



ELDER GRANGE NURSING HOME

STATEMENT OF PURPOSE

Version 7

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Company Directors

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Introduction

This booklet is designed to complement your resident's welcome booklet. The details provided below will give you information on the governance and management of the Nursing Home and it will also meet the requirements set out in the 'Adult Care Homes Minimum Standards 2017'.

Mission Statement

"To be the care provider of choice in the Isle of Man through our dedication to caring for our residents and our professionalism".

Values of the organisation

"We commit to our core values of integrity, accountability, honesty, fairness and transparency in all that we do".

Philosophy of Care

"We believe that all individual residents have the right to live as normal a life as possible within the limitations imposed by physical or mental fragility.

All residents have the right to the highest standards of care regardless of race, religion, sex or disability.

All residents have the right to confidentiality and have their privacy respected.

All residents will be supported and encouraged to achieve maximum possible independence and to reach their full potential by choosing whenever possible their own level of freedom, habits and lifestyle, in order to fulfil their human, emotional and social needs.

All residents will have the opportunity to participate in the planning and implementation of their own care and relatives will be given the opportunity to participate in the care of a loved one if so desired.

All residents should be addressed as they wish and be encouraged to follow the religion of their choice.

All residents will be encouraged and assisted to use the facilities available in the community wherever possible.

We aim to promote a culture of continuous improvement throughout the organisation as a whole and to maximise possible standards of service and care delivery"

Home Management

The management and governance of Elder Grange Nursing Home is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. Management team contacts are:

| Name | Position / Contact Details |
|----------------------------------|--|
| Declan McGinley | Company Accountant - Elder Healthcare E-mail: dec2.mcginley@gmail.com |
| Barbara Scott | Chief Executive/ Responsible Person- Elder Healthcare I have 42 years' experience in both nursing and hospital management, including 26 years working in the Isle of Man Health Service. I am passionate about achieving high quality care for our residents having personal experience of using Nursing Homes for close relatives, fully understanding the trust our residents and their families need to have in our staff and the care they deliver. E-mail: b.scott@elderhealthcare.im |
| Eleanor Guiking | Matron / Registered Manager Elder Grange Nursing Home Registered Nurse, Mentor Qualification QCF 5 in Leadership and Management E-mail: eleonor@elderhealthcare.im |
| Geri Macready | Service Manager - Elder Healthcare E-mail: geri@elderhealthcare.im 30 Years in Hospitality Housekeeping/Duty Manager Health and Safety certificate in Care homes. |
| Kirsty Harrison-Quinney | Senior Administrator - Elder Healthcare E-mail: Kirsty@elderhealthcare.im |
| Sandra Millar | HR Advisor – Elder Healthcare I have 51 years' Personnel/Human Resources experience, both in the private and public sector which includes 11 years working in the Isle of Man Government, 8 years of which was as the HR Business Partner for the Health Service. I wish to support the company's objectives and assist in providing a positive environment for staff to work and perform. E-mail: sandra@elderhealthcare.im |
| Roselle Callin | Deputy Matron Elder Grange Nursing Home Qualified RN QCF Level 5 in Leadership and Management E-mail: roselle@elderhealthcare.im |
| Carl Potenciano and Cherie Perez | Night Manager Elder Grange Nursing Home Registered Nurse, Mentor E-mail – nightmanager@elderhealthcare.im |
| Gwendolyn Revil | Clinical Lead Elder Grange Nursing Home Registered Nurse E-mail: Gwen_Teamleader@elderhealthcare.im |
| Judith Magalona | Team Leader – Dementia Unit Elder Grange Nursing Home Registered Nurse E-mail: Judith@elderhealthcare.im |

Staffing

Elder Grange Nursing Home employs 85 permanent staff members. Our qualified nursing team provide a 24-hour care of the highest standard.

Most of our Staff members have been with us for many years and have a wide range of experience. They keep up to date with additional training courses to meet the care needs of our residents.

