

STATEMENT OF PURPOSE

Regulated Activities

K Lodge is registered with CQC (Care Quality Commission) to provide the following Regulated Activities under the Health & Social Care Act 2009:

Accommodation of people requiring Personal Care or Nursing Care

Locations

We provide our services from the following location:

K Lodge, 50 North End, Higham Ferrers, Northants NN10 8JB.

Services provided and the range of needs met

K Lodge provides the following services:

- Care and accommodation for 40 older people (three of whom have learning difficulties).
- In particular, we provide a service for people with dementia.
- We support people with the following range of needs - Personal care, daily living, health care needs, mental wellbeing and Safeguarding.
- Respite Care – Temporary care and accommodation for older people.

Facilities and Services of the Home

The environment

The physical environment of the home is designed for service users' convenience and comfort. In particular, we will do the following.

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the service users for whom we care.
- Arrange for specialist equipment to be available to maximise service users independence.
- Provide individual accommodation which at least meets the Essential Standards of Quality and Safety.
- See that service users have safe, comfortable bedrooms, with their own possessions around them.

- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

ACCOMMODATION

At K Lodge, there are three wings, namely K Lodge, Windmillbanks and Garden Villa, with a total of 40 service uses.

K Lodge - K Lodge is comprised of 25 single bedrooms and 1 double bedrooms, of which 13 rooms have on-suite facilities. All the bedrooms are fully furnished with Emergency Response systems. At the discretion of the Management, service users are allowed to have their own furniture and other equipment in their rooms. There are TV points for those who wish to have their own private Televisions and service users can have their own telephone lines if they wish, in their rooms. There are a number of communal areas for service users including a quiet lounge.

At the rear approximately 450 square meters of gardens with planted borders and wheelchair access and seating for service users use. Garden is equipped with exterior electric supply for musical entertainment.

Handrails are also in place to assist service users with their mobility around the garden. A 4-person passenger lift provides access to the first floor. A CCTV security camera system in place in the common areas, internally and externally for extra safety.

Windmill Banks- a separate wing of K Lodge is comprised of 8 large single on-suit bed rooms, dining room and a lounge with the use of the shared large back garden with K Lodge. A wheelchair access lift provides access to the first floor for those with limited mobility.

Garden Villa – Garden Villa is the latest addition to our facility, A brand new single-story building with six large bed rooms with full en-suit facilities, Lounge, kitchenette and outside patio areas and shared garden.

Management & Administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage a registered manager, a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard service users' interests.
- Offer service users appropriate assistance in the management of their personal finances.
- Have a robust HR system to recruit and select staff who are fit, proper and caring, to meet the needs of all our service users.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

The Home's Management

The person officially registered as carrying on the business of the home is **Claude Fonseka**, who can be contacted at **29 Woodgreen Road, Upshire, Essex EN9 3SD. Tel 01992 710401 - Mobile 07802 167578. Email claudio@klodge.co.uk.**

Carol Smith, Care Service manager, is the person in day to day management of the provision of care provision.

Viola Fonseka – Operations Director, responsible for the Management and control of the whole operations at the registered location.

The Management's Qualifications & Experience

Claude Fonseka, the Registered Provider, takes a personal interest in the day-to-day management and gives highest priority in providing the best possible care and services at K Lodge. Mr Fonseka has a clear vision on providing the specialist care needed by the people with older people, people with dementia and people with learning disabilities.

Mr Fonseka has been a Registered Nurse for people with Learning Difficulties for approximately 7 years (during the period 1974 to 1982) working for Surrey Area Health Authority where he trained and qualified in this field. During his employment as a nurse he gained valuable experience in caring for the needs of people with learning difficulties.

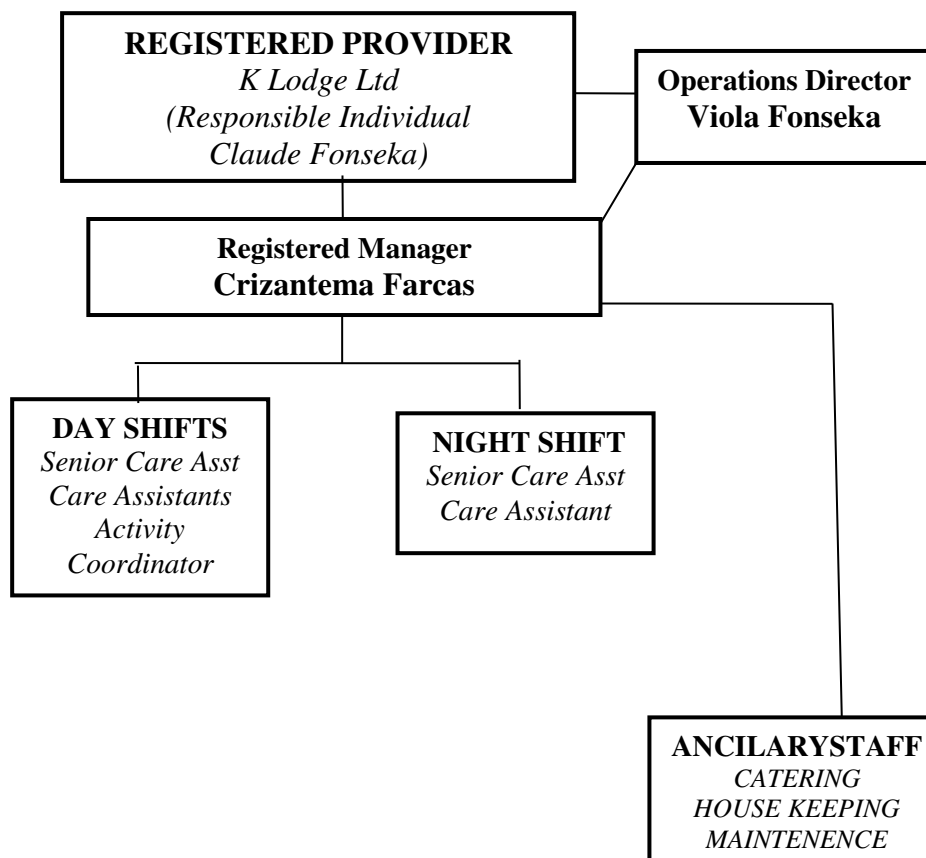
Mr Fonseka is also qualified in Personnel Management and Staff Training.

