



St Martins Care

Windermere Grange

Statement of Purpose
& Service User Guide



Contents

The contents within this document are in keeping with the requirements of the Health and Social Care Act (2008).

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Section 1

The Contact Details for the Service

Address

Windermere Grange, Windermere Road,
Linthorpe, Middlesbrough, TS5 5DH
Tel: 0191 467 0038/01642 815 594

Section 2

The Registered Care Provider

Address

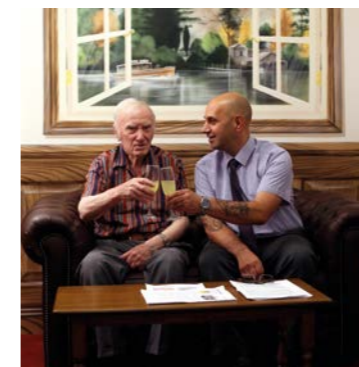
St Martins Care Ltd, Unit 11, Berry Moor Court,
Northumberland Business Park, Cramlington,
NE23 7RZ

Chief Executive Officer – Keith Milton

Email: keith.milton@smcgroup.co.uk

Director of Care & Development – Hayley Robertshaw

Email: hayley.robertshaw@smcgroup.co.uk



Section 3

The Qualifications and Experience of the Staff Team

The Service employs a full staff team across a range of disciplines to effectively meet the needs of the people who use our service.

The Registered Manager is supported by

- Deputy Manager
- LD Manager
- Team Leader
- Senior Care Assistants
- Support Worker
- Care Assistants
- Administration
- Domestic / Laundry Staff
- Cooks and Kitchen Assistants
- Maintenance Team

Staff Experience/Training

Staff are trained in the following –

- Health and Safety
- End of Life
- Manual Handling
- Dementia Awareness and Dementia Care Level 2/3
- Infection Control
- Food Hygiene and Nutrition
- Fire Awareness
- First Aid
- Safe Handling of Medication
- Care Planning
- Safeguarding of Vulnerable Adults
- Training relevant to individual need

All care staff are expected to commence training in QCF Level 2 and are supported to undertake this qualification.

All staff are expected to attend courses and seminars to increase their knowledge of the issues our residents encounter.

A full list of training completed throughout the year, is available for viewing via the training matrix.

Windermere Grange is staffed 24 hours a day, 7 days a week, with staffing levels determined by the home's dependency tool which considers each resident's individual needs and the needs of the people who use the service.



