

# **The Rectory Care Home**

Statement of Purpose

And

Service User Guide

## Contact Details and Legal Status of Service Provided

### **Regulated Activity:**

Accommodation for persons who require nursing or personal care

The Rectory Care Home Ltd  
The Rectory Care Home  
2 Trinity Road  
TAUNTON  
Somerset  
TA1 3JH

Contact details: Angela Hine Registered Manager  
Tel: 01823 324145

Email: [angela@therectory.org.uk](mailto:angela@therectory.org.uk)

The Rectory Care Home Ltd is registered as a Limited Company with Companies House. Registration Number 10055421.

The Rectory Care Home is registered with the Care Quality Commission (CQC) Certificate Number 1-3558193186. Provider ID 1-2715797835. Location ID 1-2928532464.

## INDEX

### STATEMENT OF PURPOSE:

Page 4,5,6,7	AIMS AND OBJECTIVES
Page 7,8,9	FACILITIES
Page 9	CONSULTATION PRIVACY AND DIGNITY
Page 10,	CARE PLANNING KEYWORKER SYSTEM
Page 11	KEYWORKER SYSTEM FIRE PRECAUTIONS
Page 12	COMPLAINTS POLICY
Page 13	MANAGEMENT STRUCTURE
Page 14	STAFFING INFORMATION
Page 15	PASSENGER LIFT DOORWAYS ROOM NUMBERS, SIZES, BATHROOMS AND OTHER FACILITIES
Page 16	ADMISSION PROCEDURE and PHILOSOPHY OF THE HOME

# *The Rectory Care Home*

## STATEMENT OF PURPOSE

### AIMS AND OBJECTIVES

The aim of The Rectory Care Home is to provide our service users with the highest standard of care in a homely environment. They belong to a client group suffering from Dementia, Alzheimer's, memory loss and similar disorders. The care provided is tailored to each individual's needs and preferences, and is planned with involvement of relatives, friends, medical professionals and others where necessary.

Our objective is to become the preferred choice of home for service users and their relatives living locally.

### Our ten strategic objectives:

#### 1. Service Users safety:

To maintain high standards of governance and continually improve Service users' outcomes and provide the best possible quality of services, ensuring the care and safety of Service Users, Carers and Relatives. Especially,

- To reduce slips trips and falls.

For example, we will

- Focus on health and safety training and risk reduction.

#### 2. Efficient and effective:

To deliver clinically effective, cost efficient services that are based on research and evidenced-based good practice. Especially,

- To match effectively and efficiency of top quartile performance of other Care Home providers;
- To achieve excellent rating for Care Quality Commission (CQC) core and development ratings;
- To achieve the standards required for services described in CQC Improvement Reviews eg Deprivation of Liberty.

For example, we will

- Develop corporate strategies that support Service Users needs eg service and estate strategies;
- Use effective purchasing that enables The Rectory Care Home to demonstrate value for money.

### **3. Listening and responding to the needs of Service Users:**

To respect the privacy and dignity of Service Users and improve all aspects of the Service Users experience. Especially,

- To become the Provider of Choice through the delivery of carefully structured Care Plans, Allocated Key Workers, Relatives and Social Services;
- To promote equality and diversity in the development and delivery of our services and to value the benefits this brings;
- To act with integrity and provide an open, honest and informed approach to everyone who uses our services; (eg continue our very successful surveys)
- To create a Service Users environment that is both pleasant and conducive to meeting Service Users needs

### **4. Deliver care in the most appropriate setting:**

To deliver services of high standards within The Rectory Care Home, providing excellent care that cannot be delivered elsewhere. Especially:

- To redesign services that encourage Service Users to be as independent as they can be within The Rectory Care Home but still providing assistance where and when appropriate;
- To provide excellent 24 hour services.

For example, we will:

- Develop care pathways for Service Users with long term conditions conducive with dementia eg Parkinson's;
- Provide an integrated care on site to suit each Service Users individual needs.

