



Statement of Purpose

The Priory Nursing & Residential Home, Llandogo,, Monmouth,, GWENT NP25 4TP

Service Provider: Adriana Ltd

Registered Provider: Mr Robert McHattie

Registered Person / Manager: Mr Scott McHattie

Aims & Objectives

With many years experience in the care sector, The Priory Care & Residential Home offers a highly professional care service for the elderly, with a personal touch. We are pleased to accept service users for long term, short term, respite and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we believe they deserve a high standard of care. They need a home where individuality is emphasised, with staff that have time to give attention to small detail and where they have the choice of enjoying the company of like-minded service users.

Our main aim at The Priory is to provide the highest quality of care home within a happy and homely atmosphere, in which each service user feels at home, cared for and contented. We hope that by doing so we are able to improve and sustain the service user's quality of life.

We will ensure that service user's needs and values are respected in matters of religion, culture and race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities of impairments. For example; A welsh service is available by request supplied by local churches as well as our holy communion which is held on Thursday's.

PRIVACY: *A service user's room is their own personal place and personal privacy is respected at all times.*

DIGNITY: *The service user can expect to be treated with dignity at all times and will be consulted in regards their care and wishes.*

INDEPENDENCE: *We encourage service users to be as independent as they wish and to maintain the outside activities they may have and generally to lead a happy and contented life in a way that suits their individual needs.*

CHOICE: *We will keep the service users informed generally of any important matters or developments and welcome any suggestions from the service users, their families and staff. We advocate and promote person centred planning to enable people to think about what they want now and in the future.*

RIGHTS: *We endeavour to maintain the rights of service users and all entitlements associated with citizenship.*

FULFILMENT: *We will encourage each service user to contribute with hobbies both inside and outside the home, whilst providing a secure, clean and well-maintained environment with privacy and hospitality to make visitors and friends feel welcome.*

LANGUAGE OPTIONS:

The Statement of Purpose is available in Welsh and English as standard as per The Welsh Language (Wales) Measure 2011.

Other languages are available on request: The Priory Nursing & Residential Care Home is dedicated to the care of people from Wales. Our residents, their families should have their preferences for communicating in Welsh respected and met where possible and practicable.



Philosophy of Care

The Priory Care & Residential Home aims to provide its service users with a secure, relaxed and homely environment in which their care, well being and comfort are of prime importance.

All care staff will be appropriately qualified and supported to deliver the correct care required and a continuous staff training programme is delivered and implemented in accordance with the up to date initiatives and developments in care practices as outlined in appropriate legislation, regulations and the CSSIW.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere and in doing so are sensitive to the service users ever changing needs. We encourage service users to participate in development of individualised care plans through person centred planning, with the involvement of family and friends which we consider appropriate and greatly valued. This is delivered in accordance with agreed contracts of care and with the support of local authorities and regulatory bodies

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem and social interaction with other service users and with recognition of the following core values of care which are fundamental to the philosophy of our home.

Core Values of Care				
PRIVACY	RIGHTS	DIGNITY	RESPECT	SECURITY
INDEPENDENCE	CHOICE	EQUALITY	FULFILMENT	

All care staff within the home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure these high standards are maintained in line with the latest developments in care practices as laid down in appropriate legislation, regulations and the Commission for Social Care Inspection. We employ a training officer to deliver and update our requirements.

BELONGINGS: *Service users are actively encouraged to bring in personal items of their own such as a favourite chair, pictures, photographs etc and to make their room as homely as possible. A copy of an inventory kept by each party will be necessary.*

If the service user leaves the home or passes away leaving the effects in the home, the management will make a reasonable effort to contact the next of kin, appointee or solicitor for instruction. In the absence of instruction or if no provision is made within fourteen days, the home's management shall be entitled to treat the effects as abandoned. Any money received from the sale of such effects shall go to the residents fund or donated to charity.

