

**Camplehaye Residential Home  
Lamerton  
Tavistock  
Devon  
PL19 8QD**

## Statement of Purpose



**Registered Provider:** Avens Care Homes Limited

**Home Manager:** Rebecca Williams

**Deputy Manager:** Luke Siolo-Millar

**Care Coordinator:** Alison Hardy

## **Aims and Objectives**

Our aim is to enable each resident to obtain and enjoy the highest possible standard of life. Our objective is to provide an excellent standard of care to the highest quality and this includes all aspects of daily living. We endeavour to enable individual's to live as full as life as possible, in a friendly and informal atmosphere, creating a family like environment as close to home as possible.

All our residents are given the highest quality of care in all aspects of the activities of daily living. Each resident is holistically cared for, provided with comfort, warmth and cleanliness in a friendly environment. Staff are trained to respect each resident, guided by the values in care, independence, privacy, dignity, rights fulfilment and choice.

## **PHILOSOPHY OF CARE**

The home shall provide a comfortable, relaxed and happy environment, within which our residents will be encouraged to continue to develop any activities either within the home or in the extended community. Residents will be encouraged to make their own decisions and supported in maximising their own potential with heavy involvement of family members.

## **INDEPENDENCE**

Each resident will be supported and encouraged to manage their personal affairs where possible. Residents have the right to become involved in all decisions affecting their lives and the running of the home. All residents are invited to attend and participate in 3 monthly resident meetings. Our staff actively promotes residents to be as independent as possible within their abilities.

## **PRIVACY**

Each resident will have a private room for their own use. Staff will respect their privacy and before entering a room will announce their presence by knocking on the door and waiting to be invited to enter, unless in an emergency.

## **DIGNITY**

Staff will recognise and respect the unique value of each resident regardless of circumstances, by respecting each persons individual needs and recognising their personal feelings and wishes. Staff will be sensitive to each individual's cultural and religious needs.

## **RIGHTS**

All residents have the rights of any other person in the community and staff will ensure recognition of confidentiality, appreciation of race, culture, political standing, and beliefs and of social background which may determine a resident's attitude and ambitions.

## **FULFILMENT**

Residents will be encouraged to participate in daily activities, occasional outings and parties along with actively advocating family involvement to achieve a resident's Mental, Physical well-being and self-esteem.

## **CHOICE**

Residents will be given as much choice as possible in the day-to-day running of the home and in their life within the home.

## **CARE**

All residents will have an individual care plan designated to provide adequate care that supports their care and support needs. Residents will be encouraged where possible to contribute to the person centred aspect of their care plan. The home will closely monitor care plans and adjust accordingly at least on a monthly basis or when needed.

**Residents should feel that the home is “their home” and to treat it as such. For this to happen, it is necessary that they live in a happy, relaxed and caring environment and we will make every effort to provide this.**

## **Organisational Structure**

Camplehaye Residential Home is managed by the Registered Manager Rebecca Williams, Deputy Manager Luke Siolo-Millar and Care Coordinator Alison Hardy. The management team are further supported by Julie Baker Company Administrator.

Day shifts have 2 allocated Team Leaders supported by 5 Care Assistants.  
Night shifts have 1 allocated Team Leader supported by 2 Care Assistants.

These staffing levels will be reviewed as needs require.

The home has an appointed cook who is responsible for all meals and is supported by a kitchen assistant daily. The home also has a maintenance team who are responsible for the upkeep of the home and grounds.

Our ancillary staff comprise of a Housekeeper, Laundry Assistant who are on daily 7 days a week. We have 2 Activity Coordinators who job share the role over a 7 day week.

### **Service Specialism**

Camplehaye Residential Home is registered for a maximum of 44 residents to accommodate elderly persons with a physical disability over 65 years of age. The registration also covers the category of Dementia over 65 years of age. Appropriate signage, helpful to people with Dementia is in operation and an activity co-ordinator is employed to provide small group structured activities for this client group.

### **Day Care**

Camplehaye offers day care within a very warm, friendly, secure and homely environment.

### **Respite Care**

Camplehaye provides respite care for people who require only a short stay, minimum of 2 weeks so that those who care full-time for them can take a break.

### **Convalescent / Intermediate Care**

For people recovering from an operation or illness, we offer convalescent care which can last from a week to a few months.

For those needing more time to recover and build their confidence we also offer intermediate care until they are able to return home or decide on the next step.

Camplehaye was selected to pilot Intermediate Care Packages under Devon County Council back in 2021. We have dedicated rooms to offer rehabilitation in a safe and reassuring environment. This will provide time to recover, rebuild and gain confidence for when it is time to return home.

