

 **BELVEDERE**

Private Residential Care Home



# Statement of Purpose

*Excellence of Care & Well-being for the Eldery*



# Statement of Purpose

## The Aims and Objectives of the Home.

"Belvedere" Private Residential Care Home provides care for people in the following categories:

<b>Category I</b>	<b>(Old and Infirm)</b>
<b>Category MH (E)</b>	<b>(Mental Handicap over 65 years)</b>
<b>Category MP</b>	<b>(Mental Disorder)</b>
<b>Category DE</b>	<b>(Dementia)</b>
<b>Category LD (E)</b>	<b>(Learning Disability)</b>

### Aims

To provide all Residents a life that is as normal as possible, given their individual health and needs in homely surroundings. To recognise and understand changing patterns and requirements of care such as Dementia, and for this and associated cognitive impairments, implement tailored person-focused care packages.

To provide all Residents with care which will enable them to live as independently as possible with privacy, dignity and with the opportunity to make their own choices.

### Objectives.

To ensure that assessments of need will be used to develop individual care plans with the objective of meeting the aims of the Home for each Resident.

To provide each Resident with a home, equipment and competent staff to enable the aims and objectives of the home to become a reality.

## Achieving the Aims and Objectives

In order to achieve the Aims and Objectives, the Home must secure not only the ongoing development of best practices through social care, but also ensure that the building is presented as a safe and homely environment.

Since 1985 "Belvedere" has cared for elderly frail persons who may also demonstrate states of confusion, and in more recent times mild to moderate Dementia. We recognise that we have a vital role to play in supporting Residents with Dementia to experience an improved quality of life in a safe and stimulating environment. We respect the individuality of people with Dementia and seek to understand their unique personalities and life experiences and using this knowledge to tailor an effective care service.

At Belvedere we acknowledge that when a Resident's degree of Dementia changes or progresses towards severe and very challenging, that we immediately involve healthcare professionals with a view to a re-assessment and alternative placement. In order to ensure the highest standards of care for our Dementia clients we will always recognize when a Resident with progressive Dementia is ready to move to more suitable accommodation.

The prime objective of the proprietors is to provide a high level of care for Residents equal to that provided by a close relative or friend in an environment not unlike that found at home.

Our Residents are offered encouragement to follow their individual interests and perhaps even develop new ones during their stay at "Belvedere".

"Belvedere" is 'open house' in the sense that it forms part of the local community. Much support is given by out-side concerns, helping to improve the quality of life for our Residents during their stay. This includes a weekly visit by the hairdresser. The mobile library calls fortnightly, and the chiropodist every 6 weeks. The optician and dentist attend as the need arises.

Most Residents have retained the services of their GP providing excellent support and continuity in medical matters including conditions requiring attention from the district nurses. Operational policies are kept under review and updated as necessary or as directed by the Regulation & Quality Improvement Authority.

High standards are of the utmost importance and employing and training staff of the right calibre to ensure that routines and procedures are followed in a caring and friendly manner achieve this. The proprietors are committed to training. By forging links with local Colleges the Home offers training to level 2 & 3 in direct care.

Safety is also very important. Fire detection and fire-fighting equipment has been installed throughout the building. Regular safety checks and tests are made on all equipment including emergency lighting; smoke detecting devices and staff are instructed on what to do in the event of a fire. Radiators are limited to 'safe' heat and thermostatic valves to baths and basins to restrict hot water temperatures are fitted.

The day-to-day management of the home has been designed to make the stay of any Resident as enjoyable and as comfortable as possible. Strict attention is given to dietary needs and to details to ensure that each Resident enjoys an environment not too unlike home, retains individuality, dignity and self-esteem.

Our Residents exercise the freedom to use or not to use the facilities or to participate or not in the activities organised. We hope that by adhering to the principles described, all who stay or work at "Belvedere" will have a sense of belonging to a caring establishment.