### **5. Integrated health and social care:**

To deliver integrated models of care embracing primary secondary and social care through a whole systems approach. Especially,

- To integrate the management of health and social care with Somerset County Council Social Care Services;
- To support the integration and communication of Service User's needs between health and social care organisations;
- To support the implementation of integrated community based multidisciplinary health and social teams for adult services.

For example, we will

- Implement the Understanding You initiative collated by Social Services;
- Develop Partnerships with Volunteer Organisations set up in the local area.
- Develop the Partnerships of Social Care & Information Learning Services
- Develop Advocacy initiatives for Service Users.

## 6. High quality services:

To develop care pathways that link into energetic and purposeful clinical networks with other providers in order to maintain local access to high quality services and retain a highly skilled and motivated local workforce. Especially,

- To further develop our NVQ and other qualifications for all staff working at The Rectory;
- To ensure we recruit highly skilled staff through the development of our Workforce Planning and Development Strategy;
- To provide excellent multi-professional training and education;
- To ensure we recognise and value our staff for their positive contribution and become an employer of choice.

For example, we will

- Develop our Workforce Planning and Development Strategy;
- Provide modern facilities for Education and Training;
- Develop and implement model employer policies and practices.

## 7. Strategic partnerships:

To develop effective strategic partnerships with all our stakeholders. Especially,

- To ensure stakeholder views are integral to our strategic planning of services;
- To work and collaborate with key partners in healthcare provision to deliver integrated models of care;
- To work with stakeholders and ensure The Rectory makes a positive civic contribution.

## 8. Modern and effective infrastructure:

To ensure that care is supported and delivered through modern facilities and new technologies and digital opportunities. Especially,

- To provide modern and pleasant facilities fit for purpose for our Estate Strategy;
- To maximise our environmental friendly policies and practice;
- To support good quality care with up to date diagnostic and medical equipment, where clinically appropriate;
- To implement the electronic care records on line with - SCILS;
- To maximise the use of ICT advances.

For example, we will

- Develop our Estate Strategy;
- Develop our Information Management and Technology Strategy;
- Develop a robust and forward looking financial plan to support an equipment and environment programme.

## 9. Public health:

To promote the public health agenda and ensure that services have a focus on public health and education where appropriate.

- In collaboration with the Primary Care Trust and General Practitioners, to embed health promotion and education in the development and delivery of all our services;
- To focus on the key priority areas of smoking cessation, obesity and exercise;
- To promote and support the health of our workforce.

## 10. Robust and sustainable:

To maintain a service portfolio and business model based on a clear understanding of our strategic vision and direction for service development to ensure a sustainable future for services in The Rectory Care Home Ltd. Especially:

- To deliver financial balance each year;
- To exploit our opportunities to develop "centers of excellence";
- To develop corporate strategies that supports the Strategic Planning Framework eg Resource Management Strategy, Estate Strategy, Information Management and Technology Strategy;

## FACILITIES

The Rectory offers residential care 24 hours a day and is registered with the CQC to accommodate 25 elderly mentally infirm residents. The Rectory opened in 1994. It is a spacious house with a genuine homely feel. We promote a non-smoking environment although we do have a designated smoking area outside. The home has been tastefully appointed to provide accommodation with security, safety and privacy in mind.

All accommodation is centrally heated, fitted carpets/lino, with fire detection and fire control equipment. An electronic carer call system serves all private and communal rooms which has to be cancelled at the point of call ensuring peace of mind for our clients 24 hours a day. There are in room sensors and door alarms which can be used to alert staff when care is needed.

A passenger lift serves the upper floor, and there is a specially adapted bath and separate shower room on the ground floor to ensure that bathing can be done in complete comfort and safety. External doors have alarms on them and access to high-risk areas e.g. kitchen have code control locks on them – including the front door to ensure the safety of all our clients.

