

# Asquith Hall



## Statement of Purpose and Service User Guide.

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Quality care Through Caring People.



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This document should be reviewed every 6 months unless circumstances dictate that it should be reviewed earlier.

## Welcome to Asquith Hall.

### **Introduction**

This booklet is designed to be as informative as possible, hopefully answering questions to new prospective service users, their families and allied professionals wanting to know about our service. The information can be provided in various formats. If you require any assistance please do not hesitate to speak to any of the staff or the manager.

### **AIMS AND OBJECTIVES**

Asquith Hall has been built and designed to provide the highest standard of care for those suffering with an ongoing mental health needs and predominantly of a deteriorating Dementia process. Open admission to male or female service users. We pride ourselves on offering a specialist service with an environment that considers every aspect of living with such illnesses. We feel that people require individual, personalised and holistic care, valuing their past and giving hope for their future, with realistic expectations and a believe that everyone will receive, dignity, choice, rights, fulfilment and independence where ever possible in a safe secure environment. These are our core aims and objectives.

### **PHILOSOPHY OF CARE**

Asquith Hall has a person centred approach to their care. We will strive to preserve and maintain the dignity, individuality and privacy of all service users and in doing so will be sensitive to the service users needs. Such needs will be according to their individual care plans, being fully aware of their culture, gender, sexuality, spiritual, emotional, psychological and social needs.

### **ABOUT ASQUITH HALL**

Asquith Hall is a brand new building, only opening its doors in April this year 2010. It is considered a Specialist Care Home for people with Dementia and ongoing Mental Health needs. A spacious and purpose built to accommodate up to a maximum of 53 residents with ongoing complex mental health needs, providing 24 hour specialist care. Your care is provided here by an experienced healthcare company called Care and Support Initiatives. Registered with Calderdale Metropolitan Borough Council is registered with the Care Quality Commission.

Asquith Hall is fortunate to be set in an attractive location within a small friendly area of Todmorden and opposite to the picturesque Centre of Vale County Park. In a residential area close to community facilities and in its own grounds with enclosed secure gardens, Asquith Hall has a place within the community and is close to major bus and train routes, accessible to major town centres. The team will be supported by local community specialists

because of the complexity of the patients' medical, nursing and other needs, including social wellbeing.

Asquith Hall is a specialist care service based on the concept of 'person centred care' and the promotion of individual welfare. Service users entering the home meet the criteria for admission with exclusions to those on the Mental Health Act sections or extreme risks that are the discretion of the manager's clinical judgement. As a specialist nursing home we have access to medical services, specialist nursing staff and other health care professionals.

Pre admission assessment is essential to establish the suitability of the placement and the confirmation that the needs can be met. A service user guide and contracts can be discussed alongside financial packages and arrangement for payment of fees at this stage. Trial visits or periods of stay can be discussed on an individual basis if appropriate.

Asquith Hall will provide long term care for a maximum of 53 patients who are on the whole over 40 years of age. Exceptions to this will be people under 40 years who have a dementia related illness and based on individual needs. We admit service users from any geographic area after full pre admission assessment and risk assessment packages that are agreed with all allied professionals.

The service aims to manage people whatever stage of their illness and we will always have the capacity and skill to work with people whether they pose complex needs, challenging behaviour or require ongoing assessment. Where service users no longer continue to meet the criteria for admission to Asquith Hall other placements may be considered. This would only be done after a full meeting of the Multidisciplinary review where the service users and / or their advocates would have representation.

Financial arrangements should be formalised prior to admission which may include any third party top up or establish the source of fees which may be private or Social Services / PCT depending on the circumstances.

## **FACILITIES**

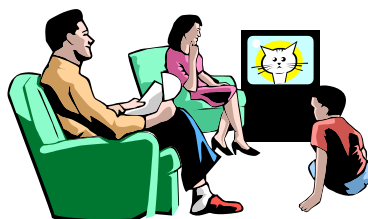
The building consists of floor One and floor 2 units. Each unit is --- bedded, providing single room accommodation with en-suite facilities. Lighting is controllable and heating individual to that room with controllable radiators. Duvets and bedding are co-ordinated and add to a tastefully decorated and furnished room. The room and person has individualised bedding.

