

WESTWARD CARE LTD

HEADINGLEY HALL

STATEMENT OF PURPOSE

Headingley Hall

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Leeds, LS6 2DD

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Publication in other formats or language**



STATEMENT OF PURPOSE

Headingley Hall Care Home

General Statement

Westward Care is one of Leeds' most respected health and social care providers with a proven track record in providing award winning care and support to older people that is second to none.

Headingley Hall Care Home is located in Headingley, a highly desirable area in North Leeds. This historic and well-appointed care home provides high quality accommodation in a secluded, quiet and peaceful setting that offers easy access to the many amenities Headingley has to offer.

Westward Care, at Headingley Hall Care Home, provides care and support services for Older People aged 60 years and over who primarily have long term social care needs. We are registered with the Care Quality Commission serving old age (not falling within any other category).

Headingley Hall does not provide nursing care.

Headingley Hall was built in 1649 and was once occupied by Lord Cardigan. Westward Care Ltd originally acquired the Hall as a residential home in October 2000. Headingley Hall offers residents an unrivalled selection of luxury rooms and premium suites. The home will accommodate 52 residents in care rooms and 24 Independent Living Apartments for individuals and couples.

The new rooms are extremely spacious and are larger and more luxurious than many standard care home rooms. Features include a small kitchenette with integral fridge to enable the resident to maintain their independence by making their own refreshments as and when they wish. The accommodation comprises of a spacious en-suite shower room, fittings will be installed to meet the individual's specific requirements. To provide comfort and ease for day-to-day living, 24 hour call system, under floor heating, flat screen TV's, and the very latest in design and technology are included. We also offer the option to purchase furniture and soft furnishings prior to moving in. However, we encourage residents to bring in their personal belongings and to add their own finishing touches to the room, to make each and every room a home from home.



In addition to comprehensive care facilities, the home provides generous communal spaces, including lounges, dining areas and quiet areas for relaxation. To promote social well-being a lounge bar has been designed to enhance the opportunity to socialise with other residents, families and friends. A reception area, staffed seven days a week will enrich both residents and visitors experiences of the home. Many of the communal areas are air-conditioned.

Headingley Hall is set in its own grounds and has attractively landscaped gardens that are ideal for residents to enjoy and entertain their visitors. There are car-parking facilities within the grounds.

Ideally situated close to Headingley centre our residents may readily make use of the local facilities, such as shops, churches, banks, cinemas and the library. Headingley Hall is situated in a peaceful, secluded position and yet is only a 5 minute walk to these local amenities. The home is within easy access of central Leeds and is well served by public transport.

We are committed to providing opportunities that will support and maintain each person's desire to be independent in respect of their chosen lifestyle.

Residents can additionally take advantage of a full entertainment and activities programme, planned outings and regular hairdressing and chiropody. Our skilled onsite Catering Manager plans a varied daily menu, often made with fresh local produce. We also cater for specialised diets.

Headingley Hall operates a no smoking policy within the Home for residents, relatives and staff alike. Anyone who smokes must do so outside in a safe area. For the comfort and safety of all our residents we request that everyone respect this policy.

Aims and Objectives

Westward Care Ltd aims to achieve an excellent quality of life in stimulating, safe, clean and comfortable surroundings. We aim to provide an environment and facilities to support and promote excellent care. Residents will be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the changing needs of the residents and will provide the appropriate level of care to assure the highest possible quality of life for every individual within the home.

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of Home

We recognise that every prospective resident should have the opportunity to choose a home that meets their needs and abilities.

To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following:

- Provide detailed information on the home by publishing this 'Statement of Purpose' and a detailed 'Residents Guide'
- Provide each resident with a contract which is a Statement of the Terms and Conditions
- Ensure that every prospective resident has their needs fully assessed by a competent person prior to an offer of residency being made
- It is crucial for all concerned that the home is confident in their assessment outcome i.e. being able to meet the needs & aspirations of each prospective resident – or not, as the case may be
- There are occasions when an assessment demonstrates that our care home is not able to meet the person's needs. In these circumstances we will explain the rationale of our assessment decision. If required, we would be pleased to assist by directing those involved to access alternative support and advice

Complimentary Taster Visits' & Stays

These are offered for people who would like to experience care home life and what it might be like for them. These arrangements can be very flexible to fit with the time frames being considered. For anyone who would like a 'taster' this could involve staying just for lunch, visiting for a half or full day including lunch, even a weekend taster stay can be arranged.