We also employ Overseas Trained Nurses who work on placement to gain their Nursing and Midwifery Council registration.

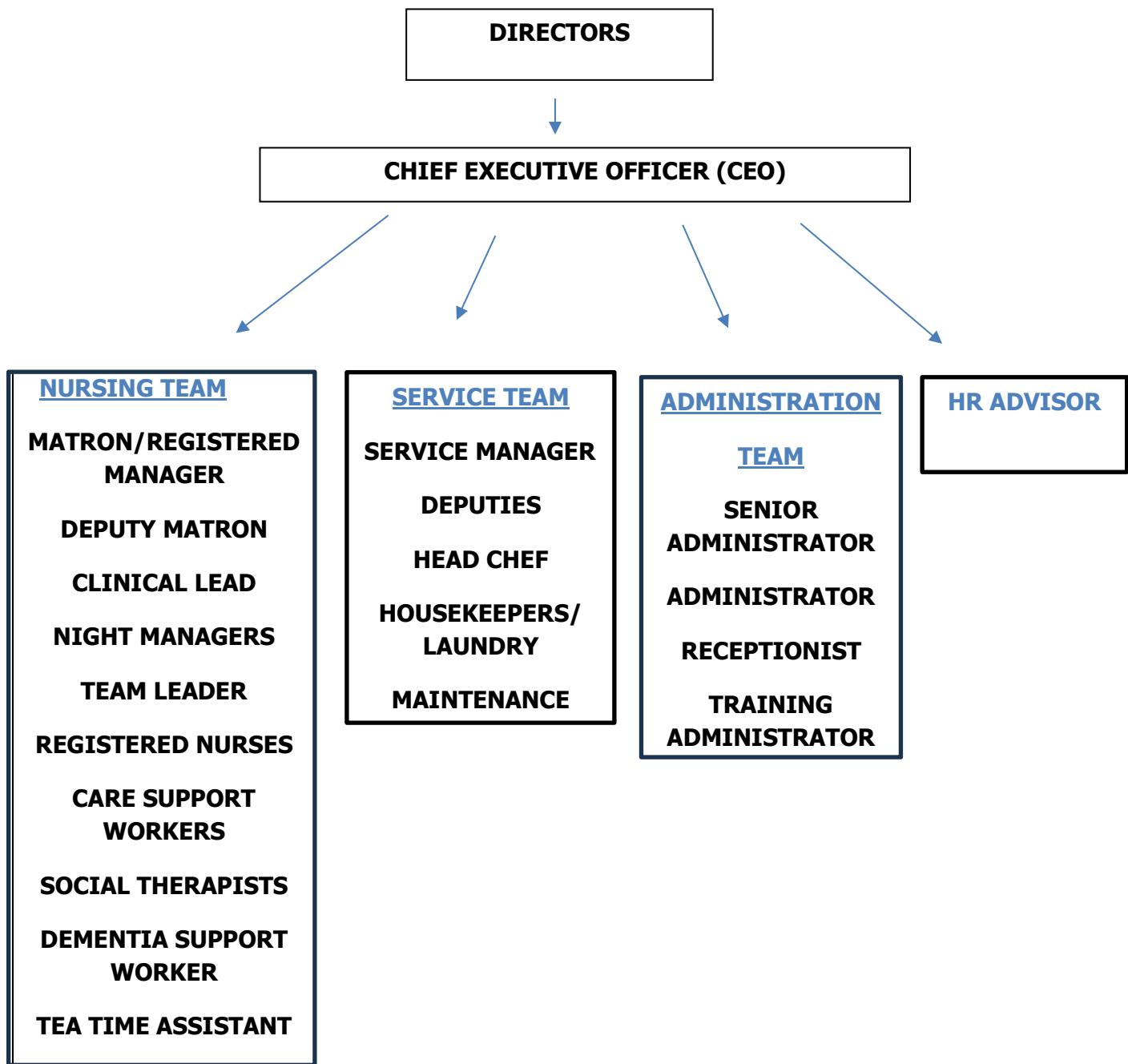
Staff members are selected for their qualities of reliability, integrity, friendliness, and professionalism. Pre-Employment checks are carried out to verify all individuals meet the requirements for the role they are applying for.