In a case where a service user wishes furniture to be brought into the home this must be specifically agreed with the Manager. The cost of transporting such furniture in or out of the home is the service user's responsibility.

The management reserves the right to charge a service user for the replacement cost of any furniture, furnishings, defects or equipment which has been damaged by default or wilful act of the service user. This shall not apply to fair wear and tear.

BEDDING: *This is provided and maintained by the care setting within its dedicated laundry.*



TELEPHONE: There is a service user's payphone located in the main hall for incoming and outgoing calls although service users may have their own private telephone installed with approval from the Manager and at their own expense. Mobile telephones are also acceptable.

ELECTRICAL: All electrical appliances need to be approved by the Manager before use for safety reasons. Ant appliances need to be agreed as to their suitability for use in the home. Such an appliance is subject to an annual safety examination carried out by a competent person and this cost will be met by the service user.

HOSPITAL: Should the service user require a hospital stay their room will be kept available until assessment of the situation and then the individual position will be reviewed in consultation with the management, service user or family where appropriate.

PETS: Generally, the home operates a non-pet's policy and has a resident pet. Pets are not permitted to the home unless they are licensed to visit.

SMOKING: Smoking is not permitted in the home except in designated areas.

DOMESTIC: Service users are welcome and encouraged to assist around the home to promote and develop their independence but do so under strict supervision and with risk assessments in place.

HYGIENE: Service may wash, bath and shower as frequently and often as they wish to do so. All service users will bathe or shower once a week unless they are unable to do so for medical reasons.

We carry out all personal laundry with a dedicated in-house service, which is usually returned the next day. We require all clothing be labelled as soon as it comes into the home. However, if a service user wishes to make alternate arrangements for the provision of their laundry they may do so.

BED TIME: Service users may retire to bed, whenever they wish to do so.

MEDICATION: Medication is provided to the home in sealed blister packs. We distribute this daily and keep precise records.

GP: A service user may retain their own GP on admission or we can arrange one through the local surgery, with which we have a service contract and weekly surgery. If a service user wishes to visit a GP or have an appointment at hospital, a member of staff will accompany them if required.

MEAL TIMES: Whilst these are flexible, in the main they are as follows:

- Breakfast 0800-0930 hrs
- Lunch 1200-1300 hrs
- Dinner 1630-1730 hrs

We operate a four-week rotating menu which is reviewed regularly. We cater for varied and special diets. Also, meals can be put by for service users who are out of the home or may be back late. Nutritional snacks and beverages are available at the request of service users.

GOING OUT: Service users are able to leave the home as they so wish. A member of staff should be informed of their intentions. A risk assessment will be carried out where necessary.

VISITORS: Visitors are welcome at any reasonable time, preferably between the hours of 1000 and 1800 hrs. If any family member wishes to help tend their relatives outside these hours they are most welcome to do so.

RESIDENTS ENGAGEMENT IN SOCIAL ACTIVITIES, HOBBIES AND LEISURE: Activities are always under review with the Home, as some activities may suit some and not others. We also take into consideration that some of our residents may not wish to take part in any activities and we must acknowledge their wishes. We have a full-time Activity Coordinator who is well equipped, organised and popular among our residents. We encourage service users to maintain interests outside of the



home and to join in the many activities the home provides. The Priory maintains and encourages links within the community.

VALUABLES: We discourage all service users from keeping valuables in the home. Valuables should be made known to the Manager as they can be kept in the safe and a personal strong box is provided in each room.

The home does not operate or control any service user's pocket money accounts or individual finances and promotes advocacy.

It is suggested that hearing aids, dentures and spectacles are privately insured by the service user or their family as they are easily damaged.

