



CARE HOMES OF DISTINCTION (WRAY PARK) LTD

Statement of Purpose / Mission Statement

Our Aims & Objectives

Care Homes of Distinction (Wray Park) 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 all our service users. We work together with our service users, their families and relatives, professionals, and all other stakeholders to achieve a quality lifestyle within our Home.

OUR QUALITY ASSURANCE MISSION

To Provide

- **A Clean, Homely, and Safe environment.**
- **Quality, Trained, Dedicated and Caring Staff.**
- **Person Centred Care.**
- **Choice, Dignity, Privacy and Respect.**
- **Group and Individualised Activities Programme.**
- **Individually Tailored 24hr Care Packages.**
- **Homely Cuisine that meets all dietary, nutritional and cultural requirements.**
- **Support to meet all Spiritual Cultural and Religious needs.**
- **An environment that welcomes and supports Visitors, Families and Friends.**
- **Access to outside professionals, G. P's, Dentist, Chiropody, Aromatherapy, Hairdresser etc.**
- **An Open and Honest Culture that encourages new ideas and ways to improve our services.**





SERVICE PROVIDER	
NAME	Care Homes of Distinction (Wray Park) Ltd
Legal Status	Limited Company
Head Office Address	Wray Park 55 Alma Road Reigate, Surrey RH2 0DN
Email	Nicola@carehomesofdistinction.com
Telephone	01737 248245
Service provider ID	1 – 13582231226 (Currently registered)
Responsible Person	Nicola Elliott
Wray Park location ID	1 – 13606420431 (Currently registered)
Regulated Activities	Accommodation for persons who require nursing or personal care
Service Type	Residential Social Care Care Home Service without Nursing
Company Number	13415450





LOCATION	Wray Park Care Home
Location ID	1-13606420431
Address	Wray Park 55 Alma Road Reigate, Surrey RH2 0DN
Email	Nicola@carehomesofdistinction.com
Telephone	01737 248245
Fax	01737 221521
Web Site	www.carehomesofdistinction.com
Service provider ID	1-13582231226 (Currently registered)
Registered Manager ID	Nicola Elliott - 1-125180823 (Currently registered) Jack Bacciarelli – CON1-954459812 (Currently registered)
Number of Registered places	Maximum of 24 service users
Service Type	Residential Social Care Care Home Service without Nursing
Regulated Activities	Accommodation for persons who require nursing or personal care
Service User Band & Specialist Care	Older people Mental Health Dementia Sensory Impairment Physical Disability
Care Category	Long or short Term Continuing Care Convalescence/ Respite Care Palliative / End of Life Care (when needed in partnership with District nurses/GPs)
Manager Tel: - Email: -	Nicola Elliott / Jack Bacciarelli 01737 248245 nicola@carehomesofdistinction.com
Business address	Wray Park 55 Alma Rd Reigate Surrey RH2 0DN





Admission & Assessment

Care Homes of Distinction (Wray Park) Ltd provides 24-hour care at their home for elderly service users male or female. The details of the categories of care we provide are given in the above tables.

All prospective service users to the home will be assessed prior to admission. This includes a health needs assessment and risk assessment(s) being carried out. Working together with the service users and their families a care plan is implemented to meet each individual service user. The home also offers a one-month trial period.

Prospective service users and/or their families/ or 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 (Wray Park) Ltd which includes 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 home and read about the services and facilities we offer.

Philosophy of Care

The current ethos of Care Homes of Distinction (Wray Park) Ltd is to maintain high standards both in care, living accommodation and environment. Good management, trained staff, sound operating practises, well defined policies and procedures including action plans.

We also believe and promote positive Care outcomes, with our core values being Caring, Dignity, Privacy, Independence, Respect, Rights, Equality, Choices, Trust, Fairness, Freedom, Compassion and Peace.

