



CARE HOMES OF DISTINCTION LTD

Statement of Purpose

Aims & Objectives

Care Homes of Distinction Ltd aims to ensure the highest standards of care and support for all its service users as listed and detailed below. We provide an environment which safeguards, stimulates, promotes and respects the rights, independence and dignity of our service users. We work together with our service users, their family and relatives, professionals and all other stakeholders to achieve a quality lifestyle at all our Homes.

| SERVICE PROVIDER | |
|---------------------------------|----------------------------------------------------------------------------------------|
| NAME | Care Homes of Distinction Ltd |
| Legal Status | Limited Company |
| Head Office Address | Wray Park 55 Alma Road Reigate, Surrey RH2 0DN |
| Email | admin@carehomesofdistinction.com |
| Telephone | 01737 248245 or 01737 242778 |
| Service provider ID | 1-101690134 |
| Manager - Wray Park | Antony Coomb CEng, MIChemE, MInstE, MInstWM, NVQ 4, RMA |
| Manager ID Rutland | Pamela Milne RGN, RM, MCMI, NVQ4 Teaching |
| Manager ID Woodside View | Leila Seeruthun RNLD, CMS, ENBN11, RMA |
| Company Number | 5268043 |
| | |

Head Office: Wray Park, 55 Alma Road, Reigate, Surrey RH2 0DN
Tel: 01737 248245 Fax: 01737 221521
info@carehomesofdistinction.com www.carehomesofdistinction.com



WRAY PARK
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WOODSIDE VIEW
2 Highview Caterham Surrey CR3 6AY
Tel: 01883 346313 Fax: 01883 341153



RUTLAND HOME
46 West Street Reigate Surrey RH2 9DB
Tel: 01737 242188 Fax: 01737 243014



INVESTOR IN PEOPLE Care Employer of the Year





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| LOCATION- 1 | Wray Park Care Home <i>(without Nursing)</i> |
| Location ID | 1-311009443 |
| Address | Wray Park 55 Alma Road Reigate, Surrey RH2 0DN |
| Email | admin@carehomesofdistinction.com |
| Telephone | 01737 248245 |
| Service provider ID | 1-101690134 |
| Manager ID | |
| Number of approved places | Maximum of 24 service users |
| Service Type | Care Home Service Without Nursing |
| Regulated Activities | 1.Accommodation for persons who require nursing or personal care 2. Treatment of Disease, disorder or injury 3. Diagnostic and Screening Procedures |
| Service User Band | Older people Mental Health Dementia |
| Care Category | Long or short Term Continuing Care Convalescence/ Respite Care Palliative Care (when needed in conjunction with district nurses/GPs) |
| Manager Tel Fax email Business address | Antony Coomb 01737 248245 01737 221521 antony@carehomesofdistinction.com Wray Park 55 Alma Rd Reigate Surrey RH2 0DN |

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| LOCATION- 2 | Rutland Care Home With Nursing |
| Location ID | 1-125166508 |
| Address | 46 West Street Reigate Surrey RH2 0DN |
| Email | admin@carehomesofdistinction.com |
| Telephone | 01737 242188 |
| Manager ID | |
| Number of approved places | Maximum of 18 service users |
| Regulated Activities | 1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, disorder or injury 3. Diagnostic and Screening Procedures |
| Service Type | Care Home Service With Nursing |
| Service User Band | Older people Mental Health Dementia |
| Care Category | Long or short Term Continuing Care Convalescence/ Respite Care Palliative Care |
| Manager Tel Fax email Business address | Pamela Milne 01737 242188 01737 243014 managerrutland@carehomesofdistinction.com Rutland Home 46 West Street Reigate Surrey RH2 9DB |