<p style="text-align: center;">Details of Staff Numbers and Staff Training The Regulations and Quality Improvement Authority Staffing Guidance for Nursing Homes: June 2009</p>
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The home employs one Manager, 8 Registered Nurses, 9 senior care assistants and 18 care assistants. In addition, we have dedicated Activities, training, domestic, laundry staff as well as maintenance and gardening. **See also Appendix 1.**

The staff are selected for their qualities: Reliability, integrity, skill, friendliness and professionalism they are carefully interviewed with DBS checks and have employment references sought prior to appointment.

During induction all staff are trained independently and in house by experienced and appropriately qualified staff in the following critical subjects,

- Basic fire safety
- Communication, recording & report writing
- Dementia training.
- I Stumble Falls Training
- Person Centred Planning
- First Aid at work
- Food safety in catering
- Manual handling
- Infection control
- Palliative care
- Personal safety & lone working
- Safeguarding
- DoLS & Mental Health Act
- Leadership & Management training
- Diabetes
- Promoting & supporting the care of individuals
- Understanding ageing & working with confusion
- Wound care & dressings
- Health & Safety
- COSHH

All new staff will complete an induction that follows TOPSS guidelines SCIF Wales guidelines and in addition at least 50% of staff are trained with a QCF qualification of level 2 or above. New members of staff are encouraged to achieve this qualification as soon as possible.

The home Manager (Scott McHattie) has the following qualifications and experience;
QCF Level 5 Leadership & Management

The deputy manager (Phil Le Riche) has the following qualifications:



QCF Level 5 Leadership & Management

ILM 5 Diploma in Principles of Leadership & Management

The Clinical Lead Nurse (Sara Hawkins) has the following qualifications:

Is currently completing QCF Level 5 Leadership & Management

RGN Qualification with Pin number

The Registered Nurses are all RGN/RMN qualified with pin numbers.

The Senior Care Staff all have a minimum of 2 years' experience within our care setting and have either completed or are working towards a QCF Level 3.

The homes Care Assistants are all working towards or have already achieved their NVQ/QCF Level 2 in Health & Social Care as well as completing their mandatory training in house with the allocated trainer.

The Homes cleaning staff are all trained in infection control and other training they have needed to complete their tasks effectively have been undertaken and certificates issued where necessary.

The Maintenance staff have various qualifications such as Level 2 Craftsmanship and over 80 years combined experience.

All Administrative staff have qualifications in their field such as; The Accounts Manager has Level 3 Business Management.

Staffing Levels

The Priory Nursing & Residential Care Home uses a Scottish NHS staffing matrix system called ioRN2. The ioRN2 validation tool is a nationally standardised matrix which is about the person and not the service. It shows how someone changes over time, offering for example objective evidence of the benefits of reablement or intermediate care. It has been co-produced by experienced health and social care professionals with backgrounds in nursing, social work and the allied health professions, in a partnership with information professionals from ISD. It is a versatile yet straightforward tool for clinicians and practitioners of all disciplines. With its focus on measurement of function, independence and outcome ioRN2 gives important and distinctive perspectives on people with care and support needs. This is information and insight to help deliver more personalised, targeted care and support in the community. It is information that contributes to our shared strategic goals of avoiding unnecessary admission to hospital and enabling better transition from hospital to home. In an increasingly integrated system of health and social care delivery concise information that can be gathered by different professionals and shared with a common language across teams and individual practitioners has relevance and importance to all of us. The Current matrix measure for a Day Shift (June 2018) based on occupancy and key information about the service users and their range of fundamental personal care needs is as follows:

Day Shift (07.30 am – 19.30 pm)

1 x Registered Manager

1 x Deputy Manager

1 x Clinical Lead Nurse (RGN)

1 x Duty Nurse (RGN)

1 x Senior Care Assistant (Shift Co-ordinator)

6 x Senior & Care Assistants

1 x Activity Co-ordinator

1 x Training Officer

3 x Housekeeping Staff

2 x Kitchen Staff

3 x Maintenance Staff

Night Shift: (19.30 pm – 07.30 am)

1 x Duty Nurse (RGN)

