



Care Home with Nursing

Statement of Purpose

Tel: 01858 881304

Fax: 01858 881488

Website: sibbertoftmanor.com

Manager: rm@sibbertoftmanor.com

Deputy Manager: dm@sibbertoftmanor.com

Proprietor/Director Nominated Individual: ann@sibbertoftmanor.com

Operations: operations@sibbertoftmanor.com

Accounts Manager: hr@sibbertoftmanor.com



Contents

<u>Section</u>	<u>Page</u>
Introduction	3
Registration	4
Philosophy of Care	5
Aims and Objectives	6
Admission Criteria	7 - 8
Accreditations	9
Care Plans	10
Health and Welfare	11
Services	12
Home Management	13
Organisation Chart	14
Staff and Staff Training	15
Accommodation	16
Monitoring and Quality Assurance	17
Complaints	18

INTRODUCTION

Sibbertoft Manor opened in April 1999 and is located approximately five miles from Market Harborough, fifteen miles from Northampton and seventeen miles from Leicester at the heart of the picturesque village of Sibbertoft.

Sibbertoft Manor is owned by Pretty 333 Ltd whose directors are Ann, Harriet, and Tom Gover.

The Registered Manager is Gayle Palmer RMN. Gayle trained as a Registered Mental Health Nurse at Central Hospital in Warwickshire and has over 35 years' experience within the field. In her career she has worked in many diverse areas including secure mental health, prisons, and immigration centres through to health and social care. Gayle is an experienced Registered Manager and Operational Director working in National and Local roles. Gayle's skills have diversified since qualifying as a nurse, they include a Post Graduate Diploma in Personnel Management and a Master's in Business Administration. Gayle joined Sibbertoft Manor Nursing Home in October 2020.

REGISTRATION

Sibbertoft Manor is registered to operate as a 40-bed Care Home with Nursing.

The Registration domains are:

- Treatment of disease, disorder, or injury
- Accommodation for persons who may require nursing and personal care

PHILOSOPHY OF CARE

Sibbertoft Manor's Philosophy is based upon the belief that all residents are entitled to be treated as individuals. We encourage independence, individual choice, consultation about services within the home and maintaining social choice, for example the right to vote.

We are committed to:

- providing the highest quality of care to the residents who use our services.
- ensuring that residents are respected as individuals based on their rights, dignity, choice, and privacy.
- actively encouraging residents to be as fully involved as they are able in such services as are provided for them.
- Respecting individual values and beliefs and committing to equal opportunities, enabling all to maintain their own culture and way of life.

AIMS AND OBJECTIVES

Sibbertoft Manor aims to provide and maintain a homely, safe environment where residents with varying needs are able to live harmoniously, with consideration given to communication, mobility, and physical ability together with behavioural presentation and relationships. Our objectives are:

To ensure that each resident is treated on an individual basis with care plans to reflect their needs. Reviews of these care plans are held regularly to identify the category of each resident. We will continuously assess and regularly re-assess the appropriate care required and adapt the care plan according to individual needs, commencing with pre-admission and terminating only on discharge.

To ensure that each resident has on-going documented assessments, that relatives are kept appropriately informed and that the very highest level of care is provided. As residents' needs change reviews will be held, involving the resident, relatives or their representatives, medical advisors and social services where appropriate together with the Registered Manager.

To ensure that each resident receives medical attention as required and their daily preferences are respected whenever possible to ensure their optimal physical and mental well-being. Each GP visit, medical and medication review will be fully documented in the resident's individual care plan.

To ensure that each resident knows that they may speak in complete confidence to any person of their choice and consult their GP or any other advisor privately if they wish.

To ensure that any concerns or complaints will be acknowledged within 24 hours and resolved in a professional and responsible manner, within 14 days thereafter.

To invest in training and gain understanding of dementia related conditions and symptoms, and to meet our aims of offering care to those with this condition. All staff will continue to receive dementia training.