We can also offer stays for one week and upwards for any period including 'open-ended' respite care which could result in a 'long-term' arrangement at any point in time.

These stays will be charged at the Respite Care fee and if resulted in Long Term then the charge incurred would be the individual room fee.



Additional non care charges are a set of charges for services to a care home resident outside the normal contracting arrangement with the Local Authority for Health and Social Care services and centred around an individual's lifestyle choice of wants rather than needs. Any additional non care charges are discussed and agreed prior to admission and a list of these charges are readily available.

The Environment

The physical environment of the home is intended to provide residents and their families with safe, comfortable and tasteful accommodation. We work hard at maintaining our home and grounds to ensure that safety issues are a priority and that all is well maintained, presented and cared for.

We commit to ensuring that:-

- We maintain the buildings and grounds in a safe condition
- Ensure the premises are clean, hygienic and free from odours and that procedures are in place to control the spread of infection
- Provide safe and comfortable communal areas within the home
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care
- Provide individual accommodation which meets the requirements of the Health & Social Care Act 2008
- Arrange where necessary, specialist equipment to maximise residents well being, choice and independence
- Provide a welcoming and comfortable home for family and friends to visit
- Assist residents to personalise and equip their rooms as they wish
- Promote an atmosphere of encouragement, friendship, socialisation, inclusion and peace
- Each bedroom includes a standard furniture package which consists of a bed, bedside cabinet, wardrobe, chest of drawers and armchair. However if additional furniture is required, the company is able to order this for the resident at an additional cost. Alternatively, residents are encouraged to bring furniture from home (providing the item conforms with current fire regulations).

Health and Safety

We aim to ensure that we maintain a safe environment and that safeguards are in place. In the event of a fire, residents will be transferred to a safe area



within the home away from the fire. The fire service will be called immediately a fire is detected. Residents will not be evacuated from the building unless the situation requires this action or if staff are instructed to do so by the fire service.

To ensure safety we have regular checks and servicing of our electrical appliances, call system, lifts, gas appliances and fire equipment. We ensure our members of staff are trained on health and safety issues, fire safety, moving and handling and infection control.

Health and Personal Care

Our aim is to provide excellent care; in pursuit of this we will do the following:

- After assessment and consultation with each resident and/or their representative, an individual care plan will be prepared which will reflect the person's needs and how these will be met. This plan will be reviewed with the resident or their representative periodically and will be amended as required to reflect any changes
- Provide or arrange for the appropriate professionals to meet the health care needs of each resident
- Every resident will be registered with a Health Centre and General Practitioner of their choice however, the Health Centre must be within the locality of the Care Home
- Ensure the residents privacy and dignity is fully respected when health and personal care is delivered
- Plan and implement procedures for the safe administration and safekeeping of resident's medications
- Some residents may wish to hold, manage and administer their own prescribed medications. This is encouraged subject to a risk assessment being undertaken to ensure that the resident is able to effectively manage this important aspect of their life. For this, we will provide a lockable wall mounted medicine cupboard to the resident's room to ensure that medications are held securely

Daily Life and Social Activities

Westward Care Ltd is aware that residents may need care and assistance in various aspects of their lives. To respond to the variety of needs and wishes of the residents, we aim to do the following:



- Provide a lifestyle for resident's that is in keeping with their social, cultural, religious and recreational preferences, we offer the residents the opportunity to explore new interests
- Assist residents to exercise choice and control over all aspects of their lives
- Provide meals which are well balanced, wholesome and appealing, served in pleasant surroundings and at times that are convenient to residents
- Provide all housekeeping and laundry services to a high standard, whilst taking into account the residents individual preferences
- Our retained hairdresser attends the home each week to undertake a full hairdressing service for residents. Our beauty therapist attends on a monthly basis to provide a range of beauty treatments for residents. Both of these services are chargeable
- Our hairdressing & beauty salon can also be used by resident's who wish to retain their own previous 'mobile' hairdresser and/or beautician

Social Life & Leisure

We encourage residents to participate in social and leisure activities arranged by the home, e.g. visiting entertainers, craft classes, exercise classes, mobile library.

