

Averlea Residential Home



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Date of issue: _____

Averlea Residential Home



Aim & Objectives

To maintain & respect the dignity & individuality of our Clients at all times.

To provide our Clients with a safe and secure environment.

To enable our Clients to maintain their independence in all aspects of daily living & provide assistance wherever needed.

To continue to observe & monitor our Client's health & and arrange for the provision of appropriate help & advice from care professionals & other outside agencies.

To provide, wherever possible, for the spiritual & cultural needs of our Clients without prejudice.

To enable & support our Clients in maintaining their relationships with relatives & friends.

To enable & support our Clients with hobbies & interests both inside & outside of the home environment.

We aim to provide our Clients with all possible help & support to maintain as independent lifestyle as possible respecting their dignity, confidentiality & rights as an individual.

People for whom the Service is provided / Nature of Service provided

Although Averlea Residential Home does not provide any nursing care, it can provide care for any other person male or female over 65 years of age. All aspects of personal care can be provided for, all laundry requirements and dietary needs including vegetarian, coeliac, gluten free, and diets suitable for diabetics.

A district nurse visits Averlea twice a week as a general rule but will visit more often if needed.

There are a number of domiciliary services available, such as hairdresser, optician, dentist or chiropodist, all Residents must endure cost themselves.

Name and Address of Provider

Averlea Residential Home
Fore Street,
Polgooth,
St Austell,
Cornwall.
PL26 7BP

Organisational Structure

Authorising bodies to which the home is subject to ensure compliance
With all laws & Legislation.

Care Quality Commission.
Environmental Health Officer.
Health & Safety Executive.
Fire Brigade.

Proprietors

Mr. David & Mrs Julia Evely

Home Manager

Mrs. Beverley Easdon

Administration Manager

Mr Simon Clinton

Senior Care Assistant

Mrs Nicola Knowles

Miss Sophie Coad

Care Assistants

Mrs Anne Rickard

Mrs Caroline Stanton

Mrs Vivienne Hudson

Mrs Hayley Fry

Miss Kelly Todd

Miss Lucy Cornelius

Mrs Sharon Hedges

Miss Rachel Weaver

Chef

Mr David Latham

Cook

Miss Natasha Sellers

Activities Coordinator

Mr Ashley Kenney

Cleaner

Mrs Joanna Burrows

Averlea Residential Home



Averlea Residential Home Description

Averlea is a residential home for the elderly, its aim is to provide a high standard of care. We also offer the same standard if they have dementia, having DE beds with all support and input we receive from CPN's and having a qualified psychiatric nurse in the owner. Also staff have attended courses in dementia, we have regular contact with the main CPN teams which allows us to have a good knowledge on dementia and regular information received. If a service user comes into Averlea with dementia because we are a small home and its very homely and friendly atmosphere the majority of the time we can offer one to one basis with our service users. What ever the degree of dementia is involved the home can provide the necessary requirements after having their needs assessed, medication requirements before deciding what nature of care is required and give them a good quality of life that they deserve.

We accommodate for 14 residents, 11 of the rooms are single, all with wash basins, 1 bedroom is en-suite, the other room is a double, all rooms have aerial sockets, with option of own telephone line at the clients request and expense. We have five bedrooms which are 4m x 3m, 2 bedrooms 3m x 5m, 3 bedrooms 4m x 4m, 1 bedroom 5m x 4m, 1 bedroom 7m x 3m, 1 bedroom 3.5m x 3.5m, 1 bedroom 4m x 2m in size.

Averlea has a large television lounge, which looks out over the village it is used for a number of joint activities. There is also another lounge known as the 'quiet lounge' here residents can pursue individual activities such as reading, listening to music and as more private area to entertain family & friends. This looks onto the rear of the garden, which offers seclusion and a tranquil patio area. Every resident at Averlea is valued as an individual and encouraged to continue and pursue their individual hobbies and interests needs, wishes in all aspects of daily living.

A communal dining room is offered but residents are free to choose where they wish to have their meals, either in the comfort of their own room, or lounge if required.

Anyone over the age of 65 years married or single may apply to reside at Averlea. At present the resident's age from over 73 years old to 97 years old we have a mix of female and male who mostly come from the local area. However this does not exclude applicants from other areas. We operate a strong diversity policy in respect of residents and staff, we are committed to ensuring that no one is excluded on the grounds of ethnicity, religion or culture. Therefore discussion with each applicant on how his or her individual and cultural needs can be catered for within the local community.

