

STATEMENT OF PURPOSE



WE REMEMBER THEIR STORY AND WALK WITH THEM WHEN THEY CAN NO LONGER REMEMBER



LANGLEY HAVEN CARE HOME
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**Langley Haven
Statement of Purpose
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**This document has been written in accordance with the
Health and Social Care Act 2008.**

**A copy of the latest inspection report is available on
request**

ABOUT LANGLEY HAVEN

Langley haven is a specialist, independent dementia care home for adults aged over 65, with residential and dementia care needs.

The home is set in a quiet location near London Road, close to slough.

The spacious, peaceful environment together with our dedicated core team led by our registered manager produces a positive track record – reduced behavioral and psychotic symptoms of dementia and challenging behavior, beneficial for service users with advanced dementia.

We offer 35 residential places including 34 en suite single bedrooms and 1 double room, short, medium and long-term placements including emergency/crisis respite care and planned respite care are accommodated.

Local towns and slough town centre are easily accessed with public transport or using Langley Haven's own transport on request.

We take referrals from throughout the UK.

Philosophy, Values and Purpose (including Aims and Objectives)

- To provide a secure stable and comfortable environment where individual care and maintenance of dignity is paramount.
- To provide a high standard of person centred care in order to meet the physical, psychological and social needs of individuals using the service
- To stimulate and maintain physical and mental activity and promote the social wellbeing of people living at the home.
- To provide people who live in the home with the right to personal independence and personal choice.
- To provide an excellent standard and choice of food with a daily menu offering a variety of foods and promote good nutrition and healthy eating.
- To ensure that residents have the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.
- To ensure full compliance with the Essential Standards and offer excellent quality care.

The aim of care at Langley haven is to assist residents in acquiring the emotional, psychological, social and practical skills needed to enable them to enjoy the quality of life they aspire to. The central focus of our caring is to

promote the wellbeing and fulfillment of our residents, in a trusting relationship. This includes individual sessions with members of the staff team, attendance at activity, therapy sessions and daily living skills within and outside the home. Attendance is based upon individual Support Plans and health outcomes that are agreed with the resident and relevant members of the team. These activities have therapeutic, leisure and /or occupational aims.

Residents are encouraged to make positive contributions to the formulation and implementation of their person centered Support Plans secure in the knowledge that they will be listened to and their views treated with respect. Similarly, all members of staff, regardless of status are free to express their opinions and make suggestions and/or encourage constructive criticisms.

Home Owner/Director/Nominated Individual for CQC Registration

Name: Salim Dhalla / Langley haven care home LTD
Operational Director: Yogesh Patel

Address: 7 The Parade, Sudbury Heights Avenue, Greenford
Middlesex, UB6 0LZ

Telephone: 02089008598

Email: salimdhalla@havencarehomemanagement.co.uk

Langley Haven is part of **Haven Care Home Management** who is well experienced in this field having over 12 years experience in this sector and exceptionally operational director has an hands on approach in all of the homes providing strategic assistance and support.

The company has over 10 years of history and expertise in purchasing distressed home and turning them around. The first home, Hatfield Haven was purchased in 2006, the second home, Beech House was purchased in 2007, the third home, The New Grange in 2009, and finally Langley Haven in 2012. Over the years the Management Company had developed expertise in planned acquisition of distressed and failing homes, working together with existing providers, CQC and Local Authorities and developing the homes in such a way that they retain individual ethos, characteristics and reflects the needs and expectations of the residents living in each of them. The home has received full compliance status from CQC in the last report and the testimonials we receive reflects this.

Haven care management worked with the staff to build up the home's reputation and their ability to successfully support residents with severe and complex health needs. Many improvements to the service and the building have been made over the years which include an extension of 11 new rooms, lounge, and hair dressing saloon, quiet lounge, reminiscence room and a beautiful garden.