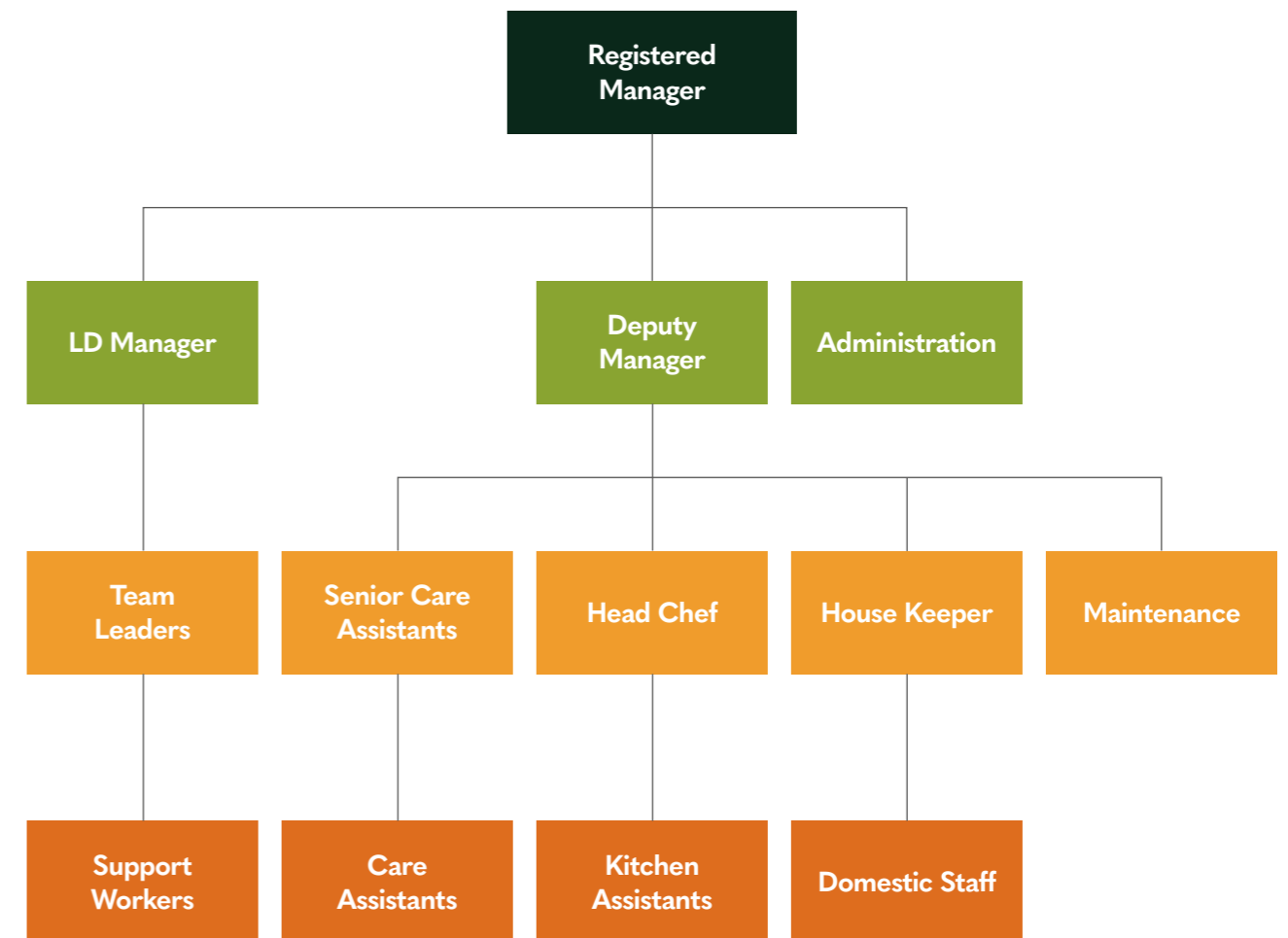
Section 4

The Organisational Structure

Address

Windermere Grange, Windermere Road,
Linthorpe, Middlesbrough, TS5 5DH

Tel: 0191 467 0038/01642 815 594



Section 5

What Windermere Grange Offers

Windermere Grange is registered under the Health & Social Care Act (2008) with the Care Quality Commission.

It is registered under the provider name St Martins Care Ltd and is registered for 64 beds, providing accommodation for people who require personal care.

Regulated activities

- Residential Learning Disability Care
- Accommodation for people who require General Residential, Dementia Residential Care

- Support to the people who meet the registration conditions of service

Service Users Bands

The Service offers support to the people who meet the registration conditions of the service.

Our aim is to deliver care that is truly person centered, focuses on the individual and provides support where needed. Our ethos is compassionate care encompassing the people we care for, relatives, friends, our employees and all those that are in contact with St Martins Care.

Section 6

Accommodation and Facilities

All bedrooms sizes exceed the national minimum standards. They are decorated to an exceptionally high standard and are tastefully furnished. All have en-suite facilities.

Accommodation

- Spacious bedrooms are fully furnished with en-suite facilities, several have Juliet balconies overlooking the gardens
- If required, the provision of specialist equipment can be arranged
- Comfortable communal lounges with space to chat to friends or more privately with family

- Easily accessible bathing and shower rooms with specialist equipment
- Lift access on each floor
- Spacious dining rooms with the facilities for families to make their own refreshments

Facilities

- Delicious home cooked traditional food and additional menu choice
- Unlimited free Wi-Fi internet access
- Specialist equipment will be provided on assessment
- Laundry service
- Hairdressing, chiropody and dental care (at an additional charge)

Section 7

Meals

Nutritious, home-prepared meals are available daily. Fresh local ingredients are used where possible and a choice of menu is available.

Special dietary needs can be catered for, as can most preferences.

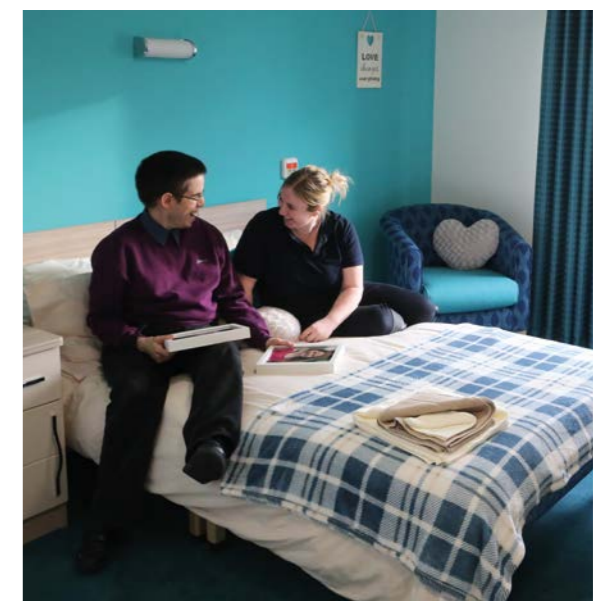


Section 8

The Services Provided to Meet the Needs of our Residents

Windermere Grange provides placements for individuals who require social care. The Service provides longterm care as well as respite placements.

The aim of the staff is to support residents throughout their stay, by working closely with all professionals involved in their care. Our residents are actively encouraged to participate in the management and development of the service. Each individual is encouraged and supported to exercise choice and control over their lives by accessing services needed to achieve their social goals.



Windermere Grange Dementia Care Unit for Individuals with Memory Loss/Dementia

At Windermere Grange there are two suites providing social care specifically for those with memory loss conditions including Dementia. We have Buttermere for early on set Dementia, Grasmere for later stages of Dementia.

The suite's have a homely feel with relaxing lounges and dining areas as well as access to the other facilities within Windermere Grange. The suite's provide a safe and enjoyable setting that also stimulate memories and senses.

Windermere Grange is part of St Martins Care Group and is driven by the company 'Dementia Strategy'. All staff have received training in Dementia with on going training planned. We are proud to have Dementia Champions who lead the Dementia service. As a duty of care and for safety reasons, these suites are fitted with keypads on the entrance. The aim is to maximise independence and dignity in the least restrictive way possible, whilst also ensuring social safety. Individuals are assessed and if appropriate have access to the keypad codes.

