



# **THE MICHAEL BATT CHARITABLE TRUST**

## **Statement of Purpose**

Rushmead Residential Care Home  
Tower Road, Coleshill  
Amersham,  
Buckinghamshire  
HP7 OLA

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Reviewed  
**March 2021**

Next Review Due March 2022

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Our Statement of Purpose is written to comply with Regulation 12 of the Care Quality Commission (Registration) Regulations. This document will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

## Aims and Objectives

With more than 16 years' experience, the management of Rushymead Residential Care Home pride themselves of offering a highly professional care service for the elderly, with a personal touch.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow Residents:

- ✿ **Privacy:** The right of a Resident to be left alone and undisturbed whenever they wish, to help furnish and equip their rooms in their own unique style & taste.
  
- ✿ **Dignity:** The understanding of a Residents needs and treating them with respect, treating each resident as a special and valued individual in a way that re-enforces their sense of personhood and individuality
  
- ✿ **Independence:** Allowing a Resident to take calculated risks, to make their own decisions and think and act for themselves, to encourage residents to access and contribute to the records of their own care
  
- ✿ **Choice:** Giving a Resident the opportunity to select for themselves from a range of alternative options, giving them maximum flexibility in the routines of the daily life of the home.
  
- ✿ **Rights:** Keeping all basic human rights available to the Residents, to advance these rights in all aspects of the environment and the service that we provide, to encourage all our residents to exercise their rights to the full.
  
- ✿ **Fulfilment:** Enabling the Resident to realise their own aims and helping them to achieve these goals in all aspects of daily living. To be able to respond to their personal, intellectual, artistic and spiritual values and practices of all our residents.
  
- ✿ **Security:** Protecting residents from all forms of abuse and from all possible abusers, creating an atmosphere in the home which residents experience as open, positive and inclusive.
  
- ✿ **Equality;** Residents will be treated equally and without discrimination, involving residents to express their individuality and to follow their preferred lifestyle, also helping them to celebrate events, anniversaries or festivals which are important to them as individuals

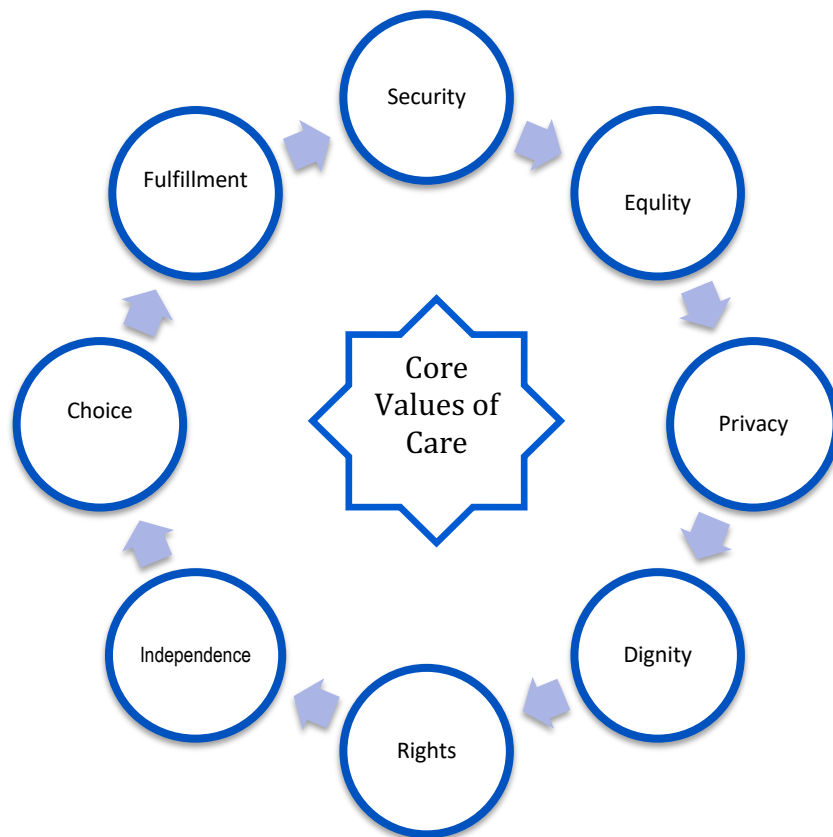
**We are committed to achieving our stated aims and objectives and we welcome the scrutiny & suggestions for improvement from our residents and their representatives, with whom we aim to provide the highest quality of care.**

## Philosophy of Care

Rushymead Residential Care Home aims to provide its Residents with a safe, relaxed, and homely environment in which their care, wellbeing and comfort are of prime importance.

Staff will aspire to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere, and in doing so will be sensitive to the Residents ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other Residents and with recognition of the following core values of care which are fundamental to the philosophy of our Home:



All Care Staff within the Home will be appropriately instructed to deliver the highest standards of care.