To ensure that dignity, privacy, and independence are maintained through self-care, self-medication, religious preferences, entertainment programmes and food choices. Residents meetings will be regularly held.

That family members, friends and acquaintances will always be welcomed and involved, where appropriate, in the care of the resident. We have an open visiting policy within the home. Progress reports will be given to relatives regularly. Quality Assurance questionnaires will be given out annually to both residents and relatives and all comments will be duly noted and actioned as appropriate.

To ensure that all staff receive ongoing training in their field of work so that they can provide the residents with the highest level of care. Documented development and training records are held for all staff.

To fully engage with the Care Quality Commission, achieve satisfactory inspections and maintain the very highest standards of best practice.

ADMISSION CRITERIA

A pre-admission assessment ensures that Sibbertoft Manor will fully meet the needs of each prospective resident. This will involve an assessment of the level of dependency, the resident's history, and personal preferences together with any specialist health care needs that may be required. These may include, but are not limited to, physical disability levels or sensory impairments, self-care needs and abilities, medication requirement, mental health or behavioural needs. We only offer a place if we are sure we can fully meet the requirements of each individual.

The prospective resident will always be invited to visit the Home. If this is not possible, the care manager or her representative will make a visit to conduct the pre-assessment. Information will always be sought from relatives, medical personnel, and previous carers. The prospective resident, their relatives and representatives, will always be invited to contribute views to assist in generating a truly individual plan detailing care requirements. Where information is held by Sibbertoft Manor regarding an individual resident it will always be made available to the resident upon request. Exchange of confidential information between health professionals will be discussed with the resident beforehand. A review will be held after one month involving the care manager, the resident and relatives or representatives as appropriate. Care plans will be reviewed regularly, and residents and their relatives will be invited to complete Quality Assurance questionnaires to ensure that their views are fully recognised.

General Information

An individual contract will be agreed setting out:

- Trial Period
- Permanence
- Notice Periods
- Fees
- Liability for Fees during Temporary Absence
- Reservations
- Responsibility for Fees
- Financial Advice
- Care Services
- Use and Access to Facilities
- Tenure of Rooms
- Insurance for Personal Possessions
- Smoking/Alcohol
- Vacating of Rooms
- Individual Care Plans
- Gratuities and Gifts
- Wills
- Formal Notices and Correspondence

- Alterations and Amendment to Agreement
- Complaints Procedure

A copy is kept by the resident and a duplicate is provided to the next of kin or representative as appropriate.

Friends and relatives are encouraged to visit and will always be offered refreshments. We encourage out of home excursions, but we do ask that staff are notified if a resident is taken out. There is a notice to this effect near main access doors.

Social activities, hobbies and leisure interests are actively encouraged within the home and we employ activity organisers to facilitate this.

Residents are encouraged to continue with their religious preferences and the home will ensure that a church representative of the resident's religious choice will be available for them if required. We hold services within the Home and take residents to church if they wish.

There is a full laundry service on site which is provided free of charge. We ask that resident's clothes are labelled to ensure they are returned to the correct person after being laundered.

Sibbertoft Manor is a non-smoking home.

Staff will deliver any personal mail received at the home for residents immediately. Facilities are provided for residents to make and receive telephone calls and wireless internet is available free of charge.

The staff are trained to follow documented procedures in a case of emergency e.g. electricity failure, water disruption or fire. The designated area to meet in an emergency is at the front gates.

The public liability insurance certificate is displayed in the homes foyer.

If a resident temporarily vacates the home (eg to receive hospital treatment) the room will be retained if required.

ACCREDITATIONS

Sibbertoft Manor achieved the Investors in People Award in 2004 and the award was re-accredited in 2007, 2010, 2013 and 2016. In 2019 Sibbertoft Manor achieved Gold status with Investors in People.