Mr & Mrs Fonseka have had considerable business management experience between 1991 to 2004 when they operated 7 restaurants in and around London and a food production facility providing frozen food to NHS. Mr & Mrs Fonseka have been operating K Lodge care home for past 13 years.

Registered Manager

Crizantema Farcas has been working at K Lodge for over 5 years and has valuable experience in the provision of care at K Lodge. She has had all necessary training and qualifications including QCF in Health & Social Care at levels 3 & 5. She has been the Registered Manager of K Lodge since October 2017. She is fully committed in the provision of the best services for our residents who is very caring and passionate about her job.

The Organisational Structure



Staffing

We are aware that the home's staff will always play a very important role in our service users' welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet service users' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect service users' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Staff Training:

K Lodge is committed to providing all mandatory and other required training opportunities for its staff to enable them to meet the Essential Standards under the Health & Social Care Act 2009. All staff are offered regular training both in-house and through external sources. Formal supervision sessions and appraisals are conducted regularly by the management in order to build on strengths and identify areas for improvement.

A program of on-going staff training is in place which continually promotes the unique understanding and skills needed to respond to individual needs of the people suffering from dementia. Staff will be encouraged and supported in acquiring the skills, knowledge and qualifications necessary to care for the service users.

Service users Rights

We place the rights of service users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our service users to exercise their rights to the full.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a service user's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our service users in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Helping service users to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for service users to be alone or with selected others.
- Providing locks on service users storage space, bedrooms and other rooms in which service users need at times to be uninterrupted.
- Guaranteeing service users privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information, the home holds about service users.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

- Treating each service user as a special and valued individual.
- Helping service users to present themselves to others as they would wish through their own clothing, their personal appearance and their behavior in public.
- Offering a range of activities which enables each service user to express themselves as a unique individual.

- Tackling the stigma from which our service users may suffer through age, disability or status.
- Compensating for the effects of disabilities which service users may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that our service users have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways.

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximizing the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping service users take reasonable and fully thought-out risks.
- Promoting possibilities for service users to establish and retain contacts beyond the home.
- Using any form of restraint on service users only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging service users to access and contribute to the records of their own care.

Security

We aim to provide an environment and structure of support which responds to the need for security in the following ways.

- Offering assistance with tasks and in situations that would otherwise be perilous for service users.
- Protecting service users from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by service users.
- Creating an atmosphere in the home which service users experience as open, positive and inclusive.

Civil rights

Having disabilities and residing in a home can act to deprive our service users of their rights as citizens. We, therefore, work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways.

- Ensuring that service users have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for service users full and equal access to all elements of the National Health Service.
- Helping service users to claim all appropriate welfare benefits and social services.
- Assisting service users access to public services such as libraries, further education and lifelong learning.

- Facilitating service users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

- Providing meals which enable service users as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering service users a wide range of leisure activities from which to choose.
- Enabling service users to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating service users as a homogeneous group.
- Respecting individual, unusual or eccentric behavior in service users.
- Retaining maximum flexibility in the routines of the daily life of the home.

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- Informing ourselves as fully as each service user wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all service users, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
- Respecting our service users religious, ethnic and cultural diversity.
- Helping our service users to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any service user's desire to communicate at whatever level.

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways.

- Positively communicating to our service users that their diverse backgrounds enhance the life of the home.
- Respecting and providing for the ethnic, cultural and religious practices of service users.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping service users to celebrate events, anniversaries and festivals which are important to them.

Quality of Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of Home

We recognise that every prospective service users should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our service users know precisely what services we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each service user a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective service user has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- Offer introductory visits to prospective service users and avoid unplanned admissions except in cases of emergency.

