

HYTHE NURSING HOME



91, North Road
Hythe
Kent
CT21 5ET

Tel No: 01303 265441

Fax No: 01303 230329

STATEMENT OF PURPOSE

4/4/17

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AIMS AND OBJECTIVES

Hythe Nursing Home aims to provide whole-person care by addressing the physical, emotional and spiritual needs of our residents. We provide the highest quality of care in a secure, happy and homely environment. The care, comfort and well – being of the residents is of paramount importance.

PHILOSOPHY OF CARE

At Hythe Nursing Home we believe all people have a right to:

- Mutual respect
- Privacy
- Dignity
- Independence
- Choice
- Rights
- Equality
- Security
- Fulfilment

These values form the foundation of our philosophy of care. The management of Hythe Nursing Home ensure that all staff are appropriately trained and qualified to deliver the highest standards of care. The care of each resident will be individually planned after gaining an understanding of their care needs and desires. Staff will be supportive of the residents' ever-changing needs which may be medical, physical, spiritual, emotional or social.

REGISTERED PROVIDERS

The registered provider is Julian BALL CEO, Premium Healthcare Limited
Hythe Nursing Home
91 North Road
Hythe
Kent
CT21 5ET
01303 265441

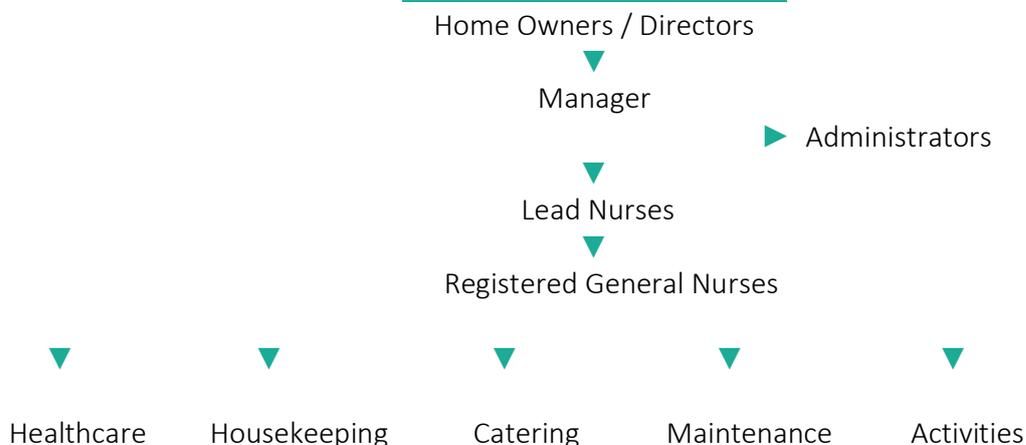
REGISTERED MANAGER

Hythe Nursing Home is managed by Sharon FELEPPA who is a Registered General Nurse with 20 years Care Home Management experience in both London and Kent. Sharon is supported in her role by a team of highly experienced nurses.

Sharon can be contacted at:

Hythe Nursing Home
91 North Road
Hythe
Kent
CT21 5ET
T: 01303 265441
E: manager.hythe@hythecare.com

ORGANISATIONAL STRUCTURE



Assistants

Co-Ordinator

STAFF AND TRAINING

The number, qualifications and experience of staff working in the Home changes from time to time, however we currently employ the following staff:

- 1 Manager
 - 2 RGN Lead Nurses
 - 6 R.G.N's
 - 29 Healthcare Assistants
 - 1 Activities Organiser
 - 2 Chefs
 - 1 Housekeeper
 - 9 Domestic
 - 1 Maintenance Operative
 - 3 Administrator / Accounts
- Flexi RGN's & Flexi HCA's

We select our staff for their reliability, integrity, skill, friendliness and professionalism. Our recruitment process is robust with all staff being carefully screened and references checked. All staff undergo a comprehensive induction programme which includes the following critical subjects:

- Care Code of Conduct / Staff Handbook
- Carer responsibilities
- Rights of Service Users
- Confidentiality
- Health and Safety / Fire Safety
- Food Hygiene and Safety
- Personal Care Tasks

We encourage as many of our care staff as possible to undertake the Care Certificate and NVQ training. We have an ongoing training plan for all our staff and provide both internal and external training to meet both mandatory and specialist requirements. We positively support all staff to develop their careers.

AGE AND RANGE OF NEEDS OF SERVICE USERS

Hythe Nursing Home accommodates all service users who may require Nursing care or Residential Care. The usual age of admission is over 65 years of age, but younger people whose needs can be met may also be admitted. We also provide short term respite care. We undertake comprehensive pre-admission assessment for ALL potential residents. Pre-admission assessments are conducted by the Manager or Lead Nurse and are designed to ensure that we are able to cater for all the needs of the prospective resident.