The home has achieved the maximum 5 Star Food Hygiene Rating from Daventry District Council Environmental Health Department for its catering facilities. We have also achieved the Northamptonshire Heartbeat Gold Award for our Good Standards of Hygiene and Healthy Food Choices.

We are completely compliant with all requirements of the Care Quality Commission.

We belong to the Registered Nursing Home Association, Dementia Pledge, Dying Matters, Social Care Commitment and National Association for Providers of Activities for older people and we participate in the Gold Standard Framework for End-of-Life Care.

CARE PLANS

Individual care plans are drafted in consultation with the resident and/or their representatives where appropriate. Every resident has an individual, personalised care plan for each of their specific health and care needs. These include, but are not limited to:

- Assessment of Needs
- Religious Needs
- Medication Profile
- Moving and Handling
- Chiropody
- Weight Chart and BP Charts
- Skin, Nutrition and Falls Assessment
- Continence Assessment
- Consent Forms
- Risk Assessments
- Mental Awareness Assessment
- Multidisciplinary Details
- End of Life

Care plans are reviewed monthly or whenever a resident's needs change. Such changes in care plans are communicated to staff at each shift change and this communication is fully documented. Changes to care plans is also communicated to each relevant staff member individually using our computerised messaging system.

HEALTH AND WELFARE

Visiting Professionals

- General Practitioner
- Relevant Medical Advisors e.g. Community Psychiatric Nurse
- Chiropodist
- Dietician
- Optician
- Dentist
- District Nurses
- Clergy
- Beauty/Massage Therapist
- Fire Service
- Environmental Health
- Care Quality Commission Inspectors
- Physio/Occupational Therapist
- Quality Monitoring Team
- Pharmaceuticals Inspector

Therapy organised by our Activity Coordinators

- Reality Orientation
- Art therapy
- Musical Movement Therapy
- Flower Arranging
- Armchair Keep fit
- Bingo and Scrabble
- Card Games and Jigsaws
- Knitting and Sewing
- Quizzes
- Painting
- Poetry
- Interactive Sensory Games
- Garden Club

Entertainment

- Visiting entertainers
- Individual and small group outings in the home's minibus
- Church Services at Sibbertoft Manor and Sibbertoft Church
- Garden fetes and social afternoons with stalls and raffles
- Easter and Christmas festivities
- Birthday parties (we invite residents' friends and relatives to come along) and we provide birthday teas with birthday cakes etc.

SERVICES

Our range of services includes:

- 24-hour care by experienced and trained staff
- Long term and respite accommodation
- Weekly General Practitioner Surgery held within the home
- Al-a-carte menu dining in a choice of 3 dining rooms or room service if residents prefer
- Open Visiting
- Sibbertoft Manor Minibus for outings and hospital visits, this is fully equipped with hydraulic wheelchair hoist and wheelchair ramp
- Resident full-time hairdresser in our salon
- Visiting Chiropodist
- Visiting Beautician
- All toiletries are supplied by the home free of charge
- A call bell system in every room
- Telephone and television points in every room
- Free Wi-Fi available throughout the home
- A courtyard area and gardens have been designed so residents can safely walk around the grounds
- A sensory garden is available with raised borders and water features, to provide a therapeutic environment for residents
- Religious services of the residents' choice
- A wide range of social activities arranged by our Activity Organisers
- A residents' notice board showing future events
- Sibbertoft Manor's quarterly newsletter
- Each resident is assigned two members of staff as their Key Workers
- Residents may bring any furniture and personal possessions they choose
- Residents are invited to choose any of the available four lounges for their use. Three have large flat screen televisions and one is designated as a quiet lounge with no television.
- Newspapers and magazines delivered daily free of charge
- Daily Sparkle, daily reminiscent newspaper
- Monthly Movie Club
- Art Board displaying Residents works of art
- Outdoor activities such as basketball and a putting green.

