

BENONI NURSING HOME LIMITED

**12 CARRALLACK TERRACE
ST JUST, PENZANCE TR19 7LW
TEL/FAX 01736 788433**

STATEMENT OF PURPOSE

WELCOME TO BENONI

Benoni is a 21 bedded Nursing Home, registered to provide care for up to 21 service users over the age of 65 who require various levels of care. Within this category we are registered to include places for people with physical disability, people suffering from terminal illness and places for people suffering from dementia.

Additional conditions of our registration allow us to provide care for up to 4 service users who are aged between 55 to 64 years.

Further details of the care we offer are found below.

WHO WE ARE

Paul and Helen Hutson have owned and run the home since 1999. Helen is a Registered nurse with over twenty years experience in hospitals, and has owned and managed a home before.. She is also a qualified Sports Therapist with a holistic yet practical approach to the care of the elderly. She is involved in day to day administration.

Paul has a BSc in business and many years experience running retail and building companies. Paul is Company Director and Helen is Company Secretary.

We reside at: Lafrowda House, 4 Bank Square, St Just, Penzance.

Registered Office: Anthony Williams and Co Ltd, 14 North Parade, Penzance.

Sue Mason is the Registered Manager, she is a Registered Nurse Level 1 with many years nursing experience. She has successfully managed homes before and has always been well thought of by service users, families and staff. Her approach is holistic and practical. Sue remains a 'hands on nurse' and is personally involved in all our service users assessments, needs and care. We all feel very fortunate to have her as our manager.

Sue resides in St Just.

We are very fortunate to have an impressive team of dedicated and experienced nurses, carers, catering, domestic and maintenance staff. The ultimate responsibility of running the business falls to Helen and Paul. Sue runs the home and deals with staffing. Each nurse is responsible for their shift but can contact Sue if needed. All carers report to the nurse in charge of a particular shift, however, we work as a team and are always available to support and assist each other if needed.

THE ENVIRONMENT

Benoni is situated in the town of St Just, Penzance. It has been a care home for many decades and has served the community as the only nursing facility for 8 miles.

We are a short walk from St Just and all its amenities. There is a regular bus service to Penzance and the surrounding areas.

Benoni is a tastefully converted Victorian house, comprising spacious ground floor lounges and bedrooms, first floor single bedrooms and second floor attic style bedrooms. All these are accessed by a shaft lift.

There is wheelchair access to all areas of the house and some of the garden. We are constantly reviewing our facilities and there are plans to create a decked area to the front of the house in the future.

There are 21 nursing beds at Benoni, 15 single rooms, one of which is en-suite, and 3 double rooms, room 5 is a shared room slightly under size and there are 3 rooms on the first floor marginally under size, however they all meet National Care Standards legislation. [see attachment]

Most rooms have wonderful rural or sea views and are furnished to a high standard, which includes specialist equipment when needed. We ensure that residents have safe, comfortable bedrooms, with their own possessions around them.

We have one assisted bath on the first floor and one seated shower facility on the ground floor, in time it is expected that one more assisted bath will be provided. There are six toilets.

There are two lifting hoists and a stand aid for the purpose of manual handling, the hoists are serviced regularly [bi annually] and kept in tiptop condition for your safety.

Benoni has moderate but practical grounds and we always enjoy sitting beneath the copper birch in summer admiring the flowers. The garden and grounds are kept safe, clean and tidy.

We ensure that all of the facilities at Benoni are maintained to the highest level, that they are repaired or replaced and kept clean, hygienic and safe for our residents convenience and comfort.

All of our mechanical and commercial equipment, including gas and oil appliances and services are under maintenance agreements with the relevant qualified professionals. These meet the requirements of health and safety, environmental health, COSSH, OFTEC, CORGI, thus satisfying our legal obligations.