Windermere Grange has enclosed outdoor space that can be enjoyed safely. The activities are geared around reminiscence, recall, life histories and other familiar and enjoyable real life therapeutic activities as well as social activities.

Specialist Accommodation for People with Learning Disabilities

Windermere Grange now has two units dedicated to those with learning disabilities, Ulswater and Coniston.

The ethos of the service has been developed from 'valuing people'. All individuals will be supported to achieve their optimum level of ability, to maintain current skills and develop new skills.

Staff will work with the residents to encourage meal planning, budgeting, cooking, laundry and looking after their own personal space. They will also be encouraged and supported to manage their own finances and be involved in all aspects of how the service is operated and developed.

Individuals where appropriate will be supported to maintain community based employment and education and seek new opportunities. The team will actively seek educational opportunities within the local area, upon request or upon identified need.

Each Service User will have an individual personal development plan with identified goals. The plan will contain information relating to progress, achievements and reports as to how the plan is progressing.

Leisure

Holidays for our Service Users are encouraged. They are assisted to choose holidays carefully in relation to interests, suitability of accommodation and location. Holidays may be arranged for one person, with appropriate levels of staff support, and others may be arranged for a small group. Full discussions take place with the Service User and those involved with the individual's care, prior to a final choice being made. A wide range of activities will be offered dependent on individual interests. There will be individual, group, community based and in-house activities.

Admission Criteria and Procedure

Residents may be self funding or may be funded by their local authority. An assessment of need is undertaken to establish the nature of each individuals specific care requirements.

Prior to agreeing to the admission of a potential Resident, the Registered Manager or a suitably qualified member of staff will visit the intended resident at home or in hospital, unless the resident prefers to visit Windermere Grange.

At this time the individuals current needs will be assessed and discussed with the individual whenever possible as well as other people involved in their care.

The Registered Manager or member of staff will ensure, as far as it is possible, that both the potential resident and family/representative are fully informed of the scope of services and facilities available at Windermere Grange by providing a copy of the Brochure and this document to all interested parties.

Fees for admission and care vary according to a person's care needs and also according to which funding authority is responsible for their placement within Windermere Grange.

Once a date for admission and a fee rate has been agreed, the following Home Pack is given to the person and or their family/representative incorporating the following –

- Windermere Grange Brochure
- Welcome Pack
- Statement of Purpose & Service User Guide

- Letter confirming that Windermere Grange can provide the assessed care and meet the needs of the individual
- Signed inventory
- Terms and Conditions plus Contract agreement

Local Authority funded Service Users have a formal service contract between the Home and the Authority, which will be agreed in addition to the above.

The pre-admission assessment and Social Services Draft care plan are used to develop the care plan for the individual. Where a person has an allocated Care Manager they will organise a placement review and arrange a date six weeks after admission and as required thereafter (at least twice yearly).

If the resident does not have a Care Manager; the Registered Manager or Deputy will organise and arrange a multi-disciplinary placement review, six weeks after admission and six monthly thereafter.

The care plan will be evaluated in Windermere Grange at least on a monthly basis in addition to the placement reviews. Full involvement by families or advocates is actively encouraged.

We recommend all potential residents, relatives and friends to visit the Home to assess our facilities and their suitability. All potential residents are offered the opportunity to visit, enjoy lunch, an overnight stay or move in on a trial basis before they or their representatives make a decision to stay permanently. This service will be chargeable.

Emergency Admission Criteria

Where possible all admissions should be planned in advance.

For the benefit of all residents urgent admissions should be avoided unless enquiries are from a Local Authority representative, Primary Care Team or General Practitioner. All such enquiries will be communicated to the Director of Care prior to acceptance.

Procedure

It is essential that discussion takes place between the Registered Manager and the Care Director to ensure that all resources required are available to meet the needs of an unplanned admission. When a pre-admission assessment or visit is not possible due to the immediacy of the admission, the Registered Manager or Deputy Manager will obtain as much information from the Care Manager, Resident or their representative to ensure the needs of the individual are met.

The Registered Manager will endeavour to inform the Resident and their representative on the facilities and services at Windermere Grange using this document. The full cost of the placement will be agreed prior to admission and written confirmation received prior to admission.

Following an emergency admission to Windermere Grange a Home Pack will be given to the resident/their representative –

- A draft care plan will be generated on admission from information gathered

This will be reviewed within a week of admission. All other aspects of the admission will remain the same as the pre-admission procedure.



The Well Being Programme

Windermere Grange are committed to the mental, emotional, physical, and spiritual wellbeing of all residents in our care and see this as everyone's responsibility within the care home setting.

We encourage residents to bring personal belongings and items of furniture that will help them feel comfortable with familiar objects around them. Throughout the service all staff support residents to continue with routines and activities they have enjoyed at home as much as possible, this can include cooking, cleaning, and gardening along with a range of crafts, music, and exercise sessions. We encourage residents to access the local community and have links with local organisations to provide events within the home environment and have regular celebrations for the residents and their friends and families.

A hairdresser is available at least once a week (there is an additional charge for this service).

Tobacco and Alcohol

It is now illegal to smoke on the premises.

St Martin's Care are committed to providing a safe and healthy environment for residents, relatives, visitors and staff alike. Whilst we do not actively promote smoking as an activity, we will provide residents who wish to stop smoking with health education and support. While we recognise and respect residents' individual rights and choice to partake in this activity, we will provide residents with a designated smoking area. The following documents will be completed with the resident and or their next of kin.

