

Statement of Purpose



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SUMMARY

Since first opening in 1985, Fewcott House has striven to provide the best possible nursing care for each individual resident. Our service is tailored to the needs of each resident in order to promote the highest quality of life, within a homely, caring family environment.

Fewcott House is a Care Home with Nursing, registered for 35 clients who require 24 hour nursing care. We provide specialist care and support for clients of either sex, who suffer from physical disablement, memory loss or dementia.

AIMS & OBJECTIVES

Our main objective is to provide individualised care within a safe, clean, supportive and loving home to each of our residents for the duration of their stay with us.

The principal aims and objectives of Fewcott House are that:

- All residents within our care live in an environment which promotes dignity and understanding, where our staff provide respectful care tailored for each individual.
- Residents achieve a standard of living which corresponds as far as possible with what they were accustomed to in their own home.
- Residents feel secure and confident within our care, thereby choosing to reside with us at Fewcott House for as long as they feel able to do so.
- We provide a caring, safe, happy and healthy environment for all our residents, whilst encouraging individual independence, to ensure the quality of life of every resident is maintained and their personal preferences are fully supported.
- Residents are not segregated or denied any opportunity by the staff or management of Fewcott House, whether physical, spiritual, intellectual, emotional or social.
- Relatives and friends are encouraged to be involved in the daily life of their loved ones, and are included in decisions made on care and in social and recreational activities.
- Residents, visitors and staff are protected against abuse, intimidation and bullying by the application of our zero tolerance policy towards bullying and harassment.
- Staff are supported by a skilled and professional management team, who ensure that they are trained to fulfil their fullest potential, within a "person focused" environment, thereby providing a happy and cheerful home for our residents.

PREMISES & FACILITIES

Fewcott House Nursing Home is located in the delightful village of Fewcott, which is ½ a mile from junction 10 of the M40 and 4 miles from the market town of Bicester in north Oxfordshire. Local amenities include the village church and local pubs; the nearby village of Fritwell has a convenience store and village post office. The countryside around Fewcott House provides lovely walks, and the opportunity for enjoying the natural beauty of the Ardley Wildlife Trust reserve and the Cherwell Valley.

Fewcott House is set in 2½ acres of mature and level gardens with a lake. It was originally a small manor house, dating back to 1680, converted in 1985 to provide nursing care. The home was extensively renovated and extended in 1989 to offer a purpose built home which complies with the new registration requirements of The Care Standards Act 2000: the Care Home Regulations 2001. There are 22 bedrooms, comprising 9 *en suite* single rooms, and 13 twin rooms (six are *en suite* and the other seven immediately adjacent to a bathroom). Many of the bedrooms are on the front of the house and have large windows overlooking the extensive gardens.

Room sizes range from 11.64 to 14.78 square meters for the single rooms, and 17.04 to 24.85 square meters for the doubles. The *en suite* facilities each comprise a shower and toilet, and all bedrooms have their own hand basins. Specialist bathing facilities are available: the downstairs bathroom has a specialist bath while the upstairs bathroom is equipped with a hoist, to enable all residents to benefit from either independent or assisted bathing. Three additional toilets are available for residents and visitors.

Public areas are available to all residents and visitors.

- Two sitting rooms offer flexible areas for socialising, watching television, or holding concerts and other events.
- The conservatory is a quiet area, used for residents to relax in peace or meet with their visitors.
- The dining room is available for activities outside meal times.
- The central hall is a favourite place for residents to watch the comings and goings through the home, and offers access to a secure private garden and courtyard. The nurses' station and the lift are situated off this hall.
- Outside, the south-facing terrace has a ramp leading down to the lawns and lake, where a number of benches are available for those who wish to sit relax and enjoy the flowers, trees and natural wildlife.

FURNISHINGS, CALL BELLS, TELEPHONES

- Although we provide standard furnishings, we encourage residents to personalise their rooms with their own small items of furniture, photographs and personal possessions which reinforces the homely feel we wish to offer each resident. Personalisation is very important for those suffering from a dementia as it aids in the transition from home to care home and aids with a sense of belonging and familiarity.
- Each room is fitted with a nurse call system with various access points, a television aerial point and thermostat for the central heating.
- Our staff will be pleased to assist residents to make or receive calls on the nursing home telephone line. Alternatively private lines can be connected on request.

