



STATEMENT OF PURPOSE.



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Upminster Nursing Home.

Clay Tye Road,

Upminster,

Essex.

RM14 3PL

Telephone: (01708) 220201

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Provider Contact Details.

REGISTERED PROVIDER: Havering Care Homes Ltd.

CQC PROVIDER ID : 1-101649479

LOCATION ID: 1-118297341

PROPRIETOR: Mr James Brennan.
Companies House 3 Latham Place,
Registered address Upminster,
Essex.
RM14 1DU
Telephone: (01708) 220201

RESPONSIBLE INDIVIDUAL: Mr Mike Armstrong.
Clay Tye Road,
Upminster,
Essex.
RM14 3PL.
Telephone: (01708) 220201

REGISTERED MANAGER: Miss Janet Norris.
Clay Tye Road,
Upminster,
Essex.
RM14 3PL
Telephone: (01708) 220201

AIMS AND OBJECTIVES.

At Upminster we aim to provide high quality, individualised, compassionate care in a homely environment. We care for people with age related disabilities and conditions, palliative care and also for those requiring slow stream rehabilitation to enable them to fulfil a full, rewarding life.

Each individual who uses our services will be treated as a unique individual regardless of their disability, gender, age, sexual orientation, financial status, culture or religion.

Our objectives are;

- To provide long term care for the elderly.
- To value everyone as an individual and to treat them with dignity and respect at all times.
- To involve the individual in their care planning; to provide a care plan that is person centred to ensure that all their needs are supported and preferences are adhered to where reasonably practical to do so.
- To provide support, to encourage independence and assist those on the slow stream rehabilitation programme to return to their own homes in a timely fashion.
- To provide an environment where those living with dementia can play a full role, in the activities within the home.
- To offer opportunities for the team to develop themselves through training and further study opportunities. The training needs will be identified through annual appraisals and regular supervisions.
- To work with Residents and families so they can play a full role in the life of the home.
- To provide high quality and compassionate end of life care in accordance with the gold standard framework
- To provide carers with a break by providing short term respite care.

Location.

Upminster Nursing Home is a 37 bedded care home situated on the outskirts of leafy Upminster. The home is a short trip to the A127, A13, M25 and Upminster town centre is on a bus route.

Upminster is registered to accommodate up to thirty five residents who require accommodation for nursing or personal care and also for treatment of disease, disorder or injury. This can be for long term nursing care, palliative care or short term (respite) care. We also provide slow stream rehabilitation in partnership with the local CCG for people who have been in hospital, preparing them for discharge back into their own homes.

The home's accommodation is provided in single rooms, situated on four floors. Residents are encouraged to personalise their own rooms. Each room has en suite facilities. There is one passenger lift providing access to all floors. The home also has 2 communal lounges, a conservatory overlooking the beautiful Essex countryside, a dining area, 2 bathrooms, a wet room and three assisted toilets. There is also a kitchen and laundry room.

Staffing.

Staff are recruited on their experience, aptitude and attitude. Staff will be employed to reflect the needs of the service and to meet the individual needs of the residents within the home. Before commencing employment all staff members will have a DBS check completed and two references from previous employers. Both full and part time care staff will be employed on a rota basis. The agreed staffing levels will be based on occupancy and resident dependency levels. This will be reviewed regular and when dependency levels change. Ancillary and support staff levels will also be set and evidenced on the rota.

All staff will undertake mandatory training, alongside any other training to further enhance their current skills. Each newly employed staff member will undertake an induction programme with full support and guidance. For staff who do not hold an NVQ

qualification, they will work towards gaining the Diploma in Health & Social care.

The Staff Team.

Registered Manager.

- The registered manager is Miss Janet Norris
- Her CQC ID is: 1-124542558.
- She manages this home only. No job shares occur at this location.
- The registered manager will work within the home Monday to Friday, maintaining flexibility to meet the needs of the home.
- She is available for home staff to contact 24hours a day if an emergency occurs within the home.
- The regulated activities managed by this manager are;
 1. Accommodation for persons who require nursing or personal care.
 2. Treatment of disease, disorder or injury.

Nursing Staff.

- The nursing staff will lead and supervise the care workers, ensuring that a high standard of care is delivered and the resident's mental, physical, spiritual and emotional well-being are valued and promoted at all times.
- They will work within a flexible rota, ensuring that an adequate skill mix is maintained at all times.
- They will undertake relevant training to develop and consolidate their knowledge and practice.

Care Workers.

- The care workers will work under the supervision and guidance of the nursing staff to deliver a high standard of care, in such a way that promotes the individuality, independence, choice and dignity of the residents.
- They will undertake training to develop and consolidate their knowledge and practice.

Activity Co-ordinator.

- There is one Activity Co-ordinator who works Monday to Friday, maintaining flexibility to meet the needs of the home, to support recreational and social activities with the residents. She will organise group activities, social events, outside entertainments and outings for the residents. She will also provide individual support to residents on a one-to-one basis.
- She will liaise with outside agencies to promote the resident's involvement within the community.
- She will attend all relevant training to help develop her skills in order that she can support the residents to achieve social fulfilment.

Catering Staff.

- There is a catering team who provide a variety of fresh, home cooked meals on the premises. All dietary needs are catered for.
- The team work within all Environmental Health Regulations.
- The catering staff holds the level 2 in food hygiene certificates.

Housekeeping.

- A team of domestics and laundry assistants provide cleaning and laundry services to the residents.
- The team work within all COSHH guidelines.

Maintenance.

- A maintenance person is based at the home Monday to Friday and can be called upon at other times if required.
- He conducts Health and Safety checks, maintains the fabric of the building and maintains the grounds to high standards.
- He is actively involved in any training to enable efficiency within his role.

Director

The Managing Director plays an active part in the day to day operation of the home he is well known to all staff, residents and their families and is available throughout the week at this location.

- The Director carries out monthly audits.
- Quarterly Health and safety audit
- Monitoring the sites operational plan
- Monitoring the CQC action plans
- Monitoring all quality assurance indicators and meeting with the manager to ensure there is a constant cycle of improvement.