A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Quality Commission.

We are an equal opportunities employer and we do have people of different ethnic origins meeting your care needs.

Each Resident has a plan of care based on an initial and then continuing assessment.

A copy of our most recent inspection report is available and on public display in the homes main entrance reception area.

**Home Owner**

Rushymead Residential Care Home is owned by the Michael Batt Charitable Trust and is administered by a group of Trustees –

- Dr Michael Batt      Rushymead Residential Care Home, Tower Road, Coleshill, Nr Amersham Bucks HP7 OLA
- Mr Alan Forrester    Alan Forrester & Co, 75 Mutley Plain, Plymouth, Devon PL4 6JJ
- Mr Alistair Mackie    101 Quentin Road, Blackheath, London SE13 5DG
- Mr Derek Kayanja     Red Gables, 64 Vicarage Road Blackwater GU17 9BD

**Registered Home Manager:**

Bev Sturges

Bev holds a Level 5 in Leadership & Management and is responsible for leading the team of dedicated staff and for the day to day running of the home. She adopts a visible presence in the home and is instrumental in promoting an open, positive and inclusive atmosphere throughout the business.

**Provider ID:**

1-101647003

**Address of Home**

Rushymead Residential Care Home  
Tower Road, Coleshill Nr Amersham  
Bucks, HP7 OLA

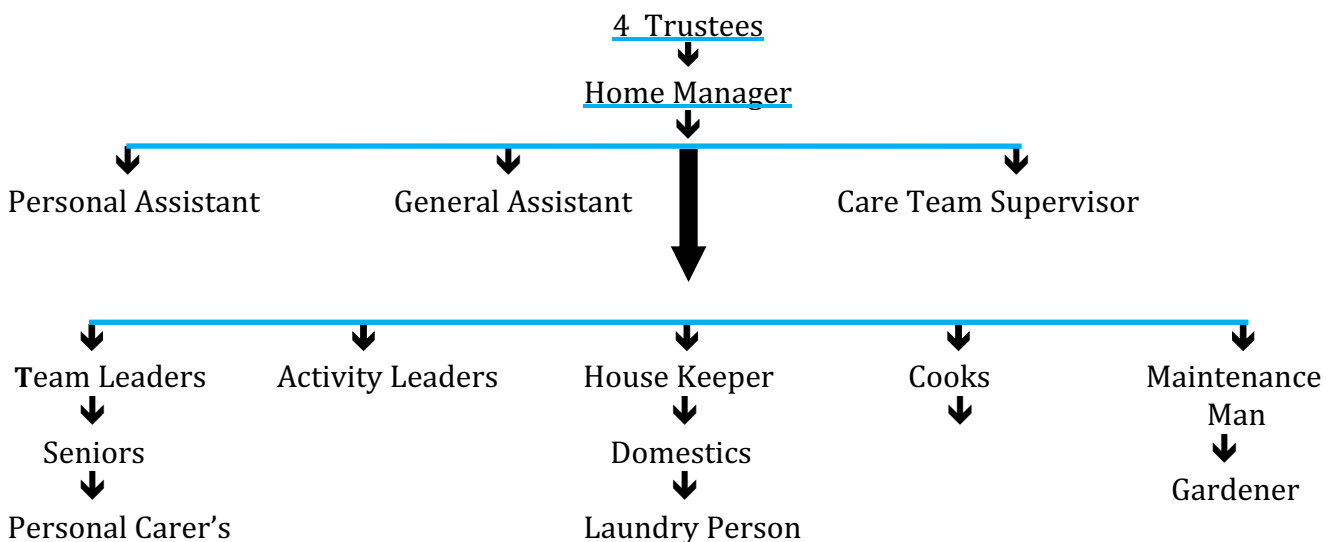
**Location:**

One mile from Old Amersham on the A355 road between Amersham and Beaconsfield. The home is situated on the corner of the road leading to Coleshill village and is opposite the large water tower.

**Care Speciality of the Home:**

Long Stay Care of the Elderly / Dementia Care for Adults over 65

**Home Organisational Structure**



**Details of Staff Numbers and Staff Training**

We are aware that our staff will always play a very important role in residents' welfare & to maximise this contribution, we continually strive to achieve the homes objective of having a full complement

of committed & suitably qualified staff at all times with the relevant mix of skills which is capable of meeting the full range of needs of the resident to ensure their safety and well-being at all times.

The home operates a 24-hour service with staff working on a shift rota basis that includes at least 5 care staff working during the mornings and equally during the afternoons and at least 3 waking staff on duty during the night. The home's Manager or the Personal Assistant are on call at all times.

The homes staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. Staff are employed irrespective of race, colour, ethnic or national origin, sexual orientation, gender and religious beliefs. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- ⊗ Care code of conduct
- ⊗ Confidentiality & care planning
- ⊗ Resident led person centred care
- ⊗ Health and Safety, Fire Safety, Infection Control & Food Hygiene Safety

The home strives to achieve a high proportion of staff with the right qualifications, competence, skills and experience to provide a quality service. All staff members new to care will be encouraged to complete the Care Certificate before embarking on QCF qualifications in care.

The home also sends staff on external training courses for such topics as Food Hygiene, Moving and Handling, First Aid, Safeguarding, Safe Handling of Medications. All Staff are trained in basic emergency First Aid along with Fire Warden training.

## Accommodation & Communal Areas

The home has a rich history in the story of its transition from country house to residential care & still has many original architectural features within. It stands majestically within over 20 acres of landscape ground, enjoying panoramic views across the Chilterns. The home provides care & accommodation for elderly people over 65 including dementia.

The home has 26 bedrooms, mostly single rooms, & one double room for married couples or those Residents who prefer to share. Each room is offered as furnished & contains an electric profile bed.

- ⊗ Ground Floor: Five Single, One single En-Suite and One Double En-Suite.
- ⊗ Middle Floor: Seven Single and Three single with En-Suite.
- ⊗ Top Floor: 7 Single and 2 Single with En-Suite.

All rooms have personal wash facilities & a call bell system fitted to the latest standards. The home has 3 assisted bathrooms, one shower room, separate toilet facilities fitted with disabled adaptation's & a person's lift providing easy access to all 3 levels. The home is wheelchair friendly throughout

### *Social Rooms:*

There are lounge dining areas on each of the three floors & the home is centrally heated throughout. Residents are encouraged to make use of these communal rooms as well as the Tea Room, Family Room & Conservatories; however, Residents are free to stay in their own rooms may they choose to do so. Smoking is not allowed in any part of the Home.

## Referrals & Admission

Residents interested in coming to Rushmead Residential Care Home are encouraged to visit the home and sample the atmosphere and level of service. This gives the prospective residents time to get to know the staff and adjust to new people and surroundings. A month's trial period is always

given before taking permanent residency. On occasions when the vacancy situation permits we can offer a short stay & day care periods of residence.

Potential residents must have their needs thoroughly assessed before commencing any period of residency: this is intended to provide each resident with the best possible information on which to make an informed choice about their future.

For residents who are already in touch with social services then the initial assessment will be completed as part of the care management process and to ensure that all parties are satisfied that this particular home is suitable and as the capacity to meet the needs of the prospective resident.

## **Financial Arrangements and Fees**

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual Resident

Depending on the personal financial situation, a Resident can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from your local Social Services Department. The Homes Manager may also be able to help.

## **Fees - What is included**

- ⊗ 24-hour coverage of care by our competent & dedicated staff
- ⊗ Excellent Home from Home Cooking
- ⊗ Provision for some Special Dietary needs
- ⊗ On the premises Laundry & Linen Service
- ⊗ Arranging for the services of local G.P.'s & the Community Nurse Team.
- ⊗ 24-hour Call System
- ⊗ Full Central Heating
- ⊗ Comprehensive activities programme

## **Fees – What is not included**

- ⊗ Dry cleaning
- ⊗ Weekly visits from the hairdresser to the home
- ⊗ Bi-Monthly visits for a private chiropodist to the home
- ⊗ Private phone installation and calls
- ⊗ Television sets for private bedrooms
- ⊗ Domiciliary service providers including fees of dentistry, optical and chiropody services

## **Privacy and Dignity**

Staff are trained to promote our philosophy of care to preserve and maintain the dignity, individuality, and respect the privacy of all Residents within a warm and caring atmosphere, and in so doing will be sensitive to the Residents ever changing needs.

## **Smoking and Alcohol**

Rushmead is a non-smoking home. With regard to alcohol, residents will make their own arrangements, but this may require to be supervised.

## **Fire Safety**

- The home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes location of the homes fire call points, extinguishers & muster points, raising the alarm & fire evacuation procedures. Residents are informed of the emergency procedure during admission as part of the introductory package.
- A fire alarm and system test is carried out weekly and has an annual test by the local Fire Officer. This ensures all equipment is in full working order. When Staff join our team, they receive an induction of fire procedures and therefore have a comprehensive understanding of their responsibilities. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.
- All firefighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer. A certificate of safe practice report is produced annually.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

## **Religion & Religious Services**

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the Resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

An inter denominational service is held weekly within the home. The service is attended by a local Lay Preacher and organist. Attendance is optional.

## **Contact With Family and Friends**

Residents 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.



Resident's family, relatives and friends are encouraged to visit the Resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times convenient to the resident and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The Resident has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the Residents wishes.