ADMISSIONS & ASSESSMENTS

ASSESSMENT PROCEDURE

- Prior to admission we visit potential residents in order to ensure that we are able to offer the care and facilities they require. A qualified member of staff will visit the prospective resident, and discuss their needs and requirements, along with their relatives or carers. Information will also be sought from their GP or other medical professional such as the district nurse.
- This initial assessment aids us in planning tailored care, and covers a wide variety of areas including personal care; physical well-being; diet and oral health; sight, hearing and communication; foot care; mobility and dexterity; history of falls; continence; medication usage; mental state and cognition; social interests and hobbies; spiritual and cultural needs; personal safety and risk; carer/family involvement and other social contacts/relationships.
- Prospective residents are invited to view our home prior to their stay in order to experience the environment. During this time we invite them to join us for tea or one of our activity sessions.
- In cases of dire emergency (for example where a family situation has broken down) as much information as possible will be obtained prior to admission in order to provide appropriate care pending a thorough assessment on arrival.

RESTRICTIONS & AGE RANGE

- Residents must be over the age of 18. However the majority of our residents are in their 80's and upwards, with a few in their early to mid 50's.
- Admissions must fall within our categories of registration.
- We will only accept someone for care if we feel we can cater fully for their particular needs. We will make this assessment whilst taking into account the needs of our current residents in the home.

DEGREE OF CARE OFFERED

- We provide long term care, respite, convalescence, day care and rehabilitation for the people of Bicester and the surrounding area.
- We specialise in caring for adults suffering from learning disabilities, physical disablement, all forms of memory loss, Alzheimer's disease and other types of dementia, via 'person centred' care plans. These care plans enable us to focus on each individual first and foremost so that we can tailor their care and meet their needs.
- We encourage residents to lead a fulfilling life, and the appropriateness of our care ensures their well-being for the duration of their stay with us.
- We provide a service for residents requiring nursing care, offering places to people in need of medical support and with varying degrees of dependency based on our admission criteria and medical assessment, including allied professionals such as the GP, Social Workers and other health care professionals.
- For those patients who are admitted to Fewcott House for long term care, we aim to provide a home for the remainder of their lives.
- The Home values diversity and welcomes residents irrespective of race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender or sexual orientation.
- The Home welcomes residents with disabilities or impairments, and is equipped with a lift to the upper floor.

PRINCIPLES OF CARE

Every resident is entitled to the same rights they would expect in their own home. Promoting independence and personal choice is vital, even if it involves an element of risk taking. Although we do our best to minimise risks, residents' personal preferences remain paramount.

- All staff endeavour to ensure that each resident is treated with dignity and respect, and that their privacy is upheld, regardless of physical or mental disability.
- Residents have a named nurse, who ensures that the staff team are informed on how needs are met, including such things as their preferred form of address, either their forename or title.
- Staff knock and wait for permission before entering any resident's room.
- Staff afford every resident dignity, privacy and discretion when assisting with their personal needs.
- Staff may not discuss the private affairs of any resident with a third party, nor offer comment or opinion on any matter relating to their work.

RELIGIOUS, SPIRITUAL, RACIAL AND CULTURAL REQUIREMENTS

- Every effort is made to accommodate residents' religious and spiritual requirements, including dietary preferences.

- Local clergy take an active interest in Fewcott House, and ministers of religion of all denominations visit the home on request.
- Assistance is given to any resident who wishes to attend the church services held in the home each month, or at their chosen place of worship if at all possible.
- Staff are sensitive to the delivery of care in relation to racial, cultural and religious needs.
- Residents with different ethnic backgrounds must be able to feel that staff respond willingly to their needs, and understand the value of maintaining a sense of continuity and identity, based on past traditions and practices.

SOCIAL EVENTS AND ACTIVITIES

There is a planned programme of social activities available, in which residents can choose to participate. Our staff are committed to providing as wide a variety of events as possible, including:

- garden tea parties or barbecue evenings
- visiting theatre production companies
- seasonal entertainments
- visits from local choirs
- craft workshops
- hand massage and manicures
- gardening club
- birthday tea parties for residents' friends and families
- traditional Christmas celebrations to which residents families are invited

For residents who do not wish to participate in planned activities, we also provide television, radio and video facilities, board games, books, current newspapers and magazines for relaxation.

SHOPPING

- Personal shopping excursions to the local town can be arranged.
- Confectionery, toiletries and non-standard items can be purchased on behalf of residents on request.

