



# Statement of Purpose

## Adult and Community Services care home provision for older people

### Principles

This statement of purpose sets out our aims and objectives, philosophy of care and range of facilities available to our residents.

### Beliefs and core values

Dorset County Council Adult and Community Services will enable our residents to:

- Lead as fulfilling and independent lives as possible, by the provision of services within the home
- Be protected from harm, abuse and exploitation
- Grow and develop as individuals
- Contribute to their community
- Not be disadvantaged or discriminated against on grounds of gender, ethnic origin, age, disability, religious belief, sexual orientation, social class or cultural background

### Admission procedures

The care home provides residential care for men and women, aged 65 and over, from all cultural, racial and social backgrounds. Following a full assessment of care needs, undertaken by a Adult and Community Services care manager and care home staff, a decision is made as to whether the home will be able to meet the individual's needs. Charges for the stay in the care home are based on a financial assessment completed by the community based care manager. The home caters for people who have a wide variety of needs including:

- Personal care with supervision and support
- Dementia and Alzheimer's disease
- Physical frailty
- Mental health problems



The local community health team meets nursing needs. An admission to the home will only be agreed by the care home manager, if it is clear that a person's needs can be fully met within the home, following receipt of a care plan and assessment document.

A comprehensive service plan will be compiled on admission, to allow care staff to ensure that the individual resident's assessed needs are met.

Emergency admissions can be accepted if accommodation is available. However, these decisions are based on the circumstances presented at the time and, we undertake to ensure that a full assessment of need takes place within 5 working days of the emergency admission.

Dorset County Council Adult and Community Services care homes, offer a short break care service. These admissions are planned and arranged through the community based care managers and are dependent on individual circumstances and assessment of need.

## **Environment**

All statutory requirements are met in respect of the property.

All resident's individual accommodation is fully decorated and fitted with call systems. Residents are encouraged to bring small items of furniture and other personal possessions to their rooms. They can have their own televisions and can install a private telephone, should they wish.

The home has an integrated fire alarm system, with heat and/or smoke detectors in every room, with alarm call points and fire extinguishers sited throughout the building. All staff receive regular training and practice in fire containment and evacuation procedures.

A plan for fire evacuation is available for all residents and is available for viewing in the general office of the home.



The home employs an activity officer who works to provide a programme of entertainment and social activities. These will include activities within and outside the care home. The activity officer attends residents meetings, which take place on a monthly basis, where everyone living in the home has the opportunity to make suggestions with regard to all aspects of daily life within the home, as well as planning activities for the residents.

Our care homes for older people do not have locked exits, although they are alarmed to alert staff to any person leaving or entering the building. These security systems are under constant review.

Residents are able to lock their bedroom doors and hold individual keys, if required, and by choice.

Staff are fully committed to maintaining dignity, confidentiality and privacy, for all the residents within the home and make every effort to enable choice and self-determination at all times.

### **Visiting**

Residents are able to receive visitors at any time, but there is a need to reflect on what one would see as reasonable hours. Visits can be made to bedrooms and lounges, or we endeavour to find a room where there is privacy.

Residents are free to come and go as they choose at the unit, within the parameters set by the agreed care plan and resulting from individual risk assessment, which would be undertaken if appropriate.

### **Religious needs**

The home makes every effort to enable residents to attend local religious services, should they wish. There are regular in-house Christian services and we endeavour to meet the requirements of people from other religious backgrounds, when requested, or necessary.



## **Staffing**

The personal care and other services are delivered by a team of staff who receive training in all aspects of their work. This includes mandatory training in respect of fire safety, food hygiene, manual handling and infection control. All care staff participate in a vigorous induction and foundation programme, which meets the criteria laid down by the National Skills for Care Organisation.

The recruitment of staff is subject to a vigorous selection process and all staff undergoes a Criminal Records Bureau check.

## **Reviews**

A review meeting is held on each person, after they have been in the home for 6 weeks. This involves full consultation with the resident, their family/carer/friends, care home staff and care manager. From then on, reviews are held annually, or when there is a significant change of circumstances, or needs.

## **General information**

All residents and potential residents in Dorset County Council Adult and Community Services care homes are given an information pack. This pack contains useful information concerning the care home and our services in general. It also contains names and addresses of outside agencies that are relevant to life in residential care.

## **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to service users, their carers and families. We welcome comments from service users, as this helps us to understand what aspects of our service people like and what we should be doing differently.

We receive many more letters of appreciation than of complaint. However, we do recognise that sometimes things go wrong.

If this happens, we have a complaints procedure with different stages, so that we can have the opportunity to put things right and improve services in the future.



The complaints policy and procedure details the various ways in which complaints and concerns may be raised, with any member of staff, within the home. The procedure outlines how each complaint should be reported immediately, to a member of the senior management team, together with the time scale within which the complainant may expect their complaint to be processed.

Residents are encouraged to share complaints or concerns with staff, within the care home, in the first instance and these staff are instructed on how to respond to these approaches.

A copy of the complaints procedure is included in every service guide.

### **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

## **Care Quality Commission South West**

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)

## **Dorset Primary Care Trust**

Hillfort House  
Poundbury Road  
Dorchester  
Dorset DT1 2PN  
Tel: 01305 259366

## **Dorset County Council social care local offices:**

### **Dorchester**

Acland Road, Dorchester DT1 1SH  
Tel: 01305 251414  
Fax: 01305 251034  
Minicom: 01305 251596  
Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)

### **Bridport**

The Grove, Rax Lane, Bridport DT6 3JL  
Tel: 01308 422234  
Fax: 01308 427421  
Minicom: 01308 426076  
Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

### **Sherborne**

The Shielings, The Avenue, Sherborne DT9 3AJ  
Tel: 01935 814104  
Fax: 01935 817207  
Minicom: 01935 811216  
Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)



**North Dorset**

Bath Road, Sturminster Newton DT10 1DR  
Tel: 01258 472652  
Fax: 01258 473161  
Minicom: 01258 474091  
Email: northdorsetsocialcare@dorsetcc.gov.uk

**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth DT4 7BG  
Tel: 01305 760139  
Fax: 01305 774622  
Minicom: 01305 208010  
Email: weymouthsocialcare@dorsetcc.gov.uk

**Purbeck**

19 Bonnets Lane, Wareham BH20 4HB  
Tel: 01929 553456  
Fax: 01929 556319  
Minicom: 01929 557071  
Email: purbecksocialcare@dorsetcc.gov.uk

**Ferndown**

Penny's Walk, Ferndown BH22 9JY  
Tel: 01202 877445  
Fax: 01202 876604  
Minicom: 01202 868262  
Email: ferndownsocialcare@dorsetcc.gov.uk

**Christchurch**

Loring Road (off Jumpers Road), Christchurch BH23 2GZ  
Tel: 01202 474106  
Fax: 01202 478081  
Minicom: 01202 495568  
Email: christchurchsocialcare@dorsetcc.gov.uk