FIRE PRECAUTIONS

We are required by law and a sense of duty to ensure Benoni is a safe place to live and work. With this in mind we employ a qualified Fire Warden Clive Trezise, who trains all the staff in fire safety, tests all equipment on a regular basis, he liaises with Fire Watch, a registered company responsible for our annual fire equipment service checks/replacement and staff training.

There is a weekly fire drill and Clive oversees this personally. We only purchase fire retardant furnishings etc. All electrical and mechanical apparatus are serviced regularly by appropriately qualified technicians. Our full fire procedures are available upon request.

AIMS AND OBJECTIVES

The level of care here has always been regarded as exceptional, because Benoni is a small home we can offer a very high standard of care, which is constantly reviewed and upgraded.

In the local community it is assumed that should a loved one require nursing care they will automatically come to Benoni, we always have a waiting list. Our local GP practice work hand in hand with us and are very positive about our relevance and input into the community.

THE CARE WE PROVIDE

We provide nursing care for people aged 65 and over both male and female, who suffer from general physical disabilities. At present we are unable to provide facilities in order to carry out certain procedures such as blood transfusions and intravenous infusions. We can with GP arrangement take clients who require subcutaneous fluids and/or PEG feeding.

A majority of our clients require moderate levels of assistance, for example help with mobilising and personal hygiene, input and monitoring of medical conditions such as diabetes and epilepsy, dressings and wound care, colostomy and catheter care.

Some of our clients require a higher level of assistance, which includes total nursing care, where they are assisted to eat and drink, kept clean and comfortable and free from pain.

In order to maintain our high standards we carefully monitor our abilities to care for all of our clients, should their needs be low, moderate or high dependency.

With this in mind we limit our intake of high dependency admissions to 2 at any one time, this does not account for the needs of our clients already in the home.

A thorough assessment is carried out prior to admission, however in cases of emergency where a formal assessment is not always possible; we shall endeavour to complete this within 48 hours after admission.

All service users' assessments and care plans are reviewed regularly and are available to service users and their representatives.

We always encourage perspective clients and/or their representatives to visit the home to discuss their needs; we are an open house and welcome visitors at any time.

Due to the demand of our beds we are unable to offer pre-booked respite or short-term care; however exceptional circumstances will be considered.

Upon admission each client has a specific person either the nurse or a carer to help them settle in. He/she will ask the client what their likes and dislikes are,

and will show them round and make them feel at home, help to arrange their possessions in their room and introduce them to other clients.

SERVICE USERS PLAN

Prior to admission we liaise with the multi-disciplinary team responsible for the care of the client, we have a good relationship with our fellow professionals and are afforded the relevant respect and input from them to ensure that as much information as possible is available to us.

Upon admission, based on an initial and then continuing assessment, we produce with each resident and/or their representatives a service user plan. This is updated every 6 months or more regularly if the service users needs dictate. This is then thoroughly implemented by all of our care staff and is accessible to the clients and/or their representatives. The plans are reviewed in accordance with the clients needs and are recorded on a daily basis.

Service users plans are made up from various assessment models, these are based on manual handling, risk assessment, level of independence and are approved by the RCN [Royal College of Nursing], and are used throughout the health service.

RESIDENTS RIGHTS

At Benoni we place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

Every member of staff respects the fact that Benoni is the residents home and that we work here for their benefit.

PRIVACY

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We, therefore, strive to retain as much privacy as possible for our residents in the following ways.

1. Giving help in intimate ways as discreetly as possible, for example ensuring that all personal hygiene or nursing procedures are carried out in the privacy of the clients own room.
2. Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
3. Offering a range of locations around the home for residents to be alone or with selected others.
4. Providing locks on resident's storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
5. Guaranteeing residents privacy when using the telephone, opening and reading post and communicating with friend's relatives or advisers.
6. Ensuring the confidentiality of information the home holds about residents. We are registered under the data protection act.

DIGNITY

Disabilities quickly undermine dignity, so we try to preserve respect for our residents intrinsic value in the following ways.