1 x Senior Carer



- 3 x Care Assistants
- 1 x Kitchen Staff
- 1 x On Call Maintenance

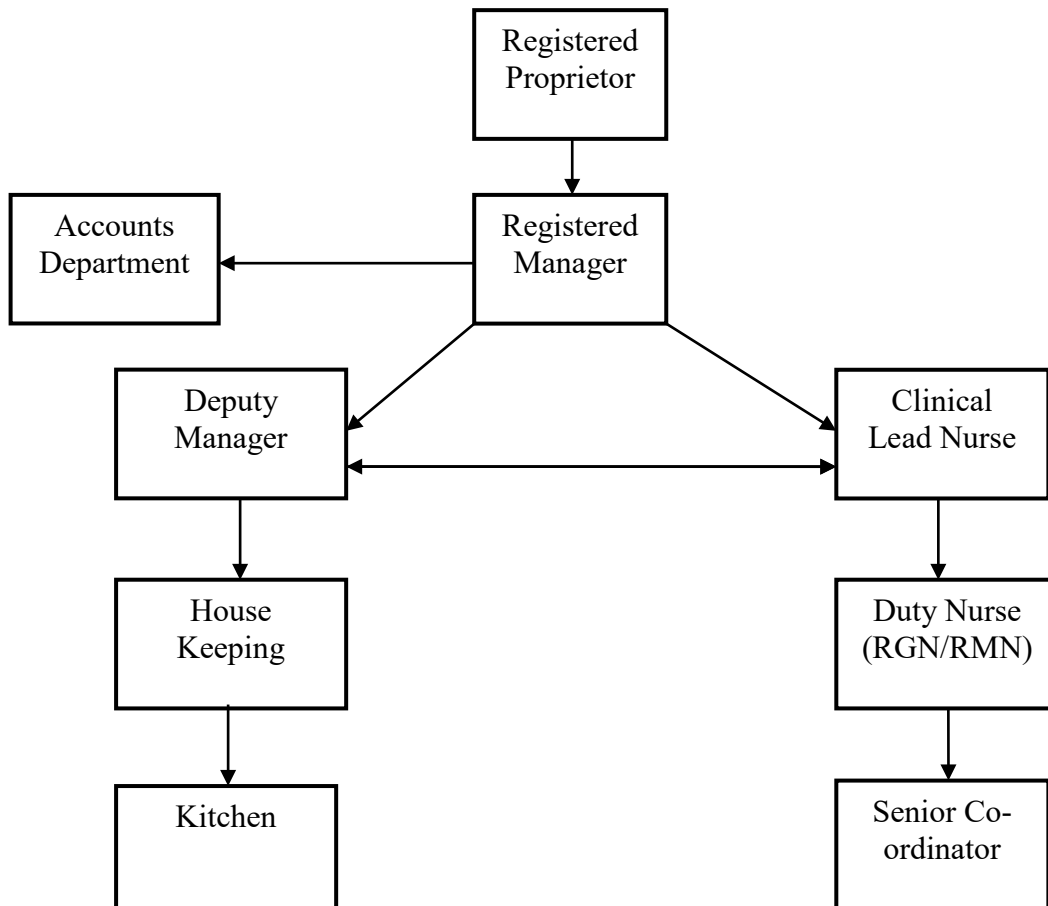
A Qualified RGN/RMN Nurse will be available 24 hours a day and 7 days per week where individuals are assessed as requiring 24-hour nursing care (due to the intensity, complexity and/or acuity of their needs),

The Priory Nursing & Residential Care Home is a 52-room home split over 2 floors which are named Ground Floor and First Floor. A nurse's office situated on the ground floor is the central administration office containing the care planning IT system which is updated by all members of staff. It is here that the Clinical Lead Nurse and the Duty Nurse co-ordinate the running of the home. A Senior Care Assistant will co-ordinate the shift along with the Duty Nurse ensuring all matters of care for that shift are carried out.