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We provide the general public who enquirer about accommodation with the home brochure and service users guide. All enquirer's are made aware of our diversity and anti-discriminatory policies and are encouraged to visit the home before continuing with their application. They may then apply directly for a place at Averlea. All applicants follow an assessment of needs made by Social Services and the Manager of Averlea. This includes an assessment of their financial services, their care needs, which determine the level of financial help they will receive from the local authority and the level of client contribution necessary to reach the agreed fee. A top up fee on Premium Rooms is charged to bridge some of the gap between the price assessed and set by the authorities and the standard fee charged by Averlea Residential Home. A home visit and needs assessment is carried out by the manager, each applicant is given careful consideration before a decision to offer a place is made, hopefully within seven days. Where there is no current vacancy it is possible for an applicant to be placed on the waiting list.

Emergency admissions are accepted only when referred by social services, subject to availability of a bed, the assessments are carried out within a 24 to 48 hour period.

When a service user moves into Averlea, they have one month built into their occupancy to decide if the home and the service user are mutually suited. Failure to meet the needs of all persons concerned a one month's notice must be given from either party, throughout their time at Averlea. The first month gives staff time to get to know the individual service user, their family, identify their wants, needs and preferred way of living, i.e. the time they wish to go to et up or retire to bed etc.

During the first month the service users care and support requirements are also assessed, discussed to establish an agreed plan of care. This includes an assessment and discussion of any risk to which the resident or staff may be exposed as a result of decisions taken. This involves every relevant member of care team, the aim being to provide an appropriate plan of care.

The individuals agreed plan of care provides the basis on which Averlea care service is delivered. Each service users plan includes a description of their daily routine, there likes, and dislikes in regards to food any specific dietary requirements. It also includes their preferences on how they wish to be addressed, dignity, respect and privacy means to them in the terms of daily behaviour and actions.

We find that it is particularly important, to find out in relation to any intimate personal care activities that are expected to carry out. The care plan also contains a risk assessment, it includes details of health care needs, medication, details of GP, community nurse or therapeutic services provided or that the resident commissions for themselves. All care plans are reviewed on monthly basis or when required if needs change. We do not offer nursing care for clients, only what the District Nurses come into see the residents on a regular basis when needed.

Averlea complies with all Fire & Health Regulations according to the visiting Fire Officer who inspects training and fire logs etc. We have an outside Fire Officer who comes quarterly. He inspects the home, services fire alarms and the emergency lighting. In the home we have a member of staff who is a qualified fire safety-training officer who trains the staff on a regular basis according to regulations. Health & Safety & Environmental Health inspect the home on regular basis. We also have our own in-house trainer for Health & Safety. The Care Quality Commission (CQC) come out to Averlea for annual inspections, a copy of the inspectors report ca is obtained from the Manager of the home on request.

Averlea Residential Home



Averlea Residential Home Description

Averlea is committed to maintaining & improving our quality of service, we have comprehensive policy & procedure manual, which is constantly under review & revision. All significant policies are held here including our complaint policy. If at anytime a Resident or a representative of a Resident should wish to view any of Averlea's Policies, then the Home Manager will arrange a time for viewing which is suitable for both parties. An important part of quality assurance is gaining feedback from residents, relatives and their representatives. All residents are regularly asked to complete surveys on their views on all aspects of how the home is run. And in what ways it can be improved. We have a separate folder containing of the resident's views that live in Averlea. On speaking to many of the clients and families they feel that Averlea is very homely and welcoming.

Averlea Residential Home



Averlea Residential Home History

Averlea Residential Home is set in the village of Polgooth, which is in the valley three miles from St Austell in Cornwall. Which is also near the popular fishing village of Mevagissey. Averlea is to be found in the centre of the village within easy reach of the general post office, chapel and the village hall. It has a regular bus service to Truro, St Austell and Mevagissey. Averlea has a small car park, a front patio which the residents of the home can sit out and enjoy village life. Averlea also has an established rear garden which offers seclusion.

Originally Averlea was a bed and breakfast establishment. Mr & Mrs Evely purchased Averlea in 1982 and ran it as a bed and breakfast for two years. In 1984 Mr Evely at the time was a psychiatric nurse at Penrice hospital, he was approached and asked if he would consider taking a client in for care while they were shut for the winter period. After Mrs Lovett approached them who was a Macmillan nurse, with a view to turning into a 'Halfway house' for Mount Edgecombe hospice. Registration was not required at the time and they took in three clients. It was then decided that there was a need for residential home in the area. They converted the bed and breakfast into a nine bedded residential home for the elderly. Since then there has been a number of alterations to make way for expansion and improvements, which has made the home what it is today a fourteen bedded residential home for the elderly and those who need dementia care.

Averlea Residential Home



Averlea Residential Home Qualifications

Averlea Residential Home is owned by Mr & Mrs Evely who live in Polgooth, St Austell. Mr Evely trained at the Royal Cornwall school of nursing when he finished his training, he became a qualified State Enrolled Mental Nurse, where he has over 28 years of experience in this area. Mrs Evely trained for 18 months as a nurse but never completed her qualifications, but did carry on as a health carer for over the last 25 years. In 1994 Mrs Evely did complete her D32-33 Assessors Award in care.