### **Facilities Provided at the Home.**

#### **Building and the Gardens.**

- The Residents occupy ground and first floor accommodation only.
- The upper floors are accessed by staircase and stair lift in the main house

*The home provides:*

13 Single Rooms

4 Double Rooms

- There are 2 Lounges and 1 Dining Room.
- The home is equipped with a Fire Alarm System.
- The home is equipped with an Electronic Call System.
- There are 4 WC's on the ground floor.
- There are 2 WC's on the first floor.
- There is 1 Bath on the ground floor.
- There is 1 Wet Room on the ground floor.
- There is 1 Bath on the first floor.
- There is 1 Shower Room on the ground floor.
- There is 1 Shower Room on the first floor.
- The kitchen is located on the ground floor.
- The Menu is displayed on the notice board and shows a choice of meals.

To help our Residents with Dementia we have introduced a range of colour coded signage throughout the building, which helps Residents recognise their way to specific areas such as day lounges, dining room, bedrooms, bathrooms etc.

We have also laid "unpatterned" carpet throughout the ground floor, which is widely acknowledged as help in the co-ordination and orientation of a Resident with Dementia.

Laundry: This is on the ground floor, all used clothing will be collected from the Residents room each day and returned to them within 48 hours washed and ironed. All clothing must be labelled with the Residents name.

The garden is maintained throughout the year and is accessible to Residents.

### **Equipment**

- The Home can be supplied by the local Trust adjustable/ high/low fully profiling beds should the Residents assessment indicate the need of such a bed for the Residents health and comfort.
- The Home, through the local Trust, can provide pressure-relieving equipment. This is used when a Residents Assessment indicates its need. District Nurses can also provide additional equipment when necessary.

### **The Service**

- The home accommodates and cares for people in the following categories:

Category I (Old and Infirm)  
Category MH (E) (Mental Handicap over 65 years)  
Category MP (Mental Disorder)  
Category DE (Dementia)  
Category LD (E) (Learning Disability)

- A hairdresser visits the Home regularly.
- A chiropodist visits the home at regular intervals (However the cost of these services is not included in our fees and will be charged separately)
- Church groups visit the Home regularly

## **A Statement as to the matters listed in Schedule One of the Regulations**

### **Name and Address of Registered Provider:**

**Ms A McShane  
Belvedere  
63 Gilford Road  
Lurgan BT66 7EA**

### **The relevant qualifications and experience of the registered provider:**

Aisling McShane is a graduate of Queens University Belfast. She has several years experience in managing the day-to-day running of Belvedere and is now the Registered Provider with the RQIA.

### **The name of the registered manager.**

Ms Catherine Hamilton

### **The relevant qualification of the registered manager.**

BSc (Hons) Health & Wellbeing  
Level 5 Diploma in Leadership & Management in Residential Services

### **The number and relevant qualifications and experience of the staff working in the Home.**

*The home employs:*

1 registered Home Manager (BSc Hons.)

1 Deputy Home Manager (with responsibility for staff rotas)  
1 Team Leader

1 Administrator

10 senior care assistants (5 with NVQ level 2)

10 care assistants (varying degrees of experience)

2 cooks (both have food handling and hygiene certificates)

2 cleaners & laundry assistants

1 gardener

Care staff attend various courses and workshops pertinent to caring for the elderly.

### **The Staff:**

- All staff must complete an Induction Programme within four weeks of their employment in the Home.
- The aim is for 50% of all care staff to achieve NVQ Level 2.
- All staff involved in Food preparation will have been trained in Food Hygiene Awareness.
- All staff involved with the moving and handling of the Residents will have been trained on an accredited Moving and Handling Course.
- A First Aider will be on duty during the working day and ultimately in the home 24 hours a day.
- Other training given to some staff will include subjects pertinent to care of the elderly and those recommended by the Authority.

