

# **Statement of Purpose**

**The Turner Home**

**Dingle Lane**

**Liverpool**

**Merseyside**

**L8 9RN**

**0151 727 4177**

**Company number 02821762**

**Charity Number 1022689**

**CQC Provider ID 1-139999805**

## **Introduction**

The information contained within this statement is to help you and your relatives to gain an insight into life at the Turner Home.

We are committed to providing professional and respectful care, whilst maintaining high standards. We recognise that everyone is unique, so work in a person-centred way to meet individual needs.

We aim to create the right environment to support the men's physical and mental health and well-being, enabling them to maintain their rights, identity and independence as individuals. Whilst creating a spirit of trust and confidence in our professional standards.

Please note that we operate 24-hour CCTV, for security, safety and protection for all people in the communal areas of the home. Official visitors must produce identification before being admitted to the home

## **Aims and Objectives**

Our aim is to provide all residents (male only) with a life that is as normal as possible, given their individual health and care needs. We provide this in homely surroundings with care that will enable people to live as independently as possible with privacy, dignity and appropriate information which enables people to make their own choices. To achieve this, we ensure that assessments of individual needs are used to develop individual person-centred care plans.

Our objective is quite simple; to provide the highest quality care in the best possible surroundings. We focus on a person's abilities, never their disabilities.

We believe that the home should be:

- A place where each person can feel valued and have their individual needs met.
- A residence without unnecessary rules and regulations
- A place that can be regarded as home
- A meeting place where companionship, interest, and activity flourish

## Purpose of the home

The management committee's philosophy since 1883 has focussed on the belief that people residing at the home are entitled to be treated as individuals.

We encourage:

**Privacy** - the right to be left alone and undisturbed if it is safe to do so

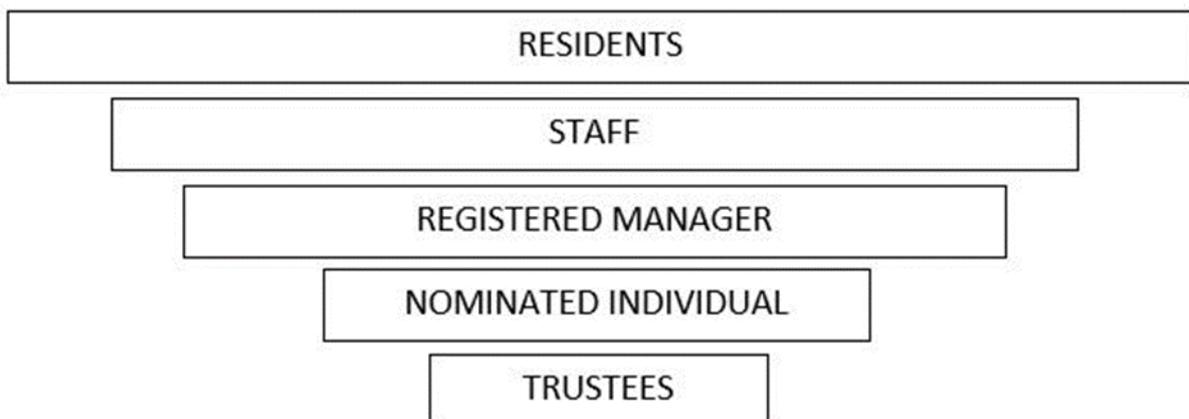
**Dignity** – staff understanding individual needs and treating people with dignity and respect.

**Independence** - allowing individuals to take managed risks, with support to make decisions, think and act for themselves.

**Choice** - opportunities to make decisions, explore and try alternative options

**Right's** – observed in accordance with Human Rights Act 2008.

**Fulfilment** - enabling individuals to achieve their aims and goals in all aspects of daily life.



## The service & who we support

All residents are vulnerable males aged 18 years and over 65 who require nursing care support due to severe and enduring mental health issues and associated behavioural issues. Examples of causes are stroke, brain injury, drug and alcohol addictions and misuse.