- A smoking risk assessment which will be reviewed monthly
- A care plan put in place, identifying the level of risk and level of supervision required
- Where a resident wishes to consume alcohol this will be recorded within their care plan. If it is identified that consuming alcohol is having an impact on a residents health and wellbeing we will discuss our concerns with the resident, representative and GP



Consultation with our Residents

All residents have the right to be fully involved in all aspects of their lives and will be supported and encouraged to take an active role into how the service develops.

The Registered Manager maintains an open door policy and actively encourages suggestions and recommendations from residents. These suggestions will then be discussed at an appropriate meeting for implementation where appropriate and possible.

Resident and Relatives Meetings

These meetings will be held regularly and details of the planned meeting date for the next meeting is on display on the notice board. Additionally, people who use our services are offered the opportunity to form a 'Friends of Windermere Grange Group', with an appointed spokesperson.

Resident Satisfaction Surveys

Regular satisfaction surveys are sent to residents and/or their representative. They are then returned to the Registered Manager for analysis. The results and an action plan will be implemented for identified improvements. The action plan is available on request from the Registered Manager and a copy of the most recent survey results is displayed. The Registered Manager will meet on a one to one basis with residents and relatives at any time. A copy of a satisfaction survey can also be obtained upon request. We would also like your support when you feel we have done well, this can take many forms, from thank you cards, to letters, comments cards and even nominations to care awards, details of which will be displayed.

Care Plans

Regular care plan reviews are held in consultation with residents and relatives/representatives where appropriate. Residents/representatives are encouraged to take part in 'inclusion meetings' to ensure involvement in all areas 'relating to the care of the individual.

Complaints

We are always pleased to have feedback on our service and should any resident/relative have cause for complaint we will investigate the matter fully. Our complaints procedure is available to view. We treat complaints as a tool to support development of our services.

Reviews

All residents are entitled to two formal reviews per year and staff will support residents and families with regard to this. Self funding individuals are encouraged to liaise with the Registered Manager with regard to the process. Residents/representatives are encouraged to take part in 'inclusion meetings' to ensure involvement in all areas relating to the care of the individual.

Fire/Emergency Procedures

(Please note this is a modified version of the full evacuation procedure, which is available and displayed in the home).

St Martins Care Homes are provided with up to date equipment to fight and retain fires. There is, no matter how much emphasis is placed on equipment and training, always the possibility of a fire starting. It is therefore essential that you remember the routine to follow should a fire start.

Every floor is subdivided into compartments. If a fire breaks out, it will be contained within that area from another compartment for up to 30 minutes thus providing a safe area until either the fire is extinguished or evacuation is agreed. Compartments are marked by the fire doors across corridors.

Fire alarms

The main system of notifying staff (residents and visitors) that a fire has been detected. Never assume a false alarm. Fire alarm tests will be indicated by staff.

The fire procedure

- On discovering a fire, raise the alarm by breaking the glass of the nearest call point
- Extinguish the fire if you can do so safely, if not start the evacuation procedure

If you hear the alarm

- Ensure that the Fire Brigade are summoned by dialling 999
- Go to the fire panel and await instructions from a senior staff member who will guide the relevant action to be taken

Evacuation procedures

- Evacuate the room that is on fire
- Evacuate the affected compartment into the next compartment
- Close the doors to the evacuated compartment
- Check the floor above

Total evacuation

- Should be undertaken when the Fire Brigade arrives and under supervision
- If necessary the Fire Marshall may decide to evacuate the building before the Fire Brigade arrives

Fighting the Fire

- If possible a small fire should be extinguished using the fire extinguishers provided, but remember never tackle a fire without sounding the fire alarm first
- If you cannot extinguish the fire, leave it and close the door

Arrival of the Fire Brigade

- Inform them of location of fire
- Whether anyone is missing
- Progress on evacuation
- Any special risks (i.e. oxygen cylinders)

Follow their instructions

Section 15

Financial Matters

The Registered Manager and Deputy will be happy to assist and co-ordinate any financial advice required by prospective residents and their families.

Individual Social Workers will perform financial assessments and in most cases funding will be provided from Social Services. Usually however, a contribution is required from the individual from their state benefits.

We are able to hold small sums of personal monies for you in the Home's safe. It is advisable to refer to the company's insurance details contained in the terms and conditions of your contract with regards to items of value, which are brought into the service.

The Company's Standards of Business Conduct is that employees may not accept gifts, including trips abroad for study tours and similar, from manufacturers, businesses, residents or their families whether or not they may be construed as rewards or inducements for directing business towards that body/person. Small gifts of appreciation from clients or relatives to staff are not included in this category, however, staff are required to notify their Registered Manager/head of department that a gift has been received or offered. For further details please request to see the Gift Policy available in the home. Fees payable by residents are to be paid weekly by monthly by Direct Debit. A Direct Debit Mandate must be signed before admission. Cheques will only be accepted if paid in advance. Cash will not be accepted.



Section 16

Terms and Conditions of Contract

A sample copy of the basic contract and terms and conditions can be made available for residents to examine if you so wish.

