

# **OAK HOUSE**

54 St. Leonards Road, Exeter, Devon. EX2 4LS

Telephone (01392) 428008 Office (01392) 430005

## **STATEMENT OF PURPOSE**

- Aims and Objectives

This Home exists for the purpose of providing the highest quality care for elderly people suffering from dementia or a mental disorder over the age of 55. In addition care is extended to the elderly family members or friends of such people who wish to live with their loved ones in the supportive environment of Oak House. This care will be empathic, person-centred and supportive while allowing the fullest possible independence of choice and dignity. The approach will be predominantly psycho-social within a homely atmosphere in which care is appreciated by all staff as being primarily concerned with the maintenance and enhancement of personhood along with their privacy and dignity.

- The Home provides residential, respite and day care for older people with dementia and mental disorder and also to their relatives or close companions. The Home does not provide nursing care other than that given by the District Nurse Team.
- The Home has accommodation for 11 residents. 11 single rooms all of a size above that required by the Regulations. (see appendix 1)
- The Registered Provider is Oak House (Exeter) Ltd and the Registered Address of the Company is Highlands, Dawlish Road, Exminster, Exeter Devon EX6 8EA. The Responsible Individual and Manager of Oak House (Exeter) Ltd. is Mrs Dianne Smyth.
- In addition the Home employs 18 care staff, 2 activities organisers, 3 catering and domestic staff, 1 Office Administrator and 1 Maintenance Person. The care staff have different levels of experience but it is our stated policy that the majority of them should have considerable life experience. The acquisition of formal qualifications is encouraged. Two members of staff have a NVQ Level 5 qualification and one has graduated with a BSC in Health and Social Care Studies. Three members of staff have completed their NVQ Level 4 in Leadership and Management. All members of staff have varying qualifications to include NVQ3 in social care, physiotherapy, etc. All of the staff from India are fully trained according to Indian Nurse Qualifications but work as Senior Healthcare Assistants.
- The managerial structure of the Home extends from Dianne Smyth the Manager

through to Raji Rajan the Assistant Manager, Senior care staff, and general carers.

- Prior to admission all Residents will be assessed to ensure that the Home can meet their care needs and also that the new Resident's care needs will be compatible with the existing Residents.
- All bedrooms have a nurse call point and telephone communication by a walk-about phone. Residents are encouraged to bring their own furniture and personal possessions but they have to comply with fire regulations currently in force. The Home will provide as much or as little furniture as is required to furnish each individual resident's room.
- Meals are cooked on the premises and are home cooked meals using fresh vegetables and fruit in season as far as possible. An alternative to the main menu is available. Special diets and personal preferences are catered for. Meals are served in the dining room and snacks outside meal times are provided by the care staff.
- The Home has a stair lift to the first floor and wheelchair access throughout. Services include chiropody, reminiscence therapy and on-site hairdressing.
- Activities are coordinated by the senior care staff. These vary from walks to the local shops, visits to the local Pub, and of course include home based mind stimulating and physical exercising sessions. In addition Reminiscence is provided by a qualified Drama therapist weekly.
- The Home has no ethnic, religious or gender bias. Regular access to various churches is provided as needed. Carer support and transport will be provided and arrangements for visiting clergy will be made individually for any Resident. In addition a service of Holy Communion takes place at Oak House every month.
- Visitors are encouraged at all reasonable times. There are no set visiting hours. In order to comply with current fire regulations all visitors to the Home are requested to sign the Visitors Book. Contact with relatives and friends can also be arranged and maintained via telephone, correspondence and web cam.
- Each resident has a personalised care plan. This is reviewed on a monthly basis or more frequently as necessary.
- Residents are registered with a GP of their choice if he/she is willing to accept them. Otherwise one can be suggested. All GP visits are arranged by senior staff as appropriate.
- Fees are assessed upon individual care needs and may be varied as needs change, if appropriate.
- All general care, meals, laundry and services under the Health and Social Care Act

(2008) are included in fees.