## Contact with family and friends

Visitors are welcome at any time and everyone entering the home must sign in and out again when leaving. If you are visiting during meal times you will be asked to wait, respecting other residents, whilst eating their meal. Please feel free to contact the home by phone if you wish to speak with your relative or enquire about their well-being. Individuals can have their own private phone line and will be responsible for associated costs.

## **Accommodation/Grounds**

The home can accommodate up to 59 people (males only) in single bedrooms with en-suite facilities. Six of the bedrooms are for people who require less support. There are two large lounges, two smaller lounges, one lounge/dining room. The building has central heating.

People who chose to stay in their own room may do so, but we do try and encourage people to socialise and mix with each other. Smoking is not allowed inside of any rooms, we are offering smokers the opportunity of cessation support, if they wish to give up smoking.

We have an activities room, extensive well maintained secured gardens and are in the process of developing a shop selling sweets and other items. With regards to alcohol, individuals will normally make their own arrangements, but as with smoking may require supervision.

We encourage residents to express their views about refurbishment, decoration and wall hangings in the communal areas of the building. This is especially important in bedrooms. We have a planned programme of repairs, renewals, decoration - resident's thoughts are always sought and taken onto account.

## **Other facilities**

Internet Access, Chapel, Laundry, Wheelchair Accessibility, Nurse Call system, CCTV, Clothes name label machine, Assisted Bathrooms, Hoists, Adjustable High/Low Profiling Beds, Pressure-Relieving Mattresses.

## **Admissions**

Upon receipt of a referral we arrange for an assessment to be completed which establishes the person's needs, and their capacity. We encourage the person and family to visit the home as part of the assessment process. The history of the Turner Home is important to share with prospective residents and their families, as the home has been established since 1883 we use the website to show the person and family information about the history of the home. We have found from experience that people prefer this to reading a document.

People are also provided with the homes Statement of Purpose and information about the most recent CQC inspection.

## **Finances/Fees**

Usually the finances are dealt with via the Local Authority once a financial assessment has been completed. This will inform the person about the charges policy and their personal allowances/spends.

### **What is included**

Fully Trained Staff 24/7  
Good Home Cooking  
Special Diets  
Laundry Service  
Weekly GP Visits  
Call System  
Newspapers  
Full Central Heating  
Chiropody  
Toiletries

### **Not Included**

Barber/Hair Cuts  
Dry Cleaning  
Personal Clothes

## **Care Plans**

These are produced taking into account individual assessment of need, capacity, risks, choices, psychological, spiritual and cultural requirements and hobbies. At all times we use a person-centred approach and involve the person in the planning process.

Residents are encouraged to participate in the development of their plan with their family members and other key, important people. All our care plans are completed electronically to ensure continuity; the system automatically flags any issues, concerns and risks. Normally, care plans are reviewed when due or annually, but this system does it daily so that has introduced an element of proactivity. Residents have the right to access their personal care records or nominate someone else such as next of kin, or a person holding the appropriate Power of Attorney documentation, on their behalf

## **Social Activities**

There are activities programmes at the home based on interests, hobbies and abilities of the people. We currently employ 2 fulltime activities staff, with opportunities to increase this aspect of the service.

The home also has its own accessible minibus and arranges outings and visits to events, pub lunches and other events to suit the needs and wishes of the residents. We also offer opportunities for weekend short breaks away.

## **Faith and Culture**

Everyone has the right to continue to attend a place of worship. Staff will ensure that people have this opportunity, especially during festival celebrations, to understand their dress code, dietary needs and end of life requirements. This information will be clearly documented in the care plan

## **Service Users, Other views**

Service user meetings are held to give residents the opportunity to comment about the home. Also, there is a 'Tell us Leaflet' that residents, families and advocates can complete. Any information received is present at the Trustees monthly meeting and shared at CQC inspections. Which will inform any changes required to the homes policy and procedures.

