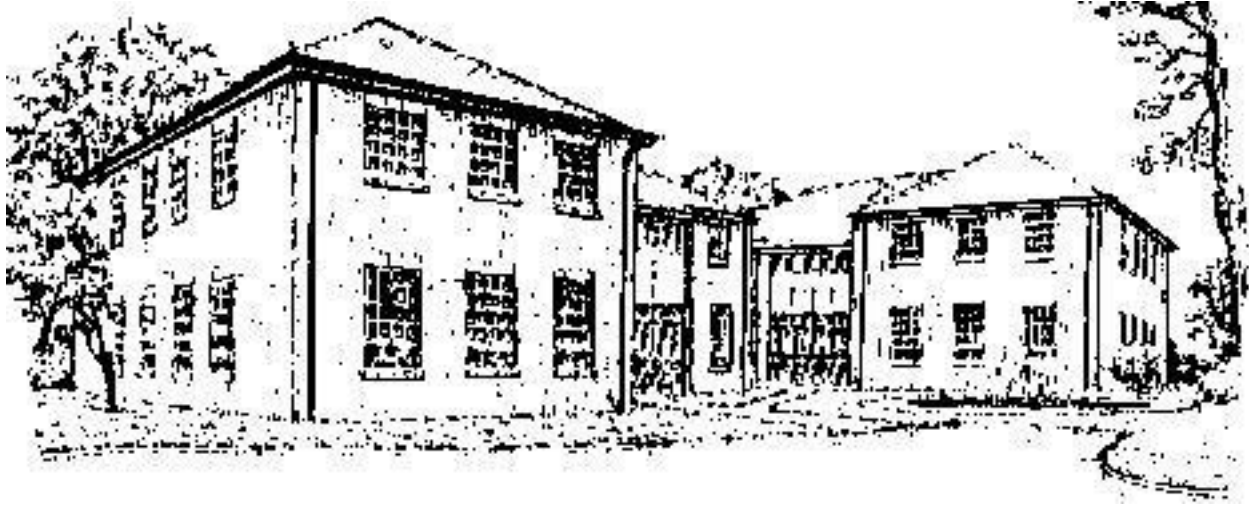


# Alverstoke House



## Statement of Purpose



# *Alverstoke House*

Alverstoke House is a comprehensively equipped Private Nursing Home which is registered under the terms of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, and the Care Quality Commission (Registration) Regulations 2009.

The Management of the home places a strong emphasis on the highest quality service possible for all its clients. The home believes no matter how good its present services are there is always room for improvement.

## **Aims and Objectives**

1. It is the objective of Alverstoke House to provide care to all clients which will improve and sustain the clients' overall quality of life.
2. To ensure that clients' rights are respected in regard to independence, privacy, dignity and fulfillment and their right to make informed choices and take risks.
3. To ensure that clients needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality, political affiliation, marital status and disabilities.
4. To ensure that the care service is delivered in accordance with the agreed Contracts of Care.
5. To ensure that staff in the home are selected, trained and receive personal development to enable them to meet the needs of the clients.
6. To manage the home efficiently and effectively maximizing value for money for the Clients.
7. To ensure that clients and their representatives receive written information on the complaints procedure.

# *Alverstoke House*

## Statement of Purpose

### Philosophy of Care

Alverstoke House aims to provide clients with a happy, homely environment in which their care and well-being is of prime importance.

Carers will maintain the dignity, individuality and privacy of all clients.

All care staff will be instructed and supervised to deliver the highest standard of care.

### Clients' Rights

These are the main priority and all clients will be encouraged to exercise their rights to the full.

### Privacy and Dignity

- Clients are allowed to equip their rooms as they wish.
- They have keys to their rooms and a secure place for valuables.
- They are given the opportunity to have privacy when receiving visitors, making telephone calls or receiving mail.
- All records are maintained in a confidential manner.
- All clients are treated as an individual with an individual care plan which is drawn up with their agreement.

### Independence

We recognize the importance of clients' retaining their independence and will:

- Maximise opportunity for self care
- Encourage clients to retain financial independence.
- Not restrict clients from taking fully assessed risks
- Encourage clients to maintain links with contacts outside the home.
- Giving clients opportunities to express views on their care.

# *Alverstoke House*

## **Freedom of Choice**

We recognise that clients should have the opportunity to choose a home that will meet their needs and can offer the care they require.

To facilitate this, we will:

- Carry out an assessment on each client prior to admission.
- Provide information on the home and the quality of services and care available.
- Provide each client with a contract / terms of condition of residency.
- Demonstrate to each client we can meet their assessed needs.
- Offer opportunity for a trial visit or stay.
- Offer choice of meals and choice of where the meal is consumed.
- Offer activities
- Avoid strict routine and maintain flexibility in daily life.

## **Input into Management of the Home**

We recognise that it is important for clients should have a say in how the home is managed and what services are provided. We therefore encourage feedback and regular client surveys to ensure we achieve this.

# Alverstoke House

## **Schedule 1**

updated Dec 2020

Our address is Alverstoke house, Somervell Close, Alverstoke, Gosport, Hampshire PO12 2BX.

The home is owned by Mr A Hudson and Mrs J Hudson RGN SCM.

The home is managed by the Manager, Helen Davison

We have 7 other registered Nurses.