### **End of Life Care**

We provide respectful care for residents and relatives in their last days of life. We ensure that their holistic needs are met and maintained throughout, supported by community GP, District Nurses and Hospice.

At Camplehaye we focus on:

- relief from suffering by managing physical symptoms such as pain, sickness, tiredness or loss of appetite
- psychological care and emotional support to cope with the complex feelings experienced around death and bereavement
- spiritual care addressing spiritual or religious needs of our residents and their families

### **Service and facilities**

Camplehaye Residential Home is operated by Avens Care Homes Ltd, we have 38 single rooms and 3 double rooms of varying size, all of which exceed the CQC minimum size.

Every bedroom is fitted with a nurse call system, as well as all the bathrooms and communal areas of the house, giving total peace of mind for both residents and families.

In addition to the En-suite facilities, we also have wet shower rooms and communal bathrooms at Camplehaye that are fitted out with the latest Parker access baths with Jacuzzi.

We have a lovely large dining room, residents lounge and large conservatory where various activities take place or can be used for quiet reading and some private family time.

Our conservatory room opens on to a large outdoor court-yard area, furnished with tables, chairs and sun sail umbrellas. The courtyard has a central pond with a water fountain and goldfish with beautiful flower planters and lovely views.

When new residents come to Camplehaye, we are very keen that they should feel at home as soon as possible. As such we are more than happy for residents to bring items with them that may help them to continue with hobbies and past-times - whether it is an artist's easel, furniture, books or pictures.

All dietary needs and allergies are catered for and clearly marked on the menus. Residents are given a choice of meals daily. Meals can be served in resident's room or communal areas depending on resident choice.

In between meal times there are plentiful homemade cakes, snacks and drinks available throughout the day.

### **Nutrition**

Diet is a very important factor all residents are provided with a well balanced and nutritional diet. A regular intake of fresh vegetables, fruit, cereal, wholemeal bread, fish, poultry and meat is provided to promote healing and to maintain good health. Fortified diets are supplied to those who are risk of weight loss.

The Cooks are required to complete Level 3 Food Safety which meets Care Quality Commission's standards. This is supported by staff working alongside Safer Food Better Business. Nutrition records including food and fluid are kept daily so that an informed view of resident's nutritional needs is met. Also if necessary a dietician is consulted.

### **Additional costs**

Fees do not include newspapers, personal toiletries, telephone line, incontinence pads or charges incurred with hairdresser, chiropodist. Transport to and from hospital/medical appointments are arranged via the home or can be arranged by the resident's next of kin. If a resident requires a staff member to accompany them the home will do the up most best to accommodate this however this will be chargeable.

### **Activities**

The home provides activities and entertainment for residents for example church service, flower arranging, bingo, singers and this is varied on a monthly basis. The home encourages residents to continue and enjoy their own chosen hobbies and pastimes whenever possible. Occasional bus trips out within the community are provided throughout the year.

Residents are asked whether they have any specific social, cultural or religious needs on admission. Where possible these will be met and documented on the individual's care plan.

### **Consultation with service users about the operation of the Home**

A residents meeting is held every quarter to enable residents to voice any concerns or issues they may have and to provide residents with information relating to the home. Residents' relatives and family are welcome to attend.

### **Contact with friends, relatives and representatives**

Camplehaye Residential Home operates an open house policy, however, visitors late at night are asked to contact the staff prior to their arrival for security reasons. Telephone points are located within every room and Wi-Fi is available throughout the home. Residents are encouraged to take trips out with their friends and relatives as able. Relatives are encouraged to visit Camplehaye Residential Home and are welcome to join the residents for meals with them. All privacy is respected and residents open their own mail where ever possible.

### **Dignity and privacy**

All residents are treated with utmost respect and given choice of their day to day life within the home. Residents are addressed in the manner in which they feel comfortable and their dignity and privacy will always be respected.

### **Staff qualifications and training**

The company ensures all staff working at the home is capable of carrying out their duties and therefore receive mandatory training comprising of approximately 16 mandatory courses and 8 additional courses including the Care Certificate depending on role. The company employs approximately 37 members of staff made up of care assistant, ancillary and maintenance. Several of the care assistants have or are working towards their QCF in care whether that is a Level 2 or 3. The home promotes personal development and ongoing training and courses are readily available. During the Registered Manager's absence from the home the Deputy Manager and Care Coordinator and Team Leader on duty to ensure standards are maintained.

All Team Leaders including management are trained in the administration of medications and have been certified by a pharmacist and have undertaken the safe administration of medicines course

All residents are encouraged to register with the Abbey Surgery located in Tavistock and our designated GP Dr Maquire visits weekly and where necessary other therapeutic services are provided by the multidisciplinary team.

