

BALGOWAN HOUSE

46 Bartholomew Lane, Saltwood, Hythe,
CT21 4BX

Tel No: 01303 266782

Fax No: 01303 230329

STATEMENT OF PURPOSE

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AIMS AND OBJECTIVES

Balgowan House aims to provide whole-person care by addressing the physical, emotional and spiritual needs of our residents. We aim to 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 Balgowan House 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 Balgowan House 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 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 providers are Mr R.A. Barnes and Mr P.M. Barker. They can be contacted at:

Hythe Care Homes Ltd
91 North Road
Hythe
Kent
T21 5ET

Tel: 01303 265441 email: info@hythecare.com

REGISTERED MANAGER

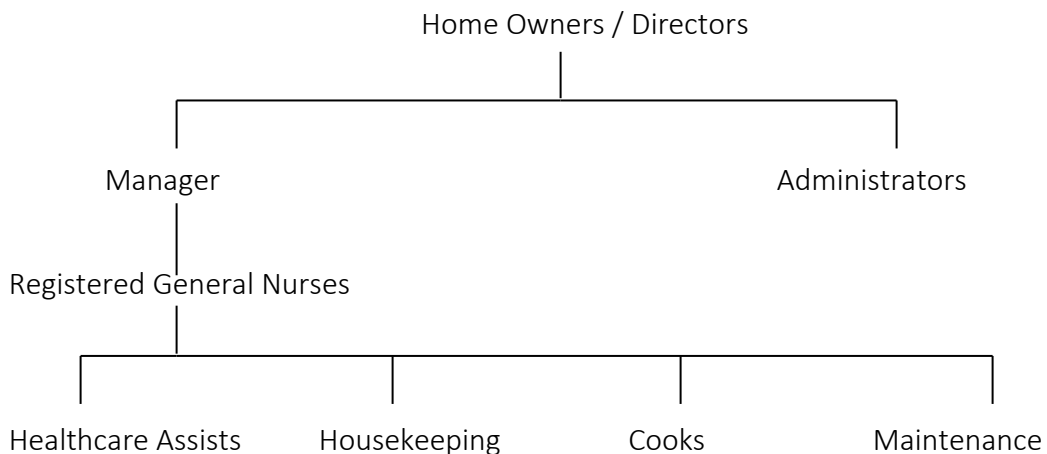
Our Registered Manager is Ann-Marie Miles who has been a Registered General Nurse since 1983. Prior to joining us Ann-Marie gained a broad experience of general nursing working in many hospital disciplines as well as community nursing before progressing into management with roles in both hospital and care homes environments.

Anne-Marie can be contacted at:

Balgowan House
46 Bartholomew Lane
Saltwood
Hythe
CT21 4BX

Tel: 01303 266782 email: manager.balgowan@hythecare.com

ORGANISATIONAL STRUCTURE



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
- 12 R.G.N's
- 26 Healthcare Assistants
- 1 Activities Organiser
- 2 Cooks
- 13 Housekeeping
- 1 Maintenance
- 2 Administrators

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

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

We encourage as many of our care staff as possible to undertake relevant NVQ training. We have an ongoing training plan for all our staff which is developed following supervision and appraisal. We provide both internal and external training to meet the mandatory requirements.

AGE AND RANGE OF NEEDS OF SERVICE USERS

Balgowan House accommodates service users of both sexes, including those who may need nursing 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 are also able to offer short term respite care, day care as well as long term and end of life care. We are unable to accept emergency admissions into the home without a comprehensive assessment. Pre-admission assessments are conducted by the Manager or Deputy Manager and are designed to ensure that we are able to cater for all the needs of the prospective resident.

FACILITIES AND AMENITIES

- Balgowan House is registered for 40 residents. The home has 34 single rooms ~ of which 13 are en-suite and 3 shared rooms. All rooms are furnished to a high standard and are a minimum of 10 square metres.
- We have 1 large lounge, a smaller TV lounge, a dining area as well a large Conservatory.
- We have a easy accessible patio area which is available for residents use.
- There are separate bathrooms and shower rooms on each floor with specialised bathing equipment to accommodate the varying needs and abilities of our residents.
- The home is equipped with a modern fire-alarm system.
- The home is equipped with a modern nurse call system.
- Laundry is cleaned in-house by our housekeeping staff. We ask that all clothes are clearly labelled to ensure that they are safely returned to the resident. Dry cleaning is at the expense of the service user.
- We have a selection of hoisting equipment to ensure all our residents can be moved safely.
- We have pressure relieving equipment available if a residents' assessment indicates its needs,
- If required, we are able to offer all residents fully height adjustable electric profiling beds.

HOME ACTIVITIES

Various social activities are available to residents, with activities being adapted based on the assessed level of ability of each individual. Resident involvement in activities is encouraged but is not mandatory. Our activities organiser will offer all types of activities including reminiscence, board games, cards, handicrafts, and bingo. We also organise a variety of in-house entertainment with artists providing a diversity of performances to suit all tastes.

THERAPEUTIC TECHNIQUES

We do not offer any therapeutic treatments such as physiotherapy, reflexology or aromatherapy; however these can be arranged by the GP or directly by the resident or their family. Where arranged by the GP, supervision of these services is through the health service or the resident/family when arranged privately.

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 they wish.
- By providing a secure place for any valuables that residents wish to keep with them.
- 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.
- Treating each resident as an individual and a respected member of our home.
- Assisting residents to maintain their dignity through their personal appearance and behaviour.
- Promoting activities that encourage residents to express themselves as individuals.
- Assist residents to overcome any shortcomings they may experience through age or disability.

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 formation 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 on any change in the Residents condition.

RELIGIOUS, RACIAL AND CULTURAL REQUIREMENTS

- Every effort will be made to accommodate the religious requirements of our 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.
- Our staff are sensitive to the delivery of care in relation to racial, cultural and religious needs.

CONTACT WITH FAMILY AND FRIENDS

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

We value the role which family and friends play in the care of residents and encourage this with your consent.

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. Regular fire-drills are also carried out.

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 proprietors who will aim to send you an acknowledgement within 2 working days and a full written response within 20 working days.

The registered providers are:

Mr R A Barnes & Mr P M Barker.
Balgowan House
46 Bartholomew Lane,
Saltwood
Hythe, Kent
CT21 4BX

Tel: 01303 265441 email: info@hythecare.com

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

The LGO can be contacted at:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

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

If abuse is suspected the 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 at:

Telephone: 03000 616161

Fax: 03000 616171

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA