

Statement of Purpose

Service Users guide



The Grange Care Home

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Residents

We strive to deliver a high standard of care whilst respecting choices and values of those we care and support.

Staff

- C** – Consideration given to the staff who care for our residents
- A** – Appreciate each other and work as a team
- R** – Respect one another always
- E** – Empower our staff by listening and involving them in decision making

Philosophy of Care

“To make our homes as friendly and comfortable as possible and to deliver a more personal service in a homely environment”

Privacy

The right of every individual to be left alone or undisturbed and free from intrusion or public attention into their affairs.

Dignity

The right of every individual to be recognised for their intrinsic value as a person regardless of circumstances and to have their uniqueness and personal needs treated with respect.

Independence

The right of every individual to act and think without reference to another person, even where this may incur a degree of risk.

Choice

The right of every individual to make an informed decision.

Fulfilment

The right of every individual to realise their personal aspirations and abilities in all aspects of everyday life.

Rights

All individual's ability to exercise the laws of the Human Rights Act 1998.

Herrington Grange Care Home Limited

We Operate 2 Care Homes across the North East. The company is owned and run by Mrs Jennifer Houghton who has a wealth of knowledge in the Private Sector and has operated several Care Homes over the last 35 years. It is a family run business with Jennifer being heavily involved in the day to day management of the Homes. We have a head office which is located at Team Valley and all administration is undertaken at this location.

The Operational side of the business is overseen by Sandra Carr who is a nurse by background and has worked with Jennifer over a period of many years. Sandra has over 30 years' experience in the private sector working for both large and small corporate operators. Sandra believes in delivering high standards of care and expects her team to have the same values as herself.

The main contactable structure to the group in reference to The Grange is as follows:

Mrs Jennifer Houghton - Chairwoman

**Houghton House
New Road
Team Valley Trading Estate
Newcastle upon Tyne
Tyne and Wear
NE11 0JU**

Tel: 0191 499 4730

E-mail:

jennifer.houghton@exclusivecaregroup.co.uk

Mrs Sandra Carr - Operations Director and Nominated Individual

**Houghton House
New Road
Team Valley Trading Estate
Newcastle upon Tyne
Tyne and Wear
NE11 0JU**

Tel: 0191 499 4730

E-mail:

sandra.carr@exclusivecaregroup.co.uk

Rachel Rennie-Doran (Manager)

**The Grange Care Home
Southburn Terrace
New Herrington
Houghton Le Spring
Tyne & Wear
DH4 7AW**

Tel: 0191 3372370

E-mail:

grange.m@exclusivecaregroup.co.uk

The Team at The Grange

Home Manager – Rachel Rennie Doran

Deputy Manager – Sonia Vinnicombe

Administrator – Dean Reed

Senior Carers – NVQ level 3 minimum

Carers – NVQ level 2 and 3

Activities co-ordinators

Head Chef (Carol) and her team including Second Chef and Kitchen Assistants

Domestic and Laundry staff

Maintenance person

All or our staff are expected to attend and keep themselves updated with all mandatory training that is needed and we encourage and offer free Diploma in Care up to level 3 in Adult Social Care

Areas that we train in include:-

- ❖ Fire
- ❖ Health and Safety and COSHH
- ❖ Infection control
- ❖ Dementia Care Awareness
- ❖ Moving and Handling
- ❖ Equality and Diversity
- ❖ Protection of Vulnerable Adults (Safeguarding adults)
- ❖ Mental Capacity and Deprivation of Liberty
- ❖ Medication competencies (for Senior Carers and Nurses)
- ❖ First Aid
- ❖ Dignity and Choice
- ❖ Diploma in Health and Social Care
- ❖ Clinical competencies for Nurses

This is not an exhaustive list.

The Service and Facilities

The Grange is situated in New Herrington, north of Houghton-le-Spring in Durham, within easy reach of shops and other amenities, public transport and the A1 (M). We are located in a quiet location with spacious grounds, within easy reach of local shops, Herrington Country Park and Penshaw. It also has very good local transport links.



At the Grange we provide a safe, comfortable environment with professional care and support including Residential and Residential Dementia. We also offer Respite Care for short term, temporary relief for those who are caring for family members and loved ones. The care is spread over 2 floors and has 35 single bedrooms with full en-suite facilities, including a walk in shower.

The home is registered with the Care Quality Commission

Service users Type – Care Home Service without Nursing

Regulated activities

- Accommodation for persons who require personal care

Service users Band

- Adults 18 – 65
- Adults over 65
- Dementia
- Sensory impairment
- Physical disability



Ground floor consists of 15 beds and has a large lounge area and small cosy dining room, where residents can join the company of others at meal times. The Hairdressing salon can be found on this floor.