Holy Communion and religious services are held within the home for all residents wishing to attend. Assistance will be given in making arrangements for any resident to attend religious services of their own choice.

Philosophy of Care

Westward Care Ltd places the rights of residents at the forefront of our philosophy of care. We will promote those rights through the care and services we provide. We encourage all residents to exercise their rights to the full.

Privacy

We recognise the changes that residents and their families experience when moving into a care home. To minimise the impact of those changes we will promote the philosophy of a family group, whilst also ensuring that those residents who prefer privacy and solitude can feel confident that we will support them in their chosen lifestyle.



We strive to ensure that the principles of privacy and dignity underpin all of our values, as indicated in the following situations:

- Giving help in intimate situations as sensitively and discreetly as possible
- Treating each resident as an individual and a valued member of society
- Helping residents to furnish and equip their rooms in their own style and to use them as they wish for leisure, entertaining and dining
- Assure resident's privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors
- Ensure that any records and information held by the home that contains personal details, is held securely and remains confidential

Dignity

Old age and disabilities can easily and quickly undermine dignity, in response to this we aim to preserve respect for our residents' fundamental values in the following ways:

- Treat each resident as a special and valued individual
- Help residents to present themselves to others as they would wish, through their own clothing, personal appearance and their behaviour in public
- Promote opportunities that encourage residents to express themselves as individuals
- Help residents to overcome any shortcomings they may experience through age or disability

Independence

We recognise the importance of all residents retaining their independence and overcoming any problems they may encounter through group living.

We will encourage residents to act and think as individuals by:

- Encouraging independence, where this is not possible, providing skilled and sensitive assistance to residents in respect of activities of daily living and their lifestyle choices
- Supporting residents to take reasonable and fully assessed risks



- Promoting possibilities for residents to establish and retain contacts beyond the home
- Encouraging residents to retain financial independence

Choice

We recognise that every resident should have the opportunity to choose a home that will meet their needs and can offer the care and support they require.

Residents will be given the opportunity to exercise their right of choice in all aspects of daily living in the following ways:

- Avoiding strict or fixed routines and maintaining maximum flexibility in the daily life of the home
- Encouraging residents to manage their own time
- Providing well-balanced meals & drinks that ensures good nutrition and fluid intake, with alternative choices available every day
- Residents are able to choose where and with whom they dine
- Offering the opportunity for prospective residents to assess the home by taster visits or stays
- Providing each resident with a contract which outlines the terms and conditions of residency

Rights

We recognise that the ageing process and residency in a care home can easily impact on our resident's rights as citizens.

We therefore aim to maintain our residents place in society by:

- Ensuring that residents have easy opportunity to put forward their views regarding any of the services provided at Headingley Hall. Such arrangements are made available by resident forum meetings, customer surveys, individual comment cards and access to the Manager or Senior in Charge at any time
- Assisting residents to access public services such as libraries, further education and lifelong learning
- Assisting residents to claim the appropriate benefits and social services and to have full and equal access to the National Health Service
- Ensuring that residents have the opportunity to vote in the elections

Fulfilment

We encourage our residents to realise their personal ambitions in all aspects of their lives.

