



FIVE GABLES CARE HOME

STATEMENT OF PURPOSE

Ensuring Care And Quality Of Life To The Highest Standards

Residential Care For The Elderly
Ensuring Care And Quality Of Life To The Highest Standards

Five Gables Care Home is a trading name of Prime Care SW Limited. Registered in England No. 8101856.
Registered Office 9 Axium Centre, Dorchester Road, Lytchett Minster, Dorset, BH16 6FE.

Directors: Brian Hawkins – Julie Hawkins.

Regulated by The Care Quality Commission for the Registered Activities under the Health & Social Care Act 2008
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REGISTERED SERVICE PROVIDER:

Prime Care SW Limited

**268 Station Road
West Moors
Ferndown
Dorset
BH22 0JF**

Nominated Individual Person:- Brian Hawkins

Telephone:- 01202 875130

Fax:- 01202 874375

Email:- mail@fivegablescahome.com

Web:- fivegablescahome.com

Legal Status:- Incorporated Organisation

Company No. 8101856

Provider ID:- 1-460352633

Location ID:- 1-481087502

REGISTERED REGULATED ACTIVITY CATEGORY:

Residential Accommodation For Persons Who Require Personal Care

Service Types:-

- **Personal Care – Care Home Service Without Nursing (CHS)**

Service User Bands:-

- **Older People**
- **Physical Disability**
- **Sensory Impairment**
- **Dementia**

REGISTERED SERVICE LOCATION:

Five Gables Care Home

**268 Station Road
West Moors
Ferndown
Dorset
BH22 0JF**

Telephone:- 01202 875130

Fax:- 01202 874375

Email:- mail@fivegablescahome.com

Web:- fivegablescahome.com

Location ID:- 1-125176312

Provider ID:- TBA

REGISTERED MANAGER:

Mrs Julie Anne Hawkins

**268 Station Road
West Moors
Ferndown
Dorset
BH22 0JF**

Telephone:- 01202 875130

Fax:- 01202 874375

Email:- julie@fivegablescahome.com

Manager ID:- CON1-460383584

MANAGEMENT STRUCTURE

The care home is owned and has been managed solely by Mr & Mrs Hawkins since August 2006, as directors of the registered service provider organisation, we share the management duties within the home, and are also jointly responsible for overseeing the full day to day running and implementing the regulated activities, along with Sammi Hawkins who we employed as Operations Administrator in September 2014. We live in the adjoining house and can therefore offer extensive time and commitment within the home. Mrs Hawkins is the registered manager and oversees all the associated duties, she also works alongside the staff. Mr Hawkins is the financial accounts manager and along with Sammi oversees all the associated duties, he also carries out routine and small works maintenance, organizes and oversees any required contracted out maintenance works. Mrs Hawkins previously managed a 37-bed high dependency care home in Buckinghamshire for 9 years. Mrs Hawkins is a qualified Nurse and has a Level 4 NVQ, also she has attended training for Induction and implementation of the Care Certificate, Supervision and Communication, Method Statement, Risk Assessments and Staff Appraisals. Mr Hawkins qualified as an Electrician, and previously worked for a Major Computer BMS Supplier as a Projects Manager for over 17 years. When not in the home both Mr & Mrs Hawkins are contactable 24 hours a day and at least one will be available for emergency attendance. During vacation period's additional staff will be on duty with a qualified person in charge.

STAFFING

There are currently sixteen staff employed at Five Gables on various shift patterns and rota's, all staff are employed for their caring qualities and experience and are carefully selected, with employment checks and DBS disclosures, before employment commences. There are at least two care members of staff on duty during the day, one cook and one domestic. At night one waking night staff, with two sleeping staff on call (in the adjoining property next door). Staff are inducted and trained in house to a high standard and most have over two years previous care experience. All staff receive mandatory training and regular supervision, and yearly appraisals. Many of the staff have worked at the home for a number of years, and are qualified to NVQ Levels 2 and 3 or currently working towards achieving these qualifications. The Operations Administrator has a Level 3 NVQ and is beginning a Level 5 NVQ to work towards becoming Deputy Manager. All new staff are inducted using the Care Certificate standards.

REGISTRATION

We are registered with The Care Quality Commission under the Health and Social Care Act 2008, our registration is for Residential Accommodation for a maximum of thirteen Persons Who Require Personal Care without nursing or EMI needs, and we are currently rated as a two star good service provider.

PARTNERSHIP CONTRACTS

We are contracted with Dorset, Hampshire, Somerset, Medway, & South Tynside, County Council Adult Community Services, we are able to accommodate funded long, short or respite placements.

AGE RANGE

We are not registered for a specific age category, but the home primarily provides residential care for elderly males and female's aged 65 and over. We can accommodate service users within a lower age category, this would be subject to our pre-admission assessment and our ability to fully meet the care needs required.