20 bedrooms have en-suite facilities; however, all rooms have washbasins and are tastefully decorated. Two rooms measure below the National Minimum Standards size Room 9 is 9.5 sqm and room 12 is 12.47sqm. Clients wishing to bring their own furniture can do so but any electrical item must be PAT tested by the home before operation. Please ask the management for help with this. Any items, which fail the PAT test, will not be allowed into the home – this ensures the safety of everyone.

There are three main sitting rooms, one room has a small pub (lounge 1) with Google home and a smart TV in situ and the other slightly larger room (lounge 2) also has Google home and a smart TV with a piano and patio doors which lead to a large outdoor heated gazebo which can be fully covered during inclement weather, this then leads into the garden with pleasant seating and access to the outdoor bar and tea/coffee shop/ice cream parlour/sweet shop. There is a large dining area, with a juke box and google home, which opens out onto a covered patio area

providing access to a pleasant garden area with a swing hammock and a small gazebo with seating.

The home does not offer nursing care but we have excellent support from the local Doctors' surgery, the community nurses and other health professionals. Service users may request visits from their G.P. as necessary and these visits would be in the privacy of the service user's own room or where requested by the service user such as in a closed off area.

We are able to consider potential service users who need to be encouraged or persuaded to eat and we are able to cater for varied dietary needs, i.e. diabetics or vegetarian, or vegan or pescatarian etc. A selection of hot and cold meals, are served on site to suit individuals tastes, wants, wishes and desires. Special diets are catered for. Meals may be taken in their own room or in the dining area or in the lounges. The main meals are baked on site by the home's cook. Suitable provisions are available for when the cook is unavailable.

While we are happy to offer accommodation to people with little notice, we do not have registration to enable us to accept emergency admissions. (This is where a room is permanently set up for emergencies and service users stay on a short-term basis.) We do, however, offer respite care should a room be available.

The Rectory is a 'secure house', which means that all exits are secured so that service users can only leave the house or garden if accompanied by a member of staff competent to keep them safe and in the full knowledge of the senior carer on duty. Access to the building is only possible through a security system operated by staff.

An open visiting policy is provided at The Rectory following any current guidelines issued by the Government, enabling the local community to be drawn into the life of the home safely, and the service users to be drawn into the life of the community safely. External security lighting and CCTV is installed on the outside of the home and car park to assist in security at night. Fairy lights illuminate the garden during the evenings to create a pleasant environment what ever the hour.

A full laundry service is provided on site and dry cleaning can be arranged at the service user's expense. We strongly advise all clients to mark their clothing using sewn in name tapes. Using permanent marker pens will eventually fade with laundering. The home does not accept responsibility for any items lost. On admission an inventory of all clothing will be made by the home. Please let the care manager know if additional items are brought in afterwards. It is also advisable to mark spectacles, false teeth, watches, handbags etc with initials so that if they are mislaid staff can return them to the right person. Please do not bring clothes into the home that need to be dry cleaned, or that need to go onto delicate washes. We do not hand wash any items of clothing. Please be mindful of this when purchasing new items.

Valuable items including jewellery or pocket money are not recommended to be worn or held by residents and costume jewellery is recommended as a substitute for valuable items where at all possible. A full record of pocket money and valuables is maintained for auditing purposes and relatives/representatives are allowed to view these records at anytime taking data protection into consideration. It is advised that clients hold no more than £20.00 on their person at any time.

It is our intention to offer service users a good standard of living, in comfortable, homely conditions. We make every effort to maintain the house in good order, comfortably furnished and attractively decorated. It is the policy of the directors and manger to make continuous improvements in all areas such as the premises, equipment, staff selection and training, catering etc.



The Home benefits from regular visits by chiropodists, hairdresser, dentist and opticians, although arrangements can be made for service users to visit their usual professional service provider if appropriate.

