

Brondesbury Lodge

A Gentle Home for the Elderly



Heol Derw, Cardigan, Ceredigion. SA43 1NH
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STATEMENT OF PURPOSE

This document sets out the aims and vision of our service under the Regulation and Inspection of Social Care (Wales) Act 2016 and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. The information it contains describes the range of needs we are able to meet as well as demonstrating how we will provide for the best possible outcomes for the individuals we care for.

1.0 Registered Provider and Manager

Registered Provider:	Brondesbury Lodge Ltd.
Directors:	Mr. J. S. Guram <i>(Retired Community Pharmacist and a member of the Royal Pharmaceutical Society in Great Britain)</i> Mr. G. S. Guram <i>(Management Consultant)</i>
Responsible Individual:	Mr J. S. Guram
Manager:	Mrs Jolly Joseph RGN (Registered Nurse, NVQ Level 4)
Name of Service:	Brondesbury Lodge
Contact Details:	Heol Derw, Cardigan, Ceredigion. SA43 1NH Telephone: 01239 615427 E-mail: bronlodge@yahoo.co.uk

2.0 The Location of Brondesbury Lodge

Brondesbury Lodge is a purpose built Nursing and Residential Care Home situated in Cardigan, Wales. This ancient town lies on a tidal reach of the River Teifi at the point where Ceredigion meets Pembrokeshire. Set in its own grounds the home is within walking distance of the town centre which provides a wealth of amenities, such as, shops, cafes, theatre/cinema, library and the recently restored Norman castle, site of the first competitive Eisteddfod. Also situated close to beautiful beaches and the Preseli hills Brondesbury Lodge is ideally located for residents to take trips out with their loved ones.

The A487 provides links to the northeast and southwest, local bus services link Cardigan with most nearby towns and villages in Ceredigion, Pembrokeshire and Carmarthenshire.

3.0 The Service Provided

Brondesbury Lodge's team of professional, dedicated and compassionate staff provide excellent quality of care in a safe and secure environment.

3.1 Range of Needs Supported

The home provides accommodation with nursing and residential care people with physical and mental health problems related to either the ageing process, or as a result of other illness or disease which would make it impossible for them to live at home. Additional factors could include loneliness or memory impairment.

We also undertake provision of short term rehabilitation placements in our Local Health Board funded interim beds, providing care for patients from hospital or the community who require a period of nursing assessment to help facilitate future care.

We can accommodate individuals with dementia provided that an assessment determines that the Home is able to meet their needs. Unfortunately, we cannot accommodate individuals who are assessed as Elderly Mentally Infirm.

A full range of personal care is provided according to the resident's needs. Residents are encouraged to maintain their self-care skills, and thus their sense of independence,

Family and carers are encouraged to provide input, to ensure that all residents' needs are catered for. We provide a therapeutic environment for the individual with daily activities to encourage social interactions.

Nursing care is delivered in line with pre admission Nursing Assessments. All potential residents are assessed by the Manager or her representative prior to admission; this enables all parties to establish the suitability of Brondesbury Lodge for the potential resident. It also allows the potential resident and their family the opportunity to discuss life in our home. In consultation with the multi-disciplinary team e.g. GP's, Community Mental Health Team, Community Nurses, CPN and other Multi-disciplinary agencies we are able to offer a comprehensive care package to meet individual resident's needs. All of our residents are regularly reassessed, using recognised assessment tools, to provide the dignified care that they deserve.

The following Health Professionals will also attend the home to see the residents.

- A General Practitioner
- Community Physiotherapy Services
- Chiropody Services
- Speech & Language Therapy
- Community Psychiatric Services
- Optician
- Dietician
- Dental Services

A referral to any of these specialist services is made based upon assessed need and will include the involvement of the resident and / or their family and GP where appropriate.

3.1.1 Palliative Care

We believe that everyone deserves dignity and respect as they approach the end of their life and we provide sensitive and compassionate end-of-life care along with the support of community palliative nurses.

3.2 Age Range Accommodated

Providing a safe, homely and friendly environment the home can accommodate up to 32 elderly persons over the age of 65 years as detailed below:

Nursing - 28 located in the main building with all rooms based on the ground floor providing 24 hour nursing care and support.

Residential - 4 places in our self-contained bungalow situated in the home's grounds providing support for daily tasks such as washing, cleaning and laundry.

Individuals over 50 could be accommodated following a comprehensive assessment of needs. We will also accommodate, subject to assessment, persons between the ages of 30 and 50 who have been diagnosed as terminally or chronically ill and in need of 24 hour nursing care.