## **Staffing Structure**

Director of Operations  
Registered Manager (RMN Qualified Nurse)

Estate Manager – Maintenance staff  
HR Manager – Salaries  
Credit Controller - Invoicing L/A  
Payments Clerk – Suppliers  
Housekeeper - Domestic / Laundry staff  
Chef - Kitchen staff

Deputy Nurse Manager  
Day / Night Nurses  
Care Co-ordinator - carers  
Carers Days / Nights

## **Staffing**

We employ staff in accordance with agreed Recruitment Policy and Procedures and agreed Equal Opportunities Policy statements. We ensure that staff have relevant qualifications, values and experience to support people living at the home.

All staff complete an induction period which includes training in Fire procedures, Managing Risks, Health & Safety, Moving and Handling, Mental Health Awareness, Infection Control, Dementia Care, Food Hygiene, First Aid, Confidentiality, Dignity and Privacy. All staff are made aware of the 15 Care Quality Standards.

In addition, any other required training post induction, or to meet continuous learning opportunities will be arranged and monitored through supervisions and Personal Development Plans

All staff have the opportunity for face to face and electronic training, each staff member is given an access code. We currently have the 15 Care Quality Standards on e-learning and expect care staff to complete within the first 12 months, reviewed 3 monthly. Staff have regular supervisions and annual personal development plans

## **Management**

Director of Operations/Nominated Individual Joe Nixon  
Qualified Social Worker CSS, DMS, DoLS Assessor  
over 40 years' experience in Health and Social Care

Nurse / Registered Manager Alison Charlesworth  
Qualified Registered General Nurse / Registered Mental Health Nurse  
over 40 years' in Health and Social Care

Nurse / Registered Manager Karen Walsh  
Qualified Registered Mental Health Nurse  
over 20 years' experience in Health and Social Care

## **Fire Procedures and Prevention**

The home complies with all current fire regulations, training and procedures. The home is fully equipped with fire detection and alarm devices and fire equipment. Fire equipment and emergency lighting are tested and serviced by approved contractors and recorded. The home was inspected in August 2017, providing the Trustees with a full Risk Assessment Report, although we were compliant. They have suggested that we could further reduce risk. After discussions with the Fire Brigade these changes have been actioned.

## **Quality Assurance**

The home operates audit systems to ensure that we continue to provide a well led organisation. We are inspected by the Quality Team from Liverpool City Council and CQC. We provide opportunities for residents, families, other professionals to "Tell us about your experience of the Turner Home"

## **Complaints Procedure**

Whilst, we trust that all residents, families and significant others are satisfied with the quality of the care provided, there may be occasions when somebody wishes to raise a concern or make a formal complaint.

We encourage to people to feel comfortable about raising any concerns. It is hoped that a discussion with the Registered Manager in the first instance will resolve the issue. However, it may be necessary to make a written formal complaint, this should be sent to the Registered Manager.

The Register Manager will follow the Turner Homes policy and procedures and send you a copy of the policy, including contacts and notify other significant agencies.

Turner Home reviewed June 2018

## **Management Committee**

Management Committee Trustees  
Turner Home

Company number 02821762  
Charity Number 1022689  
CQC Provider ID1-139999805

## **Registered Office**

BRABNERS LLP  
Graeme Hughes, Charities Department  
Horton House,  
Exchange Flags,  
Liverpool,  
Merseyside,  
Secretary

The above address should be used to contact the Trustees (listed below) in relation to matters regarding the company:

HOUSLEY, Keith  
Occupation  
Retired Lawyer

NEWTON, Susan Diana  
Occupation  
Retired Social Worker

RAWLINSON, Peter  
Occupation  
Retired Merseyside Assistant Chief of Police

TOMLINSON, Eric George  
Correspondence address  
Occupation  
Retired Stock Broker

WATERSON, Brenda Edith  
Occupation  
Retired Social Worker