

BETHANYHOMESTEAD

Kingsley Road,

Northampton,

NN2 7BP

(Reg charity no 1160448)

Statement of Purpose

Bethany Homestead is a Christian run 24 hour staffed care home for the elderly, frail persons who are unable to manage appropriately in their home and requires some personal and social support.

Aims

Bethany's aims are to provide service users with a safe, secure, relaxed and homely environment in which their care, well-being and comfort are of prime importance, and where we encourage all service users to exercise their rights in full and to live life as independently as possible.

Bethany will strive to preserve and maintain the dignity, diversity, individuality and privacy of all the service users, and in doing so will be sensitive to the service users ever changing needs.

This includes making sure:

- The service user having privacy when needed and want it.
- Everybody is treated as equals
- The service user being given any support they need to help remain independent and involved in the local community.

Bethany will strive to maintain a high standard of care to the service user, and provide regular training in order to update their knowledge base in the specific areas of care that the home is registered to give.

Bethany Homestead will provide a comprehensive Service Users Guide, and Contract / Terms of Conditions prior to and at the point of admission

Person-Centered Care

Bethany will respect the medical/therapeutic, physical abilities, cultural, psychological, spiritual, political beliefs; gender, sexual orientation, emotional and social needs of its service users.

Bethany will ensure the service user has care or treatment that is tailored to these individual needs and preferences. To achieve this each service user has a person centred care plan, in which all needs are assessed and recorded. these are reviewed monthly or sooner if the service users needs change.

Service users (or anybody legally acting on their behalf) must give consent before any care or treatment is given. The service users are encouraged to participate in the development of their individual care plan; along with the involvement of family, friends, advocates and professional services. We offer service users assistance in the management of their own finances and work to accounting financial procedures which safeguard the service user.

The following core values of care are observed to be fundamental in the philosophy of our home:

Complaints and Protection, The Environment, Civil Rights, Choice, Independence Security Fulfilment Quality of Care Health and Personal Care, Daily Life and Social Activities, Staffing, Management and Administration.

We recognise that life is in a communal setting and the need to accept help with personal tasks are inherently invasive of the service user's ability to enjoy the pleasure of being alone and undisturbed. We therefore will strive to retain as much individual privacy as possible by having individual on- site rooms. Each room is fitted with a call bell system, offering assistance, safety and privacy at all times.

We encourage and assist service users to personalise and equip their rooms; thus aiming to maximize familiarity, individuality and the diversity of the individual. (Within health and safety regulations and meeting the service users requirements any portable electric appliances must be P.A.T tested on arrival and annually).

Service users are provided with keys to individual rooms (subject to individual risk assessments and a secure place for valuables). We also offer a range of locations around the home for service users to be alone or for receiving visitors, guaranteeing privacy. Each room can be connected with a telephone land line (British Telecom rates apply), there is also the use of a portable hand phone which can be taken to a place of the individuals choosing. Ensuring that the confidentiality of information is maintained at all times.

Social Wellbeing

Our aim is to provide a lifestyle for the service user, which meets their social, cultural, religious and recreational interests and needs. We encourage residents to maintain old friendships and build new ones.

Programmes of activity are designed to encourage mental alertness, self-esteem, and social interaction with other service users. We will seek to maximise development of individuals within their potential and encourage them to express themselves as unique persons. Service users are given the choice of what activities they wish to join in with and when to take free time. They have the opportunity to give input on what entertainment and activities they wish to be arranged through quality assurance questionnaires and by being on the Entertainment Committee. Monthly newsletters, notice boards, and visual pictures / signs are used throughout the home to assist individuals that may experience communication difficulties.

Bethany's belief is that we should provide the highest quality of care and focus on the person's abilities never their disabilities.

Dignity and Respect

Friendly staff discreetly assist the service user to maintain their own personal hygiene; safe guarding the service users privacy, dignity and diversity. We actively encourage all individuals to express themselves as unique persons and work alongside care professionals where appropriate. Specialist equipment e.g. hoists, and bathing facilities can be used to maximize independence.

Food and Drink

We cater for all types of diet and a choice of menu is provided on a day to day basis and as far as it is practically possible; residents can choose when and where to eat and with whom. Special cutlery and crockery is available and service users are given assistance according to their needs. Observation charts are completed for the more vulnerable to monitor their nutritional intake.

Medication

Bethany maintains safe procedures for the administration of all medications, by working alongside Regents Pharmacy and Greenview Surgery (Hazeldene Road, Northampton) and staff are trained in the *Biodose* system. Those service users wishing to self medicate must pass a risk assessment process.

End of Life Care

Bethany Homestead will provide end of life care that respects the dignity and wishes of the individual. End of life care plans will be put in place to ensure that the individuals preferences and requirements are recorded and acted upon with the support of Greenview Surgery and District Nurses. Where it is deemed these wellbeing needs cannot be met within the remit of the care home service, we will work with professional services to provide alternative support.

Safety and Safeguarding from Abuse

Endeavouring to protect all service users from any form of abuse Bethany Homestead have strong recruitment procedures in place. All staff are checked with the Disclosure and Barring Service (previously CRB checks) and Independent Safeguarding Authority. Only employing people who can provide care and treatment appropriate to their role.

Our staff play an important role in the wellbeing of the service user. Providers must assess the risks to the service users health and safety during any care or treatment and make sure their staff have the qualifications, competence, skills and experience to keep service users safe.

We do this by making sure that we provide sufficient numbers and skill mix in order to meet the service users needs. We maintain the appropriate number of staff with qualifications in health and social care; in line with standards. Staff are given the support, training and supervision they need to help them do their job. Ensuring safe care and treatment. Staff training and appraisals are continual to maintain the high quality of care given.

Premises and Equipment

**Our Health and Safety advisers are: Ellis Whittam
(Contact details on request)**

The Manager of Bethany Homestead has undertaken I.O.S.H.H
Equivalent training with Ellis Whittam
CBJAN2016

The premises are suitable in design and layout for its regulated activity, of caring for the elderly. The maintenance and security of the property is the responsibility of a property committee

The Site Supervisor, Domestic staff, and Laundry staff will liaise with the Management, the Administer and the Property Committee to ensure the premises and equipment are maintained.

Provider and Management

The Trustees of Bethany Homestead have effective governance and systems to check on the quality and safety of care. These are in place to help to ensure Bethany Homestead standards are maintained and reduce any risks to the service users health, safety, welfare, care and treatment.

Bethany Homestead's Registered Manager is appropriately qualified, competent and experienced. We promote an open door approach and will ensure that the health, safety and welfare of the resident and staff are promoted and protected. Effective quality assurance and monitoring takes place and accurate records on all aspect of the home are kept up to date.

Complaints

Bethany Homestead Management is aware that the service user may become dissatisfied from time to time about some aspect of the service that is provided, and would want to draw attention to it. We provide an open environment enabling people to express freely how they feel. A simple clear and accessible complaints procedure is provided and details are in each Service User's Guide.

Duty of Candour

Bethany Homestead as the provider of your care will be open and transparent with you about your care and treatment. Should something go wrong, they must tell you what has happened, provide support and apologise.