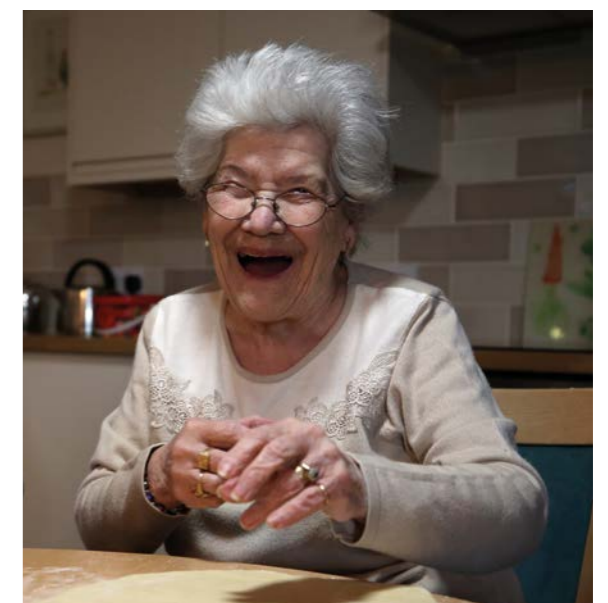
The contract and Statement of Purpose outlines all areas covered by the fees and some of those, which are not.

Section 17

Spirituality

The Service recognises that individuals may need to be encouraged to address their spiritual needs and our staff will appropriately support their wishes where possible including attendance at discussion groups, prayer meetings or church services.

Clergy of all denominations are encouraged to visit Windermere Grange and provide spiritual support when requested. Individuals wishing to attend church services outside of Windermere Grange will be supported whenever possible if they are unable to attend independently.



Section 18

Contact with Friends and Relatives

Windermere Grange is committed to supporting residents to have meaningful contact with friends and families. These relationships are critical to the wellbeing of the people who live in our care home settings.

COVID-19 presented challenges for face to face visiting and we adapted quickly to finding different ways for families and friends to stay connected to the residents in our care.

We have a range of visiting options available including enhanced visitor, video calling, visits within the home environment and in the garden. All in person visits may have to follow Public Health England guidance for COVID-19 purposes and these are subject to change.

Residents are encouraged to maintain and develop social support networks outside of Windermere Grange. Regular visits to relatives and friends is actively promoted.

Section 19

Legal Advice

Although we are unable to advise on the making of wills we are happy to support residents to arrange a solicitor of their choice to visit the home.



Section 20

Voting

You are entered onto the electrical roll once you are a permanent resident in the home.

Votes for local and general elections can be made by post or in person.



Section 21

Complaints Procedure

We would hope that the service we offer would not give rise to complaint. However, we are aware that on occasions, we do not always 'get it right'. With this in mind, Windermere Grange has a Complaints Procedure. This can be found attached as part of the services users contract.

It is our belief that any comments, whether these be positive or critical can help in the improvement of Quality Standards and we are always pleased to receive feedback on the services we provide.

Should a service user, relative or resident have cause for complaint, we would ask that the Registered Manager is informed in the first instance in order to be given the opportunity to resolve the issue. If you are not satisfied with the response we would ask you to put the complaint in writing and we will be happy to investigate the matter further and provide a detailed explanation of the incident/occurrence and any action that has been taken.

We will confirm receipt within the documented time frame and provide a detailed response within 28 days.

The relevant addresses are:

St Martins Care Ltd

Unit 11, Berrymoor Court Northumberland Business Park, Cramlington, NE23 7RZ
Tel: 0191 583 0002

You also have the right to contact any of the following agencies:

Care Quality Commission

National Correspondence. Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616 161
Email: enquiries@cqc.org.uk
www.cqc.org.uk

Local Government Ombudsman

Tel: 03000 610 614
Email: advice@lgo.org.uk
www.lgo.org.uk

Local Advocacy

Contact can be found on the notice board in the home.
Tel: 01642 728 307

Contracts and Commissioning

The Complaints Manager, Middlesbrough Council, 3rd Floor Civic Centre, PO Box 505, Middlesbrough, TS1 9FZ
Tel: 01642 728 307

Professional Boundaries

All employees and workers shall:

1. Observe the organisation's values.
2. Observe that all company procedures, documents such as care plans and relevant Codes of Practice are adhered to always.
3. Use established processes and procedures to challenge and immediately report incidents, especially when they are dangerous; abusive; discriminatory or exploitative behaviour and practices.
4. Respect confidential information obtained during their employment or work. Employees and workers must not, at any time, disclose confidential or personal information without the consent of the individual concerned and in conjunction with the approval of the applicable Operational Director. Exceptions to this would be if the disclosure of such information is necessary for the full performance of their role or as required by law, including safeguarding procedures; or by an order of a court.
5. Not exploit or gain from the relationships that exist between themselves and residents.
6. Not form improper relationships with residents.
7. Not accept gifts from residents; borrow anything from residents; lend anything to residents, or sell or dispose of goods belonging to residents or use residents' property for their own use.
8. Must support residents' rights to control their own lives and make their own informed choices, promoting equal opportunities and respecting residents' individuality; culture and values.
9. Not witness wills or make efforts to benefit under residents' wills.
10. Ensure that residents' personal hygiene and appearance is maintained to a good standard. Within certain services there is no formal dress code however it is important that employees ensure that their attire does not risk anyone's health and safety (e.g. Earrings or other piercing or inappropriate footwear) or bring the organisation into disrepute. Within the services where there is a formal dress code you will have been informed within your induction and these standards must be maintained.
11. Must not abuse; neglect or harm residents, colleagues or any persons connected to St Martins Care. This also includes bullying; harassment; victimisation; discrimination and, using aggressive behaviour.
12. Behave in a caring and helpful manner.
13. Undertake relevant training to maintain and improve their knowledge and skills and assist in the development of others, making any training needs known to their Registered Manager.