This Senior will look after the ground floor and a second senior will look after the 1st floor. Each floor is broken down into sections and carers are allocated to each section to carry out their duties in a timely and professional manner.

Staff will receive an invitation to attend six Supervisions within 12 months to discuss any issues or concerns they feel they would like to discuss. However, if any concerns or issues need addressing, the management or senior staff are always available to address these concerns with the staff member on a one to one basis. During Supervision, it is an opportunity for staff and senior/management personnel to speak freely and also a good opportunity to put forward new ideas to improve the home.

The Priory Nursing & Residential Care Home
Service, management and staffing structure Organisation Chart





Registration Body: CIW
Registration Number:

Contact Details
Managers Contact Telephone Number – 01594 530581
E mail – Scott@priorycarehome.com

Accommodation

The Priory Nursing & Residential Home has been offering a high standard of care for the elderly since 1989, it is secure, happy and a relaxed home situated in an historic building situated in an area of natural beauty with incredible views over the Wye Valley.

There is external CCTV around the home and key pad security on the front door which is closed at all times.

Wheelchair Access is available from a number of different entrances, all with paved walkways and gentle ramps which are ideal for motorised chairs or wheel chairs.

The home has raised flower beds and pots around the patio areas if residents are interested in gardening, please contact Jayne our Activities Co-ordinator for further details about gardening activities here at the home.

The home is registered for fifty-seven service users with the majority offering en suite facilities with TV in all rooms and radios on request. All our rooms are decorated to a high standard and fully furnished, we actively encourage service users to bring in smaller items of furniture, pictures and personal items to individualise their rooms

We have five rooms which balconies overlooking the Wye Valley, three ground floor rooms with external patios, ten rooms with en-suite shower rooms, twenty-one rooms with en-suite toilets with basins and two rooms with en-suite baths and basin. The home also has three dedicated High Dependency Care rooms and eighteen dedicated social services rooms with basins. We have two dedicated wet rooms for showering and a shower room with a special easy access tilting bath. We have eight dementia friendly rooms on the ground floor that were developed with the assistance of Stirling University and the Alzheimer Society to provide positive stimulation and recognition.



The homes communal areas include two lounges, one activity room, two quiet areas and two dining rooms. Externally there are three acres of landscaped gardens and a fully stocked pond with viewing platform.

The home provides a number of hoists for the transferring of service users and also stand aids like the Sara-Steady for the safe transferring and moving of residents.

At the Priory we consider it important to maintain a high standard of cleanliness and hygiene. In order to achieve this, we have cleaning staff operating around the home seven days a week and in addition we have a team of maintenance operatives on twenty-four-hour call.

Admission

Service users with an interest in coming to The Priory are encouraged to visit the home to sample the atmosphere and standard of service, on a trial basis. We offer day and weekly visits and the period of notice for either party is twenty-eight days.

Often a relative, friend or social worker will contact the home to arrange a viewing or trial visit. Any questions or individual concerns regarding the service users stay, such as our capacity to meet their needs are discussed with the Manager at this time and prior to assessment by a qualified representative of the home and provision of a care plan where appropriate.

On occasion a deposit may be required to secure a particular room for the service user.

Privacy & Dignity

Staff are trained to preserve and maintain the dignity, individuality and privacy of all service users in the home within a warm and caring atmosphere. In doing so the staff are sensitive to the changing needs of the service user and their person-centred care. The Priory Nursing & Residential Care Home recognise the diverse society and communities in which we all live and work. We embrace diversity and promote equality of opportunity. We aim to care for people from all backgrounds to reflect the demographics of the regions we cover.

Smoking & Alcohol

The home has a designated smoking area which may be supervised as required and alcohol is made available by the home at certain times and under supervision following risk assessment.

Fire Safety

The home has an up to date fire alarm system in accordance with current regulation and notices are displayed throughout the building as advised by the Fire Safety Officer (Monmouth Fire Service).