The needs of our residents are assessed prior to admission, followed by a programme of continuous assessment of the care being provided and peoples individual needs and how these are met. The care plans are risk assessed and include a complete holistic approach to an individual's care needs. The service users, their families and representatives are encouraged to take part and be involved in the planning and preparing of each service user care package to ensure it is person centred and meets their individual needs. 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, ensuring that the residents who live at Wray Park receive the highest standards of care and identifies any areas for improvement. Care Homes of Distinction (Wray Park) Ltd is dedicated 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.





Positive Outcomes

We comply 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. The organisational policies and procedures ensure the best possible quality and care for our service users whilst promoting their health, safety and wellbeing enabling them to lead a fulfilling lifestyle of their choice.

Accommodation

Wray Park is a listed Georgian mansion, set within its own private gardens and grounds. The home has undergone extensive refurbishment, with most bedrooms enjoying en-suite facilities and walk in showers. Bathrooms are fully equipped for any disabilities with hoists, chairs, and mobility aids. All rooms are decorated to a high standard with a nurse call system which can summon help or assistance 24hrs a day. 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 nutritional tools and receive advice from Speech and Language Therapists (SALT) on nutrition/hydration and issues surrounding diet and conditions such as swallowing and oral problems.

Safeguarding and DOLS

We take the wellbeing, health & safety of our service users very seriously and operate strict procedures to ensure that this is monitored and maintained at all times. We have a very robust safeguarding policy in place and promote our service users' right to choice, privacy, dignity, respect and confidentiality at all times. All staff are trained, experienced and understand and follow the Surrey Multi-Disciplinary Board Safeguarding Policy and Procedures and includes training in Deprivation of Liberty (DOLS)

Health & Safety, Fire Safety and Infection Control

All of our staff are trained in Fire Safety, Wray Park has a comprehensive fire detection system, and fire prevention and evacuation measures are in place. We work to strict policies and procedures and are inspected periodically by the Surrey Fire and Rescue Service to ensure we conform to the latest fire regulations. We use NHS and NICE guidelines to follow robust codes of practise regarding infection control and have strict policies and procedures in place to minimise any risks to our service users and staff. Health & Safety training, including all other mandatory training relating to the care sector is regularly provided for all staff to maintain compliance and to ensure all staff are kept up to date with any changes or new regulations / guidelines that may be introduced.





Service Users Leisure, Activities and Services

Care Homes of Distinction (Wray Park) employs its own Activities Co-ordinator who undertakes imaginative and meaningful activities with our service users.

Throughout the year the organises outings to local theatres, parks and places of interest as well as holding BBQs, parties and other social events. We encourage service user's families, relatives, and friends to join in all our social activities. The religious and spiritual needs of all denominations are respected and met wherever possible. Regular visits take place from local churches and their clergy who represent all denominations.

Wray Park has an informal and open visiting policy and service user's 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

Wray Park provides appropriate levels of qualified and trained staff on a 24-hour basis. All new staff undergo a rigorous employment process which includes an enhanced police check provided by the Disclosure Barring Service (DBS) and references are checked prior to employment. Staff complete an induction period and 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 which provides all mandatory training as well as individualised or more specific subjects such as diabetes, challenging behaviour etc. Training is delivered by external specialist providers who visit the home, as well as online and workbook based. We also have our own qualified trainers who can deliver in-house training in a variety of care related subjects.

Staff Qualifications

The Care Homes of Distinction (Wray Park) team is made up of a variety of fully qualified Staff. These include QCF (NVQ) levels 2,3,4 and 5, RMA (Registered Managers Award) PTTLT Training qualification, with some holding leadership Awards. All staff undergo mandatory training e.g., Food and Hygiene, Infection Control, Moving and Handling, First Aid/CPR, Medication Administration, Fire, Health and Safety, Safeguarding Vulnerable Adults, Mental Capacity/DOLS, Dementia, COSHH etc. Some staff have obtained other qualifications to further develop themselves and we strongly encourage and support this. There is a computerised continuing development programme for the workforce (Matrix) and we are continually sourcing new and updated courses to further develop staff , especially where a new need is identified.

May 2024

