



Abbeyfield The Dales Ltd. Residential and Respite Unit

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Statement of Purpose Part 2 - Aims and Objectives

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Introducing Abbeyfield The Dales

OUR AIMS, OBJECTIVES AND PRINCIPLES

This document summarises basic information about Abbeyfield The Dales Ltd. (“ATD”) Residential / Respite Unit for individuals who use our service, people who are considering using our service, friends, relatives, carers and representatives. This should be read in conjunction with our Service User’s Guide / Handbook.

Aims

ATD Residential / Respite Unit aims to provide care and support for people aged 55 or over who require long term residential or shorter term respite.

To meet the emotional, social and physical needs of individuals in a secure, relaxed and homely atmosphere within a residential setting.

To treat service users as individuals, using the person centred approach, and to achieve a holistic plan of care, which will take account of their own skills and abilities.

To promote and support as much interaction with the local community as possible and to enable service users to be part of the activities within the locality as far as they can.

To provide a high standard of care and service, which is flexible and monitored on an ongoing basis

Considerations for the care and support of the ‘whole person’ are at the heart of the ATD ethos and by meeting the spiritual needs of individuals as well as the care needs we are providing an environment where people can be nurtured and thrive.

Objectives

Our service provision is based on the following objectives:

- Individuals discuss their own level of service provision to the fullest extent possible.
- Individuals receive a flexible, consistent and reliable service that adapts to their changing needs.

- Individuals, their family, friends or representatives know their personal information is handled appropriately and their personal confidence is respected.
- Current and potential service users and their carers are provided with comprehensive information about the services they can access.
- We want our individuals to feel that they are well treated with respect and as valued people, with their right to privacy and dignity upheld.
- Individuals exercise choice and control over their lives and are supported in maintaining their independence.

Our Principles

- We aim to provide personal care and support in ways, which have positive outcomes for individuals and promote their active participation.
- To ensure that we are fit for purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We welcome feedback from our service users, their friends and relatives.
- To provide individual packages of care and support that contribute to individuals overall personal and healthcare needs and preferences. We work alongside external agencies and healthcare professionals to maximise individual's independence and to ensure as fully as possible their participation in the community.
- Before we provide services, we ensure that individual needs and preferences are thoroughly assessed to ensure we can meet these, that needs are re-assessed as frequently as necessary and that the care and support provided have the flexibility to respond to changing needs or requirements.
- We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer.
- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the Skills for Care, Managers Induction Standards and the Care Quality Commission (CQC).

About The Abbeyfield Society

The Abbeyfield Society provides quality housing with support and care, extra care, residential and respite care and day care for people aged 55 and over with a range of care and support needs.

Traditionally, Abbeyfield services have been managed by local volunteer-led Societies that are independent non-profit making organisations affiliated to The Abbeyfield Society.

The Abbeyfield Society aims to build on its achievements and deliver a first rate customer service through the provision of high quality sustainable housing, care and support services.

Abbeyfield is a housing, care and support provider of choice and an employer of choice and while no two Abbeyfield care services are the same. All our staff are committed to Abbeyfield's values and principals.

Abbeyfield The Dales Ltd. is a member society of The Abbeyfield Society Ltd.

The Abbeyfield Mission Statement:

“To enhance the quality of life for older people.”

Abbeyfield's Organisational Values:

Openness means that as an organisation we encourage and support new ideas from our service users, volunteers and staff by learning through discussion we appreciate each other's differences and will adopt suggestions which improve the service that Abbeyfield provides. We will be open to change and will seize opportunities that allow us to continue working towards our mission.

Respect is something we understand we have to earn. We earn it not only by valuing each other as individuals and valuing each others views, beliefs and background, but also by working hard to develop relationships with our service users, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises we have made to each other.

Honesty means that we will each work in an ethical way. As individuals we will each lead by example in order that service users, volunteers and staff will have confidence in the integrity of Abbeyfield.

Caring means that the wellbeing of our service users is central to everything we do and that every individual will be treated with dignity and respect. It also embraces our volunteers and staff by learning and supporting each other, Abbeyfield will be an organisation where people can grow and find fulfillment.

EXPECTATIONS

The aim of good quality Respite / Residential Unit must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individuals. The following rights are fundamental to our service.

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways:

- Staff will enter a service user's property and rooms within the property only with express consent.
- Care support will be delivered, in agreement with individuals, respecting their privacy.
- We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
- Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

Dignity

The right to dignity involves recognising the value of people as individuals and the specific nature of each person's particular needs. We aim to maximise dignity in the following ways:

- We arrange for service users who require personal care such as dressing, bathing and toileting to be helped.
- We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- We treat service users with the utmost of respect, responding to personal choice, specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the working relationship between staff and the individual.

Independence

Independence means having opportunities to think, plan, act and take calculated risks without continual reference to others. We aim to maximise individual's independence in the following ways:

- We help individuals to manage for themselves where possible rather than becoming totally dependent on care workers and others.
- We encourage individuals to take as much responsibility as possible for their own healthcare and medication.
- We involve individuals fully in planning and reviewing their own care and support, devising and implementing their care and support plans and updating care and support plans regularly.
- We work with carers, relatives, friends and medical professionals to provide as continuous a service as is feasible.

