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Leigh – on – Sea
Essex
SS9 1HJ*

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Limited Company Number : 4994311

Statement of Purpose

**Revised - 09/10/2023
Next Review – 09/10/2024**

Statement of Purpose

Introduction

The Brambles is situated in a quiet residential area of Leigh on Sea, Essex. Built in 1908 and set within 1/3 of an acre of landscaped garden.

The owner, Mr Karmjeet Singh Kandola

Mr Kandola owns another 2 care homes and he has over 30 years experience in business management.

The registered provider is: Brambles Care Home Ltd
22 Cliff Road
Leigh on Sea
Essex
SS9 1HJ
Tel: 01702 472417

The manager of the home is: Mrs Rachel Bailey

Rachel Bailey has over 20 experience in care for the elderly and to day running of care homes. She was been a deputy manager of Westcliff Lodge for 5 years and has been the manager for over 12 years at Brambles Care Home. She has completed the NVQ level 3 and 4 and registered manager course and Level 5 CMI leadership and management.

The home is a member of S.E.C.H.A and registered for 30 service users by the CQC. It is within walking distance of the post office, bus stops, Chalkwell Park, and c2c train line to Fenchurch Street and Chalkwell Beach.

Our aims and Objectives are:-

- To care for the elderly who are not able, or have chosen not to live independently
- The care is ever mindful to retain the residents independence and dignity, allowing the resident to continue their lifestyle within their ability
- We are tactful and discreet and we respect the residents privacy
- Whilst maintaining the efficient running of the home, we do not become insensitive to the wishes and needs of the residents
- We aim to make the residents lives happy, comfortable and secure, giving encouragement and being helpful, without being forceful or dominant
- We are respectful of the residents religious beliefs and assist them to attend their place of worship when requested
- We encourage and assist residents to continue their social activities and maintain all previous contact with relatives, friends and acquaintances
- We provide homely meals ensuring a well balanced diet, well presented and respecting likes, dislikes, special diets, health and religion
- We provide a warm comfortable home, keeping it in good decorative order, whilst maintaining safe and pleasant surroundings in a normal family atmosphere
- We do not impose unnecessary rules and regulations

- We maintain staffing levels to provide a caring, efficient home for residents
- We arrange the library, hairdresser, chiropodist, dentist, optician and any other services required
- We encourage and facilitate within the home, social activities e.g. cards, scrabble, bingo, painting, needlework, knitting, sing-a-longs and we have entertainment from outside organisations
- We offer to take residents out for walks, in a wheelchair if necessary and to any local activities taking place
- We attend to letter writing and shopping, if requested
- We escort residents when attending appointments with G.P, nurse or hospital
- We make full use of all community services, health and occupational services
- We always celebrate birthdays and annual events, encouraging family and friends to participate
- Time is made available to talk to the residents and listen to the reminiscences, problems, complaints, suggestions and ideas
- We are selective in our choice of staff, to sustain a high standard of care and observe and carry out our aims and objectives
- We are always available and supportive to the residents and staff needs
- We are aware and appreciate the availability of the care homes advisors and would not hesitate to contact them if a situation necessitated

Philosophy of Care

Charter of Rights

Trial Period

The right to enter the home initially on a trial basis during which nothing will be done to dispossess the individual of their present accommodation

Contract

The right to receive a contract outlining the rights and obligations of both the Home and the resident

Appropriate Care

The right to have their social, emotional and physical needs and wishes identified, acknowledged and met wherever possible and with particular attention being paid to those people in minorities

Dementia Care

Each person experiences dementia in their own individual way. However, we help to ensure that the resident continues to make the best use of their particular skills and abilities as their condition changes by using encouragement, a reassuring routine and common-sense measures.

Residents with dementia are encouraged to communicate in whatever way seems most appropriate to them. This helps to preserve their sense of identity and improve their quality of life.

Dementia can greatly affect a person's relationship with food and eating. The behavioural, emotional and physical changes that take place as dementia

progresses can all have an impact upon a person's eating habits and on their intake of food and drink. We understand at The Brambles and constantly monitor the resident and encourage them to have a nutritional diet. As dementia progresses, the person may need more assistance with everyday activities such as dressing, washing and bathing. This is all catered for at The Brambles.

We provide a relaxed, uncritical atmosphere within the home and stick to routines that the resident understands. All residents are encouraged to take part in activities and activities chosen for residents with dementia are those that they can manage.

Residents with dementia are encouraged to exercise their independence and personal choice as far as possible.

Staffs are given regular training and are catered for dealing with residents with dementia. The manager currently provides training in the care of people with dementia. This training program looks at the different types of dementia, common signs and indicators, communication, therapeutic interventions, drug therapy, managing challenging and disruptive behaviour.