HOME MANAGEMENT

Registered Provider:

Pretty 333 Ltd

Fairfax House

Church Street

Sibbertoft

Market Harborough

Leicestershire

LE16 9UA

Directors: **Ann Gover, Harriet Gover, Thomas Gover**

Registered Manager: **Gayle Palmer** – Gayle trained as a Registered Mental Health Nurse at Central Hospital in Warwickshire and has over 35 years' experience within the field. In her career she has worked in many diverse areas including secure mental health, prisons, and immigration centres through to health and social care. Gayle is an experienced Registered Manager and Operational Director working in National and Local roles. Gayle's skills have diversified since qualifying as a nurse, they include a Post Graduate Diploma in Personnel Management and a Master's in Business Administration. Gayle joined Sibbertoft Manor Nursing Home in October 2020.

Deputy Manager: **Paula Nuttall** – After leaving school, I gained a qualification in child welfare (West Kent College in Tonbridge). My role over the years was very varied and I specialized in working with vulnerable children or children from deprived families or areas. It was during those roles that I felt I wanted to be able to support more by enhancing positive outcomes for children. Initially, I studied nutrition and then went on to gain my degree in Adult Nursing (Christchurch Canterbury). This was with a plan of becoming a public health nurse, school nurse or health visitor. After I qualified as a nurse, I soon became a community nurse working in Sandwich and surrounding areas, it was this role that changed my planned course of action as I found working with elderly people in their own homes extremely rewarding and realized how the right care kept people at home safer and for longer.

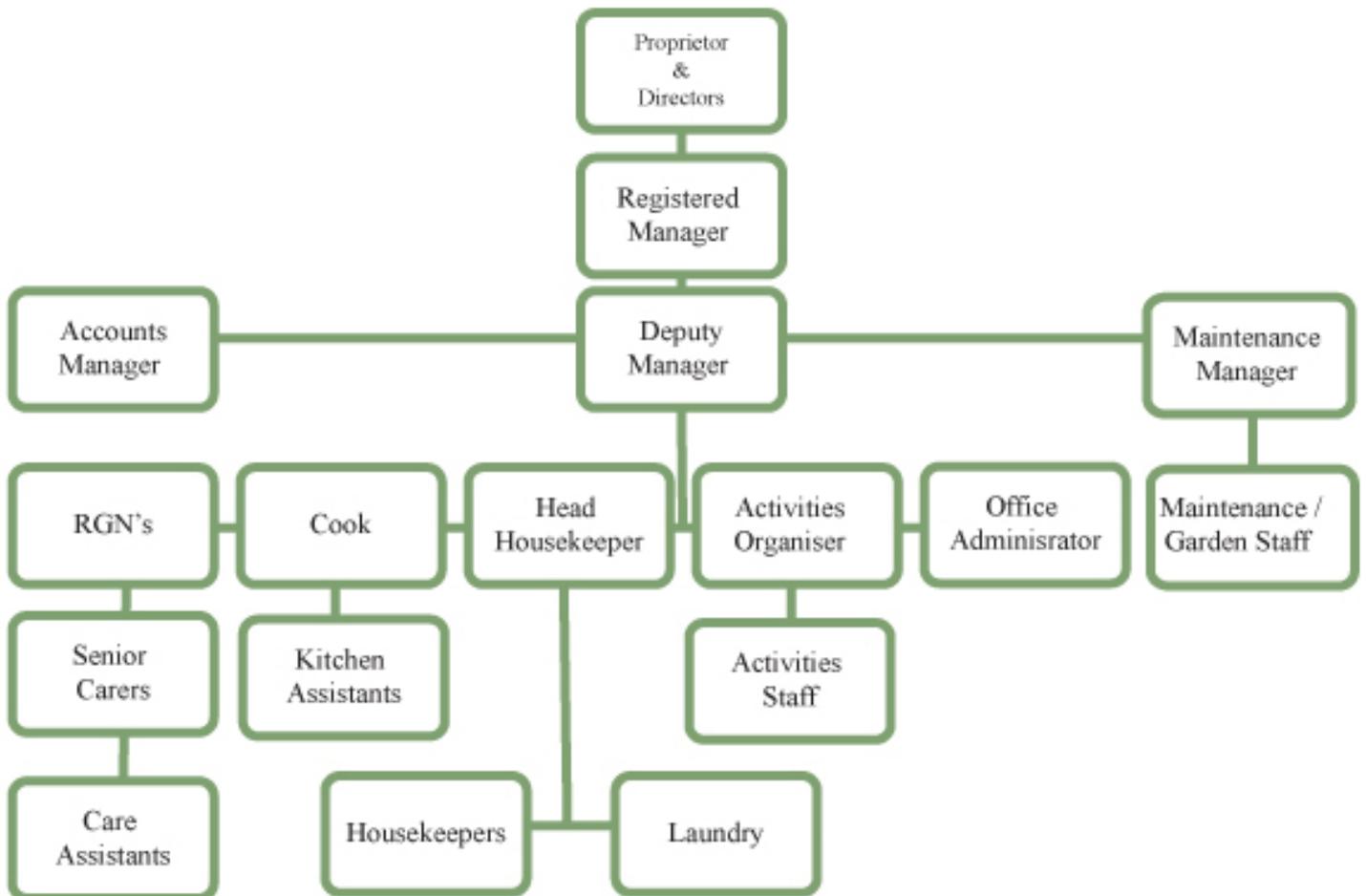
I moved to Leicestershire in 2015 to support my husband's career and became a community nurse in Market Harborough. After carrying out this role for 4 years I felt I needed a change and decided to work with people within a nursing home.