4.0 How the Service is Provided

The philosophy of Brondesbury Lodge is for all Service users to enjoy the best possible quality of life. We aim to provide them with a supportive framework, both mentally and physically, within which they may continue to enjoy their lives as far as they are able

in an independent and fulfilling manner. We believe this helps them to retain their dignity and self-respect whilst ensuring their safety and wellbeing

4.1 Arrangements for Admission, Assessment, Planning & Review of Care

Admissions to Brondesbury Lodge may occur through referrals from Local Authorities, GPs, and Community Care or directly from individuals or family concerned. However referred, we encourage all potential residents, or if not possible their representative, to come to Brondesbury Lodge for an initial visit. This provides an ideal opportunity to speak with other residents and staff and to get a general feel for the home. It also provides the opportunity to discuss future care needs and funding arrangements. On admission all individuals or their representative will be provided with documentation regarding the placement. This will include information such as a Service User Guide, Service Agreement, Complaints Procedure and Advocacy Services.

4.1.1 Planned Admission

Should Brondesbury be chosen as the preferred home the Manager or Deputy will conduct a Pre-Assessment prior to admission to ensure that the individual's care and support needs can be met by the home. Health needs will be assessed along with the individual's wishes, preferences and personal outcomes. A personal plan will be prepared prior to admission as outlined in section 4.1.3. Individuals will be admitted to the home Monday through to Thursday. No planned admissions take place Friday to Sunday.

4.1.2 Emergency Admissions

In the case of an urgent admission being required every effort will be made to secure relevant assessments prior to admission. This will include consultation with the placing authority to confirm the individual's assessed care requirements, ensuring staff can determine whether the service is able to meet the potential resident's specific needs safely and appropriately. On admission, the Nurse in Charge will complete an assessment to verify that all information provided prior to the urgent admission is accurate and complete, and to ensure there are no risks or care needs that cannot be safely met by the service.

4.1.3 Personal Plans

Prior to admission a personal plan will be prepared involving the individual where possible, the placing authority and any representative. The Plan will include an assessment of health and medical needs, how the daily needs of the individual will be supported and any personal wishes, preferences and outcomes. It will also include an assessment of risks to the individual's well-being and required support for independence where appropriate. A copy of the plan will be made available to the individual or their representative if requested.

4.1.4 Review of Care

A Provider Assessment will be completed seven days after admission; the outcome of this will inform the development of the Personal Plan. Thereafter, reviews will be conducted monthly but may occur sooner if deemed necessary. The review process includes, where appropriate, the placing authority, the individual and their representative. Following a review, the Personal Plan will be revised where necessary.

4.2 Standard of Care & Support

The home prides itself on the high quality of care it provides tailored to suit each individuals' needs in accordance with their Personal Plans. We will treat individuals with respect and sensitivity and uphold individuals' rights to maintain their privacy, dignity and confidentiality at all times. This means that each resident has the right to their own private space and the opportunity to choose how they wish to dress, what they eat, when they get up and go to bed and how they spend their time during the day. In doing so, we aim to support not only their physical needs but also their mental and emotional well-being.

4.2.1 Safety

We aim to ensure that our residents are kept safe and protected. All our staff are subject to police checks via the Disclosure and Barring Service, which includes the Protection of Vulnerable Adults register. We have stringent policies within the home, with ALL staff fully aware of their responsibilities in relation to recognising and reporting any incident or event, which could be classed as abuse. All staff are required to complete training on the safeguarding of adults, which covers the different types of abuse and neglect, along with the signs and indicators that may suggest a concern. This ensures staff are equipped to recognise and respond appropriately to potential safeguarding issues.

4.2.2 Activities

We offer and actively encourage residents to take part in a wide range of social activities, hobbies, and leisure interests.

We employ an Activities Co-Ordinator who organises a variety of activities such as, quizzes, games, gentle exercise, singalongs, pamper sessions, crafts and visiting musicians and entertainers. Outings are arranged to local attractions and events as well as the theatre and cinema. Residents' shopping needs, assistance with letter-writing, and support in using technology to stay connected with family and friends are also facilitated by our Activities Co-ordinator. Much is made of celebrating special

occasions such as residents' birthdays, Christmas, Easter, St David's Day, Harvest Festival and many others.

