

# STATEMENT OF PURPOSE



**Maldon House  
26 Belgrave Road  
Seaford  
East Sussex  
BN25 2EG**

**Telephone: 01323 491102  
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**3 June 2009**

## **INFORMATION ABOUT THE REGISTERED PROVIDER**

Registered Provider Head Office Address	Aitch Care Homes (London) Ltd, Unit 2, Buckingham Court Rectory Lane, LOUGHTON, Essex IG10 2QZ
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Aitch Care Homes (London) Ltd. has been operating in the care home industry since November 2001. All Aitch care homes are registered by the Care Quality Commission, meeting and exceeding the Care Homes Regulations, National Minimum Standards under the Care Standards Act 2000.

Aitch Care Homes (London) Ltd has achieved some excellent results in terms of the standard of care provided and acclaim for its achievements in progressing certain service users.

The company is committed to not only providing high levels of care and excellent accommodation, but to having a strong management team to maintain and develop these objectives.

The infrastructure supporting the homes includes a Personnel department, Accounts department and the management team that has a wealth of experience gained from the care, property, financial services and accountancy professions.

Maldon House is equipped with insurance requirements to include employer's liability, public liability, building and contents, and malpractice/professional indemnity.

## **AIMS AND OBJECTIVES OF MALDON HOUSE**

- We will implement a carefully planned package of care, using a multi-professional approach targeted towards individual residents' needs and aspirations.
- We will provide holistic care to ten adults whose principle diagnosis is a learning disability (residents may also have some complex needs or exhibit behaviours which challenge alongside of their learning disability).
- We will aim to assist individuals to develop independence and enhance daily living skills where possible. Structured key working sessions will be available to promote and develop independent living skills.
- We will provide twenty-four hour care with appropriate staffing levels, promoting the residents' independence within a calming and homely environment.
- The promotion of choice, person centred planning and empowerment will be the integral part of care planning, ensuring individual residents inclusion at all stages of service delivery to allow individuals to take control and enhance his/her overall quality of life.

## **THE RANGE OF NEEDS WE INTEND TO MEET**

Maldon House offers a service to individuals whose primary care need is that of a Learning Disability, alongside which residents have more complex support needs such as autism, epilepsy, challenging behaviour and/or mental health issues.

We are not able to meet the needs of individuals with severe physical impairments, neither are we able to provide nursing care to residents.

## **AGE RANGE AND SEX OF RESIDENTS**

Currently residents at Maldon House are aged between 18 and 40 years old, and of mixed gender. Maldon House is registered with CQC (Care Quality Commission) to provide care for a maximum of ten residents

Time, attention and care are given to the assessment, selection and resettlement of the resident to ensure that the environment is conducive to meeting their needs.

## **ADMISSION CRITERIA**

Our criteria for admissions, which are specified in this Statement of Purpose, will dictate the client group assessed for the home. All referrals are processed according to these criteria. It is the responsibility of the Registered Manager to ensure that there are adequate staff and resources within the home to meet the assessed need of any prospective resident.

Time and consideration are given to ensure that new residents and existing residents are compatible in terms of living together.

When a referral is made, a full assessment will be undertaken by a competent person, who will involve the resident, family, friends and other professionals, before any admission. The assessment information is then used to inform the process of formulating the individual resident's plan. After assessment there will also be a written contract setting out the terms and conditions of the residency and detailing all of the services to be provided and the cost. The contract will also include an agreement by both the home and the resident as to their rights and responsibilities.

Before admission, all new residents are invited to visit the home to ensure its suitability. The number, duration and nature of these visits are determined by the needs of the individual. These visits may include overnight stays and/or visiting for a meal. Prospective residents have the opportunity to view their room, meet staff and other residents' and talk about any concerns or issues they have.

It is not intended that Maldon House will accept any emergency admissions. This situation may however be reviewed at a later date, and an emergency admissions procedure will be drawn up accordingly.

## FACILITIES AND SERVICES

Each resident has his/her own furnished bedroom with en-suite facilities. The bedroom contains a bed, wardrobe, chest of drawers, table lamp, bedside cabinet, easy chair, desk and desk chair. Each room has a lockable drawer facility. The en-suite facilities will have either a bath with overhead shower or a walk-in shower, toilet and hand basin. All residents will have linen and towels provided. Residents are encouraged to personalize their bedrooms.