The aim is to accomplish high level training for all staff involved in dementia care.

Assessment/ Care Plan Review

The right to participate fully in the formulation of their care plan and to be informed of all services that may be relevant to their needs (regardless of their immediate availability)

Each resident has their own individual care plan, which outlines their care and social needs and how these needs will be met by the home and our staff. The care plans are reviewed monthly by the senior care team to reflect, where necessary, the changing needs of the resident.

Residents with dementia and other communication difficulties will be identified and their care plans will reflect ant specialist care is given to these residents and where possible a normal life is encouraged as far as possible in the care plans

Quality of Care

The right to live within a safe and comfortable environment, within which social care practices support and stimulation in order to enable each individual to enjoy their life to the full.

Dignity

The right to be treated in such a manner as to allow the individual to retain dignity at all times. Every resident will be treated as an individual and with respect, regardless of his or her circumstances, by recognising their uniqueness and their personal needs. We recognise that we will have residents from minority groups, with specific cultural and religious backgrounds. We will encourage them to maintain their faith and beliefs; for example by accompanying them to their religious establishments. Specific dietary requirements will also be catered for.

Privacy

The right to personal privacy, including the provision of accommodation, where the individual can exercise choice, for example over whom to admit and how to

furnish (as long as it does not put the resident at unnecessary risk). We will ensure that every resident has the right to be left alone or undisturbed and free from intrusion or public attention in relation to his or her affairs. We recognise that this home is the residents home with consequent right of choice.

Security

The right to receive care that provides adequate security to the individual, protecting them from the behaviour of others and from any undue danger created by their own behaviour.

Individuality

The right to be treated as an individual at all times

Independence/Choice

The right to make choices about their own life style and to exercise personal independence on all possible occasions, including those within which there is a degree of personal risk

Life in the Home

The right to be informed of any matters likely to affect their life within the home and to participate fully in all decisions affecting the Home PC

Access to Information

The right to have access to their personal files

Citizenship

The right to exercise all their civil and natural rights and to have access to all local services (health, leisure, education and social services)

Continuity

The right to maintain links with their family, friends and other personal contacts from the past

Personal Responsibility

The right to take responsibility for their own affairs (including the right to manage their own finances and to administer their own medicines) and to undertake all those daily living tasks of which they are capable

Advocacy/Complaints

The right to be represented by an advocate of their choice and the right to have access to a formal complaints procedure (which includes the rights to contact the registration authority direct)

Six Basic Values

Privacy

This is the right of individuals to be left alone or undisturbed and free from intrinsic or public attention into their affairs

Dignity

This is recognition of the intrinsic value of people regardless of circumstances by respecting their uniqueness and their personal needs treating with respect.

Choice

This is the opportunity to select independently from a range of options

Independence

This is the opportunity to act and think without reference to any other person, including a willingness to incur a degree of calculated risk

Rights

This is the maintenance of entitlements associated with citizenship

Fulfilment

It is the realisation of personal aspiration and abilities in all aspects of life

Services and facilities

26 single ensuite rooms of which 4 have showers. Two rooms have a balcony with an estuary view. They all have colour TV and the possibility for telephones if not already installed. Should there be no telephone point and a resident decides they would like one; this would have to be installed at their expense for which they will also be responsible for their own bills. There is Wi-Fi for all residents and visitors use.

One shared Room, which has a shower. These have colour TV and the same conditions apply to telephones as for single rooms. One of the shared rooms has a balcony with estuary views.

The sizes of the rooms are as follows:

Room	1	Single	Basement
Room	2	Single	Basement
Room	3	Double	Basement
Room	4	Single	Basement
Room	5	Single	Ground Floor
Room	6	Single	Ground Floor
Room	7	Single	Ground Floor
Room	8	Single	Ground Floor
Room	9	Single	Ground Floor
Room	10	Single	Ground Floor
Room	11	Single	1 st Floor
Room	12	Single	1 st Floor
Room	13	Single	1 st Floor
Room	14	Single	1 st Floor
Room	15	Single	1 st Floor
Room	16	Single	1 st Floor
Room	17	Single	1 st Floor
Room	18	Single	1 st Floor
Room	19	Single	1 st Floor
Room	20	Double	2 nd Floor
Room	21	Single	2 nd Floor
Room	22	Single	2 rd Floor
Room	23	Single	2 rd Floor
Room	24	Single	2 rd Floor
Room	25	Single	2 rd Floor
Room	26	Single	2 rd Floor
Room	27	Single	2 rd Floor

Amenity Areas

Dining Room	21.7sq.m
Lounge	26.4sq.m

Landing 1 st floor	9.9sq.m
Conservatory 1	8.1sq.m
Conservatory 2	18.2sq.m
Total	84.3sq.m

2 Wet room with toilet
 2 Bathrooms with assisted baths, toilets and I has a shower
 2 Separate toilets on the ground floor one with shower
 Non-smoking TV lounge opening into dining area
 Fully fitted kitchen
 Utility room
 Hairdressing room
 Steps leading down to a landscaped garden
 Wheelchair access to garden via side of the house
 Rear decked area with seating facilities
 One large conservatory and one small conservatory.

