
- Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager.
- Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.
- Service Users will always be offered privacy for personal discussions.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

#### Service Users' dignity:

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.

Bedrooms, bathrooms and WCs have locking mechanisms on the doors, and staff are trained to knock and wait for your invitation before entering the room.