

# **STATEMENT OF PURPOSE & RESIDENT GUIDE**

## **Contents**

- 1. Statement of Purpose**
- 2. Resident Guide**
  - a. Aims and Objectives.**
  - b. Types of Services provided**
  - c. Accessing our Service**
  - d. Delivery of the Service**
  - e. Philosophy of Service**
  - f. A-Z of policies**
  - g. Provider Information**

## **1. Statement of purpose**

On initial registration, we are required to complete and submit a Statement of Purpose as part of the documentation. It then forms part of the information sharing process between us as a provider and the regulator.

There are 4 parts to the Statement of Purpose which cover:

1. Full contact details
2. Aims and objectives
3. Locations and separate forms are required for each location
4. Registered Managers details

These details must be kept up to date to comply with the legislation.

## **2. Residents Guide Guidance**

### **a. Aims and Objectives of the Service**

Our aim is to provide excellent person-centred care, in the heart of the local community and all its beautiful surroundings, which supports all our residents, staff and families to always feel at home.

We will do this by: -

- Putting our residents at the heart of everything we do so our residents can feel happy and comfortable in a safe, warm, and caring environment.
- Provide a high level of kindness, support, and training for our staff team to always provide the best possible quality of life for our residents.
- Welcome support from our wider health care community, to provide the best proactive and collaborative care for our resident's individual needs.
- Promote independence by encouraging our residents and families to share life skills and hobbies so we can plan activities that make the most of every moment.
- We will always take time to talk and listen so we can provide a person-centred approach that our residents feel part of.
- Feedback is important to us, and we will welcome suggestions so we can provide the best possible professional care for our residents, staff, and families to feel confident, our home is their home.

### **b. The Types of Services Provided**

Fylde Care Group ("we" "us") is registered with the Care Quality Commission for the delivery of Regulated Services to adults. We provide a Care Home service without Nursing.

The defined Regulated Activities are delivered to a wide range of Residents which include the following: -

- Older persons (65+)
- Physical disabilities
- Dementia
- Mental Health
- Sensory impairment

We provide a service which is tailored to the needs of the individual resident who can no longer manage to maintain themselves without support. Our support services include:

- Personal care to include washing, dressing, bathing, toileting.
- Domestic duties to include washing up, cleaning, laundry etc.
- Maintenance duties to include shopping, food prep, pension collection.
- Social duties to include engaging with clients, enabling, motivating and friendship
- Monitoring duties to include medication, health related activities, recording appropriately tasks undertaken.

#### **c. Accessing our Service.**

We offer the following access to our services: -

- Services available via your local Authority including Fully Funded Residents.
- Self-funded by making direct contact with the home.
- We offer a full assessment prior to admission to ensure we can meet our resident's needs.
- We do this by a visit or where this is not possible an over the phone assessment.
- We are available to assess residents Monday to Friday between 9am and 5pm.
- Emergency assessment and admission maybe possible by prior arrangement during weekends or evenings.

#### **d. Delivery of Service**

After completion of the care planning process, we will ensure that all documentation is agreed and signed where possible by all parties. Where applicable a contract will be issued. If a contract is sent by email, it will be deemed to be agreed following the 7-day cooling off period.

On commencement of the service the Resident will be kept fully informed of who will deliver the service e.g., regular care worker or key worker.

#### **e. Philosophy of Service.**

We seek to maintain and promote the independence of the individual and regards itself as an enabling rather than a doing provider. We strive to work with Residents, their families, or their representatives to deliver a tailored and individual service.

- **Self-Care statement.**

It is important that Residents and their families or their representatives engage with us in the promotion of self-care and independence of the Resident. We encourage our Residents to work positively with their assets whilst we assist with their deficits.

- **Infection Control statement**

As part of the new registration requirements the Department of Health issued a Code of Practice on Infection Control which we have implemented in full. Our infection and Prevention Control lead in each home is our Home Manager / Registered Care Home Manager. They are responsible for ensuring our compliance in this area. From time-to-time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place.

Where practical, Residents, their families or representatives will be involved in any such discussions or arrangements to assist in controlling the further spread of infection.

As part of our registration and inspection regime we must comply with government legislation and our contractual obligations to Local Authorities. In addition, the protection and safeguarding of Residents is paramount.

- **Safeguarding Statement**

As part of our duty of care to Residents and staff their protection and safeguarding is at the core of all we deliver. From time-to-time incidents occur which need to be placed in a safeguarding context. When this happens, we will work with multi agency partners, Residents and staff in any investigation which needs to take place. We are aware of how distressing such an investigation can be and will through support and assistance seek to minimise any such distress whilst fulfilling our duty of care and legal obligations.

- **Complaints, Concerns and Feedback Statement**

In order that we can continually strive to improve our services, complaints are a very useful barometer in evidencing the quality of our services. We therefore encourage residents, their families, or representatives to discuss openly with us any aspect of their care which in their experience falls short of the standards expected.

