

STATEMENT OF PURPOSE

Who we are...

- ♥ *'Caring for you during your autumnal years'*
- ♥ Ensuring Care and Quality of Life to the Highest Standards

Contact Us...

Five Gables Care Home
268 Station Road
West Moors
Dorset
BH22 0JF

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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 Registered Activities under the Health & Social Care Act 2008



FIVE GABLES
CARE HOME

REGISTERED SERVICE:	Five Gables Care Home
Location ID:	1-481087502
Address:	Five Gables Care Home, 268 Station Road, West Moors, Ferndown, Dorset, BH22 0JF
Tel:	01202 875 130
Email:	mail@fivegablescahome.com
Web:	www.fivegablescahome.com
REGISTERED PROVIDER:	Prime Care SW Limited
Provider ID:	1-460352633
Company No:	8101856
Registered Office:	9 Axiom Centre, Dorchester Road, Lytchett Minster, Dorset, BH16 6FE
Nominated Individual:	Mr. Brian Hawkins
REGISTERED MANAGER(S) OF SERVICE:	
Julie Hawkins	Manager ID: CON1-460383584
Victoria Ricketts	Manager ID: CON1-8008039064
REGISTERED REGULATED ACTIVITY CATEGORY: (CQC)	
Residential Accommodation For Persons Who Require Personal Care	
Type of service	Residential homes
Specialisms/ services	Accommodation for persons who require nursing or personal care, Dementia, Physical disabilities, Sensory impairments, Caring for adults over 65 years

Certificates & Regulation Documents

Our current registration and insurance certificates are on display within the home, including our registered manager’s CQC registration certificates. All other current certificates, tests, services, calibration, and recorded documents are available for viewing at all times. We are required to display our Food Hygiene and CQC ratings which can be seen in the front hallway.

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 bedroom corridors and communal areas have touch protection covers fitted. We also have portable fan heaters available for resident’s bedrooms and a fan is available for all parts of the home too – temperatures are monitored to ensure room temperatures remain at an appropriate temperature.

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’s own electrical items must be tested before use is allowed within the home unless they have proof of purchase within the last year.

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.

“ A consistently family orientated and resident focused approach “

Management Structure

The care home is owned by Mr. Brian & Mrs. Julie Hawkins since August 2006, as directors of the registered service provider organization, Prime Care SW Limited. They share the management duties within the home, along with Samantha Hawkins, who was employed as Operations Manager in September 2014, and Victoria Ricketts, who was employed as joint Registered Manager in May 2020. Brian and Julie live in the adjoining house and can offer extensive time and commitment within the home but have more recently taken a step back, delegating Samantha to oversee all the associated duties with staffing, financial responsibilities, HR and PAYE, and Victoria to manage the care home as registered with CQC, ensuring residents care, wellbeing and safety is prioritised in line with legislation and regulations to the highest standards, supervising staff, supporting family and friends, and overseeing the daily life of the care home. Victoria and Julie are available to be contacted or attend the care home on a 24/7 basis, with Brian and Samantha also available to attend as part of the management team as needed. Brian also carries out routine and small works maintenance and then organizes and oversees any required contracted out maintenance works. Julie previously managed a 37-bed high dependency care home in Buckinghamshire for 9 years and is a qualified nurse, as well as holding a Level 4 NVQ. Victoria has a Level 3 & 5 NVQ in Health & Social Care Leadership & Management, with 6+ years Care experience. Samantha has A-Levels and other qualifications in Business, HR, Finance and Marketing and more, having experience in managing staff and business finances for 12 years. Brian is a fully qualified Electrician, and previously worked for a major computer BMS supplier as a Projects Manager for over 17 years. During vacation periods, additional staff are on duty with a senior person in charge.

Staffing

Five Gables staffing capacity fluctuates between 14 and 18 staff members, who are all on various shift patterns and rotas. 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 two care staff on duty during the day, one cook and one domestic, with at least one member of the management team present. At night, there is 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. Our Head of Care is also qualified to a Level 5 NVQ and supports management with making changes to care provision to meet different needs, arranging rotas, ordering medications, and so on. All new staff are inducted using the Care Certificate standards. Our Mandatory Training includes: Person Centered Care, Fire Evacuation, Health & Safety, Infection Control, Food Hygiene, Adult Abuse, Challenging Behaviours, Dementia Care, Mental Capacity, Deprivation of Liberty, Moving & Handling, Care & Administration of Medicines, and Basic First Aid.