The Home has weekly visits from a hairdresser and service users may visit by appointment. Should a service user's regular hairdresser be available, they may wish to visit and do the service users hair in the privacy of their own room at a time to suit them following all current visitor admission policies and guidelines issued by the Government.

A range of activities are provided during the day including music and movement, musical entertainment, gardening/garden walks, baking, quizzes, ball games that encourage light physical movement, flexercise, hand massage, aromatherapy, visits from local junior schools, the local community groups, trips to local hotels, religious services and other beneficial visits when restrictions are not in place. The home has a pub on site which serves the residents with free drinks and there is an outdoor bar which also offers the same. There is a tea shop in the garden which serves teas, coffees, ice-creams and cakes during periods of fine weather.

The home has its own Tuk Tuk for the individual use of the residents of the home. The Tuk Tuk is used to take residents to places around the local vicinity such as the local park or destinations of their choice.

The Home offers high quality and committed management and staff. The Home's reputation testifies to the very high quality of both the care team and the support staff, none of whom are nurses but who are trained, qualified and experienced in their own particular spheres. As a result, The Rectory offers a standard of care that is recognised and appreciated by both residents and their families.

The Home is committed to providing high-quality services and to constantly seeking ways to improve that quality. Your comments, suggestions or compliments are always welcome at the Home and we take pride in responding to them quickly, effectively and honestly.

The Home supports self-advocacy and the use of independent advocates. The Rectory will be able to provide further information should a service user wish or need to have someone from outside the Home to represent them, speak on their behalf or look after their interests.

The locality of the home is most favourable, as it is situated in a quiet, residential area of Taunton, very close to the town centre and convenient for all amenities including shops, parks, a post office, local pub and just a short stroll away from the Holy Trinity Church.

The fees for all services provided by The Rectory Care Home for privately funded rooms start from £1400 per week.

## CONSULTATION

The Management team, prior to admission to the home assess all clients. Their care is planned carefully to ensure that the admission is as stress free as possible for the client. Client's views, wishes, dignity and privacy are respected at all times.

The manager and staff strive at all times to respect the rights of the service users to make personal choices, enjoy privacy, have their own personal space and to become and remain as self-reliant and independent as possible. The home provides a contract detailing everything covered by the fees. A pocket money account is managed by the home in conjunction with relatives/representatives. This caters for extra items, such as hairdressing, chiropody etc.

## PRIVACY AND DIGNITY

The home believes that privacy is an absolute right of every service user and an essential aspect in the safeguarding of each individual's personal dignity. Service users are treated with sensitivity, respect and thoughtfulness. Anyone entering a service user's room will always knock before entering. Service users are addressed by their title or preferred name and treated as an individual. Whenever possible, service users are encouraged to do things for themselves. If private or personal issues arise with service users these are discussed in a private environment. Service users are always treated in a proper and sensitive way when performing intimate care tasks.

## CARE PLANNING

Care plans are formulated and reviewed on a regular basis. In the event of client absences such as hospitalisation, in order for return to the home a manager will need to assess in person, complete an assessment form and authorise the admission.

Care plans are formulated daily and reviewed on a regular basis. Care is reviewed regularly with care professionals, such as Social Workers, Advocates, Doctors, Care Managers and most importantly with the individuals themselves and their families.

Service users and relatives are actively encouraged to get involved with the care of their loved one. Comments made are acted upon swiftly to ensure the right care is delivered.

We will involve both service users and their relatives, wherever possible, in preparing the care plan for the service user.

Each individual service user has a person-centred plan of care, which covers every aspect of their daily living. These are reviewed monthly by the management or more often should the service user's requirements change, in consultation with the service user, their relative/representative and all other appropriate external social or healthcare professionals wherever possible. Details of reviews are documented, and recommendations acted upon.

During hospitalisation the company is not responsible for clients' laundry. On discharge from the home or in the event of death the room must be cleared of personal effects within 5 days. After this period the company will dispose of personal effects.