Staff are instructed in fire safety during induction training and outside courses with regard to fire prevention and fire drills. This includes use of the home's fire appliances, evacuation, muster points and raising the alarm. Service users are informed of the emergency procedure on admission.

A fire drill is carried out weekly to ensure that all staff and service users have a full understanding of their responsibilities.

All fire systems are tested at recommended intervals by suitably qualified staff and contract engineers as well as the local fire officer who checks our records. A fire risk assessment is carried out annually by a recognised and suitably qualified body.

Fire fighting equipment is checked annually by a qualified and competent engineer on a contractual basis.



Worship & Attendance of Religious Services

Service users may attend religious services either within or outside the home as they wish. If services are outside the home the service users should, if necessary and where possible, arrange for transport and supervision. In the event that this is not possible care staff may accompany the service user on specific occasions if staffing levels permit.

Service users have the right to meet representatives of their chosen denomination at any time and if required a private room will be made available for such meetings.

Family & Friends

Service user's family, relatives and friends are encouraged to visit the service user regularly and maintain contact by mail, e mail and telephone when visiting is not possible. In such cases staff will offer assistance and support when required to do so.

Visitors will be welcomed at all reasonable times and are asked to let the person in charge know of their arrival and departure from the home. For security and safety reasons visitors must sign in and out of the book on each occasion.

The service user has the right to refuse to see any visitor and this right will be respected and upheld by the person in charge who will, if necessary inform the visitors of the service users wishes.

Service Users Plan Review

Once developed the service users care plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned.

Any plan that is developed includes the involvement of the service user.

Person Centred Care planning ensures that we deliver our objects and take into consideration the needs and requirements of individuals.

Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable and are invited to six-month formal reviews or as required. Service users and relatives are always welcome to talk with members of staff if they have any concerns.

Complaints: Standard 31

*Complaints may be either written or verbal and should be directed at either the Manager of the home or the Clinical Lead. **See also Appendix 2 and information displayed in reception.***

Complaints will be recorded and acted upon as soon as is practicable or within a timescale but not to exceed twenty-eight days.

The complainant will be notified by the Registered Manager of the home, in writing, upon completion of an investigation or within twenty-eight days, whichever is sooner.

The complainant will be invited to meet with the Registered Manager, if they wish to do so.

If the complainant is not satisfied with the outcome they are able to raise a complaint with the regulatory body as follows,

Care Inspectorate Wales



Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Tel: 0300 7900 126
email: ciw@gov.wales

Monitoring & Quality Assurance Framework

Within the home there are various systems in place to ensure that close monitoring is maintained on all of the homes services and procedures. Attention to detail is pivotal to all that we do.

An important part of our quality programme is to involve the service users and their relatives. We regularly ask for comments on the home, the staff and services we provide. We also circulate a service user's questionnaire quarterly which assists in assuring that we continue to provide a quality service.

We offer a relative and residents support meeting every month to discuss any relevant issues and this is well attended.

Practices of the Home

- *To hold a current Certificate of Registration and adhere to its Code of Practice.*
- *To ensure bedrooms are treated as each individuals home, to knock on doors before entering.*
- *To ensure service users are addressed by staff in the way they choose.*
- *To promote the service user's independence at all times.*
- *To encourage service users to be as independent as possible and to make their own decisions.*
- *To actively encourage service users to participate in the planning of their care.*
- *To provide a smoking facility for service users.*
- *To allow service users to take meals in their rooms or wherever they wish to do so.*
- *To allow service users a guest for mealtimes at no additional cost.*
- *To assess, monitor and evaluate the care and personal needs of the service user.*

Procedure & Record Keeping

- *All procedures carried out will ensure the service users privacy and dignity are respected.*
- *Service users may refuse any procedure or nursing intervention if they choose.*
- *Service users have the right to any information they seek regarding,*
 1. *Complaints procedures.*
 2. *Access to notes / documents.*
- *All documentation will be confidential.*
- *Any procedure that restricts personal choice or infringes service user's rights will be recorded and reviewed.*