The home is always supervised by a registered nurse and either, Mr Hudson or Mrs Helen Davison are available Mondays to Fridays. The Manager or Deputy Manager will always be available out of Hours for Emergency situations.

We currently have an age range of 48 yrs. to 101 yrs. and have a mixture of male and female clients.

We are registered as a Care Home with Nursing Care.

At present we have 25 NVQ trained staff, 2 staff non NVQ, all other care staff have done a full induction program and we currently have 92.5% of care staff with their NVQ's.

We have 2 full time cooks, 2 kitchen assistants, a Head House keeper, 3 other domestics, 2 laundry attendants and a maintenance manager.

## **Room Sizes**

Room sizes range from the smallest single room which is 11.2 m<sup>2</sup> to 14.58 m<sup>2</sup>.  
Shared rooms from 16.75 m<sup>2</sup> to 17.88 m<sup>2</sup>.

We have 23 single rooms and 3 double rooms.

5 rooms have en-suite shower rooms and 8 rooms have their own toilet.

## **Room Costs:**

Shared Room Price: £840.15

Single Rooms from £1232.56 - £1495.56 Dependent on size and nursing assessment.

FNC (Financial Nurse Care Funding) will be applied for those requiring nursing funding and taken off the room fee.

# *Alverstoke House*

## Schedule 2

Alverstoke House is very much a 'local' home catering mainly for the type of client who may wish for some privacy and independence from other clients.

It has twenty-nine beds, three double rooms and twenty-three single rooms. Eight rooms have en-suite toilets. Four bedrooms have en-suite shower rooms. There are four communal bathrooms, three with assisted baths and four separate toilets. In house laundry is provided.

Alverstoke House has two lounges downstairs, a conservatory, a conservatory dining room and a small sitting room on the first floor. There are gardens to the rear and a large fish pond at the front with a seating area.

All rooms are provided with a television as are the two downstairs lounges but the television in the larger of these is only switched on after supper by mutual consent or when there is a special event on. The conservatories are popular with those who prefer to feel part of the outdoors but where clients sit is entirely their own choice.

Alverstoke House is owned by Mr Andrew Hudson and managed by Helen Davison, a registered nurse. Staff are selected for their caring personalities and will do their utmost to please everyone. Visitors are welcome at any time.

We try to cater for people who may be frail or disabled but who are mentally alert. Clients have the freedom to come and go independently therefore we are unable to admit clients with Dementia or Alzheimer's. Our shared rooms are ideal for married couples. All clients have complete freedom of choice on where or how they spend their time.

The local vicar performs monthly communion and a Catholic priest visits regularly.

We have periodic visits from a clothing retailer for those clients who are unable to get to the shops. There are regular musical events and we have a grand piano in the large lounge. There is a weekly activity afternoon in the main lounge to which clients are invited to attend.

Meals are home cooked using fresh produce and individual requirements are catered for as far as possible. Clients are free to eat their meals in their rooms should they wish. A pre-lunch sherry is offered to improve appetites

# *Alverstoke House*

## Schedule 3

- Alverstoke House has an established Fire Evacuation procedure in the Fire Log Book.
- All staff receive a “fire talk” on induction and attend two fire lectures annually.
- We have an Elite Fire Control Panel, which is able to pinpoint the exact area of a possible fire. This is serviced annually along with all Fire Extinguishers and Fire fighting equipment.
- We have two fire evacuation practices annually.
- In the event of a large fire necessitating complete evacuation of the building arrangements are in place that we may use the Church Hall as a holding area while alternative accommodation is found.

# *Alverstoke House*

Clients in our home shall have the right:

- To retain their personal dignity and independence irrespective of their physical or mental infirmity.
- To have their social, emotional, religious, cultural and political needs accepted and respected.
- To have skilled, sensitive and understanding care to enable them to achieve the highest possible quality of life.
- To have their personal privacy respected in all aspects, including entering bedrooms, toilets, bathrooms and following death.
- To be consulted about daily living arrangements in the home, and to participate in discussions about proposed changes to these arrangements.
- To be involved in, and be kept informed about, their individual assessment of need.
- To have a regular review of their individual circumstances, and to have the right to be present at any review meetings.
- To be involved in the development and implementation of their Plan of Care.
- To be kept informed of all the services offered by the home.
- To choose their own Medical Practitioner and Dentist, and to consult them in private.
- To have access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services and care from hospitals and community health services according to need.
- To have access to hearing and sight tests and appropriate aids according to need and in every way to have access to those NHS services to which they are entitled.
- To manage their own personal affairs, including finances
- To not be moved without prior consultation.
- To have access to a formal complaints procedure
- To be given the opportunity to vote in local and general elections.



# *Alverstoke House*

## Complaints Procedure

**If any aspect of the running of the home is causing you concern or you have a complaint about the treatment you receive you should report it to the person on shift at the time you are concerned.**

**If you are worried that your concerns are not being taken seriously please contact the home manager or proprietor on the next working day or in writing.**

**Every effort will be made to resolve the complaint and provide a full response within 28 days with a full explanation of the investigation into your complaint and the outcome reached.**

**If you are dissatisfied with the way the manager or proprietor deals with your complaint then you are fully entitled to take your complaint to:**

Hampshire County Council  
Gosport Adult Services  
133 Stoke Road,  
Gosport,  
PO12 1SD  
Main Helpline Tel : 0845 603 5630

**or**

Care Quality Commission (CQC)  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG

Tel: 03000 616161