We aim to assist in the following ways:

- Informing ourselves as fully as each resident wishes about their past
- Respecting our residents religious, ethnic, sexual and cultural beliefs
- Assisting our residents to maintain existing contacts by encouraging visits, where necessary assisting with reading and answering correspondence and assisting to maintain telephone contact with relatives, friends and representatives. If the resident wishes, encouraging and promoting new liaisons, friendships and personal relationships
- A copy of the Visits by Relatives and Friends Policy can be found in our 'Residents Guide'
- Listening and attending promptly to any resident's wish to communicate

Complaints and Protection

Westward Care Ltd takes pride in ensuring that all residents are provided with various services, including care and support in a homely, clean, safe and abuse free environment. However, we acknowledge that incidents and misunderstandings do happen.

To deal with such problems we aim to do the following:

- Provide a simple, clear and accessible complaints procedure, a copy of which is displayed in the Hall and is included in our 'Residents Guide'. A copy can also be obtained from the Manager or Administrator
- Involve and advocate to act on the residents behalf if they so wish
- Take all necessary action to protect our resident's human rights
- Ensure that our residents are safeguarded from any harm through abuse, neglect or exploitation

In our endeavour to continually improve we are always open to ideas. Should you have any suggestions we are always happy to listen to them.

Periodically, we will ask you, through surveys, discussions and quarterly Resident's Forums, your opinion of the services you receive and the operation of Headingley Hall. This feedback will be invaluable to help us to continue to provide a quality service.

Organisational Structure and Staffing

Management:	Registered General Manager
Care Team:	Deputy Manager Senior Carer's Carers Young Apprenticeships
Social Care:	Social & Leisure Co-Ordinator Social & Leisure Assistant
Housekeeping:	Housekeeper Housekeeping Assistants Remove Laundry Assistant
Catering:	Catering Manager Chef Catering Assistants Waitress/Waiter
Administration:	Administrator Administration Assistant Receptionist
Maintenance:	Maintenance Assistant

Name of the Registered Provider

Westward Care's Head Office:
Pennington Court
Hunslet Hall Road
Leeds
LS11 6TT

Telephone: 0113 3314830

Westward Care Ltd has vast experience in caring for the older person. We successfully manage a full range of services including nursing care, intermediate care, residential social care, respite care and independent living apartments.

Westward Care Ltd has strong foundations in quality and training and has a reputation for a strong people culture and a philosophy of continual improvement. We are committed to Investors in People.

Registered General Manager

Sharon Earnshaw – Registered General Manager with CQC

Sharon Earnshaw joined Headingley Hall in July 2003 as a Deputy Manager.

She has undertaken various training including A1 Assessors Award, NVQ 4 in Management of Health and Social Care, Chess Programme/Care Home End of Life Support Services and Level 3 NCFC in Palliative Care. In 2013 Sharon completed Level 5 Diploma in Leadership and Management. She continues to strive to develop herself.

She has been in the Care Sector since 1994, working as a care assistant in a nursing home for older people, which later developed into a Senior role. When the home became dual registered, she became Residential Care Co-ordinator and was further promoted to Deputy Manager as the home converted to Residential Care only.

In July 2003 Sharon moved to Westward Care, Headingley Hall where she initially was employed as Deputy Manager. Her main drive was to ensure the



home remained compliant with the national minimum standards and CQC legislation and regulations, to constantly deliver care that is person focused, encouraging health and well being along with maintaining dignity and respect and promoting choice and independence.

After working at Headingley Hall since 2003, she progressed to Care Manager and in October 2012 took on the role of Registered General Manager where her focus is on building a skilled and competent team, promoting staff development and ensuring staff receive the adequate training they need to deliver a high standard of care to our residents, which will overall help to maintain the high quality service which Westward Care promises to deliver.

Sharon's main motivation for working in care has always been to ensure that people residing in a care setting continue to be empowered to make their own decisions and receive care to their individual needs and wishes.

Staff

Every single member of our staff team plays a vital role in the life of Headingley Hall. Their efforts and hard work each and every day are the cornerstones of our reputation and our success.