Registered Manager

Name: Shinto V Varghese
Address: 30 Rambler lane, slough, Berkshire, SL3 7RR
Telephone: 01753 527300
Email: shinto.varghese@langleyhaven-dementiacarehome.co.uk
Proportion of working time spent at each location: 40HOURS

Main Areas of Responsibility: Leading the staff team and the day-to-day running of services, delivery of care and support including all care aspects, assessing potential new clients and residents, delivering training, supervision and support. Shinto gained his Level 6 Award in BSc honours Nursing and Health care from university of west London and Level 5 leadership and Management in health and social care from Edexcel.

Shinto has professionally practiced within mental health since 2010 In 2009 he gained Diploma of Higher Education in nursing and Midwifery and worked as an Intensive care Nurse in a hospital settings, before joining for his higher studies.

This experience in secure settings and having good knowledge in mental health and dementia complements the complex needs and behavioural difficulties experienced by some residents and clients and provide confidence and direction to the staff team.

Shinto developed his knowledge and skills base and was promoted to Registered Manager in 2017. This role enables Shinto to develop his interest and passion around promoting the well-being and social inclusion of Langley haven's residents and enabling them to optimize their individual goals and aspirations.

Support Team

Name: Samjhana Sharma (Nutritionist)
Address: 30 Rambler lane, slough, Berkshire, SL3 7RR
Telephone: 01753 527300

Samjhana joined Langley haven in 2014 as a Nutritionist. Prior to Langley haven Samjhana has completed her level 6 in health and well being. Her main responsibilities includes, consulting physicians, health care professionals and staff to determine nutritional needs and diet restrictions of the residents in line with CQC requirements outcome 5 "meeting the nutritional needs" will be advising residents and staff on nutritional principles, dietary plans and diet modifications, food selection and preparation, counsel individuals and groups on basic rules of good nutrition, healthy eating and nutrition monitoring to improve their quality of life.

Name: Caroline Mole (Team leader)
Address: 30 Rambler lane, slough, Berkshire, SL3 7RR
Telephone: 01753 527300

Caroline joined Langley haven in March 2014 as a care assistant. Prior to Langley haven she has experience in caring for 6 years in different areas (dementia & nursing) she has completed NVQ level 2 healths and social care and has a vast knowledge in delivering good quality care. While working at Langley haven Caroline has completed NVQ level 3 in health and social care, Level 2 in care planning and currently undertaking Level 2 in infection control. She has been promoted to team leader in 2015 and her current responsibilities are to ensure the infection control is maintained, medication management, monitoring key worker roles and responsibilities and liaise with multi health professionals to ensure service user's needs are met.

