

Ilkley Care Associates Ltd

Introduction to Ilkley Care Associates Ltd

Ilkley Care Associates Ltd provide support and care for people over 65 & under 65 who have a diagnosis of Dementia and require Nursing or personal care.

Due to our vast experience in care we are able to support and care for people that require care for treatment of disease, disorder or injury, alongside Mental Health and individuals with Learning Disability or Autistic Spectrum Disorder

The service works alongside commissioners and social workers.

We aim to guarantee that all people that join our service are offered an individual centered approach by ensuring that we provide appropriate and comprehensive packages tailored to meet specific individual needs.

We strive to:

- Listen to all individuals who use the service
- Respect dignity and privacy
- Embrace individual differences and needs
- Recognise cultural and religious differences
- Enable people and their families to make informed choices
- Involve and support carers and families wherever possible
- To help people of all ages to maintain their health and well-being
- To Promote independence

Statement of Purpose

2026

Assisting Individuals to Make Choices

We are committed to enabling people to make choices about the services and care they receive.

We positively encourage regular interaction between residents and local community services by creating and maintaining lifestyles that are as similar as possible to those they enjoyed in their previous home.

This includes contact with friends and former neighbors, visits from religious parties and visits out in the community that is of interest to the individual resident. We ensure that entertainment within the home is also person centered to the individuals.

Professional services such as dental, chiropody, physiotherapy, hairdressing and other services are provided within the home from the local area, however we do support individuals out to any professional's services if requested or required.

Our home has been designed to suit the many and differing needs of the people who live here. Areas of the home are decorated in a themed way. We have specific areas to suit and simulate resident's needs. We encourage participation from families and friends through regular visits and involvement in special days and other events and activities and do encourage daily community living

Service Provider

The Director of Ilkley Care Associates Ltd is Mr. Michael Kehoe.

Mrs. Rosina Parkinson is the Nominated Individual for the Service and is responsible for the day-to-day operations of the company and meets regularly with the director in respect of financial decisions.

Aims and Objectives

Our goal is to offer all residents, irrespective of physical, psychological, emotional and cultural needs, the care required to maintain a quality of life that enhances their wellbeing, encouraging self-help with all activities of daily living. We promote individuals person centred care.

To achieve this for residents, our aim is to:

- Assess the needs of prospective residents prior to admission, ensuring their participation and that of family members or close friends. This ensures all residents needs can be met by the home.
- Offer the opportunity to enhance their quality of life by providing a safe and comfortable environment, offering support and stimulation to help maximise their potential physically, emotionally, socially, and intellectually.
- We aim to give comfort when required, respect privacy and give assistance at any time of day or night.
- Create a homely environment that corresponds as closely as possible to their home.
- Provide individual person-centred care plans which will be reviewed on a regular basis, with input from the resident (wherever possible) their family members, nursing staff, care co-ordinator and all the Riverview team.
- Encourage pursuits that enhance relaxation, fun, engagement and enjoyment.
- Develop links with family members; friends and the local community, ensuring residents have access to all facilities within the local area within reason.
- Ensure the rights of every resident are respected at all times.

To achieve this for staff, our aim is to:

- Value each of our staff equally
- Ensure that all staff are provided with a robust training programme including online and face to face training with regularly updated and monitored.
- To provide our staff with a working environment within which effective teamwork, where appropriate, and personal and group development are actively encouraged and supported.
- Offer competitive terms and conditions to our staff
- Encourage teamwork, plus personal growth and development to our staff
- To monitor well-being and offer support where needed

Philosophy of Care

To those persons entrusted to our care we present our philosophy on the care we wish them to receive in our home:

- To provide a safe and secure, stable, comfortable, and welcoming environment where individuality of care and maintenance of dignity are paramount.
- To work alongside the resident, their family and loved ones to set realistic and attainable goals which encourage participation in the decision-making process to reach those individual goals
- To stimulate and maintain physical, mental, and social activity so enhancing wellbeing.
- The home provides opportunities for people to enhance their quality of life by providing, safe, relaxing, and supported environments.
- The home promotes positive relationships between residents and staff characterized by respect, friendliness, patience, and empathy.
- To have the right to personal independence and to make informed choices.
- To have the right to care for themselves as far as they are able and willing. This right is supported by means of a personal care plan which is updated at regular intervals.
- To have the right to have their dignity respected by others in every way possible and to be treated (whatever their abilities) as diverse individuals.
- To have the right to privacy for themselves, their belongings, and their affairs. Staff will always knock before entering a resident's room, always calling the resident by their preferred name.
- To have the right to be consulted about any proposed changes in daily living arrangements and to make suggestions (where this is not a possibility, family members will always be consulted). We offer regular family and resident meetings to discuss their needs and requirements.

