



## Statement of Purpose

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### **Service Provider**

Anita & Michael Redwood

Whytecliffe Ltd, 40-42 Pembroke Avenue, Hove, East Sussex, BN3 SDB

### **Manager**

Jenny Laing RGN

### **Deputy Manager**

Nicky Bishop RGN



### **Philosophy of Care**

The purpose of Arundel Park Lodge is to provide a high quality of nursing care, whilst taking full account of the needs of the individual, their wishes and aspirations in all aspects of the physical, psychological and social perspective.

To provide this care in a homely environment that meets the needs of the residents in respect of independence, individuality and the need for privacy, to allow for self determination, dignity and risk taking whilst providing an environment that is as safe as possible.

### **Objectives**

- assess, plan and evaluate residents care consistent with current best practice, knowledge and research, with users consent and co-operation and involving all relevant team members
- Promote the residents optimal independence, individuality and fulfilment of their aspirations
- Take account of individual personal preferences, taste, life style, interests, physical and mental abilities.
- To accept, respect and provide (as far as possible) for each individual's social, emotional, religious, cultural, political and sexual needs.
- Promote a living environment, which is conducive to the provision of choice, independence, self-respect, dignity, fulfilment and privacy.
- Promote a care environment in which the resident, relatives, GP, friends or any other agency or person will be readily able to make a positive contribution to their quality of life.

### **Services Provide**

Arundel Park Lodge Nursing Home is a care home registered for up to 30 older persons 65 and over the category of registration is: Old People

### **Admission Criteria**

Prospective residents must be within our categories of registration. We welcome referrals from all agencies including, Social Services, Health Trusts and private individuals.

Both male and female residents may be accommodated. Prior to admission, the manager or deputy manager from the home will assess each individual in their current home or situation and will complete a detailed assessment, thus ensuring that their needs can be met by the home. On the occasion of an emergency admission all salient details will be ascertained prior to agreement to admit to the home, normal admission procedure will be put in place as soon as is practicable following admission.

Nursing care is provided by our registered general nurses and outside specialists. The residents general practitioner will by agreement provide medical treatment or care whenever possible.



### **Residential Accommodation**

Arundel Park Lodge is a large converted detached property. Accommodation is provided over two floors all areas being linked by a passenger lift and two internal stair ways. There is a well maintained walled garden and patio area to the rear of the property which may be accessed via the patio doors in the main residents lounge, in addition there are a further sitting area on the first floor. Residents are free to use any or all these areas.

The home has a total of 27 bedrooms, comprising of 3 shared rooms and 24 single rooms. The preferred uses of shared rooms are for partners being that of husband or wife, friends etc. In all events sharing only takes place when both parties are in agreement with the arrangements and continue to be so. All Nursing bedrooms have en-suite facilities comprising of toilet and wash basin. There are 5 Residential bedrooms with en-suite facilities. There is provision of assisted showering and bathing facilities throughout the home ensuring that the resident's needs are met.

Details of the provision of room allocated to and agreed by the resident user is written into the terms and conditions of residence and cannot be changed without consultation and agreement between resident and their representatives and the manager of the home.

A sample of the Terms and conditions of residence is included in the service user's guide.

### **Personal Space**

The resident's bedroom is their own personal space and their privacy is respected at all times, the home has a privacy and dignity policy which underpins the homes working practice. Staff will always knock and wait to be invited in before entering, when appropriate the resident may personalise their bedrooms with pictures and personal effects, etc. Arrangements can be made to bring in favourite pieces of furniture that may replace the homes furniture.

Resident's are free to invite friends and relatives into their room for private visits. In addition, the resident may see official visitors i.e. GP, social workers, solicitors or the like in the privacy of their own room. If required by their own arrangement or with assistance from the home a telephone may be connected in their own bedroom, the home also has a mobile telephone which can be taken to individual residents as required.

A lockable cupboard/drawer will be provided in each room for the safekeeping of valuables. Every effort will be made to maintain the resident's possessions; the homes insurance policy will provide limited cover for personal effects however it is recommended that an individual insurance cover is put in place by or on behalf of the resident to safeguard belongings. Under certain circumstances arrangements may be made to keep valuables in the short term in which case a company receipt will be provided.

All bedrooms meet the amended required minimum standard.



**Communal Space**

Resident's have use of the lounges and dining room, some will like to socialise in this communal area and many enjoy taking their main meals in the company of others. The ground floor also provides a well equipped kitchen, laundry and nursing office, wheelchair access is afforded to all areas.

**Location**

Arundel Park Lodge is situated in a quiet residential area close to local amenities. The seafront a short distance, parking is available for staff and visitors both on street and off with no charge.