Safety and Security

We aim to provide an environment and support structure, which offers sensible protection from risks and offer readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our each individuals' need for safety and security in the following ways:

- We try to make sure that help is at hand if required when an individual needs or wishes to engage in any activity, which places them in a situation of risk.
- We carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise individuals about situations or activities in which is likely to put them or their property at risk. (Our staff will support positive risk taking by giving each individual enough choice and information to make informed decisions)
- Our staff are well selected, qualified and trained to provide services responsibly, professionally and with compassion.

Civil Rights

We aim to help individuals to continue to enjoy their civil rights in the following ways:

- If an individual wishes to participate in elections, we will assist to access the necessary information and either provide or obtain any assistance which they need to vote.
- We want to help individuals make use of as wide a range as possible of public services such as libraries, education, transport and social activities and events.
- We will encourage individuals to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs; including medical nursing, dental, ophthalmic, audiology, pharmaceutical, chiropody and therapeutic services etc. to meet their needs.
- We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
- Where possible we will support individuals to participate as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways:

- We avoid a pattern of service delivery, which leads to compulsory timings for activities like getting up and going to bed.
- We will manage and schedule our services so as to respond as far as possible to individuals' preferences, needs and choices.
- We cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We value the views of our residents and we will consult regularly with residents on all matters that affect them.
- We will ensure that all residents are at the centre of all our decision making concerning their care and we will enable the residents to register with a GP of their choice wherever possible.
- We will develop with each residents a personal care and support plan based on a comprehensive and continuous assessment of their needs which details how their assessed health and welfare plans will be met.
- Working with each individual resident where needs can be met we will provide sensitive, compassionate and respectful care for residents who are end of life, providing support and understanding at this time.

Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities while recognising individuality. We respond to service users' right to fulfilment in the following ways:

- We assist individuals to participate in as broad a range of social and cultural activities as possible.
- We will assist individuals to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We make particular efforts to understand and respond to the wish of individuals to participate in minority-interest events or activities of their choice.

Diversity

Care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We respond to individuals' rights to express their diversity in the following ways:

- Positively communicating to individuals that their diverse backgrounds enhance the life of the community.
- Respecting the ethnic, cultural and religious practices of service users.
- We have a zero tolerance towards discriminatory behaviour by staff and others.
- Helping individuals to celebrate events, anniversaries and festivals which are important to them.

Spirituality

Spirituality cannot be characterised by any one definition as it has different meaning for different individuals at different stages of their life.

Spirituality is not necessarily about religion but about individuals reaching their full potential, developing supporting and sustaining relationships and about seeking meaning in their life, their own truth, value and perspectives on life.

Abbeyfield is dedicated to addressing spirituality as part of the life experience of individuals who use our services and is underpinned by the following principals for integrating spirituality into the provision of care:

- Understanding that spirituality has different meanings for individuals
- Acknowledging and understanding the link between spirituality and care to the holistic wellbeing of individuals.
- Respecting the beliefs and values of individuals of faith and those of no faith
- Showing openness, sensitivity, integrity and compassion in meeting individuals spiritual and care needs
- Facilitating access to spiritual and religious care of all kinds

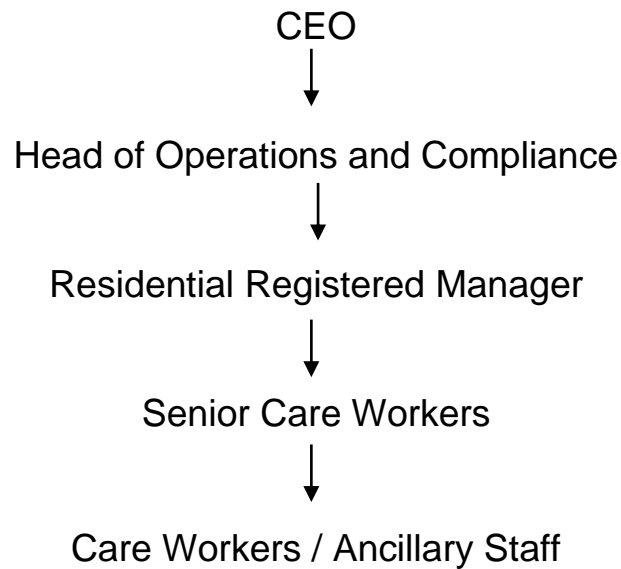
- Recognising and valuing the cultural and religious diversity of the individuals who use our services.

EXAMPLES OF THE TYPES OF SERVICES WE PROVIDE:

We can provide assistance with the following, if required, linked to the residents' personal care plan, preferences and choices:

- Getting up from and going to bed
- Dressing and undressing
- Personal hygiene
- Positive continence management
- Oral hygiene
- Preventative skin integrity care in liaison with medical health professionals
- Exercises, in conjunction with Occupational / Physiotherapist
- Administration and prompting of medication
- Laundry and ironing
- Support with shopping
- Collecting prescriptions
- End of life and palliative care
- Social contact visits
- Company, conversation, listening
- Encouragement, motivation, confidence building
- Reading, letter writing, phone calls
- Leisure, recreation
- Community links, neighbourhood and cultural activities
- Advocacy services

THE ORGANISATION STRUCTURE



REGISTERED PROVIDER

ATD is registered with CQC. Our CEO is Mrs Jackie Bradfield.