Please do have the discussion and where we cannot resolve together the issue we will support and assist you in taking the matter further. We respectfully remind you that unless we know what is wrong, we do not have the opportunity to put it right.

In the first instance please address any concerns, complaints, or feedback with your care home manager.

If you feel that these have not been addressed or wish to discuss these further our Registered Provider can be contacted on [sarah@hedgeshouse.co.uk](mailto:sarah@hedgeshouse.co.uk) and will provide an initial response within 2 business days.

We are regulated by the CQC who can be contacted via their website.

[www.cqc.org.uk/give-feedback-on-care](http://www.cqc.org.uk/give-feedback-on-care)

- **Quality Statement**

As part of the Regulatory requirements of the Health and Social Care Act 2008 (Regulations 2014) we are required to assess and monitor the quality of our service provision for inspection purposes. From time to time we therefore need to assess the quality of service and we use questionnaires and audits to ensure that we are gathering the information required. By interrogating the data, we can present this in a way that evidences our compliance. We are aware of the difficulty of engaging Residents in quality monitoring and will seek with them to develop more initiative and user-friendly ways of measuring quality. All quality reports are available to Residents, their families, or representatives on request and in a format suitable for their needs.

## **f. A-Z of policies**

### **Residential Policies and Procedures**

#### **Contents List**

<b>Policy</b>	<b>Regulations</b>
Access to Records and Files	<b>17</b>
Accessible Information and Communication (including Statement)	<b>17</b>
Accidents, Incidents and Emergencies Reporting [RIDDOR]	<b>20</b>
Admission	<b>9</b>
Adult Safeguarding	<b>13</b>

<b>Policy</b>	<b>Regulations</b>
Advance Care Planning	12
Advocacy	10
Alcohol and Drugs	18
Appraisal	18
Assessment of Need and Eligibility	9
Audit	17
Autism	12
Autonomy and Independence (Co-Production)	10
Bariatric Care	12
Basic Life Support	12
Behaviours that Challenge, Violence and Aggression	13
Bribery and Corruption	20
Bullying and Harassment	18
Business Contingency and Emergency Planning	17
Care and Support Planning	9
CCTV	13
Clinical Governance Statement	17
Code of Conduct for Workers	18
Communicable Infections Management	12
Compliance Principles	17
Complaints	16
Compliments (Listening and Learning)	17
Confidentiality	17
Conflict of Interest	17
Consent	11
Continuity of Care for Support Worker	9
Control of Substances Hazardous to Health (COSHH)	15
Co-operating with other Providers	12

<b>Policy</b>	<b>Regulations</b>
Corporate Social Responsibility	17
Cyber Security	17
Data Protection Legislative Framework (UK GDPR)	17
Decontamination	12
Delegation and Accountability	17
Dementia Care	12
Deprivation of Liberty Safeguards	13
Diabetes	12
Dignity and Respect	10
Direct Payments	9
Discharge	9
Disciplinary	18
Disclosure and Barring Service (DBS) and (DBS) Referral	19
Display Screen Equipment	15
DNACPR	12
Dress Code	18
Duty of Candour	20
Dysphagia	12
End of Life	12
Environmental and Waste Management	17
Epileptic Seizures	12
Equal Opportunities	18
Equality and Diversity	10
Falls Prevention	12
Female Genital Mutilation	13
Financial Irregularities	13
Fire Safety	15
First Aid	18

<b>Policy</b>	<b>Regulations</b>
Fit and Proper Persons - Directors	<b>5</b>
Freedom of Information	<b>17</b>
Gifts and Legacies	<b>18</b>
Good Governance	<b>17</b>
Grievance (Staff)	<b>18</b>
Handling of Residents Money	<b>13</b>
Health and Safety and Statement of Intent	<b>15</b>
Heatwave	<b>18</b>
Homeworking	<b>19</b>
Hot Water and Surfaces	<b>13</b>
Ill Treatment and Wilful Neglect	<b>20</b>
Induction, Training, Development and Qualifications	<b>18</b>
Infection Control	<b>12</b>
Internet, Email and Mobile Phone (Acceptable Use)	<b>18</b>
Key Holder	<b>9</b>
Legionella	<b>12</b>
Lone Working and Personal Safety	<b>18</b>
Managing Oxygen in the Care Home	<b>12</b>
Maternity, Paternity, Adoption and Shared Leave	<b>18</b>
Medical Devices	<b>13</b>
Medication	<b>12</b>
Meeting Needs	<b>9</b>
Menopause in the Workplace	<b>18</b>
Mental Capacity Act 2005	<b>11</b>
Missing Persons	<b>13</b>
Modern Slavery	<b>13</b>
Monitoring and Accountability	<b>18</b>
Moving and Handling	<b>12</b>