Multi-Disciplinary Working Relationships

We work very closely with the local doctors' surgeries, visiting district nurses, and social services, mental health consultants and community psychiatric nurses. Due to our outstanding relationships with these multi-disciplinary teams, the care we provide to our residents is highly complimented and we are able to facilitate care for individuals with complex needs, such as Parkinson's disease, those who have had strokes, and many levels of dementia, depending on the level of needs.

Living at Five Gables Care Home



Our Aims & Aspirations...

At Five Gables, we aim to promote our resident's wellbeing and quality of life in everything we do, whilst creating a home from home environment to care for them during their 'autumn years'. We provide twenty four hour care, attention, and security, within an experienced, family-run setting. We provide nutritious, home cooked food, with plenty of choice and variation. Our commitment to meeting resident's needs and wishes is of utmost importance to us. All residents 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 our residents were accustomed to in their own home, with the addition of our care, support and advise as needed.

Our Values & Ethos...

Choice – All staff at Five Gables are asked to prioritise and promote choice for our residents and ensure that they are supported to make informed decisions about their day to day life.

Fulfilment – Supporting our residents to maintain as many aspects of their home life as they can and to work towards personal goals and aspirations is very important. We aim to preserve abilities and social connections, to provide stimulation both physically and mentally, and encourage our residents to partake in activities and social events. If residents prefer their own space, staff can provide one-to-one activities.

Privacy - Our residents have special discreet door signs and their care plans state whether their wish is to be given time alone or undisturbed, or like to be checked on regularly, and we respect their right to be always free from intrusion or public attention.

Rights – At Five Gables, becoming a resident does not remove their rights as an individual and we take joy in supporting them to access the community, maintain social links and have safety, support, liberty, and freedom.

Dignity - Every resident here is treated as a valued member of society, in addition to the close-knit community of the care home, regardless of their health, status or choices they make. We honour and respect who the resident has been in the past, and who they continue to be whilst living here.

Independence - Our residents are able to act and think in their own manner without interference, even if a small degree of calculated risk is involved, but staff will support them to make decisions in their best interests.

"We aim to give our residents 'care for life' and make sure this is somewhere where we would be happy for our own loved ones to live"

Partnership Contracts and Residency Placements

We work closely with Dorset council, Bournemouth, Christchurch and Poole, Somerset, South Tyneside, and Medway social services and other local authorities, so can accept placements from these councils.

We offer the following care services:

- **Long-Term Residential Stay**
- **Short-Term Respite Stay**
- **Day-Care Support**
- **End of Life Care**

We encourage prospective residents to visit the home and stay either with or without relatives to sample the atmosphere and service we can provide. Prior to accepting any placement, the home operates a comprehensive admission policy. We complete 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. For residents who need End of Life care, our staff receive tailored training around this, and we follow all NHS/CCG protocols. Our close relationship with the District Nursing team and GPs and other specialists means we pride ourselves on our compassionate care, keeping your loved ones safe and comfortable, right until the end.

Fees & Services

Accommodation fees 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.





It is a very important aspect of our responsibilities at Five Gables to support our residents to maintain/redevelop their hobbies and interests from their life prior to living here wherever possible and, if circumstances arise, to explore new ones. We pride ourselves on our person-centred activities, which are coordinated around each residents' needs, wishes and preferences. This includes one-to-one and group activities. Our activities coordinator and all our staff are encouraged to ensure that when providing activities to residents, that they are planned to promote enjoyment, satisfaction, and quality of life for them, the goal always being to reflect each resident's personal interests and capabilities. It is also important for us to ensure that our resident's dignity and wellbeing is taken into account at all times, so we recognise our resident's right not to participate or engage in activities if they do not want to. During the Pre-Admission assessment, and throughout our resident's stay at Five Gables, we will endeavour to record and detail information about their particular interests, hobbies, opportunities for community contact and preferences for activities in their personal care plan, which all staff are required to read and acknowledge. At least twice each year, we arrange opportunities for our residents and their loved ones to discuss the activities and events that we arrange as we value their feedback and are always welcoming suggestions. We always endeavour to communicate with all residents in an appropriate manner, for example, meeting their communication needs.

These could include:

(This list is not conclusive and residents may obviously have other hobbies and interests which can always be added to this list.)