Residents have the opportunity to choose and prepare meals and snacks, with three main meals provided throughout the day. Residents are encouraged to assist in the preparation and cooking of his/her choice of meal. Residents will be encouraged to accept advice and guidance on choices of foods to ensure that a healthy balanced diet is maintained where possible. Staff will cater for any specific dietary needs of residents.

Residents are supported and encouraged to take part in daily living tasks such as washing, ironing, cleaning his/her bedroom etc.

The home has two cars: an air-conditioned 'people carrier' as well as a small car for residents to access the community for daily activities, and for any other available facilities.

Aitch Care Homes (London) Ltd operates a 'no smoking' policy for staff and residents within the home but residents will be supported to smoke outside of the home should they so wish. Residents are permitted alcohol, although staff will guide and support anyone who has been advised that they should not consume, or should restrict their intake of alcohol, on medical grounds.

All residents register with a local GP, dentist and optician etc. They also have access to the services of the local community team for people with learning disabilities for any specific therapeutic needs, for example psychology or speech and language therapy.

If a resident is absent temporarily from the home, fees will be payable in full and their bedroom will not be occupied in this time.

## **THE ACCOMMODATION PROVIDED**

### **On the ground floor there is:**

A lounge that is equipped with a television, DVD/video player and stereo. A range of modern furniture and personal items that help to provide a comfortable and homely atmosphere.

A smaller lounge, with a stereo, where residents can also entertain their guests

A large conservatory that looks out on to the back garden.

A separate dining room.

A modernized and fully equipped kitchen

A separate toilet for visitors.

A communal bathroom incorporating a toilet.

A staff office.

A Laundry room with washing machine and tumble dryer.

Three bedrooms

**On the first floor there are:**

Seven bedrooms

A Medication Room

A staff locker room

A separate toilet

A communal bathroom incorporating a toilet

The home has a lift for any resident who has difficulty in using stairs.

**Outside in the garden there is:**

Log Cabin which contains the Sensory Room

## **NUMBER AND SIZE OF BEDROOMS**

Maldon House has ten bedrooms. Three of the bedrooms are on the ground floor and seven are on the first floor. All bedrooms have ensuite facilities. Six of the rooms have baths with overhead showers and, four rooms have walk-in showers. The sizes of the bedrooms are as follows:

- Bedroom 1 – 15.75 square metres
- Bedroom 2 – 12.78 square metres
- Bedroom 3 – 12.00 square metres
- Bedroom 4 – 15.00 square metres
- Bedroom 5 – 16.00 square metres
- Bedroom 6 – 15.00 square metres
- Bedroom 7 – 14.00 square metres
- Bedroom 8 – 15.00 square metres
- Bedroom 9 – 12.00 square metres
- Bedroom 10 – 12.00 square metres

## **RESIDENTS' SOCIAL ACTIVITIES, HOBBIES AND LEISURE ACTIVITIES**

Maldon House supports residents to participate in their local community as fully as possible. All residents, as part of compiling his/hers care plan, will be included in drawing up a programme of daily activities.

Resident's access colleges in Brighton, Lewes, Seaford and Plumpton, courses include horticulture, pottery, life skills and music. They go swimming in Newhaven and Eastbourne Leisure Centres, horse riding in Pycombe and bowling at the Marina in Brighton.

Residents visit places of interest and go on local walks. In the evening they enjoy going to theatres and cinemas in Eastbourne and Brighton, as well as social clubs, local pubs and restaurants.

Residents are encouraged to take an active part within the home, including household chores, gardening, cooking meals and shopping. Within the home they also enjoy arts & crafts, music, keep fit, games, karaoke and sensory sessions etc.

The house has two vehicles for residents to access community facilities but they also use the excellent public transport (buses and trains) that is available within a short walking distance from the home.

The staffing rota is drawn up to provide flexible support for residents throughout the day and evenings, including weekends to facilitate their choice of activities and enable them to pursue their hobby interests.

## **MEETING RESIDENTS' SPIRITUAL NEEDS**

Members of staff are assisted to develop their knowledge and understanding of each resident's culture. Staff support residents to access their individual religious facilities to meet their spiritual needs. Individuals will be supported in all aspects of their culture and religion, including adherence to special diets and celebrating festivals.