MEALS; SPECIAL DIETS; ALCOHOL; SMOKING

- Two menu options are available at every meal, and for those who prefer an alternative to those listed, our catering team will cook a meal of their choice.
- Meals are home cooked, nutritionally balanced and include fresh seasonable vegetables.
- Meals may be taken in the dining room, sitting rooms or in private rooms, according to preference.
- Daily menus are posted outside the dining room and in large print on the dining tables.
- Menus are planned on a four weekly basis and are available for residents on request.
- Catering staff consult with residents regularly to ascertain their culinary preferences and to discuss menu requests.
- Information is kept on special diets and food allergies, and regularly updated to ensure the best possible individual nutrition and enjoyment.
- Alcoholic beverages can be provided for those who, for example, like a small sherry before their meal or a whisky at bedtime, provided of course that there is no conflict with medical treatments.

- Residents who smoke are requested to do so under supervision and only outside in the gardens

FIRE POLICY

- The home operates rigorous fire prevention and safety procedures with regular visits and checks from the fire department, who are happy to be contacted for advice.
- Please observe all fire notices.
- Comprehensive policies surrounding Health and safety are available on request.
- Staff are trained in fire and emergency procedures and our residents are made aware of these during their admission and via their named nurse.

VISITING

- Visiting hours are unrestricted and residents' families are welcome at all times.
- We are happy to offer tea or coffee to visitors when the drinks trolley is taken to our residents, but we are unable to supply beverages to visitors on demand due to our commitment to patient care.
- Visitors who wish to join residents for meals are welcome to do so at a nominal charge and with prior notice.
- Many residents enjoy an outing with family and friends. However, we do appreciate knowing in advance when someone is going to be taken out! Please consult the nursing staff, so that we can ensure the resident is appropriately dressed in time to go out, and that medications and dressings are organised.

CARE PLANNING

- Care planning is individually tailored to the social and emotional needs of each resident. This is enhanced by input from family and friends, and we ask family members to supply us with as full a life history as possible, thereby ensuring that we can provide a full 'person centred' care plan.
- Each resident's personal input to their own care plan is of course vital, and a skilled member of staff will discuss their care with each resident in order to build up an individual person centred support plan.
- We ensure that our staff have the appropriate skills to deliver the highest quality of care on an individual basis and each resident has a named nurse allocated to them.
- Our staff work as a team and are dedicated to providing personalised care to each of our residents
- All staff are encouraged to take an active part in reviewing the care plans, which are updated monthly, or more often if required.

MEDICAL SERVICES

- Fewcott House is registered with 4 local health centres: Bicester Health Centre (in Coker Close), Montgomery House Surgery, Victoria House Surgery and Deddington Health Centre.
- Our Medical Officer, who is one of the GPs from Bicester, visits Fewcott House weekly to review his patients, and other local GP's make visits to our home on request.
- Oxfordshire County Council Care Managers and other officers visit, refer and assess residents as required
- There are strictly controlled procedures for the management and handling of residents' medication, and single-use medical equipment ensures conformity with regulations.

ANCILLARY SERVICES

- Additional services such as physiotherapy, occupational and speech therapy, chiropody and hairdressing are available.
- Our staff do routine hair and nail care at no extra cost; ancillary services provided by external providers are however a matter between the resident and the provider.
- Ophthalmology, dentistry, physiotherapy, speech therapy, etc. are available on request from local providers.
- The vast majority will visit patients in the home, although very occasionally a patient may need to travel to their place of practice, in which case the home will provide an escort and arrange suitable transport, which will be charged at cost.

FEES

Fees vary according to the individual room chosen and the level of care provided; they are reviewed annually.

PAYMENT TERMS

Fees are payable monthly in advance by standing order for long term residents, or for the full period in advance for short stays such as respite care and holidays.

INCLUSIONS AND EXCLUSIONS

Fees include~

- 24 hour personal and nursing care
- accommodation, heating and lighting
- full use of all facilities and grounds
- activities and outings
- basic personal toiletries
- choice of meals and drinks
- incontinence products
- in-house laundry
- linen and towels

Fees exclude~

- external professional charges such as from the chiropodist, hairdresser
- private prescriptions
- transport for personal trips
- personal newspapers and magazines
- personal supplies of alcoholic beverages
- own television
- telephone calls
- dry cleaning

STAFFING

ORGANISATION AND MANAGEMENT

The home is run on a day to day basis by the Registered Manager, Mrs Ruth Bowell RN, who has specific responsibility for the delivery and standards of nursing care. Each care shift is run by a qualified nurse. Catering and menu planning are organised by our Head Cook Mrs Irene Irvine. Domestic staff are managed by our home manager and the maintenance of house and grounds is overseen by Steve Ward and Stan Barker.

