

Penisarwaun Care Home

Statement of Purpose

ABOUT PENISARWAUN CARE HOME

Penisarwaun is a thirty-three bedded care home in the heart of Snowdonia. We are registered for nursing and residential care. Penisarwaun provides accommodation, for the elderly male and female service users aged 65 and over. These may require personal care alone or nursing care. We offer long term as well as short term [respite] stay.

All living areas and facilities at ground level enabling us to maximise the independence of mobility for all service users without the extra fears of lifts, which are so often associated with multi storey care homes. The majority of the rooms are single whilst all rooms have en suite facilities.

Being mindful of the fact that moving into a care home is likely to be a traumatic experience for all service users, we, at Penisarwaun, make every effort to facilitate a friendly and relaxed atmosphere.

As a home registered to provide nursing care to service users over the age of sixty-five, we are able to cater for the needs of a wide range of service users, of both sexes, from those who need just a little assistance with their care to those who require nursing care.

MANAGEMENT

Penisarwaun Care Home Ltd. is a subsidiary of Pauls Care Services Ltd. whose Directors are Mr. Mubarik and Mrs Patrizia Paul. Mr. Paul is an accountant with exceptional knowledge of the Care Industry and Business Management. Mrs Paul is a Registered Nurse with a divergent knowledge and eclectic approach to nursing.

STAFF AND ORGANIZATIONAL RELATIONSHIPS

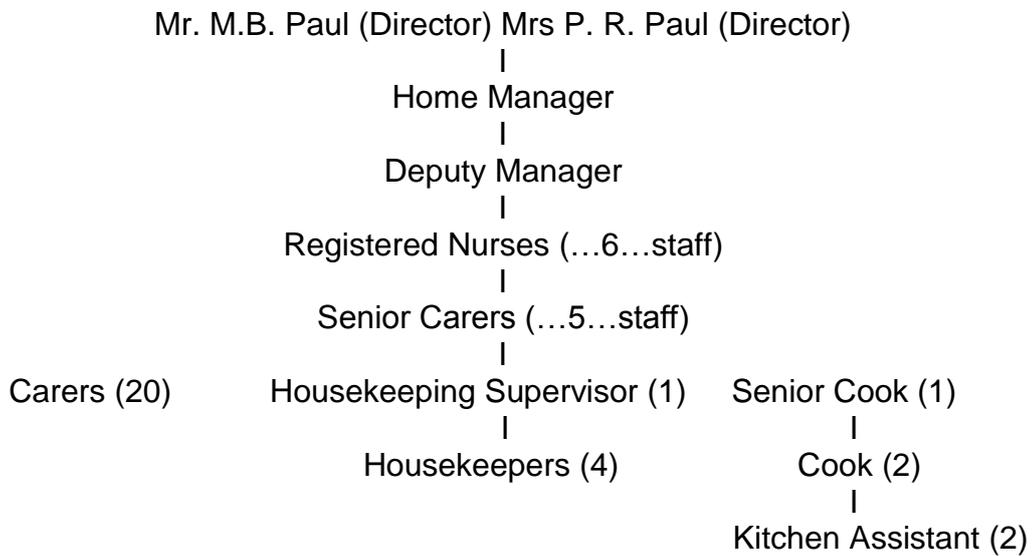
The first priority of staffing Penisarwaun Care Home is to provide a safe environment whilst maintaining therapeutically sound treatment services. There are two Nurses on duty between 8am and 2pm along with five Health Care Assistants. Whilst there is one Nurse on duty between the hours of 2pm and 8am, alongside 4 Health Care Assistant between 2pm and 8pm and two Health Care Assistants from 8pm to 8am.

All staff are selected for their qualities of reliability, integrity, skills, friendliness, professionalism and ability to maintain confidentiality.

Staffing patterns will at all times reflect the legal requirements as determined by all regulatory bodies.

Responsibility for the smooth running and administration of Penisarwaun Care Home is shared between the Directors (Mr. Mubarik and Mrs Patrizia Paul)

with organizational relationships, channels of communication, responsibility, authority and supervisory relationships as illustrated:



All staff within the home are expected to take a degree of responsibility to ensure that they remain updated on all issues affecting their particular department. The management make every effort to seek out relevant courses for staff and liaise with external agencies to provide up-to-date training.