FACILITIES AND AMENITIES

- Hythe Nursing Home is registered with the CQC to accommodate 40 Residents.
The Home has 40 single rooms, 27 of which have en-suite facilities. All rooms are furnished to a high standard and residents are encouraged to personalise their room as they so wish.
- We have two large lounges with facilities for dining, plus a smaller quiet lounge on our lower ground floor.
- Our two large decked areas with seating, offering stunning sea views.
- There are separate assisted bathrooms and shower rooms on each floor. specialist bathing equipment accommodates the varying needs and abilities of our residents. Two professional hairdressers visit the Home each to cater for all the hairdressing requirements of our residents.
- The Home is equipped with a modern fire-alarm and nurse call system
- All laundry is washed in-house by our house-keeping staff.
- We have a selection of hoisting equipment to ensure all our residents can be safely transferred.
- All food is prepared and cooked in our kitchen by our talented chefs. We use

local suppliers for our meat, fish and vegetables and any diets can be catered for.

SOCIAL ACTIVITIES

Social activities are available to residents, with a full and varied programme offered by our activities organiser each week, including reminiscence, board games, cards, handicrafts, hand massage and bingo. We organise a variety of in-house entertainment with local groups regularly performing. We have forged close links with two local schools, various churches, a farm and ballet school. Local trips are also facilitated, weather permitting.

PRIVACY AND DIGNITY

We recognise that life in a communal setting and the need to accept help with personal tasks can be highly invasive. We endeavour to retain as much privacy and dignity as possible by:

- Helping residents to personalise and equip their rooms as desired.
- Giving residents the opportunity to have privacy when receiving visitors, making telephone calls or opening and reading mail.
- Securing all resident records and information and respecting the confidentiality of those records in line with GDPR regulations.
- Treating each resident as an individual and a respected member of our Home's community.
- Assisting residents to maintain their dignity through their personal appearance and individual wishes.
- Promoting activities that encourage residents to express themselves as individuals.
- Assisting residents to enjoy optimum independence and happiness in their life in our beautiful Home.

CARE PLANNING

- Nursing and personal care is individually tailored to the medical, social and emotional needs of each resident.
- Wherever possible the resident and their immediate family are encouraged to participate in the planning and delivery of care.
- Individual needs are met through a continual process of assessment, care-planning and reviews ~ starting prior to admission. Qualified members of staff (RGN's) are personally involved in and supervise the care delivered in the home.
- Care plans are reviewed at least monthly and also any change in the resident's condition.

RELIGIOUS, RACIAL AND CULTURAL REQUIREMENTS

- Every effort will be made to accommodate the religious requirements of residents. Ministers of religion of all denominations are invited to visit the Home upon request. Assistance from relatives will be requested on behalf of all residents wishing to attend church services outside the Home.
- Our staff are sensitive to the delivery of care in relation to cultural and religious needs and all receive training regarding Equality and Diversity.

CONTACT WITH FAMILY AND FRIENDS

Visitors are welcome at any time within the Home and we request they sign in and out of the visitors book in reception to meet Health and Safety requirements. Visitors are welcome to join residents for meals with a little prior notice. A nominal charge will be made for meals taken.

A resident has a right to refuse to see any visitor and this right will be upheld and respected by the staff in the Home.

QUALITY OF SERVICE

We constantly strive to improve our standards of service and to further enhance the excellent reputation we have built up over the years. We will always ask for feedback from our residents and their families to assist us in maintaining a quality service. We do this via questionnaires and seek comments on the Home in general, the staff and the services we provide.

We also hold regular meetings for residents and families to encourage comments and invite suggestions for improving their Home.

FIRE SAFETY

The Home has a modern fire alarm system fitted. Fire alarms, notices and extinguishers are appropriately placed throughout the Home. All staff are instructed during their induction and thereafter on a regular basis with regard to fire-prevention and safety with fire-drills undertaken regularly.

COMMENTS AND COMPLAINTS

We aim to do our best to please you but should you have a complaint relating to any aspect of our service, the following procedure should be followed.

1. The complaint should be raised verbally with the Manager or Nurse in Charge. This should be done in confidence giving full details of the complaint. Sufficient time should be taken to consider the facts and where appropriate for remedial action to be taken.
2. If you are not satisfied with the outcome of your complaint, the matter should be raised either verbally or in writing with the proprietor who will aim to send you an acknowledgement within 2 working days and a full written response within 20 working days.

The registered provider:

Mr. Julian Ball, CEO
Hythe Nursing Home
91, North Road
Hythe
Kent
CT21 5ET

Tel: 01303 265441
Email: julianb@hythecare.net

If you are still not satisfied with the outcome, your complaint should be escalated to The Local Government Ombudsman.

The Local Government Ombudsman can be contacted at:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614 or www.lgo.org.uk

The Kent Adult Protection Team can be contacted at:

Kent County Council
Queens House
Guildhall Street
Folkestone
Kent
CT20 1DX

Tel: 03000 416161

Email: social.services@kent.gov.uk

Additionally, we are regulated by the Care Quality Commission (CQC) who may be contacted as follows:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