## KEY WORKER SYSTEM

Each service user is appointed a key worker on admission, and the key worker's responsibilities are as follows:

- ✚ To communicate with their assigned service users on each shift attended and offer help with tasks. These tasks could be letter writing or reading, arranging appointments or assisting with recreational pursuits.
- ✚ To offer the service users assistance with other personal affairs such as contacting relatives/friends.
- ✚ To obtain shopping or organise for shopping to be done for the service user.
- ✚ To be a companion to the service user – someone the service user feels he/she can talk to about any issue, confident in the knowledge that the discussion will not be repeated to anyone else unless that is what the service user wishes.
- ✚ To voice service users' concerns regarding issues connected with the running of the home, for example, a change in policy or practice which the service user was not happy with.
- ✚ To advise the senior carer or the manager of the home if a concern is identified involving the physical, psychological or emotional well-being of the service user. This would be accomplished within the confines of the National Care Standards Act, paying particular attention to a service user's right to privacy and confidentiality.

## FIRE PRECAUTIONS

The Home has a Fire Alarm System fitted with heat and smoke detectors, sounders, break glass points, a control panel and an emergency lighting system. There are fire extinguishers, fire blankets, fire exit notices and fire emergency notices placed in strategic points throughout the Home. Staff are regularly instructed on fire prevention/drills policy.

Service users are informed of the emergency procedures on admission and a person-centred fire notice is produced for each service user, taking into account their mobility. The fire alarms are tested weekly and the fire alarm system, fire fighting equipment and emergency lighting system are all regularly maintained by qualified maintenance engineers.

## COMPLAINTS

Here at the Rectory we treat all complaints seriously and deal with them in a timely manner. We appreciate the opportunity to put things right straight away. All complaints should be made in the first instance to Mrs Angela Hine who is the Registered Manager.

Verbal complaints are responded to immediately. All comments are carefully considered and responded to on an individual basis.

All service users and relatives are advised that if they wish to have help with making a complaint they can ask a friend or relative to act on their behalf. Alternatively an organisation such as Citizen's Advice or an advocacy service can assist them.

All other complaints must be in writing and addressed to Angela Hine at The Rectory.

Written complaints must be made within 7 days of the alleged complaint or incident to ensure expedient measures can be taken by the home to investigate all incidents fully, whilst evidence is current and not subject to vague recollections.

An acknowledgement letter will be sent in response to written complaints within 7 days. The complaint will be investigated and a response outlining the result will be sent within 28 days. If the matter is complex and cannot be resolved within 28 days we will inform the person making the complaint of this and give an indication, where possible of when we hope to be able to resolve the issue.

If this does not resolve the issue, further guidance can be sought from the Adult Social Care Complaints Officer at Somerset County Council. The Local Government Ombudsman is also available if the Council does not deal with the complaint satisfactorily.

The Rectory produce a leaflet with regards to complaints which include guidance and useful contact details.

The Rectory produce a leaflet which outlines your options and further contact details which may be of assistance to you. Please ask in the office and we will gladly give you a copy of this leaflet.

We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

# Management Structure The Rectory Care Home

**Proprietor - Mr David White**

**Director**

**Home Manager**

**Quality Assurance Manager**

**Care Manager**

**Adminstration Manager**

**Maintenance  
Manager**

**Deputy Care Managers**

**Senior Care Assistants**

**Care Assistants**

**Ancillary Staff**

## STAFF NUMBERS

At any given time staff members on duty are as follows:

	Morning	Afternoon	Night
Senior Cares/Managers	1 or 2	1 or 2	1
Carers	3	3	1
Ancillary	1 or 2	1 or 2	on call