## **RESPECTING THE PRIVACY AND DIGNITY OF RESIDENTS**

All staff at Maldon House will receive training via their induction programme around respecting the privacy and dignity of our residents. This includes our "Confidentiality Policy" and the importance of keeping information about residents confined to the working environment.

Staff will respect the privacy of residents by ensuring that they always knock on bedroom and bathroom doors and wait to be invited to enter, if the individual is able to communicate this effectively. Staff will always respect privacy except in cases of emergency.

Residents are provided with their own key to their individual bedroom. They will be able to lock their bedroom doors if they wish, however staff have access to a master key should there be an emergency or if they are worried about the well being of the individual.

Residents also have the key to a lockable drawer in their rooms, which they can use to store personal effects that they would like kept safe or private. Staff have access to the spare keys for these drawers, but will not open them without the residents' permission. Staff will not open a service users mail without their permission.

Staff will always address residents' by their preferred name, and staff will talk to and interact with residents at all times.

Any aspect of personal care is carried out in a way that is sensitive to meeting the need for privacy and dignity. A female member of staff will always carry out female residents' personal care. Whenever possible a male member of staff will carry out male residents' personal care.

A cordless telephone is provided, for the use of residents so that they are able to conduct conversations with family and friends in private.

## KEEPING IN CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Maldon House actively promotes contact between residents' and their relatives, friends and representatives. Family and friends are welcome to visit the house at all times, and will be invited to social functions held at the house if the individual wishes.

Staff support individuals to maintain contact by assisting them in the writing and sending of cards and letters, and also the making of phone calls. There is a phone available for residents' to make calls in private if they wish.

Residents' will be able to greet visitors in the privacy of their bedrooms if they wish. We also have a separate visitors room available if this is preferred.

## **CONSULTING WITH RESIDENTS ABOUT THE OPERATION OF THE HOME**

Residents meetings are held monthly at the home to give individuals the chance to meet as a group and discuss any issues relating to the operation of the home. Staff will facilitate these meetings, and the minutes and agenda is adapted to make it accessible for each individual's level of understanding.

These meetings also provide a chance for the staff team to keep residents' informed about any developments or issues pertaining to the house. Any issues raised in the residents meetings are actioned and fed back to the team at staff meetings, and may also be used to inform the review of staff training and development.

Staff and residents will work in partnership during the review and development of the Annual Development Plan. This is achieved by using residents' surveys and 1:1 time with his/hers key worker. During this review residents will have a chance to express their views and give feedback about the home.

Residents will also be included in the consultation processes for the wider organization, and it is hoped that some residents can be supported to take an active role in the recruitment of staff.

All decisions regarding the home, for example, new purchases or the color of decorations will be taken by a consensus of the residents. Using pictures, signing, photos and symbols we encourage residents to take an active role in all of the day-to-day aspects of the house like choosing menus, cooking, shopping and gardening.

Where appropriate, we will use independent advocates to facilitate residents in the consultation processes.

## **DEALING WITH COMPLAINTS**

Aitch Care Homes (London) Ltd endeavour to provide the highest quality service, under our Quality Assurance Procedure, and to ensure the smooth running of the home.

However, we recognize that, on occasions, things do go wrong and, if they do, we are committed to putting them right. The Management of Aitch Care Homes (London) Ltd.

Will deal with any complaint professionally and compassionately, under the following complaint procedure:

We recognize the importance of the right for anyone to give voice to any concerns they may have regarding the care or related aspects to Maldon House. To avoid conflicts of interest for the staff we will endeavour to ensure that all residents have access to an independent advocate.

Information of the whereabouts of the Complaint Book is available to visitors in the Visitors Book. Staff will be advised of this procedure on induction and residents informed of the procedure in the residents' guide.

All residents' will have access to a copy of the complaints Procedure. We have adapted the procedure into a format that is accessible to residents', by using signs and symbols. Further adaptations will be made depending on the level of understanding of the individual.