I spent 14 months in a nursing home where I was clinical lead, ensuring all the residents with nursing needs received the best nursing care and that the care team had the right support to work effectively. It was this role that has led me to becoming Deputy Manager at Sibbertoft Manor.

Accounts Manager: **Holly Banks** - Holly has worked at Sibbertoft Manor for over 9 years and has a background in Accounts and Human Resources. She is responsible for all purchase and sales ledger invoicing and the monthly payroll.



Sibbertoft Manor Nursing Home Organisation Structure Chart



STAFF AND STAFF TRAINING

An Enhanced Disclosure and Barring Services check is required prior to commencing work at Sibbertoft Manor.

The Sibbertoft Manor team consists of the Registered Manager, Deputy Manager, Accounts Manager, Administrative Assistant, Registered General Nurses, Registered Mental Health Nurses, Senior Care Assistants, Care Assistants, Head Housekeeper, Housekeepers, Kitchen Staff, Laundry Staff, Activities Organiser, Activities Staff, Maintenance Manager, Maintenance Staff and Gardeners. Extra staff are provided, as necessary. All staff undertake role relevant training and development throughout their career with us:

- There is a Registered Nurse on duty 24 hours a day seven days a week.
- The qualified kitchen staff provide a high standard of cleanliness and a good choice of menu throughout the day.
- All kitchen, housekeeping and care staff have achieved the Basic Food Hygiene Award. Head Cook has achieved the Intermediate Food Hygiene Certificate as well as Healthier Food and Special Diets at Level 2. All staff have completed Nutrition Training.
- All housekeepers achieve an NVQ in housekeeping. They are employed to uphold the highest standards of cleanliness throughout the home. We have full and part time laundry staff who are also NVQ trained.

All new staff are required to follow an induction training programme which includes supervision by experienced staff working in the home. The Induction programme includes training in the following:

- Dementia
- Moving and Handling
- Health and Safety
- Infection Control
- Safeguarding of Vulnerable Adults
- Fire Safety
- Challenging Behaviour
- Food Hygiene
- First Aid

Individual training and development profiles are in place for all staff. Professional training is provided by external organisations, qualified employees and via computerised interactive training programmes. Supervisions and appraisals are part of our ongoing development of staff. All Carers are required to complete the Care Certificate, and First Aid and Health and Safety training is available for staff.