STAFFING LEVELS

- Staff are on waking duty 24 hours a day.
- Two trained nurses and five care assistants may be on duty at peak times during the day. These levels ensure that staff are able to offer personal, hands-on care to the residents, which is appropriate to their needs. Staff have personal knowledge of each

resident's physical, mental and emotional requirements, thereby provide on-going evaluation on a day to day basis.

- Staffing levels vary according to the needs of the residents, with additional staffing put in place whenever necessary.
- The highest numbers of staff are in the mornings, to assist residents to rise, bathe and dress at their preferred time. Many residents prefer to eat breakfast in their rooms before dressing, while others rise early and eat in the dining room.
- Our activities organisers are usually on duty in the early afternoon, when there are opportunities for activities and outings, or for an afternoon nap! The majority of our visitors tend come at this time, often joining us for afternoon tea. We have volunteers from local villages who visit those residents who do not often get visitors either just to chat or to read the newspapers with them etc.
- Staff on the evening shift will assist residents with supper, late night drinks, and with preparing for bed. Residents who prefer to stay up later will be assisted to bed by the night staff.
- During the night shift, all staff are on full waking duty, and make regular discreet checks on our residents (without disturbing those who are asleep) to ensure their well-being. Some residents may be wakeful during the night and simply want company, or a drink or snack, all of which can be accommodated.
- Snacks are available on request 24 hours a day, whether or not catering staff are on duty as all staff undergo food safety training.
- In addition to full and part time nursing and catering staff, we have a dedicated housekeeping team, administration and maintenance staff.