1. Treat each resident as a valued and special individual.
2. Help residents to present themselves to others, as they would wish through their own clothing, their personal appearance and their behaviour in public.
3. Offer a range of activities, which enable each resident to express himself or herself as a unique individual.
4. Tackle the stigma from which our residents may suffer through age disability or status.
5. Compensate for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

INDEPENDENCE

We are aware that our residents have given up a good deal of their independence in entering Benoni. We regard it as all the more important to foster our residents remaining opportunities to think and act without reference to another person in the following ways.

1. Providing as tactfully as possible human or technical assistance when needed.
2. Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
3. Helping residents take reasonable and fully thought-out risks.
4. Promoting possibilities for residents to establish and retain contacts beyond the home.
5. Encouraging residents to have access to and contribute to the records of their own care.

SECURITY

Many residents have sought admission into a home as an escape from elements in their previous living arrangements, which threatened their safety of, caused them fear. We, therefore, aim to provide an environment and structure of support, which responds to this need in the following ways.

1. Offering assistance with tasks and in situations, which would otherwise be perilous for residents.
2. Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
3. Protecting residents from all forms of abuse and from all possible abusers.
4. Providing readily accessible channels for dealing with complaints by residents.
6. Creating an atmosphere in the home which residents experience as open, positive and inclusive.

CIVIL RIGHTS

Being old, having disabilities and residing in a home can all act to deprive our residents of their rights as citizens. We, therefore, work to maintain our residents

place in society as fully participating and benefiting citizens in the following ways.

1. Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
2. Preserving for residents full and equal access to all elements of the NHS
3. Helping residents to claim all appropriate welfare benefits and social services.
4. Assisting residents' access to public services such as libraries, further education and lifelong learning.
5. Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

CHOICE

We aim to help residents to exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

1. Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
2. Offering residents a wide range of leisure activities from which to choose.
3. Enabling residents to manage their own time and not be dictated to by set communal timetables.
4. Avoiding wherever possible treating residents as a homogenous group.
5. Respecting individual, unusual or eccentric behaviour in residents.
6. Retaining maximum flexibility in the routines of the daily life of the home.

FULFILMENT

We want to help our residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

1. Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
2. Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents and to stimulate participation.
3. Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
4. Respecting our residents' religious, ethnic and cultural diversity.
5. Helping our residents to maintain existing contacts and make new liaisons, friendships, and personal or sexual relationships if they wish.
6. Attempting always to listen and attend promptly to any resident's desire to communicate at what ever level.

RELIGIOUS SPIRITUAL OR CULTURAL PROVISION

We are fortunate at Benoni to receive regular visits from several religious denominations. Clients are encouraged and supported to maintain their personal observations and cultural traditions, however if we cannot honour a particular choice we will endeavour to facilitate it for them.

QUALITY CARE

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide. We have open minds regarding alternative medicines and can assist in overseeing such therapies as massage, in the vetting of therapists and the provision of the correct environment. We have a fully trained chiropodist who attends every 6 weeks.

CHOICE OF HOME

We recognise that every prospective resident should have the opportunity to choose a home, which suits his or her needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

1. Provide detailed information of Benoni by publishing a statement of purpose and a detailed service user guide.
2. Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
3. Ensure that every prospective resident has his or her needs expertly assessed before admission is taken.
4. Demonstrate to every person about to be admitted to Benoni that we are confident we can meet his or her needs as assessed.
5. Offer trial visits and avoid unplanned admissions except in cases of emergency.
6. Encourage prospective clients to look at other homes and not choose Benoni just because it is convenient. Each resident must feel that Benoni is the right choice for him or her.

Benoni is a very popular and well-liked establishment: this is endorsed by the support we receive at all our functions. We have bi-annual open days/garden parties. We receive frequent visits from local groups for example choirs, brass bands, ministers and we are always visited by the mayor at Christmas. Some of our residents are unable to go out and welcome the interaction that is brought to them.

