



**Registered provider/home owner & manager:** Seacole's Ltd, Mr Roger Waluube

**Legal status:** Limited Liability

Pelham House provides both long-term and respite/intermediate care and accommodation for older people in the Folkestone area. It is a care home, without nursing, and aims to provide service users with a secure, relaxed, and homely environment in which their care, wellbeing and comfort are of prime importance.

The Home aims to provide a high standard of care to all service users and the principals of best practice are constantly incorporated. The Home's quality assurance framework is regularly monitored through a formal system of satisfaction and suggestion surveys. Service users shall live in a clean, comfortable and safe environment and be treated with respect and sensitivity to their individual needs and abilities.

The Home is a large spacious building set in mature landscape gardens with extensive parking and excellent vehicle access. It has 22 bedrooms, all of which have either washing or en-suite facilities, assisted bathing/shower rooms are available for all service users. There are 3 lounges and a conservatory having direct access to the garden, with the provision of a communal TV. The Home also offers dining areas for the use of service users in two lounges, though meals may be taken to their own room if preferred.

Visitors are welcome at any responsible time and can join service users for lunch or dinner with prior notice. Service users' spiritual needs and wishes will be respected at all times and visits by leaders of all faiths are encouraged.

At the time of a new resident's admission to the home, staff will work with the service user, and their friend, relative or representative if appropriate, to draw up a written care plan. The plan sets out objectives for the care and how these will be achieved. It also incorporates any necessary risk assessments.

All service users will be allocated a key worker that will support their individual needs and review their care plans each month. Every service user will have access to their plan and will be encouraged to participate as fully as possible in the care planning process.

Residents will be regularly consulted about the way the home is run and will be encouraged to give suggestions. There will be a resident's committee that will meet on a regular basis in order to discuss issues such as menu planning.

**Key Aims & Objectives**

The Home aims to deliver a high standard of personal care at all times and it encompasses the following essential aspects of care:

**Privacy:**

Preserve every service user's right to privacy at all times by:

- Respecting and keeping confidential all information relating to a service user and their relatives.
- Respecting a service user's preference to be alone and undisturbed.
- Discussing personal matters with staff and relatives in private and without violating confidentiality.
- Provision of the facility for a service user to make and receive telephone calls in private.
- Handing over all correspondences to a service user in their original sealed state.

**Dignity:**

- Treat every service user with respect and allow each person to live in a dignified manner.
- Maintain every service user's autonomy by empowering each person to consider choices and make their own decisions as far as possible.
- Know each service user, develop a good rapport and treat each service user with respect.

**Independence:**

- Enable each service user to take calculated risks, to make their own decisions and think and act for themselves. Offer assistance as appropriate.

**Choice:**

- Ensure every service user has options over their activities of daily living in accordance with their capabilities.

**Rights:**

- Preserve all basic human rights of each service user including consent, confidentiality, safety, equality and autonomy.
- Encourage freedom of expression, participation and decision making.
- Encourage right of access to entitlement of services and benefits.

**Lifestyle**

- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

**The environment**

- Maintain the buildings and grounds in a safe condition.

- Ensure the communal areas of the home are safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents.
- Use specialist equipment to be available to maximize residents' independence.
- Provide accommodation which at least meets the National Minimum Standards.
- Ensure residents have safe, comfortable bedrooms.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing will be sensitive to the service users' ever-changing needs. A programme of activities will be designed to encourage mental alertness, self-esteem, social interaction with other service users.

All care staff within the Home are appropriately qualified and trained to deliver the highest standards of care. A continuous staff-training programme will be implemented to ensure that these high standards are maintained in line with the latest developments in health and social care, as well as relevant legislation and regulation. All staff will be accountable to the Owner/Manager of the Home and annual appraisals will be carried out by this person.

Despite everything that is done, residents may become dissatisfied from time to time. This will be addressed by providing a simple, clear and accessible complaints procedure and making all possible efforts to protect residents from every sort of abuse.

Roger Waluube