Professional Boundaries (continued)

14. Recognise that they remain responsible for the work delegated to other workers and ensure that when responsibilities are delegated to other employees, the other employees have been authorised to carry out the work and have received adequate instruction or training.
15. Treat all residents; relatives; friends; work colleagues and others fairly; equally and with respect and dignity, ensuring always they are non-discriminatory.
16. Be courteous and polite to all residents; relatives; friends; work colleagues, professionals and others with whom they come into contact during their working day.
17. Ensure that they never behave in a manner in work or outside of work that could call into question their suitability to work in social care, or that may cause offence or bring the organisation into disrepute.
18. Act honestly; reliably; in a trustworthy way, and must be dependable.
19. Meet applicable standards of practice and work lawfully, safely, and effectively, ensuring compliance with the organisation's policies and procedures, while ensuring they do not put themselves or other people at unnecessary risk of abuse; harm, or loss.
20. Maintaining clear and accurate records as required by applicable procedures.
21. Not to use the organisations or residents' property for personal use without permission including telephones; electronic mail and the internet.
22. Not to consume or be under the influence of alcohol on the organisation's premises or at any time whilst accompanying a Service User.
23. Must not be in possession of, or under the influence of illegal substances at any time whilst at work. Such substances must not be consumed whilst at work or when accompanying residents.
24. Only smoke in designated smoking areas.
25. Must maintain valid professional registration always as required by their job role, as required by, for example, the Nursing and Midwifery Council.
26. Ensure that during their employment they disclose immediately to their Registered Manager any criminal offences; convictions; reprimands; cautions; instances of being bound over by a court; charges brought against them, or that they are the subject of a police investigation which could lead to a conviction. Also, any behaviour in or outside of work which would call into question their suitability to work in a care environment, or the environment applicable to their role.

Safeguarding

We aim to provide a happy homely environment where residents can live content in the knowledge that they are safe from abuse and that staff will act immediately on any safeguarding concerns that they disclose.

St Martins Care believes that every resident has the right to live their life with privacy, dignity, independence and choice and be free from fear, violence and harm. The Home will work in collaboration with all legal and caring agencies to uphold this right and to ensure our residents lead an independent life, are protected from harm through mistreatment, abuse or exploitation at all times. St Martins Care operates a zero tolerance on abuse within its homes.

St Martins Care is committed to working within the guidelines identified in Department of Health, No Secrets (2003) and upholding the standards identified with ADSS, Safeguarding Adults: A National Framework of Standards for Good Practice and outcomes in adult protection work (2005). We are also committed to working within the Interagency Frameworks specific to the local authority areas in which our care homes are based.

Definition of Types of Abuse

Physical Abuse

This may range from hitting or slapping to rough handling or unnecessary physical force either deliberate or unintentional when caring for a Resident. The injuries caused by physical abuse may not always be visible although there may be bruises, broken skin, cuts, burns or broken bones.

Restraining residents so that they cannot move is also abusive, as is using furniture or locking doors to stop them moving.

Verbal Abuse

Shouting and/or swearing at a person should be regarded as abusive behaviour. Equally, speaking to a Resident in a quiet but threatening way so as to make the Resident fearful or feel ridiculed is abusive.

Emotional/Psychological Abuse

Involves any behaviour, verbal or non-verbal, that negatively impacts another person's psychological or emotional well-being. Typical examples may include ignoring feelings, ridiculing beliefs, withholding approval, appreciation or affection, refusal to socialise, shouting, frightening, swearing etc.

Abuse through the Misapplication of Drugs

The overuse and misuse of sedatives and other medication, to control or restrain a Resident is unacceptable unless medically required.

Financial Abuse

The illegal or improper use or control of, property, pension, bank account or other valuables or the withholding of a person's money, and stealing, are all forms of abuse.

Racial or Ethnic Abuse

Victimising people, verbally insulting them and physically attacking them because of their racial or ethnic origin is abusive.

Safeguarding (continued)

Sexual Abuse

Forcing someone to take part in sexual activity against his/her will is abuse and a criminal offence. The force may not always be physical. An individual may participate in behaviour he/she finds unacceptable following undue emotional or psychological pressure.

Neglect

Isolated from social interaction, left unattended for periods of time, withholding care and treatment when it is required, rejecting various types of appropriate support and depriving residents of the essentials of everyday life, e.g. food, clothes and personal cleanliness, are all forms of abuse.

Institutional abuse

Institutional abuse may manifest itself in the following ways:

- Lack of personal possessions, telephone, furniture etc
- Employees giving residents orders
- Residents put to bed too early in the afternoon/evening, or awakened too early in the morning
- Lack of choice about meals, and the timing of meals
- Lack of opportunity for obtaining drinks and snacks
- Poor standards of cleanliness
- Lack of toilet facilities
- Lack of privacy
- Poor management of medical conditions
- Inappropriate administration of medication

Modern Slavery

- **Forced Labour:** Any work or services which people are forced to do against their will under the threat of some form of punishment.

- **Debt Bondage or Bonded Labour:** When people borrow money they cannot repay and are required to work to pay off the debt, then losing control over the conditions of both their employment and the debt.