- To ensure that each resident's individual needs, and preferences are considered and have precedence over the homes working practices.
- To have the same right to facilities and services in the surrounding community as any other citizen, including registration with a medical practitioner, optician and dentist of their choice.
- To have the right to mix with other people in the community, whether by going out or by inviting other people in.
- To have the right to have their cultural, religious, sexual, emotional and any other diversities accepted and respected.
- To share our world, remember preferences and accept idiosyncrasies, and give help and support to achieve a sense of purpose and accomplishment.
- To always work with people in a person-centered way that puts the individual at the very center of everything we do.
- The home promotes personalization, to encourage residents and their family to make the individual personal space as personal as possible, encouraging bringing items from their home. The home enables residents to continue with their hobbies and interests within the home, whether that is painting, cooking etc., and actively encourage conversations around their favorite topics. All activities are planned to meet individual's interests and needs be that in a group setting or solely around the individual.
- To have the right to their own make decisions and purchases such as clothes, books, food etc where possible.

Support for Mental Well Being

Our service aims to safeguard that everyone is treated with kindness compassion and respect and that emotional support is given whenever needed. We also endeavor to provide people with opportunity to be actively involved in decisions made about their care and treatment as far as possible.

Objectives for Residents

- To promote good mental health through assessment and observation.
- To put in place care plans dedicated to mental well-being.

- To empower residents to take control of their mental health and assist them to regulate themselves where possible.

Objectives for staff

- To promote a culture of open communication and encouragement around stress and mental well-being working together to resolve stresses and maintain good health
- To help staff and service recognize causes of poor mental health and stress sources plus the impact of external stressors.
- To empower staff to address work related stress through policies, support networks and staff development.
- To ensure regular risk assessments specifically refer to mental well-being in order to control risks.

We are always fully committed to providing the highest standards of care to our residents. If you have a complaint or feel unhappy with any aspect of the home, please let us know by informing the manager, or if unavailable, any senior member of staff. This can be done in person, over the telephone or in writing. You can be assured that any complaint will be dealt with, and that once investigated, you will be informed of the outcome.

We will respond in writing, confirming receipt of your complaint within five days, and again within a maximum of twenty-eight days, advising you of any action taken.

Nominated Individual

Rosina Parkinson

Riverview Nursing Home, Stourton Road, Ilkley, LS299BG. Telephone 01943602352.

Mobile 07801550642

Rosina.parkinson@ilkleycareassociates.com

Registered Manager

Rosina Parkinson

Riverview Nursing Home, Stourton Road, Ilkley, LS299BG. Telephone 01943602352.

Mobile 07801550642

Rosina.parkinson@ilkleycareassociates.com

Junior Manager

Natalie Lambert-Younger

Riverview Nursing Home, Stourton Road, Ilkley, LS299BG. Telephone 01943602352.

Admin@ilkleycareassociates.com

Regulated Activities

Ilkley Care Associates is registered with the Care Quality Commission under the Health & Social Care Act 2014 for the following regulated activities, service types and service user bands:

Regulated Activity
Accommodation for persons who require nursing or personal care
Treatment of disease, disorder or injury
Service Type
Care Home with nursing
Service User Band
Caring for adults under 65 yrs
Caring for adults over 65 yrs
Dementia
Mental Health
Learning Disability or Autistic Spectrum Disorder

Riverview Nursing Home Privacy Notice

Introduction

This is **Ilkley Care Associates Ltd'** Privacy Notice.

As part of the services we offer, we are required to process personal data about our staff, our service users and, in some instances, the friends or relatives of our service users and staff. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

If you have any concerns or questions, please contact us: Rosina.parkinson@ilkleycareassociates.com or admin@ilkleycareassociates.com

Service Users

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation, or religion. Why do we have this data?

We need this data so that we can provide high-quality care and support. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005.

We process your special category data because

- *It is necessary due to social security and social protection law (generally this would be in safeguarding instances);*
- *It is necessary for us to provide and manage social care services;*
- *We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.*

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. *You or your legal representative(s);*
2. *Third parties.*

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we might lawfully share your data with. These include:

- *Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;*
- *The Local Authority;*
- *Your family or friends – with your permission;*
- *Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;*
- *The police or other law enforcement agencies if we have to by law or court order.*

Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data:

- *Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;*
- *Your financial details e.g. details so that we can pay you, insurance, pension and tax details;*
- *Your training records.*

We also record the following data which is classified as “special category”:

- *Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;*
- *We may also, with your permission, record data about your race, ethnic origin, or religion.*

As part of your application you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check).

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because

We have a legal obligation under UK employment law;

- We are required to do so in our performance of a public task;*
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.*

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity pay.*

If we request your criminal records data it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not keep a record of your criminal records information (if any).

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

- 3. You or your legal representative(s);*
- 4. Third parties.*

We do this face to face, via phone, via email, via our website, via post, or via application forms.

Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty's Revenue and Customs (HMRC);*
- Our pension and healthcare schemes **Botros Accountants who act on our behalf***
- Our external payroll provider*
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;*
- The police or other law enforcement agencies if we have to by law or court order.*
- The DBS Service UCheck (ucheck.co.uk)*
- Friends/Relatives*

What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.*

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);

We do this face to face, via phone, via email, via our website, via post, or via application forms.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Governance Alliance's guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>)
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.