All complaints, whether they are communicated verbally or in writing will be dealt with via the following procedure:

1. Any member of staff taking a complaint must take the details down in writing, if verbally communicated.
2. The complaint will be passed immediately to the relevant Manager.
3. The Manager will consider the complaint and give the complainant and the appropriate parties formal, verbal acknowledgement within 24 hours of the complaint being received by the Manager. This will include an indication of the intended actions within the investigation and a formal written confirmation sent within 7 working days.
4. The required actions will be discussed between all the parties involved and the outcome will be decided upon on a joint basis.
5. A written record will be kept of the complaint at all stages.
6. Should the complaint be of a complex nature, and the Manager cannot come to an agreeable outcome with the involved parties, the Managing Director of Aitch Care Homes (London) Ltd. Will consider the complaint and work with the parties to come to an agreement.

### **Investigating a complaint**

- a) All complaints will be acknowledged by letter, within 7 working days. The letter will clearly detail the name of the member of staff investigating the complaint.

- b) The investigating member of staff may contact the complainant for further information, and will carry out initial enquiries. If the problem or difficulty can be resolved in a straightforward way, the member of staff will take whatever steps are necessary, and write to inform the complainant of the actions taken to resolve the problem or difficulty.
- c) The complainant will receive a reply within 28 days of the complaint being received. The reply will detail the result of the investigation and what action will be taken to resolve the complaint.

### **Investigating a complex complaint**

- a) If the complaint is complicated, it may take longer than 28 days to investigate. In such cases, a letter will be sent to the complainant explaining that the investigation will be completed within 3 months, unless the time limit is extended with agreement from all parties.
- b) The investigating member of staff will conduct a full investigation. This may include more detailed discussions with the complainant and other people. There may be formal meetings, which will be properly conducted and recorded. A person of their choice to help and support them at this
- c) Stages of the procedure may accompany the complainant agreement, if they wish.
- d) The investigating member of staff will write a report when the investigation is completed. The complainant  
  
will receive a reply detailing the conclusions and recommendations of the investigator.

### **Appeal**

Should the complainant feel that satisfactory resolution has not been achieved through informal measure they may appeal using the company's grievance procedure.

### **Monitoring**

All complaints will be retained in the complaints book. Formal complaints of harassment will be monitored to identify any patterns to ensure that no victimization occurs.

On induction staff will be trained on dealing with complaints as well as the Whistleblowers' Charter, equal opportunities and documentation of complaints. It is the responsibility of the staff to acquaint themselves with and abide by all and each of the issues current at the time of the company's dealing with any complaints.

All persons have the right to make a complaint to the  
Inspection Officer:

**The Inspection Officer  
Care Quality Commission  
The Oast  
Hermitage Court  
Hermitage Lane  
Maidstone  
ME16 9NT**

**Telephone No: 01622 724950**  
**Email: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)**

On occasions of a Complaint of Harassment or in conjunction with the Whistleblowers' Charter, this may invoke the need to implement our disciplinary procedure.

Grievances are considered as seriously as complaints and both Clients and Staff are encouraged by the Management at Aitch Care Homes (London) Ltd. To voice any such grievance.

## **REVIEW OF CARE PLANS FOR RESIDENTS**

A detailed residents' care plan, will be drawn up within six weeks of admission. The registered manager will be responsible for developing and agreeing this individual plan with the resident. It will include all of the facilities and services that the home will offer to the individual in order to meet his/hers needs and aspirations. The plan will be generated initially from the information gathered from our assessment process, and will involve the resident, family, friends, advocates and any other professionals involved in their care. The care plan will be accessible to the resident at all times.

The residents' care plan will be reviewed initially six weeks after completion, then again after three months, and from then on it will be reviewed every six months. It may be reviewed more frequently if the needs of the resident change significantly, or if the individual requests it.

All reviews of the residents' care plans will involve the individual, as well as family, friends and other professionals at the residents' request.

Any agreed changes to the service user plan will be fully recorded and actioned, and the plan itself updated accordingly to reflect the changing needs.

## **FIRE PRECAUTIONS AND EMERGENCY PROCEDURES**

Maldon House has a fire alarm system. This includes emergency lighting and fire fighting equipment. There are smoke detectors located in every bedroom and communal space. All fire doors are linked to the fire system and are fitted with automatic door closures.