<b>Policy</b>	<b>Regulations</b>
MRSA (Methicillin Resistant Staphylococcus Aureus)	<b>12</b>
Notifications	<b>20</b>
Nurse Revalidation	<b>19</b>
Nutrition, Hydration and Food Safety	<b>14</b>
Oral Health	<b>12</b>
Out of Hours and Emergency On-Call	<b>13</b>
Patient Safety Incident Response	<b>20</b>
Performance Management	<b>18</b>
Personal Budgets	<b>9</b>
Person Centred Planning	<b>9</b>
Personal Protective Equipment (PPE)	<b>12</b>
Pest Control	<b>15</b>
Pets	<b>9</b>
Position of Trust	<b>18</b>
Positive Behavioural Support	<b>13</b>
Premises, Environment and Resources	<b>15</b>
Prevention of Pressure Ulcer	<b>12</b>
Professional Boundaries	<b>18</b>
Promoting Continence	<b>12</b>
Protective Isolation	<b>12</b>
Quality Management	<b>17</b>
Radicalisation	<b>13</b>
Range of Services and the Limits to Responsibility	<b>17</b>
Record Keeping	<b>17</b>
Recruitment Complaints Procedure	<b>19</b>
Recruitment and Selection	<b>19</b>
Recruitment of Volunteers and Apprentices	<b>19</b>
Redundancy, Redeployment and Retirement	<b>19</b>

<b>Policy</b>	<b>Regulations</b>
Relatives Friends and Carers	<b>10</b>
Religion and Belief	<b>10</b>
Residents Contract	<b>17</b>
Residents Online Safety	<b>13</b>
Responsive Service	<b>9</b>
Restraint	<b>13</b>
Risk Assessment	<b>12</b>
Safeguarding Children in an Adult Setting	<b>13</b>
Safe Handling of Linen	<b>12</b>
Safe Use of Bed Rails	<b>13</b>
Safe Use of Recliner Chairs	<b>13</b>
Sensory Impairment	<b>12</b>
Sepsis Awareness	<b>12</b>
Service Improvement Plan	<b>17</b>
Sexuality and Relationships	<b>10</b>
Shared Rooms	<b>10</b>
Sickness/Absence	<b>18</b>
Smoking	<b>18</b>
Social Inclusion	<b>9</b>
Social Media and Public Relations	<b>18</b>
Sponsorship Licence for Employment of Staff from Overseas	<b>17</b>
Staff General Welfare and Facilities	<b>15</b>
Staff Retention-Wellbeing and Mental Health in the Workplace	<b>18</b>
Staff Working Nights	<b>18</b>
Supervision	<b>18</b>
Temperature Control	<b>12</b>
Termination of Care Services	<b>9</b>
Vaccinations	<b>12</b>

<b>Policy</b>	<b>Regulations</b>
Vehicle Car Scheme	<b>18</b>
Visiting a Care Home	<b>10</b>
Wheelchair Safety	<b>15</b>
Whistleblowing	<b>17</b>
Workplace Testing for Covid-19 (Replacement Policy)	<b>12</b>
Young People and Employment	<b>19</b>

**g. Provider information.**

**Fylde Care Group Limited (formerly Hedges House Residential Care Home Limited)**

**CQC Provider ID 1-11798105644**

**Legal Status: Organisation**

**Email: [Sarah@hedgeshouse.co.uk](mailto:Sarah@hedgeshouse.co.uk)**

**Mobile: 07875 710176**

**Nominated Individual/Registered Provider: Sarah Bellamy**

**h. Statement of Business**

Fylde Care Group Limited was formed in 2021. The company has a senior management team or directors/partners who manage the business on a day-to-day basis.

**The Care Quality Commission Location Number and home details.**

**Hedges House:**

**Registered Manager: Jayne Clarke  
Tel: 01253 739930**

**Location Name and address**

Hedges House Residential Care Home  
37-39 Church Road  
Lytham  
Lytham St. Annes

FY8 5LL  
**CQC Location ID 1-11862188067**

**Bluebell House:**  
**Registered Manager: Samantha Little**  
**Tel: 01253 883387**

**Location Name and address**

Bluebell House Residential Care Home  
16 Victoria Road  
Poulton-le-Fylde  
FY6 7JA

**CQC Location ID 1-14422728837**

**Rose House (formerly Chaseside Care):**  
**Registered Manager: Karen Oliver**  
**Tel: 01253 724784**

**Location Name and address**

Chaseside Care Home  
1A St. Georges Square  
Lytham St. Annes  
FY8 2NY

**CQC Location ID 1-12897049382**

**Employer and Public Liability registration number is on display in each of our homes.**

**Data Controller and Information Commissioner Office registration**

Hedges House Residential Care Home Limited  
Seafeld 101 Breck Road Poulton-Le-Fylde Lancashire, FY6 7HJ  
Registration reference: ZB303724

**Companies House Number: 13601987**

[www.gov.uk/get-information-about-a-company](http://www.gov.uk/get-information-about-a-company)

**Please ask if you require help to access this Resident Guide in different languages, Easy-Read format, or audio.**