The following services are available

- * Hairdresser weekly, but a resident may wish to have their own hairdresser
- * Dentist if chair bound, but a resident may wish to have their own dentist
- * Chiropodist visits approximately every six weeks
- * Library visits every three weeks
- * Optician Once a year and on request.

A visiting religious leader (arrangements can be made for private worship from a number of faiths).

Clothing shop and present selections visit two or three times a year

Newspapers are delivered daily if required

All Environmental Health and Fire Regulations are adhered to withy regular practices and inspections.

Staff and Training

Our staffing levels at present represent are:

- 1 x Manager
- 1 x Deputy Manager
- 5 x Senior Carers
- 14 x Carers
- 1 x Activities provider
- 2 x Domestic
- 1 x Laundry
- 3 x Cooks
- 1 x Gardener
- 1 x Maintenance

All staff have to attend the following courses:-

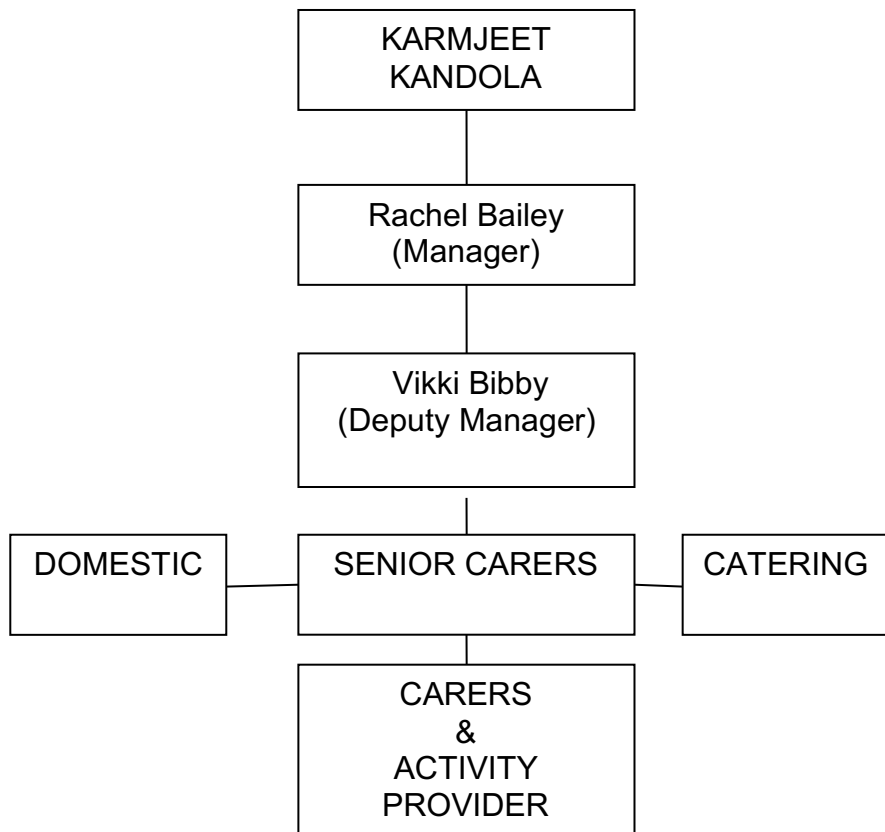
- Moving and Handling
- Food Hygiene
- Health and Safety
- Basic First Aid
- Fire Procedures
- Safeguarding Adults
- Infection Control
- Dementia Care and challenging behaviour
- COSHH
- End of Life

Others courses attended include:-

- Key Working & Care Planning
- Supervision Skills, Management & Appraisals
- Arthritis Care & Strokes
- Wound Care
- Dietician
- Dementia Awareness
- Elder Abuse
- Adult Protection Policy
- Continence Awareness
- Implications of Parkinson's
- Management of Pressure Areas
- Employment Law
- Infection Control
- Safe Handling of Medication
- Mental Capacity & DOLS
- Mental health and depression

Training is ongoing and staff are continually being updated on all aspects of caring for the older people living at the home

Organisational Structure



Registered Person: Karmjeet Kandola Tel: 07983764725
Manager: Rachel Bailey Tel: 01702 472417

Complaints Procedure Policy

All complaints received from residents, their relatives or their representatives will be investigated by at least one member of the management team. Residents will be encouraged to speak out in order to influence the way in which the home is run. The outcome of any investigation will be reported back to the complainant. All complaints will be approached with a positive attitude because they offer the opportunity to improve the quality of our service, and will be resolved within 28 days of receipt in writing.