- **Human Trafficking:** Involves transporting, recruiting or harbouring people for the purpose of exploitation, using violence, threats or coercion.

- **Descent-based Slavery:** Where people are born into slavery because their ancestors were captured and enslaved; they remain in slavery by descent.

- **Child Slavery:** Child slavery is often confused with child labour, but is much worse. Whilst child labour is harmful for children and hinders their education and development, child slavery occurs when a child's labour is exploited for someone else's gain. It can include child trafficking, child soldiers, child marriage and child domestic slavery.

- **Forced and Early Marriage:** When someone is married against their will and cannot leave the marriage. Most child marriages can be considered slavery.

Section 23

Safeguarding (continued)

Further information and assistance

Helpline: 01325 953 795

Email: dbsdispatch@dbs.gsi.gov.uk

Post: Disclosure and Barring Service,
Post Office Box 181, Darlington, DL1 9FA

www.homeoffice.gov.uk/DBS

The DBS Referral Form (and guidance on completing the form) is available on the DBS website www.homeoffice.gov.uk/DBS

If you have any questions you may contact the DBS Helpline on **01325 953 795** or email the DBS at dbsdispatch@dbs.gsi.gov.uk alternatively, you may seek your own legal advice.

Safeguarding Team

Day time tel: 01642 771 500

Out of hours tel: 0870 2402 994

Commissioning Authority

Tel: 0300 616 161

St Martins Care is based on ethics in our care + employment + encourage equality throughout our business

Section 24

Bullying and Harassment

St Martin's Care have a zero tolerance in regards to any forms of abuse. This also includes where residents are subjected to unwanted behaviour that makes them feel intimidated, degraded, humiliated or offended.

This type of behaviour and harassment is not always obvious or apparent to others. If any resident feels they are subject to this type of behaviour we strongly encourage you to report this to the Registered Manager or a Senior Manager of St Martins Care. If you feel you are unable to report this to St Martins Care you can contact the Care Quality Commission or your local authority on the contact numbers provided on page 16.

Section 25

Care Planning

Person centred care plans are developed for each individual. Physical, psychological, social and emotional needs are assessed, and from this a plan is implemented identifying how these needs are to be met.

It is necessary to review the information contained within each individual's care plan on a regular basis to incorporate any daily changes for each Resident in all aspects of their life.

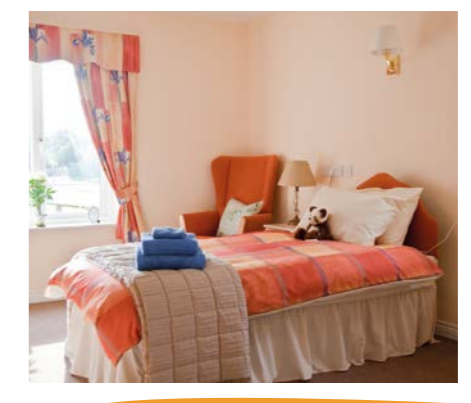
The care plan guides all the work carried out with the individual and will include detailed background information, strengths and needs. The specific plans are designed to promote wellbeing in the areas of need. The changing needs of the individual will continue to be assessed and programmes adjusted accordingly so that we can fully support, enable and empower the Resident to achieve their full potential.

Senior Carer and Key Worker Meetings

Each person has a key worker and a senior carer. They will review and evaluate the day-to-day achievements of that person each month. We always seek to encourage the involvement of relatives and friends as appropriate. Monthly evaluations are recorded in the individual's care plan.

Review Meetings

Annually we invite all appropriate parties involved to a review meeting. The purpose of the review is to discuss the day-to-day issues associated with delivering the care plan goals. It is usually pertinent to review the care plan goals, as they may have been achieved, or have been unattainable. We would then suggest other areas of focus for the coming months. Review meetings are recorded in the individual's care plan. In addition we hold 'inclusion meetings' where we invite the resident and their representative to read, discuss and provide valuable input into their care plans to ensure we deliver care how they would like it to be delivered.

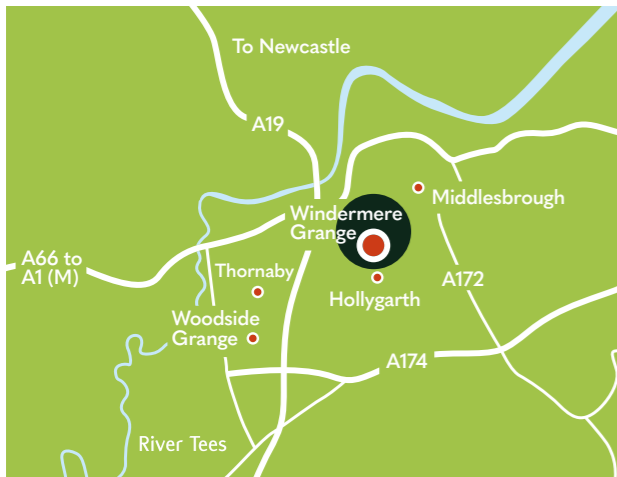


The Physical Environment

Windermere Grange is a purpose built care home which is ideally within the local community and in walking distance of the local town shops and bus links.

Windermere Grange is only a short drive from the A19 and easily accessible from Middlesbrough, Darlington, Redcar and Cleveland.

All bedrooms and communal areas provide in excess of the space required by the regulations. Windermere Grange is homely and comfortable with the emphasis on creating a warm ambience.