The Registered Manager and Directors are available to meet anyone who wishes to discuss anything relating to Sibbertoft Manor with them.

ACCOMMODATION

Ground Floor Main Home:

- Foyer with seating areas
- TV lounge
- Quiet lounge
- Dining room
- Kitchen
- Twelve en-suite bedrooms
- Two communal toilets
- Outdoor patio seating
- Lift
- Staff toilet
- Laundry

First Floor Main Home:

- TV lounge/dining room
- Quiet sitting area on the landing
- Thirteen en-suite bedrooms
- Hairdressing salon/treatment room
- Staff toilet
- Lift

Ground Floor Garden Wing:

- Open plan lounge/dining room
- Kitchen
- Four en-suite bedrooms
- Outdoor patio seating
- Garden room
- Two communal toilets
- Lift

First Floor Garden Wing:

- Eight en-suite bedrooms
- Staff toilet
- Lift

MONITORING AND QUALITY ASSURANCE

Sibbertoft Manor has a fully comprehensive suite of Policies and Procedures to ensure all residents get the absolute best care possible. We use QCS (Quality Compliance Systems) to ensure all our policies, procedures, risk assessments meet up to the minute legislation and regulatory guidance.

We have a comprehensive Staff Handbook for staff to follow and use as a reference.

We regularly solicit feedback on the home, the staff, and the services we provide, by questionnaire. This allows us to quickly identify areas where there is potential to improve the service.

Residents and Relatives forums are held regularly to provide the opportunity to comment on the operation of the home and matters of concern can be raised. Contributions and suggestions are encouraged, and management use the meetings to inform residents and relatives of impending events, new policies and changes taking place in the home and to gain their views.

Sibbertoft Manor has confidential suggestion boxes sited in prominent locations for residents, relatives, visitors, and staff. Suggestions may be made either anonymously or otherwise.

The home's complaint procedure also acts as an audit tool to improve care and conditions.

COMPLAINTS

We hope our residents are satisfied with the quality of care and other services they receive but recognise that they or their relatives may wish to raise a concern or make a complaint.

We encourage residents, their relatives and staff members to raise any concerns initially with the Registered Manager. If this does not lead to an immediate resolution of the problem the complaints procedure, which is displayed in the entrance hall at Sibbertoft Manor, will be carefully followed. All complaints will be acknowledged within 24 hours and fully resolved within in 14 days. The Care Quality Commission will always be kept fully informed throughout.

If complainants are unhappy with the resolution offered, they may progress the matter by referring it to:

- **Funded care** – Contact the council/CCG responsible for funding:
 - Northampton County Council - 0300 126 1000
 - Leicestershire County Council - 0116 232 3232
 - Leicester City CCG - 0116 295 1129
 - East Leicestershire and Rutland CCG - 0116 295 3405

If you are unhappy with the outcome of your complaint you can contact the Local Government Ombudsman at PO Box 4771, Coventry, CV4 0EH, via the website (www.lgo.org.uk) or by phoning 0300 061 0614.

- **Self-funded care** - If you pay for your care you can contact the Local Government Ombudsman at PO Box 4771, Coventry, CV4 0EH, via the website (www.lgo.org.uk) or by phoning 0300 061 0614.
- **Safe-guarding** - If you are unhappy with the outcome of a safe-guarding concern you can contact the Northamptonshire Safe-Guarding Adults Team at John Dryden House, 8-10 The Lakes, Northampton, NN4 7YD or by phoning 0300 126 1000.

Although the Care Quality Commission are not a complaints agency and do not investigate individual complaints, they will take into account any views expressed when planning inspections to assess whether regulations are met. Their address is:

*Care Quality Commission
Citygate,
Gallowgate
Newcastle-upon-Tyne
NE1 4PA.*

Updated February 2021