Averlea Residential Home is managed by Mrs Beverley Easdon who is qualified in the care sector having completed her NVQ level 2,3,4 in care, she has also completed her D32-33 Assessors Award and has upgraded to A1-A2 and has Verifiers Award. She is also qualified to train Moving & Handling. She has also completed her Level 4 in management (Registered Managers Award), having over 15 years of extensive experience in care.

In addition to the Manager of the home it employs eleven permanent care staff, which includes the Assistant Manager who has completed Level 2, 3 & 4 in Health & Social Care, and also her Assessors Award. There are also years of experience amongst the remainder of the care team, and many have been working in the caring industry for several years. All staff have completed NVQ Level 2 in Health & Social Care. Also two members of staff have completed their NVQ level 3 in Health & Social Care, and one is working towards their NVQ Level 3 in Health & Social Care. All staff receives regular training in the home's philosophy and values as well as specific health & safety issues such as manual handling, basic food & hygiene, first aid, health & safety, infection control, medication. The home is fully committed to staff personal development.

Averlea Residential Home



The Range of Qualifications of Management & Senior Staff

<u>Name</u>	<u>Position</u>	<u>NVQ2</u>	<u>NVQ3</u>	<u>NVQ4</u>	<u>Assessors Award</u>	<u>RMA</u>	<u>Verifiers Award</u>
Beverley Easdon	Home Manager	Yes	Yes	Yes	Yes	Yes	Yes

The Range of Qualifications of Care Workers

<u>Name</u>	<u>Position</u>	<u>NVQ2</u>	<u>NVQ3</u>
Nicola Knowles	Senior Care Assistant	Yes	Yes
Sophie Coad	Senior Care Assistant	Yes	Working Towards
Kelly Todd	Care Assistant	Yes	Yes
Anne Rickard	Care Assistant	Yes	
Lucy Cornelius	Care Assistant	Yes	Yes
Caroline Stanton	Care Assistant	Yes	
Hayley Fry	Care Assistant	Yes	Yes
Rachel Weaver	Care Assistant	Working Towards	
Sharon Hedges	Care Assistant	Yes	
Ashley Kenney	Care Assistant	Working Towards	
Vivienne Hudson	Care Assistant	Working Towards	

Averlea Residential Home



Insurance

Insurance cover is provided by:



Access for Care (Part of AccessBI Limited)
68 Lombard Street,
London.
EC3V 9LJ

Policy Number: CAA4C/11/2010/0250

Name of Policy Holder: Mr & Mrs Evely Averlea Residential Home

Date of expiry: 9th December 2011

Averlea Residential Home



The Complaints Procedure

Any complaints made to Averlea Residential Home will be treated as an opportunity to improve our service to all our Service Users. Complaints made by Service Users, Service Users Relatives and Carers of Service Users will be dealt with promptly, and will be taken seriously.

Averlea Community Care will firstly attempt to deal with complaints informally.

Informal Procedure

If any Service User should have any complaint or concern about any of the services which they receive from Averlea Residential Home or any complaint or concern about any member of staff employed by Averlea Residential Home they should telephone:

Mrs Beverley Easdon at Averlea Residential Home on 01726 66892

Your complaint or concern will be dealt with promptly and we will endeavour to resolve the matter quickly.

If your complaint or concern is not resolved to your satisfaction, or you are in some way dissatisfied with our efforts, we will move on to the Formal Procedure.

Formal Procedure

Your complaint will be fully investigated as per the requirements of Health & Social Care Act 2008 of the Essential Standards of Quality & Safety. An acknowledgement of receipt of the complaint will be sent by letter within 5 days, and the Home will then investigate the complaint and send a letter outlining the results within 28 days, also a detailed record will be kept as per the requirements of Health & Social Care Act 2008 of the Essential Standards of Quality & Safety.

If the complaint cannot be satisfactorily resolved within the home it will be referred onto the C.Q.C. (Care Quality Commission) But if at anytime a Client, Family or Staff etc. wishes to go to the C.Q.C. (Care Quality Commission) or S.S. (Social Services) without approaching the Home first, then it is their prerogative to do so.

Complaints should be made in writing and addressed to:

Averlea Residential Home
Fore Street,
Polgooth,
St Austell.
PL26 7BP

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The Complaints Procedure

If you are still dissatisfied with the outcome then the matter should be referred to either of the following:

The Care Manager

Social Services

Penwinnick House,
Trewiddle Road,
St Austell.
PL25 5BZ
Telephone: 01726 63582

Care Quality Commission (CQC)

CQC Southwest
Citygate,
Gallowgate,
Newcastle upon tyne.
NE1 4PA
Telephone: 0300 0616161