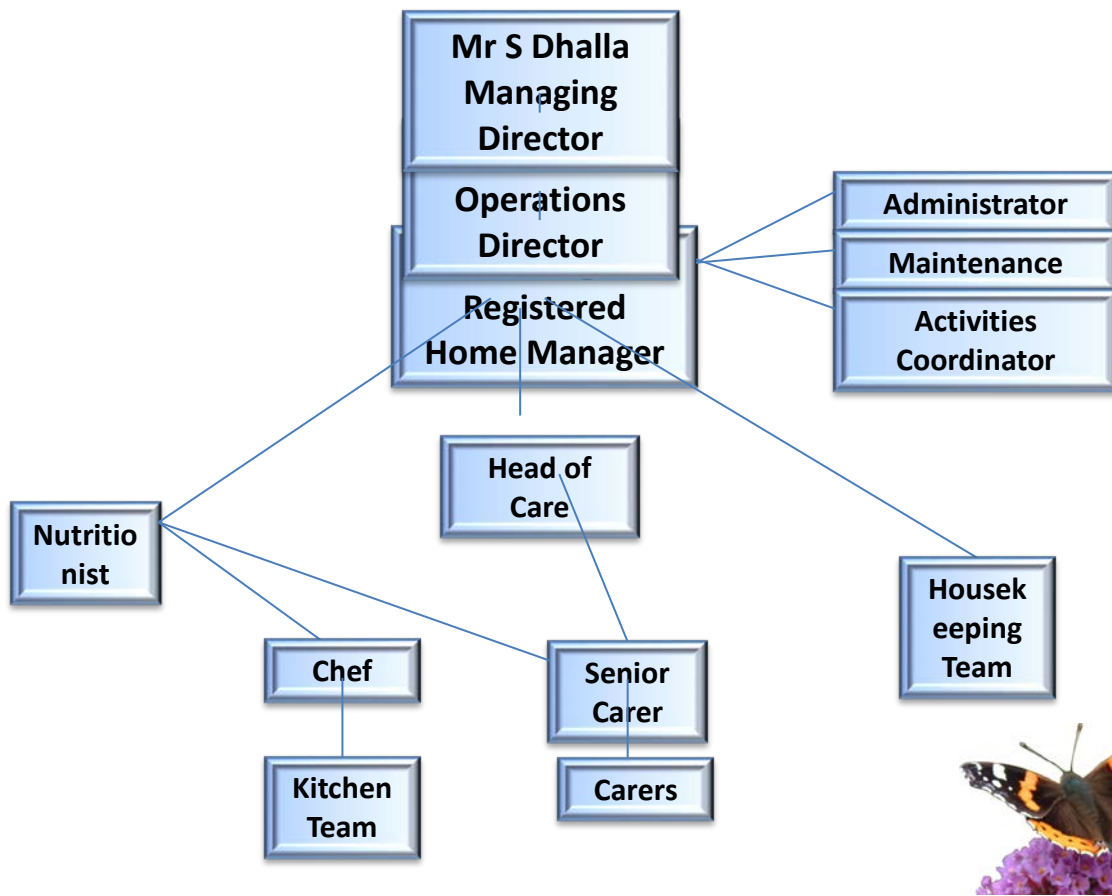
The Staff Team

Our staff team comprises a Registered Manager, Support Team leader, nutritionist, activity co ordinator, and health care assistant Chef, Cleaner/Building & Garden Maintenance and Administrative staff. We also engage specialist workers/therapists providing input, both on and off-site, in subjects such as arts and crafts, music, woodwork, reflexology.

Staff is selected for experience, qualifications, and relevant qualities and for their personal interest. They are screened and checked according to the requirements of the Health and Social Act 2008.

All care staff undertakes an individual induction training programme, implemented in line with The care certificate Standards for Social Care (Adults, England). In addition we provide a programme of ongoing training.

We also send staff on external training courses and other relevant courses appropriate to the client group. We are accredited to accept Health and Social care students from east Berkshire College.



Accommodation

A converted Victorian building, on ground level, Langley haven houses 34 bedrooms in three levels with 33 of them are en-suite. All levels can be accessed by passenger lifts. In addition to the en-suite facilities, there are five toilets, three showers (one is an easy access wet room) and one bathroom in the ground floor.

The average living space is considerably greater than required by the National Minimum Standards (NMS), which are monitored by the Care Quality Commission (CQC).

All bedrooms are over ten square metres, the NMS, with two exceptionally large rooms of 15.0 sq m and 16 sq m.

As a home that accommodates people with dementia, all our external doors and stair doors are secured with electronic key codes. We do minimize as far as reasonably possible and each residents and their environment is risk assessed in relation to their behavior as well as the general environment.

Communal Areas

Communal rooms:

A large communal lounges
 Group session/meeting/hair dressing
 Kitchen
 Dining room

Activities/reminiscence
 Laundry/utilities room
 Food storage and freezer room
 Staff locker room and

Staff room

Langley haven's average communal space per resident is above 6.5 square metres, well in excess of the national minimum standards.

Our beautiful front and back garden is available for residents' use. We sometimes grow vegetables and herbs in Langley havens back garden. Some of our residents are keen to assist and they enjoy eating the rewards of their work and contribution.

Recent home improvements include external decorating, extension of 11 new rooms, replacement, refurbished toilets and bathrooms, new lounge, hair dressing room, reminiscence room and extension of dining area and office plastering and decorating the corridors, motion sensor lighting, upgraded bedrooms and new flooring.