## **Care Plan Review**

Once developed, the Person-Centred Care Plan will be regularly reviewed as frequently and as necessary with the resident, and that the care and support provided will have the flexibility to respond to changing needs or requirements to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Adverse reaction to the Care Plan by the Resident will result in an immediate review of the Care Plan by the named Carer, Manager, Team Lead and other members of care staff as necessary.

Family and relatives will be encouraged to participate in the Resident's daily routine as far as is practicable and are invited to annual formal reviews. Residents and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at four levels:

- Daily on a shift-to-shift basis. At staff shift changeover the Resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Resident's responses and activity patterns discussed as needed. Changes to the Care Plan may be proposed at this point.
- At the end of the four-week settling-in period
- Thereafter every four weeks & when the resident has a change in needs
- A formal review is held with Care Staff on an annual basis.

Certain amendments may require the authorisation of the Resident's GP. All amendments to the Care Plan are recorded in full and carried out by Team Leaders, seniors and Management.

## **Safeguarding**

We aim to make the safeguarding of our residents an utmost priority and seek to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local safeguarding adults board over any issues relating to the safety of its residents from any kind of harm and the Care Quality Commission where involved

## **Complaints**

If as a Resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint using the home easy to use Complaints Procedure, which is provided on contract of residency & by request. All complaints are taken seriously & we undertake

to fully investigate all concerns or complaints as quickly as possible and to provide you with a satisfactory response within the agreed timescale.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to take the matter further, then you should contact the Care Quality Commission (CQC) at Citygate, Gallowgate, Newcastle-upon-Tyne. NE1 4PA. Tel: 03000 616161  
Details of the registration authority are displayed within the entrance area to the Home.  
A copy of Complaints Policy and Procedure can be found with your contract.

## **Bereavement**

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, in the unfortunate event where there is no next of kin, we will always act in your best interests and respect your wishes.

## **Therapeutic Activities**

The homes Therapeutic Activities” takes into account the Resident’s interests, skills, experiences, personalities and medical condition. The home offers a wide range of activities designed to encourage the residents to keep mobile, to carry on with existing hobbies, pursuits and relationships, to explore new avenues and experiences and most importantly take an interest in life.

Staff encourage and in certain instances help Resident’s to pursue their hobbies and interests:

### **These are examples of some of the activities Residents can chose to participate:**

- ✿ Painting & drawing
- ✿ Scrabble & other board games
- ✿ Bingo, Dominos, Hoopla,
- ✿ Musical instruments
- ✿ Group word games (Crosswords, quizzes)

### **Activities with the staff (On a Regular Basis)**

- ✿ Chatting to Individual Residents.
- ✿ Going for walks in the grounds, attending to the garden & flowers
- ✿ Manicures/Hand massage
- ✿ Updating our residents life story books
- ✿ Helping with simple domestic chores
- ✿ Snack foods & drinks preparation

### **Dementia Activities**

- ✿ Singing, Playing musical instruments
- ✿ Armchair exercises
- ✿ Reading out loud from story books, newspapers, magazines, poetry etc to residents
- ✿ Reminiscing
- ✿ Tactile handheld objects

## **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the Home, then 4 weeks’ notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 week trial period. If a Resident temporarily moves out of the Home (e.g. to receive hospital treatment) the bed

is retained for a period of six weeks, provided 94% of the normal fee is paid. In the case of social work funded Residents, this retention period would be reviewed by the Home Manager.

## **Monitoring and Quality**

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the Residents and their relatives. We regularly ask for comments on the Home, the staff and services we provide.

## **Medication**

This home works on the principle that every resident has the right to manage & administer their own medication if they wish to and is considered safe to do. The home will provide support, lockable storage & aids to enable safe self-administration wherever possible. The home believes that encouraging self-medication promotes the independence & autonomy of residents and will enhance their dignity & privacy.

Alternatively, medicines will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any Resident may request to see a doctor in private if they wish.

## **Telephone**

The home has telephones situated in each lounge dining area that can enable residents to receive incoming calls & if required can also be used for outgoing calls. If residents wish to speak privately using one of the homes telephones, they can arrange to use one of the telephones in the management staff offices. Residents may have their own private line installed through British Telecom at the going rate.

## **Television**

All bedrooms are equipped with a television aerial socket which provides the necessary signal for television reception. We do not supply televisions for individual bedrooms but are quite happy for you to bring a television with you when you move into the home. Televisions and all other electrical appliances will be subject to an electrical test to ensure its safety.

## **Meals**

Three full meals are provided each day, with a regularly changed menu for lunch and evening meals. Some special dietary needs can be catered for. Residents are always offered a choice of foods at meals & where they wish to sit & eat.

We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

A choice of hot and cold refreshments is always available 24 hours a day. Visitors can also be catered for by prior arrangement.