To maximise this contribution we aim to do the following:

- Employ staff in sufficient numbers and with the relevant skill mix to meet resident's needs
- Provide at all times an appropriate number of staff with qualifications in health and social care
- Implement robust recruitment policies and practices which both respect equal opportunities for applicants and that safeguards resident's welfare
- Provide our staff with a range of training which is relevant to their ongoing development and progression

Summary

The Directors, Company Administrators and the General Manager actively support the various staff teams at the home to ensure that our residents personal, health and social needs are met on a daily basis.

We exceed the Care Quality Commission essential standards and at our last inspection on 2 May 2013 we were fully compliant. We ensure that suitable arrangements are in place so the persons employed for the purposes of



carrying on the regulated activities are appropriately supported in relation to their responsibilities, to enable them to deliver care and treatment to the service users safely and to an appropriate standard.

We employ a Catering Manager and a Cook who share the responsibility for providing wholesome meals every day. This is a vital part of life at Headingley Hall. All our catering staff holds as a minimum a certificate in Food Hygiene.

Our Catering Department is rated Five Star - Excellent with the Environmental Health Department

Apartment Living at Headingley Hall

As well as providing comfortable accommodation in the main building, within our new development Headingley Hall also offers a number of purpose built luxury apartments.

These stunning self-contained apartments have been specially designed for older people who wish to lead an independent life and also have the reassurance of round the clock support and care, if required.

The development consists of 24 individually designed luxury apartments, including a handful of larger apartments, which are perfectly suited to couples. Some apartments have their own personal balconies and some have their own patio area, which allows residents to make the most of the summer months.

The apartments are also unfurnished allowing you to bring your own furnishings to personalise your new home. If you would prefer, we additionally offer the option for you to purchase a furniture package, consisting of high quality furniture designed for you new apartment. All our apartments are currently being offered to purchase leasehold.

Within our apartment living, we offer a range of services that can be purchased as required, these include, personal care and support, meal service, housekeeping and laundry services.

Personal Care and Support to the Residents in the Apartments is offered by our Outreach Services which will be registered with the Care Quality Commission. Packages can be arranged to meet the individual's needs which will be priced according to requirements.



For those who wish to be independent in respect of day to day household activities, there is a domestic laundry room available in the complex, with automatic washing machine, tumble dryer and ironing board. Alternatively, our in-house laundry service is available at a nominal charge.

To provide choice and flexibility for taking meals in the apartments dining room, or making one's own meals, in each apartment there is a kitchenette with a hob, an integral convection / microwave oven and integral fridge, with kitchen sink, wall units and work surface.

A car share scheme is available for those who would like to have the use of a car without the responsibility or the high costs involved i.e. insurance, tax, mot, servicing and maintenance. Our car scheme offers drivers the freedom to enjoy the benefits of having the use of a car, without the expense, as the only costs involved is for the mileage undertaken.

Policies and Procedures:

Westward Care has a comprehensive range of policies and procedures in accordance with the requirements of the Care Quality Commission. This ensures a consistent approach in delivering a high quality service to our Clients and the Health and Safety of all our Clients and Staff.

Other Information:

A copy of our latest Inspection Report is available in reception; please feel free to read it. This and previous reports can also be found on the Care Quality Commission website:- www.cqc.org.

The public can also contact CQC by telephone on 03000 616161 or by mail
Care Quality Commission National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Web site: www.cqc.org.uk
Email: enquiries@cqc.org.uk

Insurers:

Hiscox PLC
Employers Liability – Limit of Indemnity £10,000,000
Public/Products Liability – Limit of Indemnity £5,000,000

Useful Contacts:

Leeds City Council Adult Social Care
First point of contact Customer Services
Telephone: 0113 2224401
Email: OneStop@leeds.gov.uk

OneStop@leeds.gov.uk

Age UK
188a Woodhouse Lane
Leeds
LS2 9DX
Telephone: 0113 2458579

We hope that Headingley Hall meets with your approval, however, should you require any additional information please feel free to contact Sharon at:

Headingley Hall Care Home
5 Shire Oak Road
Headingley
Leeds
LS6 2DD

Telephone:- 0113 275 9950
Email: sharon@westwardcare.co.uk

Or visit our website @ www.westwardcare.co.uk