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| LOCATION- 3 | Woodside View Care Home With Nursing |
| Location ID | 1-125166526 |
| Address | 2 Highview Caterham Surrey CR3 6AY |
| Email | admin@carehomesofdistinction.com |
| Telephone | 01883 346313 |
| Manager ID | |
| Number of approved places | Maximum of 26 service users |
| Regulated Activities | 1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, disorder or injury 3. Diagnostic and Screening Procedures |
| Service Type | Care Home Service With Nursing |
| Service User Band | Older people Mental Health Dementia |
| Care Category | Long or short Term Continuing Care Convalescence/ Respite Care Palliative Care |
| Manager Tel | Leila Seeruthun 01883346313 |
| Fax email | 01883341153 managerwoodside@carehomesofdistinction.com |
| Business address | 2 Highview Caterham, Surrey CR3 6AY |

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Admission & Assessment

Care Homes of Distinction Ltd provide 24 hour care with or without nursing for elderly service users male or female. The details of the categories of care we provide are given in this above tables.

All prospective service users will be assessed prior to admission. This includes a health needs assessment and risk assessments. Working together with the service users and their families a care plan is implemented to meet each individual service user. The homes also offer a one month trial period.

Prospective service users and/or their families/ representatives will be provided with brochures containing our statement of purpose which includes a definitive guide to the services we provide. The brochures can also be sent electronically if required. A service user guide and other additional information will also be provided on admission. All service users will be required to enter into a contract with Care Homes of Distinction Ltd which will include the Organisation's terms and conditions.

We also have an interactive website www.carehomesofdistinction.com where prospective service users and their families or representatives have the opportunity to view the homes and read about the services and facilities we offer.

Philosophy of Care

The current ethos of Care Homes of Distinction Ltd is to maintain high standards both in care, living accommodation and environment. Good management, trained staff, sound operating practises, well defined policies and action plans will support this.

We also believe and promote positive values and achieve this by setting a value for each month: Caring, Dignity, Privacy, Respect, Rights, Equality, Choices, Trust, Fairness, Freedom, Compassion and Peace.

Service users, their families and representatives are encouraged to take part and be involved in planning the care of each respective service user. A key worker system is in place for each individual resident.

Service users, their families and representatives are encouraged to participate in regular forums, events and customer surveys as this ensures that Care Homes of Distinction Ltd maintains its high standards of care and identifies any areas for improvement. Care Homes of Distinction holds the Investor in People accolade for its dedication to workforce development and has also won National Awards such as employer of the year, continuing professional development from Skills for Care and care employer of the year from Care Choices that confirms the Organisation's commitment to its work.

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Positive Outcomes

We adhere to the Care Quality Commission's (CQC) Regulations and essential standards for Care Homes and ensure that all the services we offer are outcome based in accordance with the CQC requirements.

With all of our organisational policies and procedures in place we ensure the best possible quality and care for our service users whilst promoting their health, safety and well being enabling them to lead a fulfilling lifestyle of their choice.

Accommodation and Catering

Care Homes of Distinction Ltd's Homes are all set within their own private gardens. Each home has single bedrooms mostly with en-suite facilities and bathrooms fully equipped for the disabled with parker baths, hoists, chairs, and showers. All rooms are decorated to a high standard with nurse call bells. Service users are encouraged to personalise their rooms and bring their own belongings should they wish.

Nutrition and Hydration

We consider nutrition to be of paramount importance to our residents. Our chefs prepare healthy home cooked and varied menus daily and any specialist dietary needs are catered for. We use mainly fresh seasonal produce supplied from bespoke purveyors. Menus are prepared according to requests and feedback surveys from service users. We also use the Surrey PCT nutrition tool and receive advice from Speech and Language Therapists on nutrition/hydration and issues surrounding diet and associated issues such as swallowing and oral problems.

Safeguarding

We take the well being, health and safety of our service users very seriously and operate strict procedures to ensure that this is maintained at all times. We have a very robust safeguarding policy in place and promote our service users' rights to choice, privacy, dignity, respect and confidentiality at all times.