Personal and Health Care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each service user.
- Establish and carry out careful procedures for the administration of service users' medicines.
- Take steps to safeguard service users' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care service users who are dying, and sensitively assist them and their relatives at the time of death.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives.

To respond to the variety of needs and wishes of service users, we will do the following.

- Aim to provide a lifestyle for service users which satisfy their social, cultural, religious and recreational interests and needs.
- Help service users to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to service users.

Concerns, complaints & protection

Despite everything that we do to provide a secure environment, we know that service users may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems, we will do the following.

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect service users' legal rights.
- Make all possible efforts to protect service users from every sort of abuse and from the various possible abusers.

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of service users and quality care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our service users, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain service user-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our service users.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care that is focused on Person Centred Care Planning for each service user.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

Admissions

Under Health & Social Care Act 2009, potential service users must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential service users who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential service users who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential service user's requirement and to make an initial plan of the care we will provide.

We will provide prospective service users with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective service user to visit the home, join current service users for a meal and move in on a trial basis. We are happy for a prospective service user to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new service user within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Social Activities, Hobbies & Leisure Interests

We try to make it possible for our service users to live their lives as fully as possible. In particular, we do the following.

1. We aim as part of the assessment process to encourage potential service users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
2. We try to help service users to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All service users are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the home, but those who wish to may remain in their own rooms whenever they like. Service users are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
3. We have regular organised social activities such as coffee mornings, keep-fit, parties, and entertainers, events involving other organisations or volunteers, and specialist facilities. We hope that friendships among service users will develop and that service users will enjoy being part of a community, but there is no compulsion on a service user to join in any of the communal social activities.
4. We have facilities including activities room, a quiet room, two social lounges inside the building and a large secluded landscaped garden with sensory stimulating aspects including a large aviary, fish pond, paved paths with shrubs and flower borders at the rear of the property for the service users to enjoy the outdoors.

5. To assist with the home's social program, we have designated an activities organizer, who organizes and delivers a program of recreational and social activities to the service users on a daily basis.
6. We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage service users to choose where they sit in the dining room and meals can be served in service users' own rooms if desired. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, service users are always offered a choice at meals. We cater for special and therapeutic diets as advised by specialist staff and as agreed in each service user's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink attractive, appealing and appetising, and to mark special occasions and festivals.
7. We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councilors, members of parliament, representatives of voluntary organisations, students, school children and others. Naturally we respect the views of service users about whom they want to see or not to see.
8. We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
9. For the benefit of all service users and staff, we have designated all internal areas of the home as non-smoking. Service users who wish to may do so in the gazebo in the garden.
10. We may make a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
11. Consulting service users about the way the home operates.

Consultation with Service Users

We aim to give service users opportunities to participate in all aspects of life in the home. In particular, service users are regularly consulted both individually and corporately about the way the home is run. We have regular service user meetings and give opportunities for service users to join staff meetings, policy groups and other forums, provide systems for involving service users in staff selection, menu planning, reviews of policies etc, and arrangements for surveys of user satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Fire precautions, associated emergency procedures and safe working practices

All service users are made aware of the action to be taken in the event of a fire or other

emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Service users who wish to practise their religion will be given every possible help and facility. In particular we will do the following.

- We will try to arrange transport for service users to any local place of worship if required.
- If asked to we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.
- In the public areas of the home we celebrate the major annual Christian. Service users have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives

- Service users are given every possible help to maintain the links they wish to retain with their families and friends outside the home but can choose whom they see and when and where.
- If a service user wishes, their friends and relatives are welcome to visit at any time convenient to the service user and to become involved in daily routines and activities. Relatives and visitors are welcome to join in at meal times and stay overnight if they wish to subject to prior notice and availability.
- If a service user wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Concerns & Complaints (Procedure)

The management and staff of the home aim to listen to and act on the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Service User plan of care

At the time of a new service user's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives and incorporates any necessary risk assessments.

Once a month, we review each service users' plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the service user achieve their full potential.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Therapeutic Techniques

The home will, as much as possible arrange specific/special therapeutic techniques to individual service users which may involve additional costs.

Privacy and Dignity

The home places a high value on respecting the privacy and dignity of service users. The detailed measures we take are set out in the paragraphs headed respectively *Privacy & Dignity* at the beginning of this document.

How to contact us and the Regulatory Authorities

If you would like to contact us or other regulatory authorities the details are as follows:

PROVIDERS — K Lodge Ltd – Meadow Grand, 29 Woodgreen Road, Upshire, Essex EN9 3SD.
Telephone 01992 710401, 07802 167578 email info@klodge.co.uk

CQC – Care Quality Commission:

CQC HSCA Compliance
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171
www.cqc.org.uk

Adult Quality Team

Adults Commissioning
One Angel Square
Angel Street
Northampton
NN1 1ED
Tel: 01604 367611 (AB)

W: www.nass.uk.net E: ACC@nass.uk.net

Review of this Document

We keep this document under regular review and would welcome comments from Service Users and others.