- | | |
|--------------------------------|-------------------------------------|
| → Gardening | → Reading / Writing |
| → Arts & Crafts | → Daily tasks (washing up, laundry) |
| → Flower arranging | → Drama / Dancing |
| → Embroidery | → Drawing / Painting |
| → Knitting / Crocheting | → Sport / Exercise |
| → Radio / TV | → Games |
| → Playing / Listening to music | → Visiting the pub / library etc |
| → Holidays away with family | → Trips Excursions |

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

Communal Areas

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 family and friends.

Outside 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 one's 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.

Medicare 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 pressure detection floor mats for use as required, any activation sets off a central alarm and a pager carried by staff, to reset and muting of the alarm is only possible at the source of activation, meaning the staff have to attend the room. The system is self-monitoring for low or faulty battery conditions and is checked and tested monthly.

Age Ranges

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.

Daily Routine



Daily life at Five Gables

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

This is just a general guide, and every resident is free to do as they please, there is no strict regime, meals can be served at whatever time they wish, and their free time can be spent doing whatever they like.

All meals can be served in individuals' rooms if preferred, but we encourage residents to eat their lunch (cooked main meal) in the main or quiet lounge for the social interaction. Those that choose the privacy of their room will have their meals taken to them on a tray.

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 accommodate individual preferences and take note of special diets and allergies.

Where possible and able, we encourage the continuation of hobbies, activities, visiting any clubs and meeting with friends, and in-house group activities are held on a regular basis 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.

We encourage '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, and unsociable hours avoided. 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.

Mobility Aids – We have several pieces of equipment, designed to support residents with their mobility and ability to transfer. This includes full electric hoists for those who cannot weight bear (one on each floor) and electric *Stand-Aids* (one up, two down) for those who need that little bit of extra support to stand and transfer (e.g., from chair to bed. We also have an *Ambi-Turn*, which promotes mobility and dexterity, often recommended by occupational therapists. We have a bath with an electric seat hoist, and a wet room with a shower seat, providing choice for residents. Five Gables also has a *Stannah* stair lift, allowing aided access to the first floor. All equipment is tested and serviced twice annually by an external provider.

Assistance Aids – A majority of our rooms have a profiling bed which are operated through an electric remote control and have the option for additional padded bed rails as a safety measure and overhead/side supports. We have variable air mattresses stored on site for residents with pressure-related issues, and electric raise/recline chairs available for use in bedrooms. These are checked and tested quarterly through an internal audit.

Health & Safety and 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 are fitted throughout - all external doors are fitted with keyless turn-locks, so cannot be opened from outside without a key. They are also fitted with open detection alarms which are connected to the Medicare pager system. All first floor easily accessible windows are fitted with restrictors to prevent , 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 every six months.

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. Day care can be provided for as little as one session, or as regularly as required. Individuals receiving day care at Five Gables would be required to organise their own transport to and from the care home. If the day care placement were to cause unsettled behaviours or distress/upset to permanent residents, it may result in the day care placement coming to an end. All individuals welcomed into Five Gables for day care would receive a main meal, a light afternoon meal and additional snacks, alongside unlimited drinks, and assistance with all needs, from mobility, to using the toilet, to medication.

Emergency Admissions

Where management feel it is appropriate, reasonable and could be managed in a safe and effective manner for both the new resident and current residents, at our discretion, we do accept emergency admissions. Whether this is intended as a short, medium, or long stays, mid-week or on the weekend, this can all be discussed and subsequent to a satisfactory pre-admission assessment, arrangements can be made to make the transition as smooth and stress-free as possible for all involved. A member of our management team is always on-site to oversee the admission, whether this is emergency or planned, and our immediate is to support the individual to settle into their new surroundings. Within the first 72 hours of admission, we aim to complete a Key Needs & information care plan for staff to refer to, then within the first 14 days of placement, we will complete the full and formal care plan and needs assessment, to give us and the resident a chance to adapt and become familiar with the environment of the care home.

Financial Affairs

Although this can be the most sensitive issue, residents at Five Gables have full support from management to remain as independent with their financial affairs for as long as they both want to and are capable of doing so. It is strictly against our policy for any member of staff to involve themselves in the financial affairs of anyone in our care, even where the person cared for wants the employee to become involved, in particular being aware of safeguarding concerns for those residents who lack an advocate to speak for them when they cannot themselves. Involvement in the financial affairs of a residents is a breach of our policy and is seen as gross misconduct and may lead to dismissal. Management may have some involvement in financial affairs if agreement is made prior and all encounters/engagement is fully documented appropriately, in exceptional circumstances where there are no alternatives and intervention is necessary.