We encourage you and your family to personalise these rooms with your own belongings and memorabilia, making the room your own. Each room has a lockable space for personal items.<sup>2</sup> Keys are supplied for safe keeping if one is lost or misplaced. Service users will be encouraged to arrange the bedroom as they wish. There are also adequate bathrooms, shower areas and toilets.

Each room is equipped with a high tech monitoring system which linked to various parts of the home can detect when the service user is in their room, at risk if up out of bed and also when and how often the staff are attending to the person. The safe system is an additional tool to allow staff to intervene timely with the risks involved in creating independence and where about of individuals. Call points are available throughout the home with staff alert systems for emergencies and personal safety. The home has a robust fire policy and fire training process in line with a high tech alarm system. Each room is also fitted with televisions and combined in a safe recessed area and secure to the area. Each room has had an environmental risk assessment to be included in the individual's plans of care.



Lounge areas are available on each floor and which are a large communal room to mix and meet up with all service users. Quite times are respected alongside the need to socialise. Each lounge area has large televisions, DVD and entertainment centres.



The smoking policy is outlined in our homes policy manual and includes a separate smoking area for service users.

Kitchen facilities and areas to make drinks are within the dining area.



All areas of the home have been designed to promote independence, recognition, improve orientation, wellbeing, dignity and confidence. In this understanding we have created an environment that facilitates independence, reinforces personal identity, and promotes self confidence and self esteem. Professionals have contributed to the signage and practical living aids within

the building. Memory boxes are filled with items that are consistently recognised by the service user. They offer a tried and tested story tool and positive opportunities with families and staff.

Staff also has access to an excellent purpose built training room with multimedia uses, and innovative training sessions to include all mandatory training and specialist training in management of challenging behaviour, advanced communication skills, diversion therapy, safety techniques and non violent crisis intervention.



## **LAUNDRY FACILITIES**

There is an adequate and appropriate laundry equipped to wash, dry and iron individual clothing. Built with a focus on zero cross contamination and dirty / clean areas of work. Also the provisions of a press to ensure bedding and larger items are well presented. Each service user needs clothing to be labelled; staff can facilitate this if required at a cost. The home cannot provide dry cleaning on the premises but will arrange this to be done locally off site at a charge. Also delicate items may need special laundering or not to be done on site, Alternatives to laundry on site can be discussed with families on requests. Property and clothing will be itemised on admission and must be added to as new items enter the home.



## **CATERING FACILITIES**

On admission the chef will be given information about any special dietary requests that you may have. We can cater for most diets including low-fat, kosher, vegetarian, soft, low sugar and halal. Our chef will be happy to discuss individual needs. We have a well stocked and functional catering department who bring meals to us and serve them on your units, using cooking methods to provide the best tasting foods. The home is familiar with the national guidelines on nutrition and hydration and will observe guidelines to the Must screening tool and the recommendations. The community dietician will liase will staff regarding individual requirements.

Menus are seasonal and prepared from local fresh produce with scope for alternatives and favourites. Service users are consulted on their likes / dislikes and documented in their life mapping and assessments of needs. Full range of choices in beverages and snacks. The catering dept is governed and inspected by the local environmental health department and yet to be graded on the new premises. The staff and all food handlers have reached appropriate food hygiene requirements and health and safety training.

Highly visible dignity range of crockery and cutlery are offered alongside traditional items to promote individual needs. Dining with dignity principles are offered to make meal time experiences enjoyable, which includes moulding of soft diets and puree red foods. Protected mealtimes are for future discussions with the extended team as the home progresses.



## **DOMESTIC / HOUSEKEEPING FACILITIES**

Asquith Hall has housekeepers to maintain the standards within and will have rolling programmes of cleaning etc. All staff again in this role have appropriate training in COSHH and infection control measures. All areas are quality audited for the standards we maintain. As the building is lived in the programme of renewals, spring cleans etc will be organised along side deep cleans. All staff are aware and trained in the safer, clean steps and clean your hands campaign.