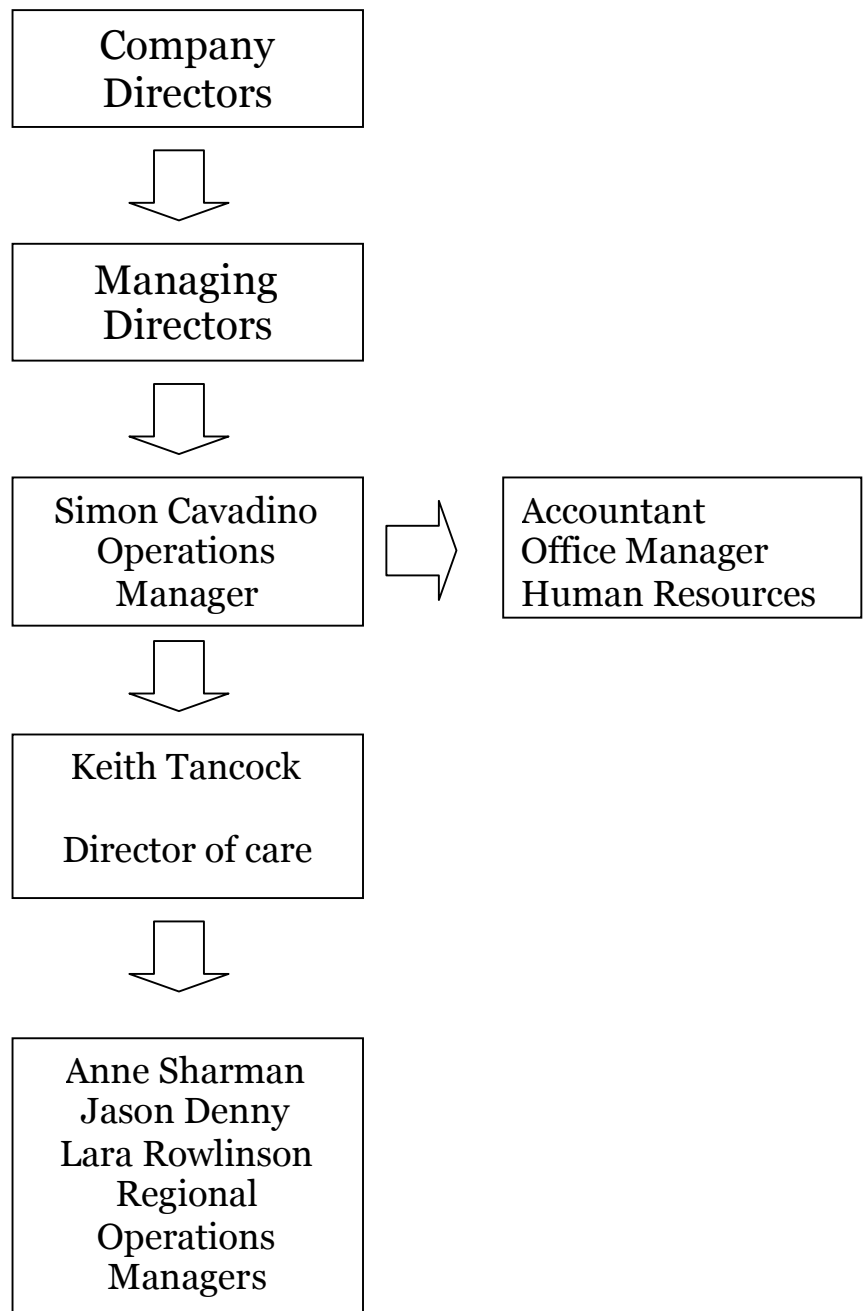
Staff will receive fire training as one of their mandatory induction courses, including all aspects of the alarm system, maintenance, evacuation procedures and the opportunity to use fire extinguishers.

We will operate a system of regular checks on all fire systems and equipment. There will be weekly checks carried out on the alarm, fire doors and emergency lighting. On a monthly basis, we will check the fire extinguishers and fire blankets. In addition to these checks, there will be yearly checks of all of the above by our contractor. We will also hold regular fire drills, and staff will receive refresher training on a regular basis.