### **A Statement of Philosophy of the Home**

Since 1985 “Belvedere” has cared for elderly persons who may also be suffering from confusion, and in more recent years early on-set and mild to moderate cognitive impairments such as Dementia. We recognise that we have a vital role to play in supporting Residents with Dementia to experience an improved quality of life in a safe and stimulating environment. We respect the individuality of people with Dementia and seek to understand their unique personalities and life experiences and using this knowledge to tailor an effective care service.

“Belvedere” has adopted the Residents Charter. Our philosophy is based upon a belief that all Residents are entitled to be treated as individuals. Care at “Belvedere” will never be institutionalised. While it requires the staff to operate the procedures laid out in our Policies for the safe delivery of the service, this should not be done without due regard to the thoughts and feelings of the Resident. To achieve this, the needs of all Residents will be assessed and from this information individual care plans will be developed.



## **The Organisational Structure of the Home.**

The Home Manager (or in the absence of the Manager, the Deputy Manager) undertakes the day-to-day management of the home, has a liaison with the Administrator and supervises the work of the care staff. The Manager / Deputy Manager liaises directly with the kitchen staff to ensure all nutritional standards are met and that catering takes into account any issues stated in care plans e.g., diabetic requirements etc. The Manager (or in the absence of the Manager, the Deputy Manager) reports directly to the Proprietors.

## **The Number of Residents to be Accommodated / Provided with Services.**

"Belvedere" is registered to provide 21 residential care places to the elderly suffering a variety of medical conditions associated with the aging process in a safe and friendly environment. Belvedere is also registered for 6 Day Care clients.

## **The Range of Needs, (categories of care) that the Home is intended to Meet & the Number in Each Category.**

Category I	(Old and Infirm)
Category MH (E)	(Mental Handicap over 65 years)
Category MP	(Mental Disorder)
Category De	(Dementia)
Category LD (E)	(Learning Disability)

## **Any Criteria used for Admission to the Home, including the Home's Policy and Procedures for Emergency Admissions.**

An assessment of need will be carried out by the Home Manager or Deputy Manager of the Home. The Home Manager or Deputy Manager with senior staff will discuss the assessment. If the needs identified by the assessment can be met by the facilities and services on offer at the Home a placement will be offered.

**Emergency admission.** An emergency admission can be accepted providing the person or agency referring the Resident is able to provide sufficient information for the Manager / Deputy Manager to determine that the prospective Resident has needs broadly within the services and facilities offered by the Home. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

### **The Arrangements for Residents to Engage in Social Activities, Hobbies and Leisure Pursuits.**

There is a full activities programme in the Home. The programme attempts to take into consideration the requirements of all Residents in providing a stimulating and interesting range of activities. Our activities include reminiscence, exercise, quizzes, music therapy, bingo, craftwork and outings. Where a Resident has a specific hobby or social interest fulfilling such requirements are delivered in conjunction with next-of-kin and / or the appropriate key worker / social worker.

### **The Arrangements made for Consultation with Residents about the Operation of the Home.**

Residents meetings are encouraged. There is a Quality Assurance Scheme, which ensures that Questionnaires are issued to Residents, Relatives, and Advocates requesting their comments and views on the service and operation of the Home.

### **The Fire Precautions and Associated Emergency Procedures in the Home.**

A Fire Risk Assessment has been carried out and a Fire Procedure developed. A fire evacuation procedure is in place. A recording system is maintained for testing of emergency lighting, fire bells and fire drills.

### **The Arrangements Made for the Residents to attend Religious Services of their Choice.**

Residents are free to follow the religion of their choice. Ministers representing the denomination of the Resident visit the home regularly.

### **The Arrangement for Contact Between Residents and Their Relatives, Friends, Representatives and Local Community.**

The Policy with regard to visiting at the home is that visitors are welcome at the home at any reasonable time.

## **Deprivation of Liberty**

Occasionally within the home we may need to use alarm mats to prevent falls from occurring, this can be seen as a form of restrictive practice and it's very important that all members of the multi-disciplinary team have come to a decision to put this in place for the safety of the individual. Also within the home we have a security system in place on all exit doors, this is in place to protect residents and prevent them from coming to any harm, although if at any time an individual who has capacity objects to the doors being locked it's important that management is made aware of this.