Clinical and general waste is under contract and in line with waste legislation. Masarators; sluices and disinfectant areas are in both floors.



## **ACTIVITIES / FACILITIES**

We are responsible for the planning of a weekly programme of events that take into account individual service users lifestyle, physical and mental abilities. The programme is also displayed on the “What’s on” board situated in each unit.

There is a well equipped hairdressing/beauty salon and partitioned areas with space for group activities. We are equipped with TV/video facilities. There



are also kitchenettes for the serving of refreshments. The home is well designed to offer exceptional opportunity to facilitate skills, activities and stimulus. This includes a luxury hydrotherapy spa, massage pool with space for up to 6 people / staff. A therapy room designed by Rompa specialists in their area, to promote relaxation, diversion therapy, light and music therapy.

On admission to Asquith Hall the staff will meet with the service user as well as family or advocate discussing interests and the facilities available. The home currently uses Emerald Activities in association with Napa living association to provide bespoke sessions. An example of the activities on offer and specific sessions that can be brought in at a small cost. A minimum of 4 organised sessions per week will exist alongside the holistic approach from care staff.

Sessions currently planned include relaxation therapy, male and female groups, gardening and beauty care etc.

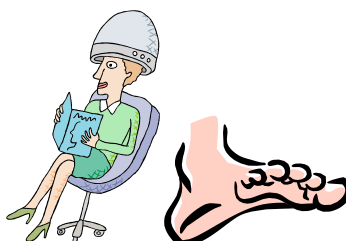
## **RELIGIOUS SUPPORT**

Service users are openly encouraged to attend religious services and meet with a religious advisor from outside, in accordance with individual wishes. An appropriate room can be provided to meet this need.



## **WHAT'S NOT INCLUDED IN YOUR SERVICE**

At Asquith Hall your care is funded by individual packages of care. However the cost of individual personal items would need to be provided by yourself or your family, for example hairdressing, newspapers, cigarettes, toiletries, chocolates and treats or your choice of private professionals such as podiatrists or dentists not within the NHS.



## **CONTACT WITH FAMILY / FRIENDS / REPRESENTATIVES**

Visitors are welcome at any time. It is requested that they sign in the Visitor's book and abide by the smoking and drinking policies etc. and respect other service users and staff.

We also respect and support the service user's right to express a preference if they do not wish a person to visit. We encourage and support service users to meet with visitors in an environment that they feel comfortable in. This includes communal areas or a person's bedroom. If a service user wishes to meet in a private room this can be arranged. Asquith Hall has facilities for family rooms.

Telephones can be installed and will be the responsibility of the individual or their families to arrange and pay for. Mobile phones will also be listed as property to be the responsibility of their owners or families.



## **CHILDREN VISITING**

Children who are visiting must be supervised at all times; this will be at the discretion of the nursing staff.

## **DOOR ACCESS**

The safety of our service users is paramount, so you will find our front door and any rear access exits are alarmed and secure. Please press the door bell at the entrance, this will sound throughout the building and an electronic system would allow you to make yourself known and gain access to the visitor's area before being escorted to the main service user area. For safety reasons you are asked to sign in as you visit and again when you leave. The outside areas to the grounds are for safety fitted with CCTV.

Visitors are welcomed at any time and represent the culture of an open door policy where no appointment is needed to see the manager.



## **SERVICE TO BE PROVIDED**

- Treatment and care for a person with a primary diagnosis of mental health needs. Escort to local appointments will be provided but an additional charge may be required.
- Achieve your optimal physical, psychological and social potential. Risk assessment and lifestyle agreements will be used to enhance this. Delivered by professional and competent staff lead by a qualified nurse at all times. A full waking night staff service.
- Laundry, catering, housekeeping and full hotel service. Meals and schedules are listed in our service user's guide.
- Activities/time out from the home and private times.
- Provide a comprehensive range of care which will include emergency, respite care, long term and specialist mental health care.
- Medication and all clinical intervention will be the responsibility of the GP who will provide regular input. Medication will be supplied by a local pharmacy. Medicines management will be audited by Asquith Hall under strict guidelines.
- Asquith Hall will be a centre of excellence for multi-disciplinary working and innovative practice. The service will include as required, input from podiatry, occupational therapy, clinical psychology, speech therapy, dieticians, physiotherapy, dental treatment ,opticians continence services, diabetes nurses etc.
- The full range of mental health services include skilled and highly trained staff with an effective skill mix of RMN/RGN trained nurses and health care workers. Specialist psychiatric input will be provided by Dr.-----, Consultant Psychiatrist.