Referral and Admission

Following a referral, the manager undertakes a pre-admission assessment that is usually carried out in the prospective resident's current place of residence. The next stage is an invitation to the prospective resident, carer/family members (if appropriate) and his/her Care Co-ordinator/s to make an informal visit to sample the home's atmosphere. Assuming this visit is positive, the individual can then return for a day (or if funding is approved) when there is further opportunity to meet other residents and staff providing an opportunity to make informed decisions about the services on offer. Provided all parties agree that a placement at Langley haven is in the best interests of the individual, the Registered Manager then confirms this in writing to the individual and Care Co-ordinator. Funding is then confirmed with the presenting authority/provider.

New residents are given our 'Residents' Guide' which sets out our aims and objectives, philosophy of the home, the services and facilities we provide and our terms and conditions of stay.

On admission, the resident works with an appropriate member of the care team to formulate a Support Plan individually tailored to meet the resident's needs and compatible with the CPA and risk assessment.

All placements are for an initial trial period of six weeks and this can be extended if required.

Financial Arrangements and Fees

The fees charged are dependent on the care package and needs of the individual.

Fees are usually paid by the resident's originating funding authority or county council.

Fees can also be paid for privately by the resident.

Specific information is available from the Management team.

Fees – (Included)

- Care assessment and monitoring
- Trained staff in 24 hour attendance
- Medication administration and monitoring
- Group sessions and individual session on activities.
- Good home cooking – three meals a day
- Drinks and snacks
- Provision for special diets
- Arranged outings for service users

- GP and consultant visits
- Furnished single room with en-suite toilet and washing areas
- Laundry facilities
- On site activities and therapies organised by a dedicated activities co-ordinator e.g. music workshops, gardening, residents' forum, arts and crafts, reflexology and animal therapy.
- Off site activities and trips e.g. pottery, woodwork, visits to zoo, educational trips, library, theatre, seaside etc (resident makes a contribution towards entrance fees on trips)
- Social celebrations
- TV licence

Fee – (Not included)

- Personal effects e.g. tobacco, personal toiletries, clothing
- Personal trips
- Taxi services
- Fees for outside courses
- Hairdressing
- Annual holiday
- chiropodist

Leaving or Temporarily Vacating

If a resident wishes to be discharged from the home, four weeks' written notice must be given of this intention, or four weeks' fees paid in lieu of notice. If a resident temporarily moves out of the home (e.g. to receive hospital treatment), the bed is retained for that period and the fee should be paid in full. In the case of authority funded residents, the Proprietor reviews the retention period in accordance with the contract between the funding authority and Langley haven.

Therapeutic Activities

The home's activities and groups take into account the residents' interests, skills, experiences, needs and medical conditions. The home offers a range of programmes designed to encourage the resident to keep active. Individual and group sessions may include the following, although this list is not exhaustive:

- Objective setting
- Individual activities
- General reading session.

- Animal therapy or other complementary therapies
- On and off site activities such as arts and crafts, music workshops, gardening, woodwork, exercise etc.

Staff encourages residents to pursue their hobbies and interests and assist with college placements and/or voluntary work where relevant. We provide various equipment and games for residents' use including cooking clubs and outdoor activities.

Outings

Outings are geared to individual residents' desires, needs and capabilities and therefore, usually in small groups or individually.

Examples of outings:

- Cinema, theatre and bowling
- Fishing
- Art galleries and museums
- Day trip to the seaside
- Shows, fairs and fetes
- Garden centre
- Countryside ramble
- Markets and car boot sales
- Wildlife parks & zoo
- Seasonal celebrations

Care/Support Planning

The agreed Support Plan provides the basic framework for treatment of specific mental and physical health problems including outcomes. It also provides the structure for acquiring knowledge of daily living skills and general health issues. All residents are given a copy of their Support Plan, which they can sign in acknowledgement of the course of action they are being asked to take in collaboration with their key worker team.

