

STATEMENT OF PURPOSE

Management

Springfield Court is under the direct control of the Directors, who collectively, have over fifty years experience in the care industry. The registered provider is:

Wendy Wilkinson
Springfield Court Nursing Home
Springfield Road
Aughton
Lancashire
L39 6ST



The Manager of Springfield Court has four years experience in healthcare and 20+ years in administration. The Manager has achieved the Chartered Management Institute Level 4 NVQ in Leadership and Management for Care Services.

The Manager also attends study days relevant to the principles of practice of excellence in care.

The Manager of Springfield Court Nursing Home is:

Linda Burrows

The Manager is teamed with the Clinical Lead Nurse (CLN). The CLN is responsible for all aspects of medical requirements within the home and has 1st level registration - NMC.

Staff

Springfield Court Nursing Home is committed to the recruitment and retention of experienced qualified staff who consistently strive to attain professional and academic knowledge to enhance the care provision of residents.

Springfield Court employs a team of fifteen qualified nurses who, together with management and the clinical head nurse, assess, plan and implement the care of individual residents. This team has the experience, skill and qualifications to meet all assessed needs. The range of qualifications is:

- 1st Level Registration. NMC
- 2nd Level Registration. NMC
- ENB 998 Teaching and Assessing in Clinical Practise
- ENB 931 Care of the Dying
- D32/D33 Work Place Assessor
- Basic Health and Safety
- First aid at work - Appointed Persons
- Key mover/handler, workplace based
- District Nurse Certificate

All qualified members of staff attend regular study days in line with the requirements of the Nursing and Midwifery Council.

To assist and complement the qualified staff, is a team of competent and motivated care assistants, who, under the guidance of the qualified nurse, deliver the planned programme of care to the resident. Our senior care assistants have all attained their NVQ level 2 and 3. They are identified by their lilac uniform. Other members of the care team currently work towards their NVQ and can be identified by a light blue uniform. All members of staff are subject to regular supervision sessions, which are designed to enhance existing skills and identify training needs.

All staff are encouraged to expand their skills through further training, which is relevant to the needs of the residents residing in the Home.

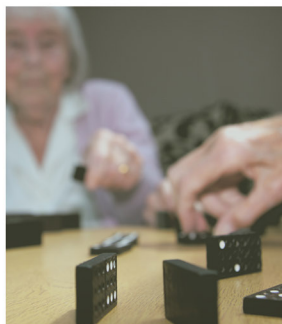
Staffing levels are determined by the needs of the residents, taking into account the assessed nursing input as defined by the N.H.S. Primary Care Trust and are calculated using the recommended Residential Forum, designed for the purpose. In addition to the staff involved in the direct physical care of the resident, Springfield Court employs the following ancillary staff to ensure the house keeping aspects of the Home are attended to:

- Catering staff, who provide an excellent, nutritional menu to cater for all tastes
- Laundry staff, who ensure a continuous supply of fresh linen
- Housekeeping staff, who maintain a clean, odour free environment
- Maintenance Team, who maintain the home to strict UK Health and Safety Standards
- Activities co-ordinator to attend to the service user in pursuing interests
- Receptionist to facilitate enquiries

Springfield Court Nursing Home is recognised by the University of Central Lancashire, Edge Hill University College and The Nursing and Midwifery Council as an accredited training Centre for Student Nurses and Adaptation Students.

Commission for Social Care Inspection

Copies of our most recent Inspection Reports are available upon request at reception



CORE VALUES OF CARE

Resident Rights

The rights of our residents is fundamental to our philosophy of care. We will promote those rights through the care and services we provide and encourage all residents exercise their rights to the full.

Privacy and Dignity

Springfield Court recognises the changes residents face when moving into a care home. To minimise the impact of those changes, the staff will endeavour to assist the residents to retain as much privacy and dignity as possible by:

1. Helping the resident to personalise and equip their room as they wish
2. Provide a key to their room and secure place for their valuables
3. Ensure privacy for residents when receiving visitors or making phone calls
4. Securing all resident's records and information and maintaining the confidentiality of those records
5. Treating each resident as an individual and respected member of the community
6. Assisting residents to maintain their dignity through their personal appearance and behaviour
7. Promoting activities that encourage residents to express themselves as individuals
8. Assisting residents to overcome any perceived difficulties they may experience through age or disability

Independence

Springfield Court recognises the importance of independence. Staff will encourage residents to continue to think and act as an individual by:

1. Maximising the opportunities for self care
2. Encouraging financial independence
3. Assisting residents to take reasonable assessed risks
4. Encouraging outside links to the home
5. Giving residents the opportunity to contribute to the records of their own care and to express their views on the Home through residents association

Freedom of choice

Springfield Court recognises that every resident should have the opportunity to choose a Home that will meet their needs and can offer a range of services to provide that care. To facilitate that choice we will:

1. Provide comprehensive information on the Home and the quality of care and associated services included
2. Provide each resident with a contract of residency

3. Ensure each potential resident has an assessment of needs prior to admission
4. Demonstrate to each resident we can meet assessed needs
5. Offer a trial period of residency to each resident
6. Provide a range of meals to all residents and a choice of where and when to consume the food of their choice
7. Continually offer a range of social and leisure activities appropriate to ability and choice
8. Avoid, wherever possible, strict routines and maintain maximum flexibility in the daily life of the Home
9. Ensure residents are able to retain the services of their own GP, Dentist and Chiropodist, when possible. Assist residents in accessing other services which will enhance their quality of life
10. Ensure residents with a sensory impairment are able to access all areas and facilities of the Home

Aims and Objectives

It is the objective of Springfield Court to provide care to all residents to a standard of excellence which



embraces fundamental principles of good care practice and that this may be witnessed and evaluated through the practise, conduct and control of quality care in the Home.