As permitted under current guidelines the home also provides the following therapeutic techniques to benefit the resident's well-being:

SERVICE / FACILITY	SPECIFIC DETAILS
Holistic Massage	Trained Masseuse visits weekly
Parker Bath	1 x therapeutic water baths
Music Therapy	Recorded music is played every morning Live music is played at least fortnightly
Beauty Therapy	A hairdresser visits once a month Nails - cared for as needed
Foot Health Care	A Foot Health Care Specialist visits once a month

Figure 1 - Therapeutic Services

Brondesbury Lodge is also very lucky to benefit from the charity - "Friends of Brondesbury Lodge", who befriend residents, arranging outings or entertainment on a regular basis as well as providing equipment or items to benefit their lives.

4.2.3 Religion and Culture

Religious or cultural preferences are recorded when residents are admitted to the home. If a resident so wishes we will contact their spiritual leader to arrange for them to visit. We encourage service users to attend religious services if they wish and at their own free will. We currently have services held by a variety of denominations. We also provide bibles or alternative literature appropriate to their religion. Cultural opportunities include visits to the local Theatre for opera, musical and cinema performances. Travelling theatres provide performances in the home for residents unable to get out.

4.3 Language & Communication Needs

We acknowledge the fact that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status and should be treated no less favourably than the English language. We provide services where possible in the language of choice of our residents and families. Language preference is recorded on admission and with many of our staff being fluent Welsh/English speakers provision can be tailored to suit individual needs. All nursing records, personal plans and financial records are recorded in English for transparency throughout the home's service. Entertainment, music and religious services are provided in both Welsh and English.

Where there are communication difficulties the individual will be supported as necessary to facilitate communication with others. This may take the form of assistance with the use of hearing aids or referral to a Speech and Language Therapist.

5 Staffing Arrangements

Staff are appointed to Brondesbury Lodge according to their qualifications, experience, character, integrity and desire to work in the caring profession. All are subject to a rigorous screening process including a Disclosure and Barring Service Check. Following employment, a comprehensive induction is completed based on the Social Care Induction Framework for Wales.

5.1 Staffing numbers and qualifications

The table below details the roles, numbers and qualifications of the staff employed by Brondesbury Lodge.

POSITION	NUMBER	QUALIFICATIONS
Registered Manager	1	Nurse RGN, NVQ Level 4 + Manual Handling Trainer
Deputy Manager	1	Nurse RGN, NVQ Level 4, Manual Handling Trainer
General Nurses	4	4 x RGN
Senior Health Care Assistants	6	1 x NVQ Level 3 2 x NVQ Level 2
Health Care Assistants	16	1 x NVQ Level 3 3 x NVQ Level 2 Health & Social Care 1 x working towards NVQ Level 2
Office Manager	1	BSc (Hons) Computer Studies
Admin Assistant	1	1 x NVQ Level 3 Health & Social Care
Receptionist	1	1 x NVQ Level 2 Health & Social Care
Activities Co-ordinator	1	1 x NVQ Level 2 Health & Social Care
Head Chef	1	NVQ Level 4 Catering
Chef	1	City & Guilds Catering
Kitchen Assistants	2	1 x Level 2 Foundation Apprenticeship Food Production & Cooking
Domestics	2	1 x NVQ Level 3 Health & Social Care
Maintenance & Gardens	1	
Total number of staff:	39	

Figure 2 - Staff Qualifications

5.2 Staffing Levels

The monthly staff rota allocates suitably qualified, experienced and competent staff to provide for the care and support needs of the residents. Staff are employed on guaranteed hours contracts to ensure continuity of service. The table below represents a typical rota indicating the minimum staff deployed over a twenty four hour period.

Shift	Time	Nurse	Carers	Total
Early	7 am - 2pm	1	7	8
Late	1.45pm - 8.45pm	1	5	6
Long Days	7.30 am - 8.45 pm		As required	
Night	8.30pm - 7.30 am	1	3/4	4/5

Figure 3 - Staffing Levels

5.3 Specialist Staff

We provide staff proficient in the general care and nursing of residents, including palliative care. Specialist services, where required, are provided by external professionals.

5.4 Deployment of Staff

During the daytime two carers are allocated to each of the three wings, at least one of these staff will be a senior carer, one carer will be allocated to the residential bungalow. These carers will manage the daily routines of care, hygiene, laundry and assistance at mealtimes. We provide 24/7 nursing care. A nurse will be on duty for each shift managing the nursing needs, medications, admissions, discharges and professional visits as well as overseeing the general care of all the residents.

During the night one nurse and two/three carers will be in attendance in the main building, 1 carer will be in attendance in the residential bungalow.