Monitoring of Standards / Quality Assurance Framework

The Priory Care & Residential Home seeks to maintain high standards of care by:

- Providing Regulation 27 reports displayed in reception.
- Continually talking to service users, staff, advocates & relatives.
- To provide monthly service user and advocates committee meetings.
- Identifying service users needs and care to be provided.
- Setting clear and explicit standards of care to be used as the criteria from which professional judgements can be made.
- To provide competent staff who are continually updated with training relating to care of the elderly.
- Ensuring staff practices are in accordance with their code of professional conduct and to discuss practices at staff appraisals.
- To continually discuss service user's rights, privacy, dignity, choice, independence and fulfilment at staff meetings.
- Diligently observe the general day to day care provided.
- Liaise with other services to ensure all requirements are being met.
- Provide meetings of staff, service users, relatives etc to discuss standards of care and highlighting any areas of concern.
- Providing questionnaires for staff, visitors, relatives and service users to complete.

Advocacy Service

The Priory Nursing & Residential Care Home is registered with Care Aware (see leaflets around the home) which is a non-profit making public information, advisory and advocacy service specialising in elderly care funding advice in the UK.

Web site - www.careaware.co.uk

Care Aware Helpline – 0161 707 1107

Service Users Rights

1. Service users have the right to as much personal and physical independence as possible. This includes personal choice and responsibility for their own actions. Service users will not be compelled to undertake anything against their will.
2. Service users have the right to their cultural, religious, political, sexual and emotional needs respected; permitting and facilitating chosen personal relationships, sexual or otherwise including marriage between service users and between service user's acquaintances.
3. Service users have the right to freedom of conscience and to participate in chosen activities, religious or otherwise.
4. Service users have the right to be consulted about decisions affecting their daily lives, including participation in the planning and evaluation of care and treatment.
5. Service users have the right to have their personal dignity respected by others in every way possible, without discriminating on any grounds, whether gender, age, race, creed, language, religion or other status or political or other opinion.
6. Service users have the right to privacy for themselves, their belongings and their affairs, including the right to receive visitors in private and confidentiality of personal affairs and personal space will be respected.
7. Service users have the right to the same services and facilities in the surrounding community as any other citizen. This may include registration with Medical Practitioners and a Dentist of



- their own choice, permitting and facilitating opportunities for social and other gatherings for whatever purpose inside and out of the home, placing no restriction.*
8. *Service users have the right to choose whether or not to mix with other people in the community either by going out or inviting people into the home.*
 9. *Service users have the right to be addressed by staff in the way they choose.*
 10. *Service users have the right to freedom of expression, the right to complain, to hold opinions and to receive and impart information and ideas, particularly regarding personal care and treatment.*
 11. *Service users have the right to any information and are encouraged to exercise such rights.*
 12. *Service users have the right to access their own records.*
 13. *Where it is deemed necessary the interference or restriction of an individual's right for the protection of that person, or the rights or freedoms of others or for any other reason, such actions are recorded, explained to the individual and other interested parties and shall be reviewed regularly according to proper procedure.*
 14. *Service users have the right to form their own representative group, to liaise with staff and give their opinions on how to help improve services to them.*

Terms & Conditions of Admission

Your Terms & Conditions of Admission are legally binding agreement so read it carefully before you sign it.

Fees are adjusted annually and if you have any concerns you may wish to talk to the home Manager in confidence?

Fees shall normally be reviewed in April of each year and apply from that date. Additional care demands may also necessitate a fee adjustment outside of the annual review.

If at any time you wish to move to another room in the home, you should ask the Manager if a move is possible. The reasons for the move should be recorded and you should indicate you are happy with the move by signing the amendment to your care plan. There may be a change in fees associated with the move.

June 2018.