Support Plans are evaluated at the end of the four-week settling-in period and revised as deemed appropriate by the staff team in consultation with the resident. The plans are discussed at formal meetings, which take place regularly, providing an opportunity for all professionals to get together with the resident to review their progress.

With the resident's approval, relatives are encouraged to be involved in the resident's care as far as is practicable, and they are invited to formal reviews in consultation with the resident. Residents and their relatives are always welcome to chat with a member of staff if they have any suggestions or concerns.

Risk Assessments

Risk assessments and crisis management plans form part of the Support Plan. They document, past and current issues, informing staff should there be potential areas of concern. Detailed documentation with clear strategies is agreed with the resident to enable them to have as safe and as positive a stay at Langley Haven as possible.

Contact with Family and Friends/Advocacy

Residents' family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter, email or telephone when visiting is not possible. In these cases, staff assists the resident to respond where help may be needed.

Visitors are welcomed at all reasonable times and we ask them to respect residents' individual activity programmes. They are asked to let staff know of their arrival and departure from the home.

There are no overnight facilities for visitors at the home. There are plenty of good, guest-houses nearby and staff can advise of their location and help make arrangements.

Residents have the right to refuse to see any visitor and this right will be respected and upheld by staff who will, if necessary, inform the visitors of the resident's wishes.

Langley haven has close links with the community older people mental health team based in Upton and will support any resident who wishes to use this or other advocacy services including The Independent Mental Capacity Advocate service (IMCA).

Monitoring and Quality

An important part of our quality programme is to involve the residents and their relatives. We ask for comments on the home, the staff and services we provide. This survey is usually carried out annually by Langley haven care home. A copy of the report is available on request.

A Quality Assurance Assessment is undertaken in accordance with CQC regulations using an appropriate professional.

Meals

We provide:

- Freshly made meals from scratch most days, eliminating the need for additives or extensively processed foods
- A menu which includes fresh fruit, vegetables and fish

Menus are varied and special diets catered for. We accommodate residents' preferences regarding meals where possible including favourite meals/foods.

Residents are encouraged to undertake Food Hygiene certification.

Tea, coffee and other hot drinks are available 24 hours a day. Visitors are also catered for.

Housekeeping and Chores

Residents are expected, with the support and guidance of staff members, to take responsibility for their personal belongings and to keep their own room clean and tidy. While respecting their privacy and dignity and for Health and Safety reasons, staff will, with the resident's agreement carry out checks on the condition of bedrooms.

We have housekeeping staff that ensure communal living areas tidy and we encourage residents participate equally according to individual ability and with the assistance of staff.

The home has a laundry facility and a laundry staff to support with washing, ironing and ensuring that residents clothes are tidy and clean.

Insurance

Langley haven provides limited insurance cover for residents' belongings. If a resident has items of great value, they are advised to arrange their own insurance cover.

Each bedroom has its own lockable safe. If a resident regularly requires replacement keys for their room or safe, we may ask the resident to pay for the replacement.

Telephone

Each resident's bedroom has its own telephone lines for private connections. There is also a cordless phone available in nursing station for outgoing and incoming calls.

Medication

At Langley Haven we recognise the importance of medication in the effective treatment of illness and we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines.

On admission, all residents have their medication administered by our support workers who, along with our manager, monitor its effects in conjunction with the resident. We use the Monitoring Dosage System. Staff organise medication for leave periods with the pharmacist.

Each resident's medication is reviewed at regular intervals. If changes are needed between reviews, a referral is made to the residents' consultant and/or GP.

Should a resident wish to self-medicate, provided that it is consistent with their risk assessment and Support Plan, they will be encouraged to do so.

Any resident may request to see a doctor in private if they wish.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room is made available for such meetings.

Smoking, Alcohol and Illicit Substances

There are designated areas within the facility including a designated smoking area. Smoking is not permitted in residents' bedrooms or in any other areas inside the home.

Alcohol is not permitted at Langley haven except for special occasions under staff supervision.

As part of terms and conditions of stay, non-prescribed or street drugs are not permitted during the placement.

