

pontcanna house
private care home

STATEMENT OF PURPOSE

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Pontcanna House Aims and Objectives

Our Mission is to improve the quality of life and quality of care for our residents with dementia by developing an approach based on person centred care, by providing training and development for our carers and by working with our residents, their families, professionals and stakeholders

Person Centered Care- is exactly what it says, “person centered”- it’s warm, gentle, personal and individualised.

Our approach is to:

- ***Value our residents and all involved in their care***
- ***Treat everyone as an individual***
- ***Look at our residents’ world from their point of view***
- ***Provide a supportive and positive social environment where residents can experience well-being***

At Pontcanna House, caring for the person with Dementia involves working in partnership with the person themselves, family and other carers to achieve the best possible quality of life for our residents.

Each person’s experience of dementia is unique and not all approaches are appropriate for different people at different times. Sometimes all that is needed is to “be there”.

At Pontcanna House, we try to maintain an open and creative mind and see the world as the person with dementia sees it in order to offer the richest care possible.

We pride ourselves on offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term or short-term stays.



When people have worked hard all their lives and have been committed to helping others we feel they deserve extra cherishing. They need a home where individuality is emphasised.

Staff at Pontcanna house aim to ensure that they have time to give attention to small details and provide residents with the highest standards of care in a happy environment.

We promote and acknowledge the following:

PRIVACY

The right of a resident to be left alone and undisturbed whenever they wish.

DIGNITY

Understanding and respect for the needs of the residents.

INDEPENDANCE

Allowing a resident to take calculated risks, to make decisions and think and act for them self.

CHOICE

Giving a resident the opportunity to select for themselves from a range of alternative options.

RIGHTS

Keeping all basic human rights available to the residents.

FULFILMENT

Enabling the residents to realise their own aims and helping them to achieve these goals in all aspects of daily Living.



Equality

Pontcanna House is committed to providing a service where people treat each other with mutual respect and dignity and we recognise that our ability to meet the needs of our residents is improved by having a diverse workforce which reflects the Welsh population and the wider community.

We aim to combat all forms of discrimination harassment or victimisation and safeguard the interests of all equality groups outlined in the Equality Act 2010 with reference to the nine protected human characteristics: Ethnicity, Gender, Gender Identity, Disability, Religion and Belief, Age, Pregnancy and Maternity/Paternity, Civil Partnerships and Sexual Orientation and also discrimination on the grounds of a perceived or associative protected characteristic.

Under the Equality Act 2010, three elements of the general duty are to:

1. To eliminate unlawful discrimination, harassment and victimisation, this is owed to everyone and covers all the nine protected characteristics listed above.
2. To advance equality of opportunity
3. To foster good relations

We will work towards our equality through the delivery of a set of equality objectives. The objectives reflect our commitment to promoting an accessible and inclusive service.



The key objectives are based around addressing any inequality in the:

- Provision of care for our elderly residents
- Employment of our staff
- Our dealings with Health Care Professionals, suppliers and contractors

Our Equality action plan will detail how the equality objectives will be delivered and they will be monitored. We will regularly audit our progress as part of our quality assurance system. We will publish an annual report on our performance and invite our residents, their families and representatives and stakeholders to comment on how well we are doing.



Our Philosophy and Culture

Pontcanna House has recently been involved in a pilot in Enhanced Dementia Care training with The University of Stirling and Dementia Mapping with the University of Bradford.

We aim to provide residents with a secure, relaxed and homely environment in which the physical and mental care, well-being and comfort are of prime importance.

Staff will serve to preserve and maintain the identity, dignity, individually and privacy of all residents within a warm and caring atmosphere and in doing so will be sensitive to the residents ever changing needs.

Such needs may be medical, therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social.

Residents are encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through the programmes of activities designed to encourage mental alertness, self-esteem, social- interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of the home

Core Values of Care

| | | |
|---------------------------------|---------------------------|------------------------------|
| PRIVACY INDEPENDANCE | DIGNITY CHOICE | RIGHTS FULFILMENT |
|---------------------------------|---------------------------|------------------------------|

All Care Staff within the home will be appropriately qualified to deliver the highest standards of care for persons with dementia.