## WHO'S WHO AT ASQUITH HALL?

The team currently employed at Asquith Hall are led by our Manager

- Pat Asquith, Deputy Chief Executive, ACMI, who has over 40 years experience in care and specialist dementia.
- Louise Alsop, Office Manager
- Manager- who has over 25 years care experience and is a registered mental nurse. With various teaching, clinical and managerial qualification.
- Qualified Nurses - registered with the NMC and remain current and competence in their practice, with varied skill mix of RMN and RGN qualifications. Varied knowledge and experiences.
- Team leaders assistant the qualified nurses in specific supervision of the junior staff and liase with nurse in charge on resident wellbeing, contributing to reviews of care and wellbeing.
- Health Support Workers - varied in skills and competencies from NVQ Level 2 upwards to Level 4.
- Activities Staff / brand new mini bus with adapted lifting equipment is in operation with drivers.
- Physiotherapist
- Occupational Therapist
- Consultant
- Catering
- Domestic /Laundry Staff
- General Practitioners

All staff are trained and competent in their designation. All new staff are to achieve common induction standards and NVQ qualifications as part of their annual development plans. They are given supervision and appraisals of their performance.

Common training is:

- Care code of conduct.
- Confidentiality
- The rights of the service user
- Health and safety
- Food Hygiene.

Working with Dementia.  
Challenging behaviour.  
Personal care tasks.

Management structure

## **ADVOCACY**

A service user may feel that they would like the support of someone who can speak on their behalf and express their individual wishes / beliefs. Staff will be happy to discuss the options available or assist the service user to make contact with an independent advocate.

All service users will be provided with a leaflet in appropriate language format that explains:

- The rights they have
- The responsibilities that others have to them
- How they can access advocacy services
- Information about their clinical condition
- Information about treatment options and choices

Advocacy services can be provided by OPAS (The Older People's Advocacy Service) or at request specific independent mental capacity advocates.

## **WHAT TO EXPECT**

When a service user arrives at Asquith Hall, a comprehensive assessment is carried out for their individual needs. After settling into Asquith Hall and your new surroundings, you and your family will be introduced to a key nurse and co-worker who will agree and establish plans of care.

## **CARE PLANNING AT ASQUITH HALL**

One of the main viewpoints of "person centred care" is that we focus on the person not the problem, and we focus on the person's abilities in the different areas of their lives. Once we have established their abilities in each area we can work out the risks associated with any disabilities or deficits in that area and plan our input and care accordingly. All nursing equipment is assessed and purchased to meet the needs of the individual whether this is an aspect of moving and handling, hoists, bathing equipment, adapted feeding aids or pressure relieving beds / mattresses.

Our Assessment Tool is that of a bespoke model and we will hold regular monthly evaluations of care with 6/12 monthly reviews with other

professionals. Service users and / or their advocates are encouraged to express their views and wishes at all times. The assessment procedure of risk, observations, physical well-being and advanced care planning is integral to our dignity champions' roles. Life mapping and the holistic approach is essential to ensure we plan for not just now but for later life considerations. We are also working towards the palliative route for Gold Standards accreditation which ensures our service users can have a preferred place of care as they get nearer to the end of their life. Service users may also consider same sex carers to assist them in their personal or intimate care. Where ever this will be catered for and documented as part of their care plan.