Our residents enjoy a busy social calendar, [when appropriate] trips out are a popular choice and we never have a shortage of volunteers to help us. There is no cost incurred to the client. To fund such trips we have a comfort fund. Our garden parties, raffles, contributions from families and others help to create this.

HEALTH AND PERSONAL CARE

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

1. Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on initial and continued assessment.
2. Arrange for appropriate professionals to meet the healthcare needs of each resident.
3. Establish and carry out careful procedures for the administration of residents' medicines.

4. Safeguard residents' privacy and dignity in all aspects in the delivery of health and personal care.
5. Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

DAILY LIFE AND SOCIAL ACTIVITIES

These will be covered in detail in the clients support plan in accordance with the clients previous lifestyle, history and interests. Activities will therefore be built around the clients individual support plan with their assistance together with that of the relatives, care manager or advisor. To ensure the correct structure of activities, timing and risk assessments are in place. These activities will take place both within the home and enabling community presence. We employ staff specifically for the engagement of social activities and have a bank of support staff who are always willing to assist with trips out etc.

It is clear that residents may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of the residents we will do the following.

1. Aim to provide a lifestyle for residents, which satisfy their social, cultural, religious and recreational interests and needs.
2. Help residents to exercise choice and control over their lives.
3. Provide meals, which constitute a wholesome, appealing, and balanced diet in pleasing surroundings and at times convenient to residents.
4. Encourage residents to have interaction with relatives, friends and representatives whenever desired. We have no set times for visiting and if needs be we can always make an extra meal or two, either communally or in the comfort of their own room.

COMPLAINTS AND PROTECTION

Despite everything we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

1. Provide and when necessary operate a simple clear and accessible complaints procedure.
2. Take all necessary action to protect resident's legal rights.
3. Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers. Please see enclosed policy.

To facilitate this we regularly consult with residents and ask them to fill in a questionnaire in order to assess where we can make improvements or changes. As well as this formal method we actively encourage our residents to communicate their feelings directly to us or via their families or representatives. We endeavour to listen and respond to our residents' needs and wishes.

STAFFING

We are aware that Benoni staff will always play a very important role in residents' welfare. To maximise this we will do the following.

1. Employ staff in sufficient numbers with relevant skills to meet residents' needs.
2. Provide at all times an appropriate number of staff with qualifications in health and social care.
3. Observe recruitment policies and practices, which both respect equal opportunities and protect residents' safety and welfare.
4. Offer our staff a range of training, which is relevant to their induction, foundation experience and further development.

MANAGEMENT AND ADMINISTRATION

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

1. Always engage as registered manager a person who is qualified, competent and experienced for the task.
2. Aim for a management approach, which creates an open, positive and inclusive atmosphere.
3. Install and operate quality assurance and quality monitoring systems.
4. Work to accounting and financial procedures which safeguard residents' interests.
5. Offer residents appropriate assistance in the management of their personal finances.
6. Supervise all staff and voluntary workers regularly and carefully.
7. Keep up to date and accurate records on all aspects of Benoni and its residents.
8. Ensure that health, safety and welfare of residents and staff are promoted and protected.

FOCUS ON RESIDENTS

We want everything we do in Benoni to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, policies, resources, activities and services of Benoni remain resident-lead.

It is their home and we work here!!!

FITNESS FOR PURPOSE

WE ARE COMMITED TO ACHIEVING OUR STATED AIMS AND OBJECTIVES AND WE WELCOME THE SCRUTINY OF OUR RESIDENTS AND THEIR REPRESENTATIVES.

COMPREHENSIVENESS

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

MEETING ASSESSED NEEDS

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.

QUALITY SERVICES

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

REGISTRATION

Benoni is registered with the Commission for Social Care Inspection at:
Unit D1, Linhay Business Park, Ashburton, TQ13 7UP
Telephone 01364 651800
Fax 01364 651856
E-mail Enquiries.Cornwall@csci.gov.uk

REVIEW OF THIS DOCUMENT

We keep this document under regular review and would welcome comments from residents and others.

Signed-----

Date-----

Review date-----