When a resident moves into Five Gables, we encourage them to phone, write to, and make contact with their friends, relatives etc. providing them with their new address and inviting them to visit. Staff will support residents to do this whilst helping new residents settle in. Encouraging our residents to keeping in touch with their friends, family and other visitors supports them to remain a part of the wider world, rather than seeing the same faces and same 'four walls'. Although we do not place restrictions on resident's visitors (except where the resident has specific wishes), we promote dignified and respectful visits by asking visitors to avoid mealtimes and times where residents may be getting up/into bed etc. Residents have complete control over where they receive their visitors, examples being in their bedroom, in the communal lounge, the garden, or our Quiet Lounge for a more private space. For security, we may ask for proof of identity of any visitor before allowing them access to the premises if we do not recognise them. Staff are trained during their induction how to respond correctly to visitors.

Whilst we want to maintain a comfortable and welcoming home environment, we have certain visiting procedures which ensure we are adhering to all Health & Safety requirements, such as signing visitors in.

Please always remember that it is the residents' choice whether they receive a visitor or not, our staff are encouraged to ask the resident prior to an unannounced visitor coming in or acting in their best interests where the resident does not have capacity to make that decision themselves. If one of our residents requested that a visitor to leave, or asked not to be disturbed, for the sake of all concerned, we ask visitors to respect and honour their wishes.



Recreational Opportunities

We have a visiting mobile hairdresser who visits the home once a week. This service is provided at direct cost to the resident, details of the current costs of these services are available on request. She is able to provide many services, from cuts, to colouring, to washing/blow-drying/styling, perms and more. She generally caters to the elderly so is well acquainted with styles and requests.

We also have a mobile Chiropodist who regularly visits the home, generally every 6-8 weeks. This service is provided at direct cost to the Service User, details of the current cost of this service are available on request.

All residents have the option to have up to £100 cash held securely in the office in a safe, with In/Out Record Sheets, which can be used to pay for any additional services or activities that incur a direct cost to the resident, or should they wish to take some cash out (for example, to go shopping with) but do not wish to keep it in their bedroom.

Ensuring Care and Quality of Life to the Highest Standards

Religious Services - We encourage all our residents to continue attending religious services of their choice, if this is something they always did or wish to start doing. If a family member is unable to go with them or take them there, we can arrange transport which can be arranged via management. The resident is in poor health or unable to leave the home safely, we can arrange for the vicar/pastor/minister to visit if they wish.

Care Plans - Comprehensive person centred care plans are in place for each resident and are based holistically to meet their required care, wellbeing, and safety needs. Each resident and their relatives or advocate are involved in the planning of this document, from when the pre-admission assessment is completed, to every time it is reviewed and updated if/when their needs change.

Welcoming Feedback...

At Five Gables, we believe that receiving complaints provides us with an opportunity to do reflect on our actions and do better in the future, and subsequently, our policy encompasses an ethos of continually looking to improve. If you have a complaint or concern, the person to discuss it with in the first instance is the manager or most senior member of staff on duty. We complete thorough, internal investigations for all complaints and treat each one as seriously as the next, until an appropriate resolution is agreed upon. Records of all complaints, regardless of the nature, are held and actions of these are available for viewing on request. Our policy states that we aim to acknowledge your complaint within 72 hours and resolutions should be found within 14 days. Should the nominated person be absent through holiday or sickness etc., then a temporary nominee will handle the matter in their absence in order that the service standard is maintained. All complaints are reviewed, and action plans put in to place regularly by the manager. If you are not happy with how we have dealt with this complaint, then you may wish to contact an external source of investigation. You can do this through the Local Government Ombudsman, but we do advise that you should follow our complaints and grievances policies & procedures and allow us time to investigate and hopefully fully resolve the matter for you in a satisfactory manner.

CQC, Care Quality Commission
Address: Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161 Fax: 03000616171
Email: enquiries.northeastern@cqc.org.uk

Local Government and Social
Care Ombudsman
Address: PO Box 4771
Coventry CV4 0EH
0300 061 0614

If you feel you have reason to compliment us, or a member of staff, for something you feel they have done well, for example, going above and beyond our duties, this gives us opportunity to let our staff know you have passed a compliment on. In turn, they will feel encouraged, and this filters down to the standard of care we provide. We welcome any compliment, in whatever manner you see fit. If it is possible, you can inform the manager of your compliment directly which helps us ensure that others may be encouraged too, and we can track progress and improvements. Any written compliments or words of thanks are held on file for our Quality Assurance processes.