Care will also be maintained around the ordering, storing, administration and disposal of medication in line with regional guidelines and are in conjunction with Boots the chemist. The company will fulfil its obligation in ensuring all administrators of medication are registered with the NMC and remain competent with peer group audits. Facilities and clinic areas for doctor's examinations exist in the home alongside named clinical storage

### **WHAT IS THE ROLE OF THE NAMED NURSE?**

You will be allocated a named nurse and co –workers. Who are specific to the service user and will be responsible for:

- Co-ordinating all care whilst at Asquith Hall.
- Assessing and implementing your individual care in conjunction with yourself, family, support staff and allied professionals
- Supporting you during any investigations or tests and arranging multi-disciplinary or evaluation meetings as needed
- Liaising with other professionals or individuals on your behalf. He / she will be your first point of contact should you encounter any problems.

### **COMPLAINTS**

Asquith Hall has a specific procedure to deal with any complaints you may have. Copies are displayed around the building in prominent places and on service user's notice boards.

## **SUGGESTIONS**

Suggestions regarding your care or any part of living at Asquith Hall are always welcome. This will be asked for formally in questionnaires, service users support meetings and by use of a suggestion box.

## **SERVICE USERS / FAMILIES SATISFACTION TOOL**

We welcome your opinions and will periodically ask a random number of you to complete a survey about your views and opinions on Asquith Hall, what you like and what we can improve on.



## **SERVICE USER CONSULTATION**

Asquith Hall will organise bi-annual meetings with service users, relatives and staff. The need for meetings to be held monthly is based on negotiating any difficulties that may arise as the service is new and evolving. This may decrease as the home responds.



At any time of day or night if a service user has any concerns they will be able to approach staff.

As part of clinical governance procedures, and quality assurance their views and that of their representatives will be sought. The home has a robust system to ensure quality audits are maintained in all aspects of care, our procedures and our practices.

## **SUPPORT TO CARERS**

The needs of all carers involved in the service will be assessed as part of the continuing process of individual care provision.

Asquith Hall will work with:

Admiral Nurse Services

Alzheimer's Society

Carers Centres

Community Psychiatric Nurses

Care Managers

And any other organisations that provide specific support.

## **CONFIDENTIALITY**

Service user's right to confidentiality will be respected at all times and this includes a communication with the media or external agencies.

We take all issues of confidentiality serious and records are kept according to the Data Protection Act and are locked away. A breach in confidentiality by any staff member could result in disciplinary action being taken. Staff that have access to personal information must not under any circumstances discuss issues regarding the home, the service user, or any other staff outside the boundaries of the home.

## **SERVICE USERS RIGHTS**

Within reasonable limits and subject to their care plan, service users have the right to have:

- Choice of bed time and rising
- Access to food and drinks outside of set meal times. Alcohol to be supervised.
- Choice of food at mealtimes / Menus and times available in service user guide.
- Access to library, music, art and current affairs



- Personal belongings / all items of value kept in the service users room are at their own risk but cash and other items of jewellery should be given to the homes administrator for safekeeping. Items will be given a receipt. We can hold small amounts of money on the service users behalf with accurate record keeping of its use by the individual.
- Privacy in relationships / Post and emails for individuals will be directed to the person. A web cam is alongside service users IT project to access their families and friends. This will be actioned and facilitated by staff. Private fax and emails can be used in the office facilities in the home.
- Maintain outside links / Pet friendly policies in place alongside Health and safety / hygiene considerations. Therefore we consider all service users choices as to whether to have pets in the home situation.

## **USEFUL ADDRESSES**

Care Quality Commission  
 CQC North West  
 City gate  
 Gallowgate  
 Newcastle upon Tyne  
 NE1 4P  
 Tel: 03000616161

## **APPENDICES**

Complaints Procedure  
 Smoking and Alcohol policy  
 Contract of Admission Arrangements and Terms and Conditions.

If you have any comments about this statement of purpose, please address them to:

Mrs Pat Asquith Deputy Chief Executive  
 Mrs Janet Thompson Proposed Registered Manager  
 Asquith Hall Nursing Home  
 182 Burnley Road  
 Todmorden  
 Lancashire  
 OL14 5LS  
 Tel...01706 811900  
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