

NORTHCOURT LODGE NURSING HOME

STATEMENT OF PURPOSE



Northcourt Lodge Nursing Home

65 Northcourt Avenue

Reading

Berkshire

RG2 7HF

0118 9875062

manager@northcourtlodgenursinghome.co.uk

www.northcourtlodgenursinghome.co.uk

Our Mission

Our mission is to create a home from home where you are valued and cared for with dignity and respect. In comfortable and safe surroundings our expert team provides you with a professional service supporting you to achieve the best quality of life. With a listening ear and a willing heart we promote and enhance your way of life and the choice you make

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Organisation Structure

Registered Provider:

Northcourt Lodge care Home Limited
65, Northcourt Avenue
Reading
Berkshire
RG2 7HF

Proprietor: Harry Surdhar

Relevant Qualifications

Harry Surdhar has a variety of experience in the Care Business with the acquisition of his first Care Home in 2000. He has gone on to acquire another 2 homes, one nursing home and another care home.

Manager: Mrs. Revathy Jayakumar

Relevant Qualifications

Registered General Nurse

NVQ Levels 4 in Health and Social Care

All Mandatory Training and leadership and management workshops

Revathy has good knowledge through experience of working in various nursing homes. Revathy is also being a part of care home project board representing Reading.

Senior Staff

The Registered nurses have NVQ level 4 and they have completed all relevant trainings

Shift supervisors have achieved their NVQ level 3 with one working towards QCF level 4.

Staffing

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution; all care staff after successful completion of their probationary period are registered for the NVQ level 2 in care. All staff receive in house and outside training on numerous care related topics. They are also registered for online training as a supplement to reinforce knowledge already acquired through face to face training.

Number of staff 20 (3 ancillary)

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Qualifications

NVQ2 4 completed – 5 enrolled

NVQ 3 4 completed

All relevant training and mandatory courses are undertaken by staff on an ongoing basis.

Key worker

A keyworker is assigned to each resident and will take in depth responsibility to review their needs and liaise with the Nurses to update their care plans on a daily basis.

Category of residents

We are registered to provide Nursing and Dementia care and accommodation for older adults. We are registered to provide care for 21 older adults. Northcourt aims to provide a service for older adults with general deterioration, with chronic disease condition, palliative and those who require respite. We accept all ethnic and social groups.

We have a registered nurse on site 24/7 to assist with any medical issues and liaise with the multidisciplinary team. We also accept emergency admissions and respite care providing the room is available. We have a non- smoking policy in the home.

A thorough pre-assessment is completed by a trained appropriate member of staff to ensure that the needs of the potential residents can be met. Prospective resident and the families are offered and encouraged to view the home prior to the assessment and also encouraged to read the current CQC inspection reports.

In order to ensure resident feel that Northcourt is like their home from home, we offer a six week trial period for the new residents to settle in to their new surroundings. At the end of this period a review meeting is set and a permanent placement will be offered provided both parties are satisfied.

Facilities

Northcourt has 21 single rooms with some offering en-suite facilities. There is an assisted bath and also a walk in shower on the first floor and a walk in shower on the ground floor to provide our residents with choice. Toilet facilities are on the both floors. All bedrooms are furnished with profiling bed, wardrobe, chest of drawers and seating. Residents are welcome to bring their own furniture in should they so wish and the room demographics permitting. All bedding and towels are provided. A television is provided in the communal lounge but should a resident wish to have one in their own room they must supply it. Access to a phone for incoming calls and emergency calls is available. Residents are welcome to have a private line installed in their bedroom at their own cost.

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Within the home there is a large communal lounge for those who enjoy sitting, chatting or to watch the television. There is a small lounge for those who prefer a quieter environment. At the rear of the home there is a spacious garden where the residents can relax, weather permitting.

We have a Nurse Call System in all rooms. The home has a passenger lift, which provides free movement between the two floors. All areas of the home and grounds are accessible for wheelchair users.

Services

We provide a full laundry and domestic service. There is a full and varied 4 weekly menu with alternatives available at all times to suit all individual requirements and is reviewed yearly and as and when to suit residents choice.