The kitchen is staffed with a Chef and assistants during the day providing, breakfast, lunch and snacks. One member of the kitchen staff works in the evening providing supper.

These staffing arrangements are organised such that there is always sufficient cover to manage the dependency and complexity of needs of a full to capacity home. The staffing numbers remain the same regardless of the number of beds filled.

In addition, the registered manager, also a qualified nurse, lives on site and when not on shift is available for support or emergencies if required.

The diagram below details the staffing structure of the organisation.

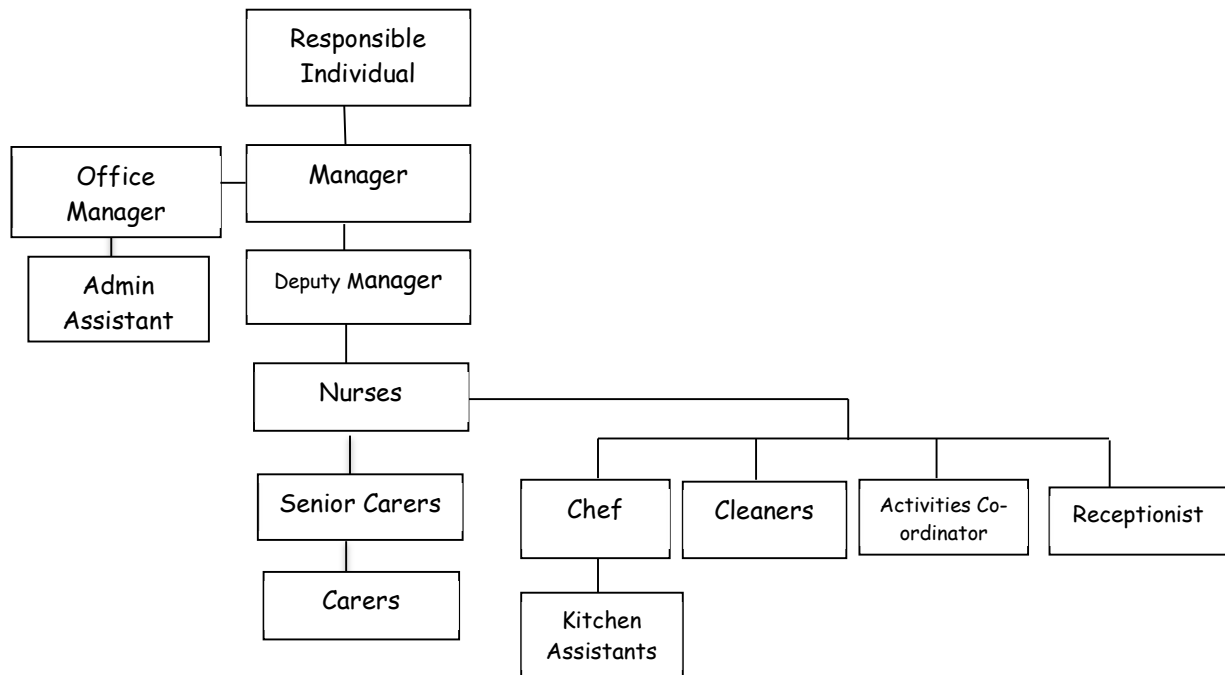


Figure 4 - Staff Organisational Structure

5.5 Delegated Tasks

If a specialist care task is required particular to an individual the manager will ensure the nurse or care staff delegated to the task are competent and trained accordingly. However, where tasks or decisions cannot be managed by the home a referral will be made to the appropriate specialist.

5.6 Supervision Arrangements

Figure 4 in section 5.4 outlines the chain of supervision and support within the home.

The nurse in charge has overall responsibility of the shift, supported by a Skilled Senior Carer or Senior Carer who in turn will supervise the carers.

Formal and informal supervision takes place for all members of the care team. Informal supervision is an on-going process, whilst formal supervision is undertaken on a three monthly basis, conducted and recorded by senior members of staff. Yearly appraisals are conducted, giving the Manager and member of staff the opportunity to discuss areas of competence and achievement whilst also identifying any issues or further development required.

5.7 Staff Training

On commencement of employment all staff receive an induction appropriate to their role. This is supported with a programme of on-going training and development provided by the home and external professionals. Regardless of position every member of staff will undergo Safeguarding of Adults, Fire Training, Health & Safety Awareness and Equality & Diversity. Mandatory training particular to care staff will also include:

- Infection Control
- First Aid
- Moving & Handling
- Food Hygiene
- Mouth Care

Staff will receive regular updates to these courses. In addition, we actively encourage and support our staff to undertake further education through our local colleges.