A continuous staff-training programme is implemented for staff to include an understanding of dementia and dementia in the care home setting and effective communication. This ensures that these high standards are maintained in line with the latest developments in Care Practices and as may be laid down in the appropriate legislation, regulations and the National Care Standards Commission.



Specific Rights of Residents with Dementia at Pontcanna House

At Pontcanna House we aim to achieve specific rights for residents with dementia, and an appropriate balance between rights and risks is in place to provide quality dementia care

Risk Taking Principles at Pontcanna House

- ❖ At Pontcanna House we believe that every person has an individual personality, a history, likes and dislikes, skills and abilities and a huge variety of experience.
- ❖ We aim to provide care in a way that individually recognises and builds on the person's identity, strengths and abilities and maintains their independence.
- ❖ We feel that the risk taking of ordinary life is necessary for people with dementia to experience continuing growth and development.
- ❖ We encourage staff to promote new experiences and opportunities, which inevitably introduce an added element of risk.
- ❖ People with dementia retain the rights they have always had, including choice and control over their own lives, care plan and review (though this brings a degree of risk)
- ❖ We aim not to eliminate risks but to determine which risks are acceptable. This is done in conjunction with all parties concerned and without being over-protective or negligent. Risk taking will be considered in detail and a series of records kept of all views held, decisions taken, sub sequent actions and an evaluation



Pontcanna House Owner/Manager

- **Proprietors: Doctor's Shirwan and Nasik Al-Mufti**
- **Person in Control: Dr. Shirwan Al-Mufti**
20 years experience of Home ownership
- **Manager: Dr. Nasik Al-Mufti**
18 years Experience in Care.
NVQ Level 4 Care Management
Care Manager for 118 years.

Care Speciality of the Home

Long and short term care of persons with dementia and Day Care provision

Pontcanna House is a registered Dementia Care Home and whilst nursing care is not provided, arrangements for health provision are thorough.

Staff have forged strong links with local GP's and nurses working in the community regularly visit the Home.

The number for whom accommodation is provided together with personal care shall not exceed 31 persons.

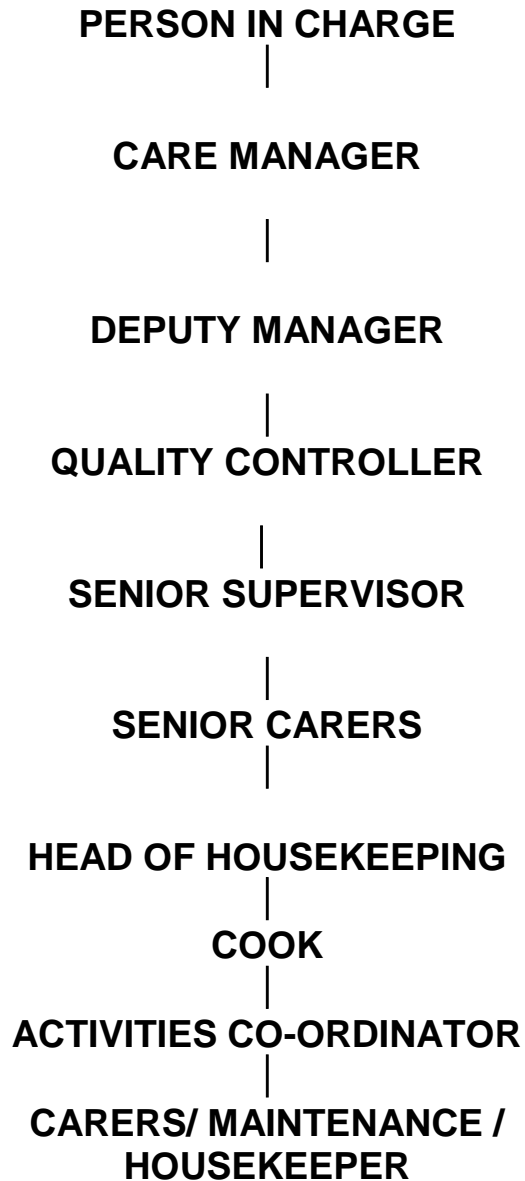
Certificate of Registration

The number for whom accommodation is provided together with personal care shall not exceed 31 persons in the following categories:

- 29 persons in the category of Dementia Care (over 60 years of age)
- One person in the category of mental Health (under 65)
- One person in the category of Learning Disability (over 65)
- Nursing care shall not be provided



THE ORGANISATIONAL STRUCTURE OF THE HOME





Details of Staff Numbers and Training

The home currently employs 24 staff.