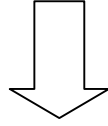
We will carry out individual risk assessments for each resident. This will assess their understanding of fire emergencies, evacuation procedures and their recognition of the fire alarm sound. Residents' will be involved in fire drills, and all fire procedures and evacuation notices will be adapted into a form that all residents' can understand.

## THE ORGANISATIONAL STRUCTURE OF THE HOME

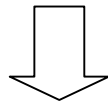
Maldon House has an organizational structure within the house. There is also support by line management from ACH (London) Ltd. The diagram below sets out the organizational structure of both the house itself and the wider organization.



# Maldon House

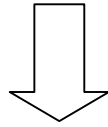


Colin Scott  
Home Manager

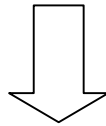


Kari Richardson  
Deputy Manager

Samantha Siström  
Assistant Manager



Senior Support  
Workers  
**(4)**



Support  
Workers  
**(9)**

Night Support  
Workers  
**(4)**

## **THE HOMES' WEEKLY ESTABLISHMENT FIGURES**

1 Home Manager	39 hours
1 Deputy Manager	39 hours
1 Assistant Manager	39 hours
4 Senior Support Workers	156 hours
9 Support Workers	351 hours
4 Waking Night Staff	140 hours

**TOTAL: 764 hours**

In addition to the above, the home has 'bank' support workers.

### **STAFFING HOURS OF THE HOME**

The home is staffed 24hrs a day, between the hours of 7.00am and 9.45pm by the day staff, and from 9.30pm to 7.30am by the waking night staff.

The Home is also, supported by a 24hour 'On-Call' facility by Home Managers and Senior Management.

## **THE REGISTERED MANAGER**

The Home manager for Maldon House is Colin Scott

### **Qualifications**

Registered Managers Award

NVQ4 in Social Care

NVQ3 in Care

Attended both Mandatory training i.e. first aid, food hygiene, POVA, Health and Safety also specialised training such as Autism, Epilepsy, Medication and Positive Behavioural Support

### **Background**

Colin has worked within the care sector for 10 years, and has worked at Maldon House since June 2005 when the home opened. Colin supported the previous Manager to set the home up.

## QUALIFICATIONS OF STAFF

Maldon House will offer residents' a high level support twenty-four hours a day from skilled and experienced staff.

Staff will identify residents' personal likes, dislikes, strengths, needs, goals and aspirations and will support them to achieve their aims and develop these areas to include the utilization of other facilities and agencies where appropriate.

All support workers will receive an induction and foundation programme provided by a qualified training company that will meet the requirements of the LEARNING DISABILITY AWARDS FRAMEWORK (LDAF) structure. This will include the five mandatory training courses:

- **First Aid,**
- **Fire Safety**
- **Food Hygiene,**
- **Health and Safety**
- **Manual Handling.**

There will also be additional specialized training provided to meet the identified needs of service users, for example, epilepsy, autism and the dignified management of conflict.

All training will be delivered in a variety of ways, and we will utilize both our team meetings and staff supervisions to provide staff with information. We will utilize other professionals to provide training where necessary, for example, our pharmacist will deliver medication training.

Staff will also be given the opportunity to study towards their NVQ 2 or 3 in care, in accordance with government requirements

Appendices 1

Staff at Maldon House

Colin Scott	Home Manager
Kari Richardson	Deputy Manager
Samantha Sstrom	Assistant Manager
Chris Dowding	Senior Support Worker
Sherrine El-Hawary	Senior Support Worker
	Senior Support Worker
	Senior Support Worker
Daniel Robinson	Support Worker
Susan Tutt	Support Worker
Sheila Jackson	Support Worker
Stacey Streeter	Support Worker
Karen Tobin	Support Worker
Rozanna Langridge	Support Worker
Sarah Digby Clarke	Support Worker
Lorraine Watts	Support Worker
Luckasz Sulczynski	Support Worker
Angela Dowding	Night Support Worker
Anne Thorpe	Night Support Worker
Joanna Shave	Night Support Worker
Justin Hanwell	Night Support Worker
Debby Topp	Bank Support Worker
Julie Ann Ward	Bank Support Worker
Gaye Campbell	Bank Support Worker
Carol Sstrom	Bank Support Worker
Rocelyne Ndegwa	Night Bank Support Worker