- Additional charges are made for chiropody, hairdressing, newspapers, toiletries, dry cleaning and some outings. Personal clothes are the responsibility of the resident or relatives but we will be happy to purchase them as required at cost price.
- Chiropody is charged at £18 per six-weekly visit. Hairdressing currently is at £8.50 for a shampoo and set. Perms £28. These, and other personal expenses, are charged out on a one or three monthly basis depending on the fee payment method chosen.
- Fees are payable monthly in advance by standing order unless other arrangements are acceptable to the owners. The level of fees for each individual resident is reviewed annually, or more frequently if care needs alter. Any changes will be the subject of at least one month's notice.
- Should the resident decide to leave the Home, a month's notice will be required or fees in lieu of notice will become payable.
- The Home's general insurance covers resident's belongings up to £500 (but not cash). Anything outside that becomes the responsibility of the resident or their representative.
- Electrical equipment brought into the Home will be checked for safety by our maintenance staff. Any repairs necessary will be the responsibility of the resident. We reserve the right to take out of service any equipment considered to be unsafe.
- The Home has a comprehensive Fire Alarm System which is regularly maintained and tested. The Fire Alarm System is tested weekly on Mondays at midday. Monthly checks of the Emergency Lighting System and fire equipment products such as fire extinguishers are undertaken. Instructions in the event of a fire are displayed by all exits. Each resident has a PEEP (Personal Emergency Evacuation Plan).
- We are a Care Home providing dementia care facilities within the meaning of the Health and Social Care Act (2008). We do aim to provide End of Life care within our capabilities and with the help and advice of the community professional team.
- We will undertake to liaise with service users or their representatives, on both a formal and informal basis, to assure the best possible care for clients. In a formal sense this may be done by sending questionnaires at intervals in order to help identify our strengths and weaknesses.
- Oak House aims to provide a homely, socially enhancing environment to stimulate and maintain the elderly in the early to mid stages of dementia. Care staff with specialised training in the needs of residents with dementia, coupled with a small Care Home setting, will enable this to be provided on an individual basis.

- In the event of a heatwave, appropriate care will be given to ensure Residents are given extra fluids and wear protective sun hats when outside in the gardens. In addition suitable sun creams will be provided.
- The Home has a comprehensive heating and hot water system. The central heating and hot water systems are fuelled by gas. The Home has a 24/7, 365 day a year maintenance agreement with a Heating Company who provide breakdown cover as well as regular servicing and gas safety checks.
- The Home has a detailed policy regarding the privacy and dignity of each resident. The care given by the Home is centred on the maintenance and enhancement of personhood. All staff will be trained to respect every Resident and to ensure all care given respects the dignity of each Resident.
- The procedure for any complaints is attached as a schedule to this statement.

## COMPLAINTS PROCEDURE

It is our intention to run the home in an efficient, caring manner but, however well run, it is inevitable that residents or their representatives will have problems to raise at some time.

It is requested that any complaint or query regarding care or conditions first be raised informally with the senior person in charge on a verbal basis. It is to be expected that this will resolve the great majority of problems. If, however, that is not the case then residents or their representatives can always raise the matter with Dianne Smyth. For minor matters, this can be done verbally but, if the issue is of more importance, then this is better done in writing. It is then to be hoped that a meeting can iron out the problems to everybody's satisfaction.

It is to be noted that complaints can also be made by the resident, or their representative, to either of the following listed below, dependent on how the individual resident's care needs are being funded. It is to be emphasized that at no time during this procedure will the care and attention due to the resident be compromised in any way. It is our commitment to respond appropriately to all complaints within a maximum of 28 days.

1. Care Direct – If funded by Social Services Tel No. 0845 1551 007
2. Primary Care Trust – If funded by The Continuing Health Care Team Tel No. 01392 205205
3. The Ombudsman – If Privately funded Tel No. 0345 015 4033

Oak House is registered as such with the following registration authority.

CQC South West  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)  
Telephone: 03000 616161

CQC are responsible for inspecting the service provided by Oak House but they are no longer involved with responding to individual complaints.

## Appendix 1

### Bedroom sizes in Sq.m

#### Oak House (54)

1. 11.26
2. 10.72
3. 10.08
4. 16.7
5. 11.6
6. 11.9
7. 11.55
8. 10.2
9. 14.25
10. 13.3
11. 13.2