| Position | Number of Staff members employed |
|-------------------------------------|---|
| Management | 4 |
| HR Advisor | 1 Permanent |
| Registered Nurses | 19 Permanent 1 Bank |
| Care Support Workers | 39 Permanent 1 Bank |
| Domestic / Catering Staff | 17 Permanent 7 Bank |
| Tea Time Assistant | 1 Permanent |
| Administration | 2 Permanent |
| Training Administrator | 1 permanent |
| Social Therapists | 2 Permanent |
| Senior Care Practitioners | 3 Permanent |
| Dementia Care Support Worker | 1 Permanent |
| Maintenance | 1 Permanent |



Elder Grange Nursing Home

Organisational Chart



Staff Training

All new staff members complete an “Induction Period” and during this period they work alongside a mentor.

The home provides in- house and outside training for such topics as:

| | |
|---------------------------------|--------------------------------|
| Accountability | Managing Challenging Behaviour |
| Basic Fire Awareness | Moving and Handling |
| Basic Life Support | Nutrition and Hydration |
| Continence | Person Centred Care |
| Dementia Awareness | Pressure Sore/Wound Care |
| Diabetes Awareness | Principles of Communication |
| Dignity and Privacy | Restore mini 2 + SBARD |
| Equality, Diversity & Inclusion | Safe Handling of Medicines |
| First Aid in Workplace | Safeguarding Vulnerable Adults |
| Fire Marshalls for Care home | Sepsis Awareness |
| Food Safety Level 1 | Work Place Health and Safety |
| Infection Control | Venipuncture |
| Introducing GDPR | Your personal development |

Environment

Elder Grange Nursing Home is specifically designed to meet the needs of our residents, offering all the care, commitment and comfort of a First-Class home.

Elder Grange Nursing Home is situated close to community facilities which include a doctor’s surgery, dentist, chemist, general store and public house. It is set in landscaped gardens with stunning panoramic views.

All rooms have been furnished to the highest standard, included are: call bell facilities, profiling bed and wall mounted smart televisions. Most rooms are en-suite and all rooms comply with Standards 2.3 and 2.4 of the Adult Care Homes Minimum Standards April 2017. Residents also have access to receive and make telephone calls.

Elder Grange Nursing Home uses closed circuit television (CCTV) camera images in order to provide a safe and secure environment for residents, staff and visitors, and to prevent loss or damage to the Nursing Home property. The system comprises of 5 outside fixed cameras and 6 cameras in the communal area of the Albert Dementia Unit.

We have two passenger lifts. A choice of dining rooms, lounges and beautiful conservatories where you can sit and appreciate the views.



| Type of Room | Number |
|--------------------------|--------|
| En-suite single bedrooms | 81 |
| Single bedrooms | 1 |
| Lounges | 4 |
| Conservatories | 3 |





Occupancy/ Resident profile

Elder Grange Nursing Home can care and accommodate 82 residents. 62 general Nursing beds and 20 beds for residents with Dementia.

We accommodate both male and female residents aged 18 years and over with the following care needs: General care, Chronic Care, Respite care, Dementia care, and Palliative Care.

Our Dementia wing opened in February 2020 and recently refurbished to suit the needs of Residents diagnosed with Dementia. It is a secure unit so Residents will be safe in a tastefully adapted unit including sensor alarms, walled garden, dementia friendly furniture and a colourful and stimulating environment with staff who have received Dementia Awareness Training.

End of life care is offered and staff members work closely with the Palliative Care Team to ensure a person-centred approach and to ensure appropriate care is provided.

People of all dependency levels are cared for at Elder Grange Nursing Home.