### **Criteria for admission**

When an enquiry is made regarding a potential new service users one of the management team will take an initial referral will take basic information to ascertain whether we can meet their needs.

The residents along with family members are invited to the home to view if they wish and will be given a brochure. An in-depth assessment will be carried out by the manager either over the phone or visiting the service users within their home if appropriate. This will cover the resident's range of health and social needs. This process enables the staff to ensure the home is able to fully meet the resident's requirements. All information is treated confidentially.

The care plan is completed with as much information as possible, it may not be possible to complete it depending on information given by the service user and their willingness or capabilities to answer or remember certain details. Family are also contacted to gain additional information which wasn't obtained via service users, hospital or social services. To ensure care plans are person centred families are asked to give a brief history of their loved one's life, this can help with meaningful activities.

Fees are discussed prior to admission whether that be privately funded or through Social Services.

On admission the service user is welcomed to the home and shown around the home prior to going to their room. The service user is shown how to use the call bell and where to store their clothes and personal items. Within the room will be a welcome pack containing information on the home and what to do if you have any concerns you wish to discuss. A member of staff will complete an itinerary of items brought into the home. Any questions asked by the service user or representative are answered as fully as possible.

## **Dementia**

For those Residents who suffer with a form of Dementia, memory loss and lack capacity are cared and supported for. All residents are assessed during the weeks after admission; a care plan including DoI's and risk assessment drawn up, providing all the necessary information required to safely care for that individual. Thus ensuring staff are aware of the resident's capabilities and differing physical, social and cultural needs. All care plans are closely monitored and adjusted accordingly and reviewed on a regular basis.

GP will regularly review medicines, if more specialised treatment is needed Older Peoples Mental Health Team will be consulted.

We provide reality orientation, pictorial signage and small group activities to enable residents with dementia to enjoy life to their best potential. We have both in house and outside entertainers to provide music therapy and armchair exercise and gentle mobility games.

## **Fire precautions and emergency procedures**

Camplehaye Residential Home holds a fire certificate which includes evacuation procedures and relevant checks to ensure the adequacy of fire prevention. Camplehaye Residential Home has the necessary fire precautions in place, the home is well equipped with a fire alarm system, fire detectors, fire extinguishers, emergency lighting, fire doors, these are checked and recorded on a regular basis. A bi-annual inspection is undertaken by AMS LTD, a specialist fire prevention company. The fire officer's advice is also sought with regard to fire safety and other relevant persons are regularly consulted. All staff are trained in fire prevention and regular fire drills are undertaken and documented. Management and Team Leaders and Night staff are all Fire Marshall Trained. The home also has an emergency contingency plan in place for residents to be safely evacuated to nominated refuge areas internally and externally.

## **Quality Services**

We aim to progressively improve the standards of care, training at all levels of staff and management. An important part of our approach to quality assurance is to obtain the views from our residents and their relatives, representatives and those who we collaborate with externally. We do this by regular reviews with individual residents and on more general matters, through separate meetings with residents and relatives. We also undertake a quality assurance annual audit and seek to involve the wider members of the multidisciplinary team.

## **COMPLAINTS PROCEDURE**

Should any resident, next of kin, advocate, visitor or staff member have any suggestions or complaints relating to any issues at Camphaye Residential Home we would be grateful if the following procedure is followed. We will then endeavour to do our utmost to resolve the matter as quickly and professionally as possible.

### **Procedure**

1. To bring to the attention of the most senior person on duty, the problem, and how it affects you as soon as possible, after you become aware of it.
2. We will endeavour to keep the issue confidential and resolve the matter discreetly.
3. Complaints will be dealt with within 28 days.
4. It is the responsibility of the person to whom the complaint was first given, to report to you the results of the enquiry.
5. If you are dissatisfied with the result of the enquiry then it will be referred to the Manager as a matter of urgency.
6. If an approach to the person on duty is inappropriate, then the complaint can be discussed directly with the Manager at a time convenient to both parties.
7. All complaints will be documented in the complaint book but the person with the complaint need not be identified if they do not wish to.
8. If a complaint is made against the manager, parties are asked to contact Andy or Sam, the registered providers.
9. All complaints will be listened to, taken seriously and acted upon.
10. Service user's legal rights are protected.
11. Services users are protected from abuse.

If anyone feels that their complaint has not been dealt with satisfactorily they can contact the Directors, (Sam and Andy Avens) of Avens Care Homes Limited, the registered providers of Camphaye Residential Home at:

21 Barton Road, Plymouth, Devon, England, PL9 9RQ

If, after contacting Avens Care Homes Limited, you still feel your complaint has not been dealt with satisfactorily, you can contact the **Local Government Ombudsman on 03000 610614**.