The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly.

All staff receive a comprehensive Induction and on-going programme of in house and external training in all aspects of care and are introduced to the Home's policies and procedures, for example:

- **Enhanced Dementia care**
- **COMMUNICATION**
- **PERSON CENTRED CARE**
- **CARE CODE AND CONDUCT**
- **ALL MANDATORY TRAINING**
- **CONFIDENTIALITY**
- **THE RIGHTS OF CLIENTS**
- **POVA**
- **CARE STAFF RESPONSIBILITIES**

The home encourages all Care Assistants to hold a minimum of NVQ or QCF Level 2 in Care. All new staff must train to hold this vital qualification.

Accommodation

The Home has 26 bedrooms, 20 are single (8 of which are en suite) and 6 are double rooms for those residents who prefer to share.



Social Rooms

The Home is light and welcoming and decorated to a high standard. It has two spacious lounges, a dining room, an activities centre and landscaped front and rear gardens with a covered seating area. Residents are encouraged to use these rooms, however they may stay in their own room should they choose to do so.

Health and Safety

The Home meets all the necessary Health and Safety standards required by the Health and Safety Executive and appropriate signs are displayed throughout the Home. A comprehensive risk assessment has been carried out for the needs of each resident

The Home fully complies all the Care and Social Service Inspectorate of Wales requirements and all aspects of the Home and standards of care are regularly inspected including:

- Fire and emergency evacuation
- Infection Control
- Hand Hygiene
- Food Safety
- Manual Handling
- Safe use of Equipment

Monitoring and Quality

The Home welcomes comments and suggestions from residents and their relatives, as this is an important part of our quality programme of continuous improvement. We run meetings regularly when residents are encouraged to discuss operation in the Home and make suggestions for improvements.



We have systems and procedures in place that ensures all our services and procedures are closely monitored. Attention to the smallest detail is pivotal to everything we do.

Complaints

In order to continuously improve our standards, Management at Pontcanna House welcomes feedback regarding our service provision and encourages residents, families and their representatives to comment if they feel there are areas for improvement.

If, as a resident, relative or visitor, have a concern or you feel there is a cause for complaint, you should first discuss the matter with the Care Manager. If the matter is, in your opinion a serious one, or you remain dissatisfied, you can record the complaint on the complaint form which is available upon request. A full investigation will be made into the complaint and you will be advised of the results as soon as possible.

For serious complaints regarding the safety or quality of care provided CSSIW can be contacted and they will respond in a timely and appropriate manner.

CSSIW

Mid and South Wales

Government Building

Rhydyca

Merthyr Tydfil

CF48 1UZ

[Tel:03000628888](tel:03000628888)

Fax:03000628548

Email: cssiw.mid&south@wales.gsi.gov.uk



Admission and Trial Visit

Clients are referred to us by social services and occasionally by recommendation. All are welcome to come and spend a day with us and sample the atmosphere and level of service we provide before settling in.

Care Plan

The Care plan is a personal plan and contains details of residents' history, needs and preferences and how they like to be cared for and how these needs will be met.

The care plan will be regularly reviewed and is undertaken by all those involved in the care and well-being of the resident

Any changes in the health or well being of the resident will result in an immediate review of the care plan by the all those relevant parties involved in the care of the resident

Residents, their family, representatives and advocates will be encouraged to participate in the resident's care planning wherever practicable, and are invited to all formal reviews. Residents and their advocates are always welcome to chat with a member of the care staff if they have any concerns.

The residents' health and well-being is constantly recorded:

- Daily at each shift.
- At staff shift changeover, the resident's daily care notes are handed over by the outgoing shift to staff working the incoming shift.
- The resident's responses and activity patterns are discussed as needed. Changes to the care plan may be proposed at this point.
- At the end of the four-week settling in period, a formal review is held.
- As and when required.