On the first floor we have 20 bedrooms offering Residential care, it has a large spacious dining room and lounge.

Externally, the home benefits from gardens with seating and planted areas, giving residents and visitors a relaxing environment to relax in on a summer's day. There is a large car park, with spaces for residents and visitors.



Activities



As part of the pre-admission assessment, we encourage potential residents 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.

- ❖ We aim to encourage residents 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.
- ❖ Residents are encouraged to personalise their own rooms with small items of furniture and other possessions.
- ❖ To provide a wide range of activities ranging from the usual bingo to more energetic activities such as chair aerobics.
- ❖ To involve the community and be part of the local community.
- ❖ To make sure that the Home's facilities are accessible to people with mobility difficulties through the use of ramps and hand rails.
- ❖ For the hairdresser to visit the home at least once a week.
- ❖ The choice of daily newspapers delivered to individual if they so wish (costs are incurred).
- ❖ The chiropodist to visit at least every 8 weeks both the NHS and private is available at extra cost.
- ❖ For the services of the dentist and optician to be available to all our residents (cost may be incurred).



- ❖ 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.
- ❖ Risk taking is a vital and often enjoyable part of life and of social activity and that some residents 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 residents 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.

Food and drink



As far as possible we encourage residents to choose where they sit in the dining room and meals can be served in residents' own rooms if desired. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals, we cater for specialist and therapeutic diets as advised by visiting professionals; this is agreed in each

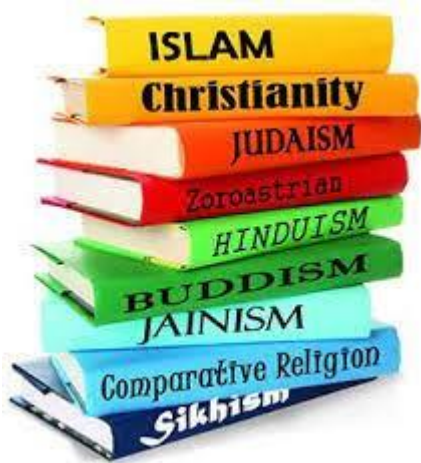
resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.



Resident Involvement

We aim to give Residents opportunities to participate in all aspects of life in the home. In particular, residents are regularly consulted both individually and corporately about the way the home is run. 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.

Arrangements for religious observances



Residents who wish to practice their religion will be given every possible help and facility. We will try to arrange transport for Residents to any local place of worship if required.

If asked to, we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.

Particular care will be taken to try to meet the needs of Residents from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives

We will endeavour to give our residents 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 resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.

If a resident 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.

Visiting

We want to make everyone feel welcome when they visit The Grange and we operate a relaxed policy on visiting. All that we ask is that if necessary any requests made by the staff to leave or anything similar are respected as this will only be done in extreme circumstances that may cause disruption to the safe care provision and running of the service.

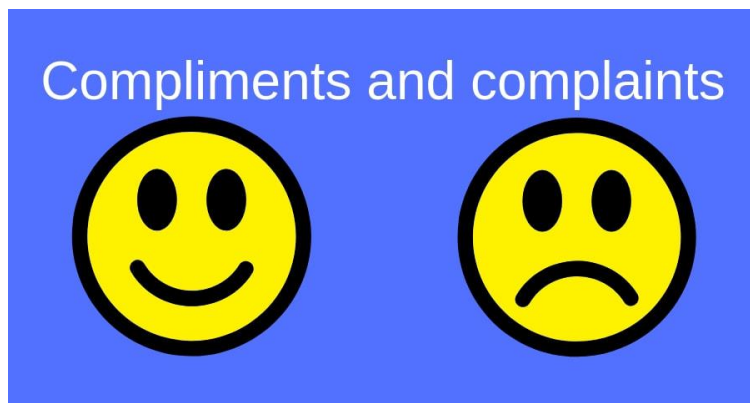


If you would like to join your loved one for a meal then please inform a member of the team with at least half a day's notice so that arrangements can be made.

Everyone is welcome to the Home, the Home Manager operates a very strict open door policy whereby if there is anything to discuss then she is available. If she is not available in the Home and there is an emergency or urgent situation then the staff can contact her at any time.

COVID 19 restrictions maybe in force at times.

Complaints and Compliments Procedure



We at The Grange Care Home are committed to providing a high quality service and to constantly seeking ways to improve that quality. Your comments, compliments, suggestions or complaints are always welcome and we take pride in responding to them quickly, effectively and honestly. All

comments, compliments, suggestions or complaints should be made to the home manager.

Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis. Written complaints will be responded to by an acknowledgement letter within 2 days.

The home will then investigate your complaint and send the complainant a letter outlining the findings within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.

If the complaint cannot satisfactorily be resolved within the home, you have the right to appeal to the:-

Operations Director at: 1st floor Houghton House, New Road, Team Valley Trading Estate, NE11 0JU or Tel: 0191 499 4730 and ask to speak to Sandra Carr

If after referring the matter to the Operations Director, you consider that the complaint has not been resolved you may contact the **Director at the same address**. If the complainant is still not satisfied with the outcome, the complainant may contact one of the below:-

Sunderland County Council on:

Complaint and feedback team, Civic Centre, Burdon Road, Sunderland SR2 7DN

Tel: 0191 520 5552 or 0191 520 5552 outside of normal working hours.

E: complaints.adults@sunderland.gov.uk

Fire and Evacuation

Fire precautions, associated emergency procedures and safe working practices are as follows:

All residents 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 Residents and staff.

The following checks are in place:-

Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc.

Fire zones are checked weekly on a rotational basis to make sure that the fire alarm is working correctly.

Fire instruction is carried out every 6 months when all staff are expected to attend, (3 monthly for night staff)

All fire systems and alarms are tested 6 monthly by a maintenance contract. Records are kept of all such testing as part of the Home Managers responsibilities.

All firefighting equipment is checked annually by a qualified fire extinguisher maintenance engineer.

The document is reviewed annually or if there are any significant changes in the service or the team.



Safeguarding

If you have a concern, contact a social worker via Safeguarding Adults Team:

If you are a member of the public and worried about your own safety or about the safety of someone else, please contact the Safeguarding Adults team on 0191 5618934 or 0191 5618936

In an emergency, please call: 999

If there is no immediate risk, call the police on: 101

There are 2 types of safeguarding enquiry:

1) Section 42 Safeguarding Enquiries - those enquiries where an adult meets all of the Section 42 criteria. The criteria are:

- The adult has needs for care and support (whether or not the authority is meeting any of those needs)
- The adult is experiencing, or is at risk of, abuse or neglect
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

2) Other Safeguarding Enquiries - those enquiries where an adult does not meet all of the Section 42 criteria, but the council considers it necessary and proportionate to have a safeguarding enquiry.

Professional Boundaries

Staff are aware of and subject to rules contained in company policies around maintaining professional boundaries including involvement in finances such as accepting gifts. Staff have a duty to declare to notify their Manager/ Operations Director that a gift has been received or offered.

Equality and Diversity

Equality and Diversity is part of the staff induction programme and have undertaken training. Staff are trained to uphold people's protected characteristics ensure residents are not discriminated against either directly or indirectly.

Discrimination in any of the forms stated above is unacceptable, regardless of whether there was any intention to discriminate or not.



Definitions:

Religion or belief

Religion or belief is defined as 'any religion, religious belief, or similar philosophical belief'. It excludes philosophical or political beliefs unless those beliefs are similar to a religious belief, for example, the belief has a profound effect on the person's way of life.

Sexual orientation

Sexual orientation includes orientation towards the same sex, the opposite sex or both sexes. The regulations do not extend to sexual preferences such as paedophilia

Gender reassignment

Gender reassignment is defined as an employee who intends to undergo gender reassignment, is currently undergoing gender assignment, or has already undergone gender re-assignment.

Direct discrimination

This results from treating a person less favourably on any of the grounds in this policy statement.

Indirect discrimination

This takes place where a condition or requirement is made to all, which has the effect of disproportionately, or adversely affecting a specific group and which cannot be justified.

Burden of proof

Aggrieved parties need to demonstrate a prima facie case that discrimination has taken place. It is then for the employer to demonstrate the contrary.

Victimisation

This occurs when a person is treated less favourably because he/she has brought proceedings under either this policy or relevant legislation, or given evidence or information related to such proceedings.

Bullying and/or harassment

Discrimination also covers actions which amount to abuse and/or harassment of people or groups of people because of race, sex, disability, sexual orientation, age

and religion. For example, they are a member of a national, racial or ethnic minority group, a woman, a lesbian, a gay man or have a disability or illness.

If you have any concerns regarding the above, please contact the Adults Safeguarding Team on 01642 065070.

Institutional racism (Macpherson Report 1999)

The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen in the processes or attitudes and behaviour, which amount to discrimination, to unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantages minority ethnic people.

Any concerns around harassment, bullying, discrimination or abuse can be reported to a member of staff, the home Manager or the senior support staff named in this document. If the victim doesn't want to complain, another person may do so.