## **The Arrangements for Dealing with Complaints.**

### **Complaints Procedure.**

While we trust that all our Residents will be satisfied with the quality of the care they receive, there may be occasions when a resident or their relative may wish to raise a concern, or make a formal complaint.

We want Residents and their relatives to know that they should always feel free to raise their concerns. It is hoped that a discussion with the Manager / Deputy Manager will resolve the issue. We may however need to carry out an investigation; if this is the case then we will contact the necessary parties again within 28 days with the result of our investigation and what action we intend to take.

In the first instance we would advise the Home Manager or Deputy Manager is contacted.

**If a concern is not resolved by the Management team, then it is recommended that the Proprietors be contacted.**

If a satisfactory outcome is not achieved, the individual(s) lodging the complaint are invited to contact the relevant link worker within the Health Care Trust.

Should the complainant remain unsatisfied with the response from the Trust they are invited to contact the Northern Ireland Ombudsman at the following address;

**The NI Ombudsman  
Freepost BEL 1478  
Belfast  
BT1 6BR**

**Tel No: 028-9023-3821  
Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)**

## Arrangements for Dealing with Reviews of the Resident's Care Plan.

Monthly reviews are carried out on care plans. Reviews will be more frequent, if there are changes in the Residents condition making significant amendments to the Care Plan imperative in the interests of the resident.

## The Number and Size of Rooms in the Home.

Room Number or Name	Size in Metres
<b>Lounges:</b>	
Main House	11 x 5
New Wing Lounge	5.6 x 4.5
<b>Dining Room:</b>	
Main House	7 x 3.6
<b>Bath / Show rooms Ground Floor:</b>	
Main House	3 x 2.3
New Wing	3.8 x 2.7
<b>WC's Ground Floor:</b>	
Main House 1	2 x 1.5
2	2 x 1.5
Staff Toilet 3	2 x 1
New Wing 4	2 x 1.5
<b>Bath / Show rooms First Floor:</b>	
Main House	3.5 x 3
<b>WC's First Floor:</b>	
Main House 1	1.6 x 1.5
2	2 x 1
<b>Bedrooms – Ground Floor</b>	
1 (S)	3.5 x 3.5
2 (S)	3.5 x 3.5
5 (S)	3.5 x 3
6 (S)	3.8 x 3
8 & 9 (D – Ensuite 1.5 x 2.6)	4.8 x 3.9
10 (S – Ensuite 1.5 x 1.5)	3.5 x 4
11 (S – Ensuite 1.5 x 1.5)	3.8 x 3.5
12 (S)	3.2 x 4
14 (S)	3.2 x 4

<b>Bedrooms DFirst Floor</b>		
18	(S)	3.5 x 4
19 & 20	(D)	4.5 x 4
21 & 22	(D)	3.5 x 4.8
23	(S)	3.5 x 3.5
24	(S)	4 x 3.5
25 & 26	(D)	3.5 x 4.8
27	(S)	3.2 x 3.5
28	(S)	3.8 x 3
<b>Miscellaneous</b>		
Pharmacy		2 x 2
Kitchen		9 x 6
Visitors Room		3.5 x 3
Staff Room		2.5 x 2
Laundry		4.7 x 2.6
Utility Room		2.7 x 2
Administration Office		2.5 x 2.5

### **The Arrangements for Respecting the Privacy and Dignity of the Resident.**

A Residents Charter of Rights is in operation in the home. The Charter is available upon request from the Manager / Deputy Manager.

***Belvedere Private Residential Care Home - 2019***







 **BELVEDERE**

63 Gilford Road Lurgan,  
Craigavon,  
BT66 7EA

**Tel:** 028 3832 5709 **Web:** [www.belvedere-care.com](http://www.belvedere-care.com) **Email:** [info@belvedere-care.com](mailto:info@belvedere-care.com)