Pets

The acceptance of residents' personal pets is considered by the management on a case-by-case basis. If agreed, it will be subject to our dedicated pets' policy (available on request) and an individualized pet care plan will be devised which the resident will be expected to take responsibility for.

Complaints Procedure

Our aim is to provide the highest standards of care and service to our residents. To ensure that the service we provide matches your needs and expectations, we welcome any comments you may care to make.

We recognize that there may be times when we fail to match our and your expectations. If this happens, we will try to resolve any concerns you may have as soon as possible. Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint.

Anyone receiving services and their friends and family may make a suggestion at any time. In the first instance you should speak to the registered manager or assistant manager at the Home. However, we also have a comments/Suggestion box that you can use if you wish. Comments/suggestions can be left anonymously if you wish. Any action required will be communicated to you if you provide your contact details.

Langley Haven assures you that residents and their families will not have their services withdrawn/reduced for making a complaint in good faith. However, if you wish to make a complaint at any time, the following outlines the action you should take and how we will respond.

A complaint may be made orally, in writing or by email to the Registered Manager.

1. If possible please discuss the problem with the registered manager who will do his best to resolve the problem immediately.

In his absence, please approach the the senior staff member on duty, or put your complaint in writing to:

**Langley Haven care home
30 Rambler Lane
Slough
Berkshire
SL3 7RR**

The registered manager will look at each complaint, and will identify an appropriate person to investigate.

3. If a complaint is made verbally then a written record will be made, and a copy of the written record will be sent to you by letter or e-mail within 3 days.
4. All complaints will be acknowledged within 3 working days and you will be given the name of the person investigating the issues raised.
5. All complaints will be investigated by a person with sufficient seniority to resolve the issues and you will be kept informed as far as reasonably practicable, with regards to the progress of the investigation.
6. The expected time for complaints to be dealt with will be 28 days. We aim to conclude all complaints within 6 months unless a different deadline is agreed during the 6 months for a reason.
7. If we uphold your complaint, we will tell you what action we are taking to put matters right and to ensure as far as possible similar issues do not re-occur.
8. A complaint will not be considered if it is made later than 12 months after -
 - The date on which the event occurred
 - If later, the date on which the event came to the notice of the complainant.

The time limit will not apply if Langley Haven are satisfied that –

- The complainant had good reasons for not making the complaint within that time limit. and:
 - Despite the delay, it is still possible to investigate the complaint effectively and fairly.
9. Should any matter raised suggest possible abuse or neglect may have occurred, we will immediately refer the matter to social services, who have a legal responsibility to act as the lead agency in investigations relating to suspicions of abuse under the Safeguarding of Vulnerable Adults procedures.
 10. Langley haven may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault. The registered manager or assistant manager is available if you require assistance with the understanding of the complaints procedure or any advice on where you may find further information.

For further advice or support you can also contact:

Age UK Information & Advice on freephone 0800 169 6565.

Action on Elder Abuse: 0808 808 8141

provides a national, free phone helpline for anyone concerned in any way about the abuse of older people, whether in their own homes, sheltered housing, care homes and hospitals.

Their lines are open: Monday to Friday, 9am-5pm.

If your care is funded by the Local Authority and you feel unable to discuss the problem with the registered manager please contact:

**Adult help desk
Slough social services
Slough
Berkshire
51 Bath Road
Slough SL1 3UF**

01753 475111 (option 1)

They may investigate your complaint on your behalf and provide a response directly to you or if required will provide a joint response to a complaint. Once your complaint has been fully dealt with by Langley Haven if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed.

The LGO provides a free, independent service. The LGO Advice Team can be contacted for information and advice, or to register your complaint:

Telephone: 0300 061 0614

E-mail: advice@lgo.org.uk

Website: www.lgo.org.uk

The LGO will not usually investigate a complaint until the registered provider has had an opportunity to respond and resolve matters. They are unable to consider complaints where the complainant is instigating legal proceedings. Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission

National Correspondence

City Gate Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Website: www.cqc.org.uk/contactus.cfm