**Mission Statement**

Our mission is to be recognised as a passionate and committed provider of care by focusing on improving and developing our staff through training and mentoring to provide evidence-based practice and commitment to continuous improvement to achieve an excellent standard of care. Our clients’ needs are paramount.

**Philosophy of the Home**

**CLIENTS RIGHTS**

We place the rights of clients at the forefront of our philosophy of care, our services and the environment we provide. We encourage our clients to exercise their rights.

**PRIVACY**

We strive to retain as much privacy as possible for our clients in the following ways:

1.   Giving help in intimate situations as discreetly as possible.

2.   Offering a range of locations around the home for clients to be alone or with others.

3.   Providing locks on client’s bedrooms and cash boxes.

4.   Ensuring the confidentiality of information the home holds about clients.

**DIGNITY**

Disabilities quickly undermine dignity, so we minimise this in the following ways:

1.   Treating each client as a valued individual.

2.   Helping clients to present themselves to others as they would wish.

3.   Compensating for the effects of disabilities which clients may experience.

**INDEPENDENCE**

We foster our client’s independence in the following ways:

1.   Maximising the abilities our clients retain for self-care, for independent interaction with others and for carrying out the tasks of daily living unaided.

2.    Helping clients take reasonable risks.

3.    Promoting possibilities for clients to establish and retain contacts beyond the home.

**SECURITY**

We aim to provide an environment and support which enables clients to feel safe as follows

1.    Offering assistance with tasks and situations which would otherwise be perilous for clients.

2.    Protecting clients as far as possible from all forms of abuse.

3.    Providing readily accessible channels for dealing with complaints.

4.    Creating an open, positive and inclusive atmosphere within the home.

**CIVIL RIGHTS**

We work to maintain our client’s rights as citizens in the following ways.

1.    Ensuring that clients have the opportunity to vote in elections.

1. Helping clients to claim all appropriate welfare benefits and social services
2. Assisting client’s access to public services such as libraries and further education.

**CHOICE**

We aim to help clients exercise the opportunity to select from a range of options in their lives

1.   Provide with a choice of food.

2.   Offering clients a range of leisure activities from which to choose

3.   Enabling clients to manage their own time.

**FULFILMENT**

We seek to help our clients to realise personal aspirations and abilities in following ways

1.   Providing a range of leisure and recreational activities and to encourage participation.

2.   Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every client.

3.   Helping our clients to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.

**QUALITY CARE**

We wish to provide a high standard of care and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

**CHOICE OF HOME**

We recognise that every prospective client should have the opportunity to make an informed choice and to facilitate that choice, and so that clients know what services we offer, we will

1.   Provide detailed information on the home.

2.   Give each client a contract specifying the details of the relationship.

3.   Offer trial visits to prospective clients wherever possible.

**HEALTH AND PERSONAL CARE**

In order to ensure that clients receive the proper care we will do the following

1.    Produce with each client and their family, implement a care plan and update regularly.

2.    Arrange for the health care needs of each client to be met appropriately.

3.    Carry out careful procedures for the administration of client’s medicine.

**COMPLAINTS AND PROTECTION**

Despite everything that we do, we know that clients may need to make a complaint. To tackle this problem we will do the following.

1.    Provide and when necessary operate a simple, clear and accessible complaints procedure.

2.    Take all necessary action to protect client’s legal rights.

3.    Make all possible efforts to protect clients from every sort of abuse.

**THE ENVIRONMENT**

The physical environment of the home is designed for client’s convenience and comfort.

1.    Maintain the buildings and grounds in a safe condition.

1. Arrange for specialist equipment to be available to maximise client’s independence.
2. See that the clients have safe, comfortable bedrooms, with their own possessions.

4.    Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

**STAFFING**

We are aware that the home’s staff will always play a very important role in client’s welfare. To maximise this contribution, we will do the following.

1.   Employ staff in sufficient numbers and with the relevant mix of skills to meet client’s needs.

2.   Observe recruitment policies and practices which both respect equal opportunities and protect client’s safety and welfare.

3.   Offer staff training which is relevant to their induction, experience and development.

**MANAGEMENT AND ADMINISTRATION**

Leadership of the home is critical to all its operations. To provide leadership of quality required, we will do the following.

1.   Engage a care manager as a person who is qualified, competent and experienced for the task.

2.   Aim for a management approach which creates an open, positive and inclusive atmosphere.

3.   Install and operate effective quality assurance and quality monitoring systems.

4.   Work to accounting and financial procedures which safeguard resident’s interests.

5.   Offer residents appropriate assistance in the management of their personal finances.

6.   Supervise all staff and voluntary workers regularly and carefully.

7.   Keep up-to-date and accurate records on all aspects of the home and its residents.

**Client and Staff feedback forms**

Regular staff meetings are held at various times of the day to accommodate all shift workers. Daily handover takes place where staff can discuss any concern or need for change. There is also a communication book for all staff to use and they are encouraged to read. The manager works full time and is available by phone 24 hours a day. The providers are also available and are visible throughout the day.

There is a suggestion box by the front door for client users, families and visitors to use. This is emptied regularly, and suggestions are acted upon. Families and clients are also encouraged to attend meetings regarding the home and the care received.

All feedback is taken seriously and used to improve our care and service. Positive feedback is used to encourage staff and boost esteem. Any complaints are recorded in writing and acted upon appropriately.

**Statement of Purpose**

Our aim is to provide quality residential care and services for our client, in a homely, relaxing environment.

The key objective is to promote an individual life style which is as independent as possible, one which maintains social and community links and the dignity, privacy and rights of choice (including the right to refuse) of the client. If possible, we try to involve the client’s family and friends, in order to provide the best quality care, we use a client cantered approach whenever possible.

**Philosophy of Care**

Little Oldway is a Residential Care Home with the M.P.E Category (Mentally/Physically/Elderly). Care is provided for clients who are elderly, physically disabled and/or those who suffer with mental health problems such as dementia and confusion. Short term placements and respite care is also provided, dependant on room availability at the time.

Care at Little Oldway is for those individuals who for various reasons are unable to remain at home, whether it is for long or short periods of time. Therefore, we try our upmost to ensure our residential services are as homely and relaxing as possible, where the staff are fully trained in order to fulfil the individual needs of each of our clients.

We fully understand that having to move from one’s own home into residential care can be an emotional experience, therefore, we make attempts to make the transition as smooth as possible. We offer pre-assessment visits were a member of staff (usually the Care Manager) will visit the client at home to discuss with them and their family their hopes and wishes for their care in a residential setting. We would then encourage our potential client to attend a pre-visit to spend a few hours with us at Little Oldway, enjoy a meal and meet some of our team members to enable the client to experience what their life could be like here.