Services which are not included in the weekly fee:

Hairdressing
Chiropody
Newspapers or magazines

The invoice will be sent by the professional .

Health Care

Northcourt Lodge work closely with the South Reading and Shinfield medical practice. The residents have a choice to keep their own GP surgery if the demographics of the GP covering area permits.

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 service users by giving help in intimate situations as discreetly as possible. 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.

Offering a range of locations around the home for residents to be alone or with selected others. Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be interrupted guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisor. Ensuring the confidentiality of information the home holds about residents.

Data Protection 1998/General Data Protection Regulation

Northcourt court lodge nursing Home has certain obligations under privacy laws, including the Data Protection Act (the "Act") to notify individuals how it will process any personal information it collects about

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them. Our GDPR Privacy Notice and Data Protection/GDPR Policy will inform you of what personal information we collect, how that information is used, where it is transferred, and how you may view and amend such information. You may be assured that we will treat all personal information as confidential and will not process it other than for a legitimate purpose. Steps will be taken to ensure that the information is accurate, kept up to date and not kept for longer than is necessary. A copy of Policy & Privacy Notice can be found on our website or email upon request.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic values.

Treating each resident as a special and valued individual. Helping residents to present themselves to others, as they would wish through their own clothing, their personal appearance and their behaviour in public.

Offering a range of activities, this enables each resident to express himself or herself as a unique individual.

Tackling the stigma from which our residents may suffer through age, disability or status.

Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility and appearance.

Security

Many service users have sought admission to the home as an escape from elements in their previous living arrangements which threatened their safety or caused them fear. We aim to provide an environment and structure of support which responds to these needs by offering assistance with tasks and in situations which could otherwise put residents at risk of their wellbeing.

Avoiding as far as possible the dangers especially common among older people, notably the risk of falling. Protecting residents from all forms of abuse and from all possible abusers. Providing readily accessible channels for dealing with complaints by residents.

Fulfilment

We believe that entering a nursing home should not mean a person should let go of their dreams and aspirations. As much as possible we will support our residents in all the home activities and pursue their interests. A person centered approach is maintained and encouraged.

Death and Dying

We ensure all residents' needs are met when they are towards their end of the life. We proactively work in partnership with the palliative nurses and the GP to assist the residents to alleviate pain, distress, anxieties ensuring their privacy and dignity is protected at all times. We respect the religious beliefs of residents' and arrange a vicar visit if preferred.

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Consultation

We discuss the preferences for meals and the times. At Northcourt we inform residents that there are no set rules for rising or retiring to bed and we will always discuss any future plans of the home for the forthcoming months.

Care Plans are discussed and agreed to ensure that all resident's needs in respect of their health and welfare are met, these are regularly reviewed and are available on request.

Fire Safety

We ensure the home is presentable and tidy avoiding obstructions to fire exits. Fire exits are clearly marked and visible throughout the home. The Personal Emergency Evacuation Plan (PEEP) is derived for each residents in order to assist in emergencies.

The Fire Risk Assessment is conducted each year from a specialist Fire Risk Consultant. The fire extinguishers, fire alarm, emergency lighting, smoke detectors and building are audited from staff and our maintenance engineer throughout the year, this is then reviewed and commissioned by our Fire Service Engineers every 6 months.

Religious Services

Residents are offered and supported to keep up their religious belief and customs. Residents can attend any religious ceremonies with prior arrangements.

A local vicar visits the home on a regular basis and offers communion service.

Visitors

Family support is essential in the care of the residents. We don't restrict any visiting times as we understand that family members may be in different work patterns. Visitors are welcome to have meals with the residents with prior arrangements. We encourage the visitors to sign in upon their arrival in the visitors and sign out on departure.

Complaints and suggestions

Despite everything that 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 residents' legal rights.
3. Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

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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 effective 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 the home and its residents.
8. Ensure that the health, safety and welfare of residents and staff are promoted and protected.

Review of this document

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

Signed: _____

Date: _____

Review date: _____

Review Date	Reviewed By	Any Change	Next Review Due on