Admission Criteria

Admissions to Elder Grange are arranged by appointment following a pre-admission assessment of your needs. This is to ensure that we have all the necessary equipment, knowledge, skills and staff members to meet personal care needs. You are welcome to come and visit us and spend some time with us if you are able to prior to admission.

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote safety. In this instance an emergency admission may be accepted but requires approval by the Matron/ Deputy Matron. All residents placed in our home as an emergency will be fully assessed and when the emergency is over may be relocated if the care provided by Elder Grange is not appropriate to their needs or if the resident is considered inappropriate to the setting.

Elder Grange reserves the right to refuse admission or placement to any resident who it feels would be inappropriately placed or for whom the Home does not have the required skills or resources.

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Elder Grange Nursing Home, we want to make your transition as smooth as possible. We will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

In addition, a staged admission can be offered if appropriate such as attending meals or in house activity.

Visiting Arrangements

Our visiting times are 10am to 8:30pm, Monday–Sunday, however, on exceptional circumstances, extended visiting time can be arranged with the manager. We ask that all visitors to sign in and out on entering and leaving the building via E-reception. Visitors at times may be asked to partake in precautionary infection control measures as appropriate. Elder Grange reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where you request restrictions.

Care plan

Your care plan will be developed with you or your family's participation and we aim to do this within 48 hours of your admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you. Residents are encouraged and supported to participate in the development of their individual care plan. A review of your care plan will be prompted following your feedback, any changes in your personal needs or circumstances will be updated as necessary. To ensure we have your full participation in this process we will formally communicate to you when a review is required and will then set a mutually convenient time to complete the 6 months review process. The involvement of family, friends and representatives in the development of your individual plan may also be appropriate and is greatly valued.

Contract of Care

By agreeing to take up residency within Elder Grange you or your representative will be required to sign a contract of admission, which you will receive within a month of admission.

Fees

Fees at the date of admission will be as advised by the Management.

When fees are reviewed you will be given written notice one month prior to any change.

The following services and facilities are included within the fee:

- All Meals / Snacks
- Nursing Care as assessed by nursing staff
- Laundry and Domestic Services
- Recreational Services
- Medications
- Continence Products
- WIFI Facilities

We request that the fees are paid monthly in advance on the first day of each month by standing order. For respite care, this is to be arranged and agreed in advance with the manager.

Social / Recreational and Spiritual Services

In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Elder Grange. We also support residents to keep in contact with the family and the community.

Social Therapist

Two full time social therapists are employed by the Nursing Home. A newsletter is provided monthly with lists of forthcoming events and activities. Social Therapy care plans are devised and we will see how we can incorporate your own interests there. When choosing group activities and outings we take into account your interests.

A dementia care support assistant is employed full time to work in our EMI unit to formulate tailor made recreational and social activity plans for our residents with dementia and to provide the activities for people living in this area.



Spiritual

A Church Service is held every month within the Nursing Home and you are welcome to attend. A visit from your own minister is welcome at all times. If you wish to attend services outside the Home, then transport and escort should be arranged by you or your family.

Therapeutic

Medical Care will be provided for you by your own GP unless you are registered with a practice from outside the Douglas area. In this case you will have to register with a Douglas practice. Out of hours medical cover is provided by Manx Care. Emergency services can be accessed which will be arranged by the nursing staff.

We have a physiotherapist that works on Saturday or Sunday afternoon for three hours. This service is not intended for rehabilitation purposes but more for maintenance, support and advice.

Other services can be accessed i.e. dentist, podiatry, hairdresser and may incur a cost on a referral or personal basis.

A referral can be made to other members of the Multi-Disciplinary Team if required.

Privacy and Dignity

We would like you to think of Elder Grange as your home from home. We will do our utmost to protect your privacy and dignity by:

- addressing you by your preferred name and knocking before entering your room
- seek consent prior to any personal nursing interventions and when staff undergoing training are being observed.

If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

Storage and Administration of Medicine

We have a medication administration policy in place and all medications are stored in a safe, secured and lockable area. During our pre-admission assessments we will carry out a pre-admission self-medication capacity assessment.