OBJECTIVES & PERSONAL CARE

We provide twenty four hour care, attention and security, according to individual needs within an experienced family run home from home environment, we provide nutritious and well presented home cooked food based on individual preferences, our aim and commitment is to ensure service users are given the opportunity to choose how they spend their day and maintain as much independence as possible, we encourage continued dignity and living standards as accustomed to, with the addition of our help, support and advise if required. We can provide and offer care, and support with washing and dressing, using the toilet, bathing, nail care, hair care and administering medication of tablet or liquid form and attending to minor ailments, all without compromising independence.

PARTNERSHIP SERVICES & ASSISTANCE

We work very closely with the local doctors' surgeries, visiting district nurses, and social services, mental health consultants and community psychiatric nurses.

CARE PLANS

Comprehensive person centred care plans are in place for each service user and are based holistically to meet the individuals required care and safety needs. Each service user and their relatives or advocate are involved in the plan of care. The care plans are regularly reviewed and updated when needs change. If applicable, care managers or specialists from social care services also review cases as or when required.

PRE-ADMISSIONS

We encourage prospective service users to visit the home and stay either with or without relatives to sample the atmosphere and service we can provide.

ADMISSIONS

Prior to accepting any placement, the home operates a comprehensive admission policy, we will need to do a pre-admission assessment of care needs before offering a place in the home and will ask for detailed and accurate information about health and care needs. This information will be kept and used in the strictest of confidence, admissions are also subject to the full agreement of our terms and conditions of residency. The first four weeks of residency will be on a mutual trial basis, a reduced notice of vacation will also apply during this period.

FEE'S & SERVICES

Accommodation fee's, include 24-hour personal care, a fully furnished room for your personal use, and unrestricted use of all communal areas, the provision of food, heat lighting, domestic and laundry services, extra services for example, hairdressers and chiropody are available through prior arrangement and are charged for separately, full details, individual room dimensions and details of en-suite facilities are available upon request.

BEDROOMS

The home has twelve bedrooms in total over two floors, which include one 'double', and eleven 'singles' accommodating a maximum of thirteen resident service users. All rooms have vanity units with mains supplied cold drinkable water and centrally stored hot water, eight rooms have adjoining en-suite toilets, two are located close to bathroom/toileting facilities. All bedrooms are furnished with basic units, i.e. bed wardrobe, chest of drawers and bedside cabinet, they also have ample electrical outlets and free view digital LCD/DVD combination televisions supplied as standard.

BATHING FACILITIES

The home has a wet room type shower facility on the Ground Floor, and a standard type bath bathroom c/w low voltage raise/lower bath seat on the First Floor.

COMMUNAL ROOMS

The home has a large lounge that is used for general use where the TV, radio or organised activities will be on most of the time. There is also a small lounge that is dedicated as a quiet area, and can be freely used to relax, read, socialise or entertain visitors.

OUTSIDE COMMUNAL AREAS

The home has an enclosed and secure garden with grassed area to the front accessible from the main lounge, there is a large sun canopy with an outside table and plenty of seating to accommodate every ones needs. There is also an enclosed and secure paved patio area at the back accessible from the quiet lounge with outside table and seating, and provides an alternative if preferred.

INSURANCE

The home has all the necessary insurance policies, these include public liability, employer's liability, products liability, treatment risk etc. The policy does not cover resident service user's personal or valuable items.

CONSULTATION WITH STAFF

Service users are encouraged to consult staff with any minor issues, individual requests or comments they may have. Quality assurance and satisfaction questionnaires are given to each service user and relatives or friends on a regular basis, and it is each individual's choice as to whether they remain anonymous or return them.

PRIVACY & DIGNITY

Service users are encouraged to remain as independent as possible and their privacy and dignity is respected at all times. Each service user has a lock on the door to their room and a lockable facility can be provided inside the room for their private use. Staff always knock and speak before entering a resident service user's room.

DAILY ROUTINE

Service Users are free to spend the day as they wish but a general guideline of the daily routine is as follows: -

8:00am	Breakfast
10:00am	Morning Coffee and Biscuits
12:30pm	Lunch - Cooked Main Meal
2:00pm	Afternoon Tea and Biscuits
3:00pm	Organised Activities (Optional)
4:00pm	Tea
7:00pm	Evening Drink and Biscuits/Snack
24hrs	Hot or Cold Drinks Available On Request

Breakfast and afternoon tea can be served in individuals rooms if preferred, we would encourage residents to eat their lunch (cooked main meal) in the main or quiet lounge, but those that choose the privacy of their room will have their meals taken to them on a tray.