All Health Care Assistants are expected to undertake N.V.Q. training and kitchen staff holds basic food hygiene qualifications.

Maintenance within the home is monitored by our dedicated maintenance engineer, who works closely with appropriate registered agencies, and is available on-call when not in the building.

GENERAL INFORMATION

ADMISSION

Potential service users and/or their representatives are encouraged to visit the home prior to admission. The Registered Manager will liaise with any external agencies such as Social Services, Hospital etc. The Home Manager is responsible for visiting the potential service user to assess his/her needs prior to admission.

ROOMS

Rooms are allocated prior to admission with the agreement of the service user and/or his/her representative and will remain occupied by the service user for the duration of his/her stay unless nursing needs dictate otherwise. Even in the event of a change in nursing needs, no transfer of rooms would be undertaken without the prior consultation of the service user and/or his/her representative.

VISITING

Visitors to Penisarwaun are welcome at all reasonable times without prior arrangement and the person-in-charge will always make him/her available to discuss a relative's care. Where there is a need to discuss issues with a Director or Manager it may be advisable to arrange an appointment – however, every effort will be made to ensure maximum availability.

HOSPITAL APPOINTMENTS

All hospital appointments will be made at least one week in advance of the due date. Wherever possible, relatives are encouraged to attend appointments and in some circumstances actually provide transport. When transport by ambulance is required, this will be arranged by the home's staff. If a relative is unable to escort a service user, an escort from the home's staff will be provided, but this will incur cost to the service user.

SMOKING

Smoking is strictly prohibited in any part of the premises, entrances or grounds at any time, by any person regardless of their status or business with the organisation/company.

ALCOHOL

Service users are welcome to consume alcohol within Penisarwaun Care Home although it is strongly recommended that advice is sought from nursing staff with regard to the suitability or advisability of its consumption. Service users and their visitors should be aware that there may be occasions when alcohol is likely to react adversely with medication.

MEDICATION

If a service user wishes to take full responsibility for the administration and safe-keeping of his/her own medication the Manager will undertake a risk assessment to determine whether or not he/she is safe to do so. If the Manager is satisfied, every effort will be made by the nursing staff to assist and advise the service user to enable him/her to remain independent in the administration of medication - this includes the provision of lockable storage facilities. Where a service user is not self-medicating, nursing staff will take full responsibility for the administration of medication and it's safe-keeping.

USE OF RESTRAINT

Generally, the policy in the Home is of No Restraint; however, there may be times when the use of bed rails is necessary for the safety of Service Users. These will ONLY be used after a thorough assessment has been made by a member of the district nursing team, and consent has been gained from the service user or his/her representative and other professionals

In cases of challenging behaviour, management advice will be sought from external agencies for example GP, psychiatrist, psychologist, community psychiatric nurses etc. The Home will also liaise with the service user's representatives.

PETS

We are fully aware of the trauma involved in leaving a treasured companion behind when entering a care home, however, whilst we should like to have an open policy on the keeping of pets within the home, this, regrettably, is not possible on the grounds of health and safety.

RELIGIOUS PRACTICE

Penisarwaun Care Home has no particular religious affiliation and welcomes service users of all faiths. Every effort is made to accommodate religious practice and service users are encouraged to maintain contact with clergy from outside the home. Where service users are unable to join communal worship outside the home, visiting clergy are welcome to minister within the privacy of a service user's room.

ACTIVITIES

Our Activities Co-ordinator, Eleri Parry works between 2pm and 4pm Monday to Friday. Entertainment is arranged on a regular basis with participation from local choirs, children's groups, visiting singers and instrumentalists.

Service users are encouraged to continue with pre-existing hobbies where practical and relatives are encouraged to escort service users on trips outside the home. Outings from the home may be arranged on an ad hoc basis.

For those service users who enjoy reading, the mobile library visits every month and will cater for individual needs with many books provided in large print.

GENERAL PRACTITIONERS

Where service users from within the locality of Penisarwaun Care Home enter the home, they are encouraged to remain on the list of their existing General Practitioner if that is their wish. For service users from outside the locality, staff will arrange to transfer them to the list of a local General Practitioner.