All residents shall live in a clean, safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care.

To ensure the above objective is met we aim to:

1. Deliver a service of the highest quality that will improve and sustain the resident's overall quality of life
2. Ensure the service is delivered flexibly, attentively and in a non discriminatory fashion while respecting the resident's right to independence, privacy, dignity, fulfilment and the right to make informed choices and to take risks
3. Ensure that each resident's needs and values are respected in matters of culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments
4. Ensure that each resident is enabled to maintain religious preferences and attend/access services of their choice
5. Ensure that the care service is delivered in accordance with the agreed contract
6. Ensure the management and implementation of a formal programme of staff planning, selection, recruitment, training and personal development to enable resident care needs to be met
7. Ensure all residents receive written information on the Home's procedure for handling complaints, compliments and comments, and how to use it.
8. Ensure all residents with a sensory impairment are integrated into the Home and are able to access all facilities with the assistance of appropriate signage etc

Philosophy of Care

Springfield Court aims to provide residents with a secure relaxed environment in which their care is of prime importance.

All staff at Springfield Court will strive to preserve and maintain the dignity, individuality and privacy of residents within a warm and caring environment and in doing so will be sensitive to the resident's ever changing needs. Such needs may be medical or therapeutic, cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the development of their individual care plans. The involvement of family and significant others may also be appropriate and will be greatly valued.

The Nursing care is delivered using 'The Model of Nursing' devised by Roper, Logan and Teirney. This framework identifies all activities of daily living, which ensures a thorough assessment of need and provides a basis for the formulation of individual care plans. Staff within the Home operates a team nursing approach with access to a wide range of Multi-disciplinary teams in the local community.

Staff with the Home will be appropriately qualified to deliver the highest standards of care. A planned programme of staff training is implemented to ensure that these standards are maintained in line with developments in care practises as may be laid down in appropriate legislation and registration guidelines.

Admission to the Home

All potential residents or their representatives are invited to visit the Home at anytime. No appointment is necessary. Potential residents and their representatives will be visited in their usual place of residence and a formal assessment of their needs will be carried out prior to any offer of residency to Springfield Court.

The pre-admission assessment will involve the potential resident, wherever possible, family and/or advocate, social services and any other member of the multidisciplinary team who may be involved in the admission process.

A comprehensive assessment will be carried out by the Senior Clinical Nurse or a senior member of the nursing staff. This will include:

- Level of Dependency
- Specialist health care needs
- Self care needs and abilities
- Level of physical/sensory impairment
- Stability of condition and mental health functioning
- Balance of need and dependency
- Issues of integration within the home



On admission, residents and their relatives will be asked to complete a social care history. This will enable the care team to gain insight into the past and present life and significant life events of the resident.

This will ensure the needs of the resident can be met and allow a more relaxed introduction to the staff responsible for the delivery of care.

The policy and procedure for admission is available for prospective residents and their representatives to study.

On admission, all residents will be assigned a named nurse and a key worker. Residents or their representatives can expect to be fully involved in the care planning process and will be asked to sign relevant documents to this effect. All care plans are reviewed on a monthly basis or sooner if the need arises.

Residents are encouraged to be as involved as possible in the day to day activity within the home. To facilitate this, activity co-ordinators are available for one-to-one sessions with all residents or their representatives. A resident forum is held each month for residents, family members and friends to enable an exchange of views with all involved with the home. A customer satisfaction survey is carried out, on a strictly random basis, every month.

All outside links to the local community are encouraged. Springfield Court has an open-door policy with regard to visitors. The Visitor's Policy is enclosed with the information pack. The only restrictions are those which hinder our ability to adequately adhere to the Fire Regulations.



Accommodation

Room sizes vary throughout the Home as do resident's needs. This makes it quite difficult to list the current fees. However do feel free to telephone the manager, Linda Burrows on 01695 424 344 or email: linda.burrows@springfieldcourt.org for a list of current fees for the various rooms we have available.

Assistance towards room fees may be available from either your local Social Services or the Primary Care Trust, or both. Any assistance provided will be paid directly to Springfield Court in four-weekly intervals.

Springfield Court request that fees due to them from residents/third parties are paid in four-weekly instalments.

Terms and Conditions

The Terms and Conditions of the Home are detailed in the individual service user contract. A copy can be found in the Resident Guide and completed on point of entry to the Home.