Fire

We operate a fire alarm test every **Friday at 10:30 am**. If you hear the fire alarm at any other time of the day or night, **this is not a test**. We operate a two-fire door lateral evacuation procedure which is implemented in the case of a fire emergency. A Fire Action notice can be found in your bedroom. All bedrooms have a smoke detector in place.

Our staff members receive mandatory fire safety and evacuation training and we have a comprehensive system for maintenance and servicing of all fire safety equipment. All bedroom doors and communal doors are fitted with automatic door closures which are activated in the event of a fire alarm.

Other Emergencies

If you discover other scenarios or circumstances which may pose a risk to anyone, please inform your nearest staff member immediately. In the event of a medical emergency staff will call on the ambulance service.

Safeguarding

Your safety is of paramount importance to us. If you need assistance, please ask a member of staff or alternatively use your call bell to seek assistance. A number of risk assessments are in place with regards to both environmental and personal risks. You have the right to achieve and maintain privacy, dignity, independence, safety, and choice regardless of your physical or mental capability. You have the right to live in the Nursing Home free from any form of abuse. Elder Healthcare endeavours to educate all staff members through induction and to report any signs or acts of abuse or suspected abuse. Should an issue or concern be raised we will follow the Isle of Man Government Inter Agency Adult Protection policy and procedures process or MASM Policy (Managing Allegations Strategy Meeting).

If you have any safeguarding issues, you can contact the adult protection team-

Adult Protection Team – 685969 during office hours/ 650000 out of office hours

The Safeguarding lead for Elder Grange is Eleanor Guiking – Matron 626282

Alternatively, you can contact the Registration and Inspection team on 642422 or email RandI@gov.im

Other policies to ensure your safety and quality of care include Safeguarding Adults and Whistleblowing Policies. These policies enable staff members to have a procedure to follow to enable them to raise concerns about your quality of care or your welfare.

All our staff must have an enhanced Police Vetting check before commencing employment with us and this is re-checked every 3 years. Safeguarding is part of our staff's mandatory training.

Policies that inform our Practice / Quality Monitoring

As a provider of high-quality nursing care, we are guided by the 'Adult Care Home Minimum Standards 2017". These standards consolidate existing good practice whilst also identifying areas for development. A copy of the standards can be viewed within the Home or by visiting the link to the Isle of Man Government Care Services on web page:

<https://www.gov.im/media/1356010/adult-care-homes-standards-2017.pdf>

In order to continually strive to improve the service we provide, we will ask you periodically to participate in quality assurance surveys, residents and family meetings, audits and feedback forms. We promote an open culture for you to be able to voice any concerns, problems and suggestions at the earliest opportunity.

Comments/ Compliments and Complaints

We are interested in your feedback to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can share your views and participate in the consultation process:

- If you have individual comments or concerns, please feel free to speak to any member of staff. Alternatively, you may prefer to write these comments out and insert into our suggestion box located by the main reception area.
- You may also nominate a family member, friend or advocate acting on your behalf. We are always available and happy to meet with residents and/or families.
- We take all comments and complaints seriously and will aim to respond to your query within 20 working days. The complaints procedure is on display in the main foyer and a copy can be found in the resident's welcome pack in each bedroom and also included within your contract of admission. If you are not satisfied with the way your complaint has been dealt with, you can contact the Registrations and Inspections Unit at the address and phone number written below.

The Registration and Inspection Unit
1st Floor, Belgravia House,
34-44 Circular Road,
Douglas,
Isle of Man IM1 1AE

The Nursing Home is inspected by the Registrations and Inspections Unit and inspection reports are available by visiting the link to the Isle of Man Government Care Services on web page:

<https://www.gov.im/about-the-government/departments/health-and-social-care/registration-and-inspection-team/inspection-reports/>

We have an extensive list of policies and procedures which are available for your protection.

We hope that your stay at Elder Grange will be a happy and positive experience.

Thank You