Most of the service users at Penisarwaun Care Home are served by General Practitioners from Llanberis.

Care staff will arrange G.P. visits where deemed clinically appropriate, but service users are also at liberty to make requests to be seen by their G.P. and this can be arranged via the nurse-in-charge

EXTERNAL AGENCIES

Care staff liaises very closely with many external agencies including Dietitians, Dentists, Opticians, Physiotherapists, Occupational Therapists etc. These agencies may be called upon to provide their expertise for individual service users and will visit subject to referrals from the General Practitioner /district nursing staff as appropriate.

OTHER EXTERNAL SERVICES

A local hairdresser visits the home every Tuesday and can generally cater for all service users' needs. Some service users may choose to have a different hairdresser visit them or may wish to have a relative escort them to a salon outside the home.

A local chiropodist visits the home every 3 months.

MEAL TIMES

Meals are prepared daily on the premises with a four-weekly menu in operation and fresh meat and vegetables are purchased locally. All diets and individual preferences are catered for.

Breakfast is served between 7.30 and 10.30

Lunch is served between 12.00 and 1.00

Tea is served between 4.00 and 5.00

Supper in the form of light snacks is served from 8.00pm onwards

Light refreshments and additional drinks are served between meals.

Service users can choose whether to join others in the dining area or to dine in the privacy of their own room.

CONSULTATION WITH SERVICE USERS

The management at Penisarwaun Care Home operate an “open door” policy for suggestions regarding the operation of the Home. Service Users or representatives are encouraged to make any suggestions or comments either to the Management or to the Carer in Charge.

CARE PLAN REVIEW

On entry to Penisarwaun Care Home, a Care Plan will be formulated by a qualified nurse or manager in consultation with the service user and his/her friends and relatives. This Care Plan will be used to ensure that all a service user's needs are met on an on-going basis and will take account of contributions to be made by all members of the care team and a service user's family/friends.

Care Plans are reviewed on a shift by shift basis and where a service user's needs are seen to have changed or a particular method of care is no longer appropriate, qualified staff will amend the Care Plan accordingly. On occasions changes to the plan of care may be as the result of some form of advice taken from a G.P. or other external agency, but individual service users and their relatives will be kept informed

After an initial settling in period of two weeks, Care Plans will be reviewed formally on a monthly basis.

COMPLAINTS

Whilst we make every effort to provide the best service possible, there may be occasions when people are not happy with the service and we would encourage all service users and their representatives to make us aware of this.

All comments, suggestions and/or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

All complaints will be recorded and acknowledged within 48 hours of being drawn to the manager's attention and will be investigated by the manager within fourteen days.

In the first instance, every effort will be made by the home manager to rectify the complaint and the complainant will be invited to discuss the outcome.

The complainant may also, at any stage, contact the **Care and Social Services Inspectorate Wales** at the following address:

**CSSIW North Wales Region,
Government Buildings,
Sarn Mynach,
Llandudno Junction,
Conwy,
LL31 9RZ**

The Home acknowledges that there may be times when service users or their representatives may wish to make comments or suggestions anonymously and for this reason, a comments box is provided and can be found by the signing in book in main foyer.

It is the sincerest hope of the management at Penisarwaun Care Home that anyone entering the Home will feel sufficiently comfortable to approach them at any time to discuss any concerns whatsoever.

FIRE SAFETY

Penisarwaun Care Home is a single storey building with fire exits on every corridor and in all communal areas.

'Break glass' points to sound the alarm can be found by every exit.

There is a modern fire alarm system with 'Fire Exit Notices' and 'Fire Emergency Instruction Notices' displayed at strategic points throughout the Home.

Staff receive regular up-dates on fire prevention and drills are held weekly.

All fire systems and alarms within the home are tested weekly by the management and records of these tests are kept for reference.

Emergency lighting is also checked and records maintained in keeping with statutory requirements.

Fire fighting equipment is tested annually by suitably qualified engineers. Combustible materials within the Home are kept to a minimum and all portable electrical appliances are tested annually.

We should be grateful if anyone bringing an electrical appliance into Penisarwaun Care Home could present it to our maintenance engineer for testing **before** it is put into use.

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