## STAFF QUALIFICATIONS

### Registered Manager

#### **Mrs Angela Hine**

Start date January 2008

Diploma in Management Studies (DMS) level 7  
Certificate in Management Studies level (CMS) 5  
NVQ level 4 in Adult Health and Social Care  
Diploma in Life Coaching  
Certificate in Life Coaching  
Word Intermediate  
D32 & D33 Assessors qualification for NVQ  
Fairness and Equalities Advisor NCFE  
Discipline at Work (ACAS)  
Safe Working at Heights (SHACS) level 1  
Certificate in Dementia Care Awareness  
Think Smart Business Coaching and Mentoring ABC level 3  
Train the Trainer  
End of Life Care NCFE  
Safe Handling of Medicines NCFE  
Mental Health Awareness NCFE

#### **Care Manager: Ms Natalie Wadham**

Start date October 2018

Natalie started work as a Care Assistant at The Rectory in 2018 and progressed to a Senior Carer. Natalie progressed further in 2019 to take over the management of medications. In March 2023 Natalie progressed again to become the Care Manager of the home. From here Natalie will oversee all matters relating to care and medication reporting back to The Registered Manager.

#### **Deputies: Ms Jasmine Kilpatrick and Ms Molly Mason**

Jasmine Kilpatrick and Molly Mason are deputies to Natalie. Jasmine has 7 years experience in care and Molly has 4 years experience in care. Both are currently studying for their level 3 diplomas in Health and Social Care with Richard Huish College.

All of the care staff have undergone mandatory training, and attended courses and received certificates in Health and Hygiene for Food Handlers, First Aid, Dealing with Dementia and other forms of mental impairment, Manual Handling, Recognising Abuse, Health & Safety Compliance, Infection Control, Effective Customer Care, Supervisory Development and Administration of Medication. We are constantly researching new courses for our staff and their training is ongoing. All certificates obtained by our staff are available for inspection, along with the latest CQC inspection report. Please ask the manager if you would like to see them.

## PASSENGER LIFT

The Home has a shaft lift to take 8 persons, or 1 person and a wheelchair.

## DOORWAYS

All doorways in the house are wide enough to be accessible by wheelchairs.

## ROOM NUMBERS, SIZES, BATH AND SHOWER AND OTHER FACILITIES

Currently, 25 of our bedrooms are single rooms. All rooms have washing facilities some with en suite.

Room Number	Size	En-suite √	View √
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### GROUND FLOOR

2	5.3m x 3m	√	√
3	3.4m x 3.8m	√	√
4	3.4m x 3m		√
5	2.4m x 4.3m		√
6	4.4m x 3.2m	√	√
7	3.2m x 4.3m	√	√

### FIRST FLOOR

9	3m x 3m		√
10	5.2m 3.63m	√	√
11	3.4m x 3.53m	√	√
12	5.8m x 2.15m	√	√
12a	5.8 x 2.5m	√	√
14	3.5m x 5.4m	√	√
15	3.1m x 4.2m	√	√
16	3.1m x 3.1m		√
17	3.4m x 3.2m		√
18	2.7m x 4.6m	√	√
19	3.7m x 6.3m	√	√
20	3.9m x 3.2m	√	√
21	3.5m x 4.2m	√	√
22	3.1m x 3.6m	√	√
23	4m x 4.2m	√	√
24	2.7m x 5.3m	√	√
25	5.6m x 2.6m	√	√
26	5.6m x 2.7m	√	√
27	5.4m x 2.8m	√	√

## **ADMISSION PROCEDURE**

Prior to admission, prospective service users who meet the registration criteria will undergo a preadmission assessment by a member of management. The assessment is designed to ensure that the Home is able to sufficiently cater for their individual needs and assists in the preparation of the person-centred care plan.

Any further queries reference this report please contact the management listed within this report.

**Tel 01823 324145**

### **The Philosophy of 'The Rectory Care Home'**

We invite you to come and live your life with us, in our cosy home from home environment.

We will assist you, in any possible way we can, but ensuring we maximise all your abilities to the full.

We will ensure that your dignity and privacy is respected.

We will promote your independence and decision making wherever possible.

We want you to feel and be 'at home'.