If a complaint cannot be resolved to the satisfaction of the complainant they will be advised to contact Mr Ken Kandola the owner.

Once your complaint has been fully dealt with by the Brambles care home, if you are still not satisfied with the outcome you can refer your complaint to the Local Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service. The LGO advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614
E: advice@lgo.org.uk
W: www.log.org.uk

Procedure

In an environment where residents are encouraged to tell staff about everything that is bothering them, staff must use their judgement to determine when a complaint should be considered official and when it is a minor moan which can be dealt with quickly and easily. If any member of staff is in any doubt about how to proceed, they should refer the matter immediately to the person in charge of the shift.

Any member of staff should resolve 'minor moans' immediately and inform the person in charge of shift. Seniors and higher grades should deal with official complaints personally by making a note of the issues and telling the complainant the matter will be referred to the manager for investigation. The complaint must be documented as soon as possible on a complaints form.

All members of the management team should be aware of all complaints, plan any investigation required and decide any action to be taken. If it is decided that there is a need to invoke disciplinary procedures against a member of staff, the manager or deputy manager will conduct the hearing without intervention from the proprietor whenever possible. This enables the proprietor to bring a fresh approach to the issues if the member of staff lodges an appeal.

All investigations and actions will be noted on the complaints form as they occur. A member of the management team will report the outcome back to the complainant and their comments will also be noted on the form. If the complainant is not satisfied with the outcome they will be advised to refer their complaint to the local ombudsman (LGO)

Complaints will be held on file for 5 years.

Range of needs that the home is intended to meet

We provide services for the following categories:

Care Home providing personal care
Old Age
Dementia care

Our home is a residential care home; we do not provide nursing care. We cater for the elderly with low to medium dependency.

Admissions and Criteria

An assessment of care needs will be carried out prior to admission to the home. The homes management team will carry this out, by visiting the prospective resident in their present environment. After a trial period of 4 weeks it will be decided by all parties whether the placement is satisfactory for both the client and the home. All clients are encouraged with their families or representatives, to visit the home and spend some time with us.

Our criteria for accepting potential clients are as follows:

The client can weight bear

Residents with dementia can be catered for and their needs assessed and provided for accordingly.

We can take emergency admissions as long as a pre assessment has been carried, will take respite care when the criteria are met and suitable accommodation is available.

Brambles is not a nursing home and as such has no qualified nurses on the staff, however we do have an excellent working relationship with the local GP's and District Nurses. We therefore could not accept anyone who needed invasive or intensive nursing or on admission would be deemed to have a terminal illness. However if a client becomes unwell after admission and we could manage their care, with support from the appropriate professional services, we would endeavour to do so.

Social activities, Hobbies and Leisure interests

We will provide a variety of social activities that the residents can participate in such as:

- Reminiscing
- Musical afternoons
- Keep fit exercises to music
- Outside entertainers
- Art
- Nails and beauty
- Quizzes

All residents will be consulted individually regarding social interests. They will be encouraged to continue any outside interests as long as they are within the residents' capacity.

Residents' consultation

Consultations with the residents are held each quarter, to which relatives or representatives may also attend. These meetings are for the residents or their families or representatives to voice any suggestions for changes or improvements in our service.

Fire Safety

Our home is fully equipped with fire sensors and alarms on all floors of the house. All our staff are trained in 'what to do in the event of a fire'. Our premises are inspected on a regular basis by the appropriate authority.

Religious Service

We have a local minister who visits the home every 4 weeks. We endeavour to take all reasonable steps to provide access to alternative religious leaders.

Maintaining contact with friends and family

Brambles Care Home is primarily the home of our residents therefore subject to the individual residents' wishes and we have no restrictions on visitors' hours although it would be appreciated if visitors arrive at acceptable times. Visitors are encouraged to participate in social events such as pantomimes, musical recitals, parties and meals.

Therapeutic services

We do not offer any therapeutic services within the home, but if a resident wishes to make arrangements for their own therapist to attend them within the home then they may do so. The management will do everything reasonably possible to make sure that the person providing the service is accredited.

Respecting Privacy and Dignity

On joining the home all staff are instructed as part of their induction to respect residents and preserve their privacy and dignity at all times.