6.0 Facilities and Services

Brondesbury Lodge is a purpose built Residential and Nursing Home. Designed to accommodate all residents on the ground floor, the home is easily accessible, well heated and ventilated. It is adequately lit, furnished and equipped and is secure from unauthorised access. All bedrooms, lounges and dining rooms benefit from having garden views. Residents are encouraged to make their rooms as personal as possible. The homes accommodation, detailed below, complies with the Care Standards Act 2000,

ROOM TYPE	NUMBER
Lounges	3
Dining Rooms	1
Hairdressing Room	1
Toilets	8 single toilets 9 toilets in en-suite bathrooms
Bathrooms	9 en-suite bathrooms 1 x Parker bath 1 x Parker therapeutic water baths
Shower Room	2 x Wet Room
Single Bedrooms	28
Double Bedrooms	2

Figure 5 - Accommodation

6.1 Specialist Equipment

The Home has the latest moving and handling equipment to assist in the transfer of individuals according to their assessed needs. Bedrooms are equipped with high/low fully profiling beds. Pressure relieving equipment is available if required. Call bells are provided in all bedrooms, bathrooms and toilets.

6.2 Security

Entrance to the home is through a locked coded access system. CCTV is in place in the main entrance and outside the nurse's office. Residents may deposit their valuables in our safe and keep their money in locked safe keeping boxes if they so wish.

6.3 Outside Facilities

We encourage all residents to take assisted walks in the grounds surrounding the home which are beautifully maintained with flowering shrubs and plants, fruit trees and bushes, seating areas, a pond with fountain and numerous bird feeders and nesting boxes. Accessible areas with seating are provided for individuals in wheelchairs or with mobility problems. Residents are encouraged to enjoy time outside, enjoying the fresh air, bird song and scents of the garden, which are particularly beneficial to those with sensory and cognitive impairments. Service users with 'green fingers' are more than welcome to assist the gardener if they wish!



7.0 Governance and Quality Monitoring

The home will ensure effective arrangements are in place to monitor, review and improve the quality of care and support provided by the service.

7.1 Responsible Individual

Mr Jagdip Guram, the appointed Responsible Individual, oversees the management, quality, safety and effectiveness of the service through regular meetings and discussions with the home's manager and office manager. He ensures procedures are adhered to, audits and risk assessments are conducted and where necessary acted upon, incidents are recorded and complaints dealt with in an effective and timely manner. In addition, he visits the home at least every three months, meeting with staff and individuals, contributing to the governance process through his observations and reports.

7.2 Management Structure

The structure of Brondesbury's management can be viewed in section 5.4, which clearly displays lines of accountability. Overall responsibility lies with the Responsible Individual supported by the Manager overseeing the daily management of the service.

7.3 Monitoring, Reviewing and Improving the Quality of Care

The home has a system in place to monitor and review the quality of care provided. This includes engagement with individuals and others through meetings and surveys, the collection of data regarding incidents, safeguarding measures, whistleblowing, complaints, compliments and auditing of records. The Responsible Individual will analyse and review the aggregated data reporting on the outcomes on a six monthly basis. Appropriate action will be taken where necessary to improve the service.

In addition, CIW inspect the home on a yearly basis, their reports and findings are freely available for public examination through their website <https://careinspectorate.wales>

7.4 Complaints

In the event of a complaint regarding the home, the resident or his/her relative should report the matter to the Nurse on duty who may then be able to resolve the matter there and then. If the complaint is not resolved to their satisfaction then they should speak with the Manager.

The Manager must resolve the complaint within 14 days. However, if the complaint is still unresolved when this time has passed, the deadline may be extended to 28 days

with the agreement of the complainant. If the Manager resolves the complaint, this must be confirmed in writing to the complainant upon completion.

If the complaint continues to remain unresolved after these discussions then the matter should be brought to the attention of Mr Guram. At this stage a copy of the complaint should be made in writing. The Home will act in response to any complaint within 35 days of receipt.

If still not satisfied, the individual or their representative is advised to refer the matter in writing to the Inspector of the Care Inspectorate for Wales (CIW).

7.5 Consultation

Brondesbury Lodge has developed an excellent reputation for being a happy, caring and safe home providing exceptional standards of care tailored to the individual's needs. An important part of our approach to assuring this quality is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by holding regular meetings with the residents and family members. In addition, bi-annual surveys are conducted enabling residents, family and professional bodies the opportunity to comment on services and care provided by the home.