**Registered Providers**

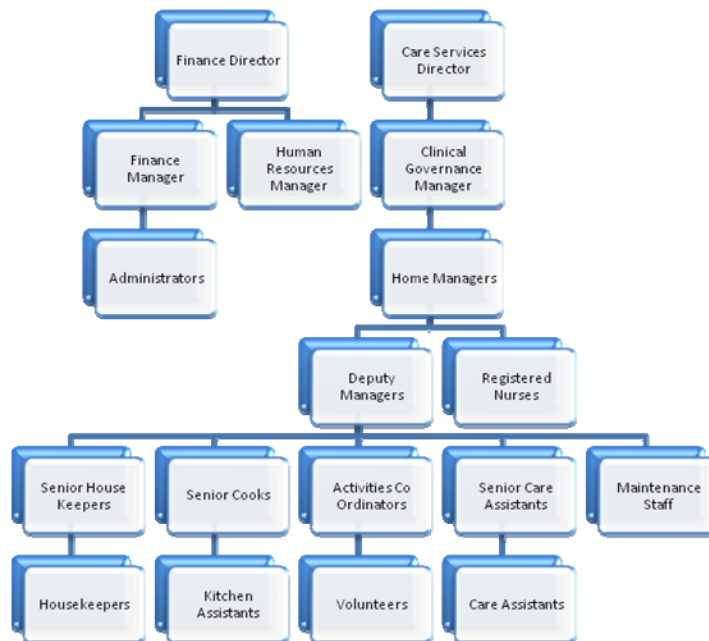
Michael & Anita Redwood  
 Whytecliffe Ltd, 40-42 Pembroke Avenue, Hove, East Sussex, BN3 5DB

Director and overall responsibility for care services.  
 Mrs Anita Karen Redwood RGN.

Anita Redwood has been a Registered Nurse for over twenty five years and is also the Manager of Glentworth House Nursing Home in Hove.

**Management/Organisational Structure & Staffing**

The structure and lines of communication and responsibility are clearly defined thus ensuring that the decision making process is proactive and efficient.





The care team is led by the manager and the registered general nurses, supported by care assistants who are experienced and mainly long serving employees. All staff undergo an extensive orientation program and in addition, all care assistants are encouraged to gain a minimum of a level 2 NVQ qualification in care. The senior manager/clinical governance lead supports the care team in maintaining clinical standards and works across both sites advising and managing as required. Trained cooks support the care team by providing a varied menu whilst also catering for specialist dietary needs thus ensuring that dining is an enjoyable social event. The housekeepers maintain the premises in a clean and comfortable order. The activities coordinator assesses all our residents with their activities of active daily living with support from the care staff.

### **Care Plans**

A comprehensive care plan is developed for every resident based on their activities of daily living, to this end every resident will be assessed and the outcome of needs assessment will form the plan for care delivery.

This is a dynamic process and will not only involve the resident but all relevant parties to their care. Regular reviews will take place to monitor the care planned and that provided. Care plans are adjusted and changed as required following consultation with the resident.

### **Meals**

All residents are offered three meals per day, morning coffee/afternoon tea and night drinks, snacks and drinks are available at all times upon request. We offer a varied, well balanced menu taking into consideration the nutrition and specialist dietary needs of the individual. The menus are on a four week rolling basis and are seasonal, there is always a choice offered and each resident has the daily opportunity to discuss the menu with the catering staff. Resident are encouraged to have input to the menu planning and can request particular dishes to be provided. Special cultural diets can be catered for.

### **Leisure**

Activities are based on the residents likes/dislikes/hobbies and individual ability. Various activities are organised within the home and relatives and friends are welcomed within the home and are encouraged and assisted to take their relative out for trips and visits. All major events are celebrated within the home, such as Easter and Christmas.

The main lounge is a communal area and conversation and social interaction is encouraged here there are also TV's in both lounges, although all bedrooms are provided with televisions providing the residents with an individual choice of viewing.

Religious services can take place in service user's bedrooms or elsewhere as the needs and numbers dictate.

### **Complaints**

We actively encourage an open culture where concerns/worries or complaints can be disclosed and discussed without fear. To facilitate this culture a number of avenues are available to raise concerns, for example, we have an adverse incident reporting system which can be utilised by the resident, their relative visitor or staff member.

Concerns, suggestions or complaints can be raised through this mechanism.



In addition, a full complaints procedure is available within the home, detailing how to make a complaint and setting out the process that will be followed when a complaint is made.

Details on how to make a complaint to the South East Care Quality Commission (CQC) ,  
Citygate, Galloway, Newcastle Upon Tyne NE1 4PA Tel: 03000 616 161

A copy of the complaints procedure is included in the service user's guide.

### **Fire Precautions**

In house training is given to all new staff and periodically to existing staff there are mandatory formal fire training lectures for all staff every six months three month for night staff, this training includes the procedure in the event of fire the use of fire extinguishers and evacuation. Fire detection systems and protection measures are checked and recorded weekly.

Written instructions in the event of fire are clearly displayed within the home.

In the interests of fire safety and to provide a pleasant and healthy environment for all residents, smoking is not permitted in any part of the premises. Neither are smoking materials to be kept in residents rooms. Staff will be happy to provide safe keeping to smoking paraphernalia and provide this on request to the resident so that smoking may take place in the garden under supervision.

### **Fees and Charges**

Fees are based on the individual needs, the proposed resident may require high or medium needs and the fees will be negotiated to reflect this. Fees rise annually on the 1<sup>st</sup> April every year subject to contract and may also rise if needs change. Appropriate assessment will be required to indicate if residents needs have indeed changed prior to any fee increase.

Each resident is provided with a statement of the terms and conditions of residence upon admission, this document gives a comprehensive breakdown of what is covered and provided for by the fees and also details of other possible charges i.e. hairdressing, newspapers, etc.

Please feel free to ask any member of the team if you have further enquiries.

Thank you