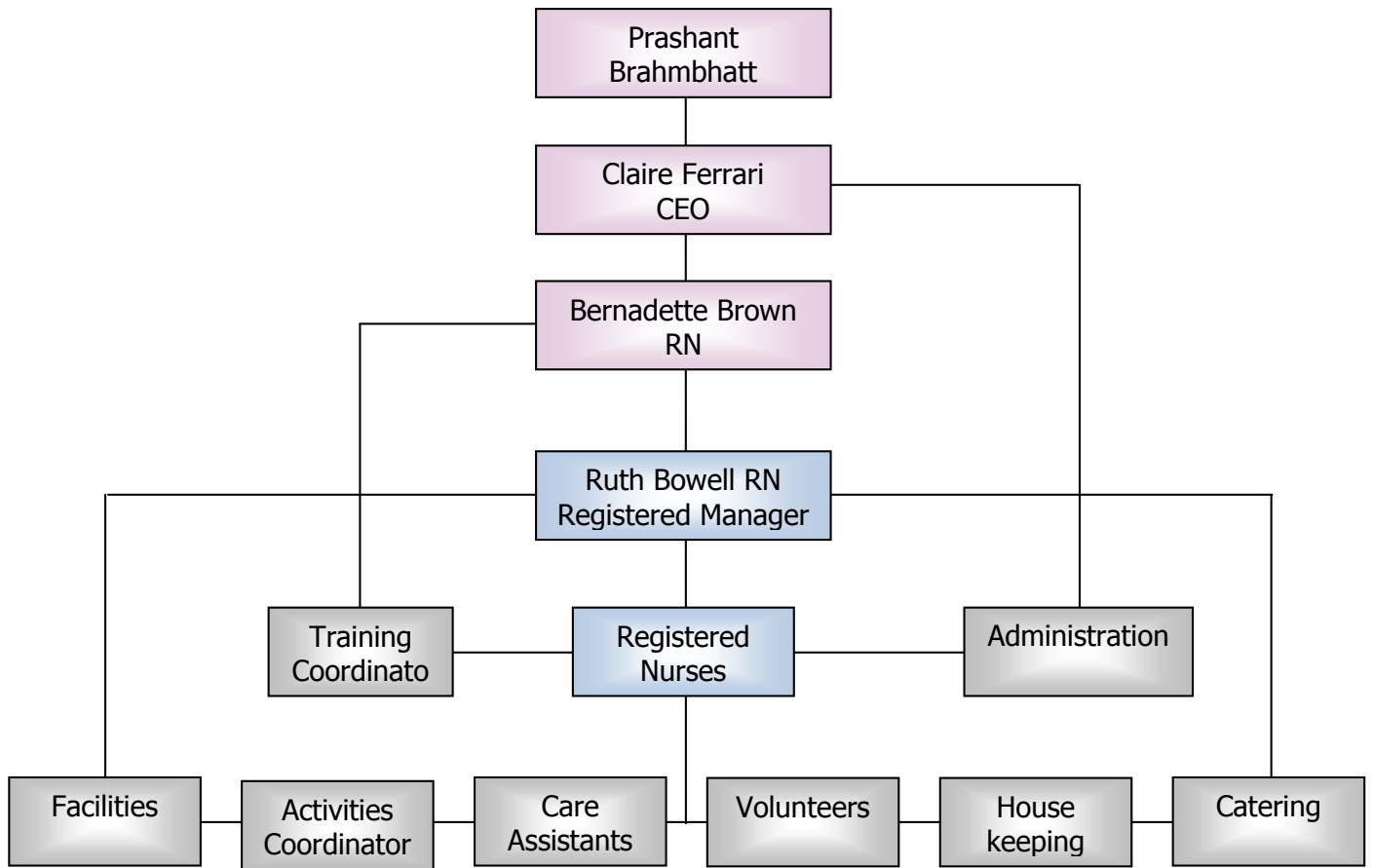
UNIFORM

- The Manager wears a navy blue dress uniform.
- Trained nurses wear navy with white trim, with the exception of our training officer, who has an amethyst tunic.
- Female care staff wear dark blue tunics with white spots, and male carers white tunics with navy trim.
- Cooks and catering staff wear chef's whites, and housekeeping staff have lilac tunics.

TRAINING

- We believe that good quality staff are key to providing a high quality service. The emphasis on training means that all members of the team have the knowledge, skills and experience necessary to provide first class care.
- All staff receive a comprehensive induction in line with the national codes of practice, and regular on-going training in key areas such as manual handling, fire safety, food safety, first aid etc. Courses are provided both in-house and at local training centres.
- NVQs are provided by trained assessors and the majority of our care team are qualified to at least NVQ level 2 or equivalent.
- Registered Nurses have access to the facilities at the Oxford teaching hospitals and to independent sector training courses. They update their medication practice via external and internal study days

ORGANISATION CHART



QUALITY OF SERVICE

We constantly strive to improve our standards of service and to maintain and improve upon the excellent reputation we have built up over the years.

- The Director and Registered Manager provide an overview of all the care given, as part of our programme of quality assurance. Our aim is to establish strengths and identify weaknesses, implementing any changes needed within specified time limits.
- We endeavour to ensure good professional practice with regular management meetings, enabling evaluation and review of the quality of service we provide.

FEEDBACK

- Quality assurance questionnaires are sent out each year to request feedback from residents, visitors, doctors and social workers, to aid us in monitoring and maintaining a quality service, but comments and suggestions are welcome at any time.
- We encourage residents and their relatives to comment on our services via these questionnaires, or the suggestions box, or simply by talking to a member of staff, and to make suggestions for improvements.
- Each year we hold a service user forum in order to obtain verbal feedback.
- Staff are also asked for their opinions and suggestions via questionnaires, regular staff meetings, and our 'open door' policy.
- Our management continually assesses quality via service audits, which are monitored, evaluated and actioned as appropriate.

COMPLAINTS PROCEDURE

If you have any concerns, or if anything should go wrong, our complaints procedure will guide you through obtaining help and reaching a resolution.

- Any comments, suggestions or complaints should be addressed in the first instance to the nurse on duty, or to the Registered Manager, Mrs Bowell.
- Where the nurse or Registered Manager is unable to resolve any matter satisfactorily, residents or their representatives should ask to speak to the Director, Mr Brahmhatt.
- Should this procedure not meet your concerns, the registration authority will be pleased to act as an intermediary in further discussions.

REGISTRATION AUTHORITY

We are registered by the Care Quality Commission:

CQC South East	
Citygate	Telephone: 03000 616161
Gallowgate	Fax: 03000 616171
Newcastle upon Tyne	
NE1 4PA	

Certificate number H570002245, service number 0000043201



HOW TO CONTACT US

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www.fewcott.com

Director: Mr Prashant Brahmbhatt

Fewcott House Nursing Home is owned by Mr Prashant Brahmbhatt,
who has extensive management experience in the Care industry
and is the owner of three care homes in Oxfordshire.

Registered Office: Fewcott House, Fewcott House OX27 7NZ

Registered in England: N^o 046394

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VERSION OF THIS (OR ANY OTHER) DOCUMENT.