All staff are trained, understand and follow the Surrey Multi-Disciplinary Board safeguarding policy and procedures.

Health & Safety, Fire Safety and Infection Control

All of our staff are trained in fire safety and Health and Safety including all other mandatory training relating to the care sector and we have fire prevention and evacuation measures in place. We work to strict policies and procedures, use NHS essential steps and follow a robust code of practise regarding infection control and have measures in place to minimise any risks to our service users and staff.

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Service Users Leisure, Activities and Services

Care Homes of Distinction has its own Activities Co-ordinator who undertakes imaginative and meaningful activities with our service users.

Throughout the year from time to time Care Homes of Distinction organises outings to local theatres, parks and places of interest as well as holding BBQs, fetes and other social events. We encourage service users' families, relatives, and friends to join in all social activities. The religious needs of all denominations will be met. Regular choir services from local churches and visits from clergymen from all denominations take place.

We operate an informal open visiting policy and service users' family, friends and representatives are welcome to visit the home at any time. Private lunches, birthday parties etc are encouraged and can be arranged on request.

Staffing, Training and Development

Our Organisation provides appropriate levels of qualified and trained staff on a 24 hour basis. All staff are checked by the Criminal Records Bureau (CRB) and references are checked prior to employment. Staff are trained to recognise the importance of high standards and are dedicated to meet the needs of our service users. We have a workforce training and development programme and individual development plans for our employees. We also have our own in house training modules which include whole range of care training included mandatory training, which are conducted by our own qualified trainers.

We work in liaison with the universities in supervising practice of international nurses to develop their knowledge and professional skills so they can register as nurses with the Nursing and Midwifery Council, through the Overseas Nursing Programme (ONP). We also provide employment within our Organisation for selected candidates.

Staff Qualifications

Care Homes of Distinction staff team is made up of Staff Nurses (RGN, RMN and RMNH). Care Staff are NVQ (National Vocational Qualification) levels 2, 3, 4 and 5 qualified and RMA (Registered Managers Award) and some hold leadership qualifications. Staff have undergone all mandatory training required: Food and Hygiene, Infection Control, Moving and Handling, First Aid/CPR, Medicine Administration, Health and Safety and Safeguarding Vulnerable Adults and Dementia.

Some care staff have obtained Dementia diplomas from Sterling University including in house facilitators of the Dementia training programme.

Staff also undergo more specialised training in house and externally by external trainers where a training need is identified. There is computerised continuing development programme for the workforce (Matrix). Each staff member has their own personal development plan. We are constantly sourcing new and updated courses to further their development.

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Summary of staff Qualifications

| Numbers Of Staff | Professional Qualifications and Experience |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Head Office - 4 | CEng, MChemE, MInstE, MInstWM, NVQ 4, RMA, Msc Economics, AAT level 4, Dip in Psychology, RMA, NVQ 4, Dip in Social Science, QCF Dip in Strategic Management |
| Rutland Nursing Home - Number of staff: 13 | RGN, RM, MCMI, NVQ4 Teaching, ONP- Student Nurse Mentor NVQ 2, NVQ 3, NVQ 4 Health and Social Care RMA, BTEC Diploma in Care Qualified Overseas Nurses Certificates in Catering and Food Hygiene Dementia Facilitator |
| Wray Park Care Home - Number of staff: 19 | CEng, MChemE, MInstE, MInstWM, NVQ 4, RMA Nursing Diploma NVQ 2, 3 & 4 Health and Social Care Qualified Overseas Nurses Certificates in Catering and Food Hygiene Dementia Facilitator |
| Woodside View Nursing Home – Number of staff: 17 | RNLD, CMS, ENBN11, RMA Msc of Business Administration, Msc in Finance and Business Management NVQ 2, 3 & 4 Health and Social Care UK Registered Nurses RGN'S & RMN'S RMN H Supervising Food Safety in Catering Food Hygiene |

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