All amendments to the care plan will require the authorisation of the Home Manager or Senior Carer. Certain amendments may require the



authorisation of family or a representative, a social worker, the resident's GP or a medical professional. All amendments to the care plan are recorded in full.

Medication

Medication is administered by two members of staff one of whom is a senior carer and under the guidance of a medical professional.

Procedures for storing, handling, dispensing and disposing of medication are in place and comply with Pharmacy guidelines

Any resident may request to see a doctor in private at any time.

Confidentiality

The Home has strict policies and procedures in place in accordance with legislation and best practice to ensure records and information regarding clients' private and personal lives remains secure and confidential. All staff are trained in the correct procedures to follow regarding sharing of information in the best interests of the residents.

Meals

Menus will be varied and favourite dishes and preferences, special diets can be catered for and religious requirements can be met.

Residents are encouraged to eat in the dining room but may eat in their own room, in the garden or lounge should they choose to do so.

Tea, coffee and other hot drinks are served and available 24 hours a day.

Visitors are always catered for



Religion and Belief

Worship/Attendance at Religious Services

Residents may practice any religion or belief of their choice and attend religious services either within or outside the home if they so desire with provision made to attend the local place of worship.

Residents have the right to meet with representatives of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with the Community and with Family and Friends

Residents, family and friends are encouraged to visit the residents regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the residents to respond where help may be needed.

Visitors will be welcomed at all reasonable times and are asked to let the home know of their arrival and departure from the premises. We will ensure meetings can be held in private when required.

For security and fire safety reasons, visitors must sign the visitor's book on each occasion.

The residents have the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will, if necessary inform the visitor of the resident's wishes and record the request in the care plan.

Residents are encouraged to socialise and interact in the local community. We arrange lunch trips and outings where there are opportunities to meet people and interact with the local community.



Advocacy

“Advocacy is a practical strategy that aims to ensure that peoples’ voices are heard. It focuses on enabling people to make free and informed choices.”

The Home has a policy on Advocacy and encourages residents to make their own decisions about their normal day-to-day planning. We feel it is very important that decisions are not made for our residents if they are capable of making them for themselves.

Pontcanna House has a permanent arrangement with Age Concern to undertake advocacy meetings with the residents on a regular basis in the Home

Therapeutic Activities

Pontcanna House is fully aware of the importance of therapeutic activities for persons with dementia and has a dedicated Activities Coordinator. We are constantly developing new ideas in order to introduce a varied and interesting programme of activities.

The Home’s policy on therapeutic activities takes into account the interests, skills, experiences, personalities and medical condition of residents.

The Home offers a wide range of activities designed to encourage the residents to keep mobile, stimulated and, most importantly, take an interest in life.

Entertainment and Activities

- Indoor games sports and board games
- Going for walks, shopping, pub, etc.
- Manicures, massage and makeovers
- Keep fit and Armchair exercises
- Reading letters, books, magazines and newspapers
- Live Music and sing-a-longs



- Film shows
- Gardening
- Karaoke
- Wii computer games
- Skype
- Arts and Crafts
- External entertainers and musicians providing a wide range of entertainment and activities designed to stimulate residents are arranged on a regular basis.
- Outings are arranged on a regular basis and are geared to Residents needs and capabilities.
- Celebrations for birthdays, holidays, special days and events.

Lifelong Learning and Development

Residents are encouraged to take an interest in life outside the Home and have access to reading materials in the form of library books, newspapers and magazines.

There are opportunities for residents to develop interests, learn, practice and develop skills.

Smoking

The Home has declared itself a no smoking premises. However smoking is permitted in a covered area in the garden under supervision and in accordance with new smoking laws.

Additional Services

The hairdresser visits when required and there is a nominal charge for perms, cutting and colouring.

In-house chiropody is available every six to eight weeks.

Eyes are tested annually.

The dentist will visit when required.

Any other service can be arranged as required



Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the residents with regard to Health and Safety and cannot therefore allow pets at the Home.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from the staff.

The family or representative will make the necessary funeral arrangements

This document has been written in accordance with the Care Standards Act 2000. Each resident will be issued with a copy; a copy will also be available at reception at all times.

The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier. This document is also available in Welsh