Health Care and Therapeutic Techniques

The health care needs of residents will be assessed and staff will ensure that the appropriate recognised procedures are in place to accommodate these requirements.

The home will provide guidance and support to all residents to access and maintain input from relevant community professionals, ensuring the continuation of prescribed treatments.

There has been a commitment to establishing quality links with external professionals including –

Communication

The team link into the speech and language team via GP referral.

Dementia Care

The team work closely with the community based Dementia teams.

Behavioural Support

The home is able to refer to appropriate community professionals for individuals who may be displaying behaviours where additional support is required. St Martins Care Group also has trained and experienced RMN nurses and mental health professionals to provide help and support where necessary.

There are additional social/therapeutic activities offered that incur a charge, currently these include chiropody, hairdressing, dental and eye care. Further complementary services may be offered at a charge.

Nutrition

Referrals to the dietician are made in conjunction with the GP.

Tissue Viability

Anyone who is at risk from problems related to skin integrity will be referred to the tissue Viability specialist nurse.

Specialist Nurses

Windermere Grange work closely with the District Nursing team and the Community Matron.

Escorts to appointments

Depending on the contract St Martins has with the local authority the following applies. In the event an individual has an appointment we would request that a family member provides an escort. Should this not be possible, we will provide an escort at a cost. Transport must be provided by the resident/representative to ensure timely management of appointment times.



Section 28

Privacy and Dignity of Residents

The following core values are fundamental to our philosophy –

Privacy

Residents have the right to manage their own affairs and to be undisturbed whenever they wish as long as they are safe.

Dignity

Understanding the resident's needs and treating them with respect and valuing each person as an individual. Exploring what dignity means to the individual and ensuring this is at the core of the care we deliver.

Independence

Assisting residents to take measured risks, to make their own decisions and think and act for themselves where capacity allows. This is known as positive risk taking.

Choice

Ensuring the right help and support is available so that choices and preferences can be made. Care plans demonstrate how we support individuals with regard to decision making.

Rights

Ensuring all basic human rights are respected and protecting against discrimination.

Fulfilment

Enabling residents, where possible, to realise their own aims and helping them to achieve their own goals in all aspects of daily living.



Section 29

Aims and Objectives

To provide the highest standard of Care which places the individual at the very centre of everything we do.

Philosophy of Care – Windermere Grange

First and foremost it is the aim of Windermere Grange to provide an environment that all residents can regard as their home. We offer care that is of the highest standard, and is tailored to meet the wishes and needs of individuals.

Care will be planned with regard to current research and guidelines on good practice. Where possible, the individual and their family will be involved in the planning of care.

The dignity of everyone within the home will be recognised and respected and we will seek to defend and uphold each individual's human rights. Access to independent advocacy services will be provided and encouraged, where necessary.

We will provide care that is non-discriminatory. Our residents will be treated with respect, regardless of age, sex, race or religious belief. We acknowledge the right of our residents to worship in their own faith, and support will be given to make this possible.

Staff will make themselves available to discuss any matter with the Resident or their chosen representative. Input from relatives will be encouraged and valued.

Confidential information will always be treated as such, and the right of the individual to social privacy is acknowledged.

The right of privacy will extend to bedrooms, bathrooms and all social space. Any limitations on privacy will be based on identified risks to the safety of the person or other people who use the service.

Any individual limitations will be discussed with the Resident and/or their family and will be included in the care plan. The service may pose limitations on the individual and information regarding this will be made available from the Registered Manager and will be discussed prior to admission.

The freedom to make informed choices will be respected as will the choice to take risks. There may be occasions when these are considered to compromise the safety of an individual, other residents or people in the community. Where there is any restriction of a Resident's freedom of choice/risk taking behaviour it will be fully documented in the care plan and agreed with the resident and the multi-disciplinary team. Where necessary deprivation of liberty safeguards will be pursued.

We hope that all individuals who choose Windermere Grange as their home enjoy the time they spend with us and we welcome feedback in order to continue the development of our service.

Confidentiality – all aspects of confidentiality will be maintained as per company policy, this is available on request and reinforced by the Data Protection Act and can be discussed with the Registered Manager at any time.

All policies that underpin the care and support provided by St Martins Care are available on request.

Windermere Grange Care Home

Windermere Road, Linthorpe,
Middlesbrough, TS5 5DH

Tel: 0191 467 0038/01642 815 594

Email: admin.windermeregrange@smcgroup.co.uk

www.smcgroup.co.uk

For new residential enquiries, please call
our Head Office on Tel: 0191 583 0002

If you would like this information in another language or format contact:

Arabic

وأغلب تامل عمل هذه لوصول الحيف بغيرت تنك اذا
بب لصتاف ، رخ آقيسنت

Tel: 0191 583 0002

French

Si vous voulez cette information dans un autre
contact de la langue ou le format:

Tel: 0191 583 0002

Chinese (Traditional)

如果您需要其他語言或格式的信息，請聯繫：

Tel: 0191 583 0002

Punjabi

ਜੇ ਤੁਸੀ ਕਸਿ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵੱਚਿ ਇਹ ਜਾਣਕਾਰੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ
ਸੰਪਰਕ ਕਰੋ:

Tel: 0191 583 0002

Urdu

وت ہی ہ ےتہاچ می مٹیمراف ای نابز یرسود یسک تاملول عم ہی پآ رگا
سیرک ہطبار

Tel: 0191 583 0002