Confidentiality



The work of this organisation inevitably involves the need to know a good deal about our services users. We cannot provide good care without access to this information.

Much of this information is highly personal and sensitive. We recognise that our service users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion

on those rights.

We want our service users to feel at ease with the staff who help to care for them. An important element in that relationship is the capacity of a service user to be able to share information with staff, confident that it will be used with appropriate respect and only in relation to the care provided.

As providing care is a complex process, it is not possible to guarantee to a service user that information they give about themselves will be handled only by the staff to whom it was first passed; however, we can ensure that information is seen only by staff on the basis of their need to know.

We sometimes must share information with colleagues in other agencies, but we only do so on the basis of their need to know and as far as possible only with the permission of the person concerned.

We will only break the rule of confidentiality in very extreme circumstances which justify our taking that action for the greater good of a service user or, exceptionally, others.

The care workers assisting a service user have access both to the information passed to them when they start to work with that service user and to knowledge which accumulates in the course of providing care. They have a duty of confidentiality:

To treat all personal information with respect and in the best interests of the service user to whom it relates

To share with their manager, when appropriate, information given to them in confidence

To share confidential information, when appropriate, with colleagues with whom they are sharing the task of providing care

To pass and receive confidential information to and from colleagues on occasions when they have to be replaced because of sickness, holidays or other reasons, in a responsible and respectful manner

To pass confidential information to other social and healthcare agencies only with the agreement of the service user, with the permission of their manager, or in emergencies (when it is clear that it is in the interests of the service user or is urgently required for the protection of the service user or another person)

To refer to confidential information in training or group supervision sessions with respect and caution and preferably in ways which conceal the identity of the service user to which it relates

To never gossip about a service user or to pass information to any other individual other than for professional reasons.

Reviews

The home seeks responses about the service from service user's day to day and corporately on an annual basis. Professional visitors and relatives are also consulted to inform the quality assurance process. These can be viewed on <https://www.carehome.co.uk/carehome.cfm/searchazref/20004505MEWA>

14th February 2023 (Sister)

Average Rating: ★★★★★ Average rating 5

“My sister has been a resident of The Grange since October 2022. On my first visit to view the home, I was very much impressed with the information provided by the staff, I was given a guided tour of the home and all questions were answered. From the manager, carers, admin and all the other staff at the home, myself, family and my sister are treated with respect. My sister is cared for with compassion and kindness and is settled and happy in her new home.”

31st January 2023 - Daughter

Average Rating: ★★★★★ Average rating 5

“My mam had a flood at home and needed temporary accommodation while a new bathroom was fitted. We chose The Grange as it was close by and had been recommended. Mam is 91 years young and stayed for four nights and was well looked after while there. The staff were really pleasant and helpful and kept a good check on her. The food was good and Mam put on a little weight while in there which is all good. Very clean and bright and Mam enjoyed the company of really friendly and welcoming staff. Would definitely recommend this lovely care home”

31st January – Husband

Average Rating: ★★★★★ Average rating 5

“My wife went into this Care Home initially for a respite break; however, she will now be staying there on a permanent basis. The premises are spotlessly clean, welcoming and more like a decent hotel than anything else. The staff are brilliant, happy and caring. The food menus are extensive and give a good choice of food for the residents. It has wide corridors and open lounges on both floors and the dining rooms look like something out of a bistro pub - very nice. Decor is pleasant and cheerful. All in all, a good choice for looking after my wife and visitors are welcome at any time”

29th September 2022 (daughter)

Average Rating: ★★★★★ Average rating 5

“Mum stayed at The Grange while my partner and I had a short holiday. The room was lovely and very clean. The whole care home was extremely clean and bright with really nice furnishings throughout. Caring staff. Very good care - before she stayed there, we had a home visit by the manager to find out all about Mum. Mum would be happy to have respite again at The Grange”

Advocacy

Advocacy Services for people in Sunderland is provided by Age UK, this is a Free, Independent and Confidential service.

Advocacy is about helping people speak up for themselves and what their rights and entitlements are. An Advocate can help you put your views across.



Different types of advocacy include:

- General advocacy, where the advocate will support you with issues relating to health and social care (available to people aged over 18)
- Independent Mental Capacity Advocacy (IMCA)
- Independent Mental Health Advocacy (IMHA)

Contact Name

The organisation that provides this support in Sunderland is Age Sunderland. They can be contacted on **0191 565 9045** or **0191 514 1131**

advocacy@ageuksunderland.org.uk

Registered provider of The Grange:-

Herrington Grange Care Home Ltd
Houghton House
New Road
Team Valley Trading Estate
NE11 0JU

Tel 0191 499 4730