The address of the registered provider and our head office and contact details for the Residential / Respite Unit is:

Grove House
12 Riddings Road, Ilkley
West Yorkshire
LS29 9BF

Tel: 01943 886 000
Fax: 01943 886 006
Email: info@abbeyfieldthedales.co.uk

COMPLAINTS PROCEDURE

	Do you have a concern or a complaint?
	Complaints Policy and Procedure for ATD
How to let us know	<p>We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.</p> <p>Don't be afraid to complain. Sometimes it is the only way we can find out that things are wrong. We keep all complaints confidential.</p> <p>We welcome your suggestions and comments, together with those from your relatives and friends, or organisations such as Age UK (AIMS) or Social Services departments, to help us to assess the services we provide.</p> <p>You can ask for support from your family, a friend, your representative or advocate throughout the process of raising a concern or complaint.</p> <p>If you have a concern about the services you receive from us, the first person to speak to is the House Manager. They will talk with you about the problem, make a note of your concern and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel your can't raise your</p>

	<p>concern with them you can follow the procedure in this document.</p>
<p>If you're not satisfied</p>	<p>There are three ways you can take the matter further.</p> <p>1 You can put your complaint in writing and provide it to Mrs Gwen Green (Abbeyfield The Dales Complaints Officer).</p> <p>2. You can ask a member of staff or a volunteer to write down your complaint and give it to you for approval.</p> <p>You can then pass it on to Mrs Gwen Green (Complaints Officer).</p> <p>Mrs Gwen Green will acknowledge your complaint, in writing, within 24 hours.</p> <p>The procedure then follows three stages.</p>
<p>Stage 1: Investigation by the Complaints Officer</p>	<p>Mrs Gwen Green will look into your complaint and try to sort it out within five working days. They will aim to send you a full written response to your complaint within 10 working days, but will let you know if it is going to take longer. If you are not satisfied with the response, please contact Mrs Jackie Bradfield and ask for a review.</p>
<p>Stage 2: Review by the Chairman</p>	<p>The Chair or a member of the Board nominated by the Chair will review your complaint and send you a full written response within 10 working days (they will let you know if it is going to take longer than this).</p> <p>We hope that by this stage you will be satisfied with how your complaint has been sorted out. However, if you are still not happy, please contact The Chair and ask for an appeal.</p>

<p>Stage 3: Appeal to the board of trustees</p>	<p>The Chair or nominated member of the Board will arrange for three members of the board to hear your complaint at a meeting in a suitable location. We will invite you to the hearing and you can ask your friend, family member or independent representative / Advocate to come with you. We will tell you the outcome of the appeal within 10 working days of the hearing</p>
<p>Appeal to the independent Housing Ombudsman</p>	<p>If you are still not satisfied with our response, you can ask the Housing Ombudsman Service to investigate your complaint. The Ombudsman is an independent complaints 'referee' and the service is free. Mrs Gwen Green will be happy to give you more information about the Ombudsman service.</p> <p>The Ombudsman will investigate your complaint as long as you have already followed our complaints procedure.</p>
<p>Independent Housing Ombudsman</p>	<p>Housing Ombudsman Service 81 Aldwych London WC2B 4HN.</p> <p>Phone: 0300 111 3000 E-mail: info@housing-ombudsmen.org.uk Website: www.housing-ombudsman.org.uk</p>
<p>Legal proceedings</p>	<p>We cannot deal with a complaint if it raises issues that are already being dealt with by legal proceedings.</p>
<p>Other formats</p>	<p>If you would like this policy in another language or format please speak to the House Manager</p>

Further information	If there is anything in this information you don't understand or if you have any questions or comments about how the complaints procedure works, the Unit Manager or Complaints Officer will be happy to answer your questions.
How can we improve	We welcome your comments and suggestions about improving our complaints service. After we have looked at your complaint we will write to you to find out whether you are happy with the way we have dealt with it
About ATD	<p>We are committed to providing the highest standards of support for older people.</p> <p>We welcome any comments or feedback you have which will help us improve our services for residents.</p> <p>We practice equal opportunities and are open to everyone, whatever their race, sex, sexuality, religious belief or ethnic origin.</p>
Complaints Officer	Mrs Gwen Green can be contacted at: Abbeyfield The Dales Ltd. (Complaints Officer), Private and Confidential, C/o Grove House, 12 Riddings Road, Ilkley, LS29 9BF.

THE CARE QUALITY COMMISSION (CQC)

You may also make a complaint to the CQC which is the regulatory body that registers, inspects and reports on care homes. The contact details are:

Care Quality Commission
Northeast Region
City gate
Gallowgate
Newcastle upon Tyne
NE1 4WH

CQC helpline: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

For further information, please contact our head office and request a copy of our leaflet for residents 'Do you have a concern or complaint?'