FOOD

All food is stored, prepared and cooked within the home, current food hygiene standards and requirements are adhered to at all times, and temperature readings are taken and recorded daily. We also utilise the Safer Food Better Business Food Standards Agency guidelines and recording procedures, and we are currently rated by the food standards agency with a hygiene level 5 (very good). We will always try to accommodate individual preferences, and take note of special diets and allergies.

THERAPEUTIC ACTIVITIES

Where possible and able we encourage the continuation of hobbies, activities, visiting any clubs and meeting with friends, in house group activities are held on a regular bases where participation is optional. Organised professional group activities and outside trips are scheduled throughout the year, these are also optional. Staff in the home strive to do whatever they can to help and encourage service users to continue with favourite interests, pastimes or hobbies of their choice and to join in the group sessions on offer.

CONTACT WITH RELATIVES

We encourages 'open visiting' for relatives, friends and representatives, we would however request that visiting is limited to 09:45 - 11:45 and 13:00 - 20:00, so that meals are not disrupted. Visitors are welcome to sit in the resident's room or we have a small quiet lounge if preferred. If the service user wishes to go out to visit relatives/friends, we can arrange transport if required.

RELIGIOUS SERVICES

Service users are encouraged to continue attending religious services of their choice. If a family member is unable to take them staff will arrange transport. If they are unable to attend due to poor health the home will arrange for the clergy to visit periodically if they wish.

ASSISTANCE CALL SYSTEM

The home has a radio transmitted assistance call system, call points are located in all bedrooms, en-suites, bathrooms and communal areas, we also have automatic bed occupancy detection and step pressure detection mats for use as required, any activation sets off a central alarm and a pager carried by the senior member of staff, reset and muting of the alarm is only possible at the source of activation, the system is self monitoring for low or faulty battery conditions and is checked and tested regularly.

HEATH & SAFETY & SECURITY

The home has all the necessary health and safety documents, policies, up to date risk assessments and preventative precautions in place. UVPC windows and doors fitted throughout, all external doors are fitted with inside turn knob locks and cannot be opened from outside without a key, they are also fitted with open detection alarms. All first floor easily accessible windows are fitted with open restrictors to prevent accidental falling, all restricted access areas are fitted with digital coded access locks.

SMOKING

We operate a full no smoking policy and smoking is not permitted within the care home building under any circumstances, there is a dedicated smoking area for visitors.

FIRE PRECAUTIONS

The home has all the necessary fire documents, policies and preventative precautions in place. These include an up to date risk assessment and fire evacuation plan, a centralised fire detection system, with 'break glass boxes', smoke or heat detectors, electrically held open fire doors, emergency lighting, fire extinguishers, fire blanket and well labelled illuminated fire exits. The Dorset fire brigade inspect the home annually and the emergency systems are tested weekly and serviced every six months, this is in addition to the annual mandatory full system and equipment service & maintenance checks. All staff receive fire safety induction on their first day & full training within six weeks of starting, with refresher courses every twelve months, simulated evacuations are done six monthly.

STAIR LIFT

The home has a Stanna stair lift allowing aided access to the first floor, this is tested and serviced quarterly.

LIFTING AIDS

The home has electric extra low voltage battery bath chairs, stand aids and hoists, these are tested and serviced quarterly.

ASSISTANCE AIDS

The home has a limited number of electric profile beds, variable inflation mattresses, and electric raise/recline chairs, these are checked and tested quarterly.

BOILER & CENTRAL HEATING

The home has full radiator hot water central heating to all areas, all bedrooms have individual thermostatic radiator valves allowing individual comfort adjustments, all bedrooms corridors and communal areas have touch protection covers fitted.

ELECTRICAL

The home has full compliant and current electrical fixed wiring test and inspection certificates, and all portables appliances are annually P.A.T. tested, resident service users own electrical items must be tested before use is allowed within the home.

GAS SUPPLY

The home has an annual full compliant gas supply safety, leak detection and pressure test, all appliances are fully inspected, serviced and tested to ensure safe and efficient operation.

WATER SUPPLY

The home has direct mains cold drinking water supplied direct to all cold taps, and direct mains supplied centrally stored hot water supplies to all hot taps. Bedrooms and communal bathrooms have individual temperature restrictors fitted to the hot supply. There are no cold-water storage tanks or facilities in use within the home.

COMPLAINTS

The home has a clear and concise complaints policy and procedure, upon admission all service users are handed a copy of the associated documents.

CERTIFICATES & REGULATION DOCUMENTS

Our current registration and insurance certificates are on display within the home, all other current certificates, test, service, calibration and recorded documents are available for viewing at all times.

DAY CARE PLACEMENTS

We can also accommodate up to a maximum of two day-care placements, these are subject to a specific pre-admission assessment, and dedicated terms & conditions, apart from all references to overnight care and accommodation the remaining statements within this document will fully apply.