



Lady Katherine Housing and Care

Temple Balsall

Statement of Purpose

November 2007

Registered Provider

Name	Lord Aylesford VL – Chair of Governors Rev Kathy Lloyd-Roberts – Master / Chief Executive	
Address	The Foundation of Lady Katherine Leveson Temple Balsall Solihull West Midlands B93 0AL	
Registered Manager	Pending Appointment	
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Principles This statement of purpose sets out our aims and objectives, philosophy of care, and the range of facilities and the services we offer to our residents together with the terms and conditions on which we do so in our contract of occupancy with our residents.

Mission “Ensuring a place of continuing care”

The mission and purpose of Lady Katherine Housing and Care is to offer care, comfort, nurture, respect and dignity within an environment which is both safe and stimulating.

Core Values The core values which underpin the mission and the provision of services at Lady Katherine are manifest in the spiritual, physical and emotional support offered to residents.

Privacy

Residents are afforded privacy to live their lives with the least interference. Where assistance and services are required staff introduce themselves and knock or ring door bells before entering flat/room and when entering bathrooms and toilets.

All residents are offered keys to their flat/room and access by authorised staff in the absence of the resident is by express permission only or in an emergency.

Dignity

Where personal care is required residents are assisted in privacy away from other residents and visitors and in a way which minimises the residents' exposure and vulnerability – utilising appropriate lifting and handling and equipment and care aids.

When addressing a resident the staff ensure that the resident is approached and communicated with in a manner which optimises their ability to understand (i.e. hearing aid is on, noise is minimised, personal information is not shared publicly).

Lady Katherine Housing and Care

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Independence

Residents are equipped and encouraged and assisted to carry out as much as possible for themselves and where they are unable to carry out a particular task or function that they are involved in the management of it.

Choice

Residents are given choices in as many aspects of their life and the services offered to them as is possible – in terms of style, timing and personnel involved.

Respect

All residents are addressed in their preferred manner. Residents are spoken to and provided with services which respect their beliefs and their rights.

Fulfilment

The environment, facilities and services offered enable and promote the residents' ability and opportunity to fulfill all aspects of their life and goals and ambitions - both long-standing and new.

Management

Lady Katherine Housing and Care is a registered Christian Charity established in the will of Lady Katherine Leveson in 1674. The purpose of the Charity is to provide residence for Older People in need and to support the Christian Education of children.

Lady Katherine Housing and Care is managed by a Board of Governors. The Chief Executive Officer (known as The Master) holds overall responsibility for all aspects of the Charity's work. He is an Anglican priest who combines these responsibilities with those of being Vicar of St. Mary's Church, Temple Balsall. The Master has a number of years' experience in ministry and management. He has led and managed several parishes, a large hospital chaplaincy department, and is a university tutor. He has a number of books published and as Director of the Leveson Centre for the Study of Ageing and Spirituality works closely with a number of academic departments, facilitating and participating in research seminars and lectures.

The Master has executive responsibility for the Foundation Estates, the Primary School and Housing and Care, working closely with the Bailiff (estates & finance manager), Head Teacher, Head of Care and Administrative and Operational Staff.

Housing and Care are operationally managed by the Head of Care who is a Registered General Nurse with over 30 years' experience in clinical nursing and management both in hospitals and the community and 15 years' experience in Residential and Domiciliary Care.

Staffing

The personal care and other services are delivered by dedicated teams of staff who receive training in all aspects of their work, both mandatory health & safety training and in the delivery of our philosophy of care. All operational staff have attained or are working towards NVQ level II and Lady Katherine Housing and Care is affiliated to the TOPSS training scheme for all its Care staff. The staffing levels, which are set by Commission for Social Care Inspection (CSCI), ensure that residents are cared for safely and have access to staff 24 hours a day.

The staff team which is managed and supervised by the Head of Care is split into four sections :



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Care

26 Full and part time care staff working both days and nights including:

1 Deputy Head of Care / Training Coordinator who is trained in social care; she holds the Registered Managers Award and has NVQ III in Care and the C&G 730 & the Assessor certificates.

4 Senior Care Staff who are required to train to NVQ Level III. All seniors have achieved NVQII already.

Of the remaining care staff, 16 (422 hours of the total 742 hours) 56.87% have achieved NVQII or equivalent and a further 6 are training for the same.

Catering

2 cooks covering 7 days a week ably assisted by a team of dedicated Kitchen Assistants who provide relief cook hours.

Domestic

3 cleaning staff and 2 laundry assistants covering 5 days a week.

Maintenance

2 full time maintenance persons who are supported by qualified electricians, heating engineers, builders and decorators contracted in when necessary.

The operational staff and residents are supported by the Senior Management Team – namely the Master (Chief Executive), the Bailiff (Finance Manager) along with the Head of Care.

A number of community services are available to residents on a regular basis on site within the Housing and Care facilities, including a monthly GP surgery together with district nurse and community health care services as and when required, a choice of 2 private chiropodists who visit 8 weekly (together with the NHS nail care service), and 2 hairdressers who visit weekly.

Recruitment of staff and volunteers is undertaken in accordance with requirements of CSCI in respect of the Criminal Records Bureau checks. Furthermore in accordance with fair employment practice outlined in the Foundation's policy and procedures. There are two residents who have been briefed and trained in equal opportunities are involved in all stages of the recruitment process.

Registration

The Residential & Supported Housing has dual registration with the Commission for Social Care Inspection – Birmingham Office

1) as a provider of Residential Care

2) as a Domiciliary Care Agency – providing extra care packages to existing supported housing residents.

We are also registered with the Almshouse Association as a Registered Social Landlord for the provision of Supported Housing.

Registration category : 'I' Elderly Residential Care

We also have a "not for profit" voluntary status.

Number of Residential Care Places : 30 of a total of 45 places provided on site are registered for residential care – the remaining places are



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for Supported Housing residents. Currently staffing levels are appropriate for the care of 30 residential care residents. (In the event that a supported housing resident's needs change and they require residential care the Registering Authority is informed).

Registered as a single site/area provider of Domiciliary Care : Staff hours required to provide domiciliary support are specifically identified and separate records of hours provided are kept.

The age range of residential care residents is currently from 61 to 98 years. (The youngest resident in sheltered housing is 65.)

Lady Katherine Housing and Care caters for both men and women currently 31% male to 69% female across the combined resident population.

Registered as a Residential Care Home on 1st October 1988 and reregistered 2001 (in accordance with Care Act 2000).

Registered as a Domiciliary Care Provider 1998 and reregistered in May 2004 (in accordance with Care Act 2000 revised 2003).

Description of Accommodation

Residential Care

The residential care accommodation is provided in 2 types of facilities:

- a) 10 self contained flats comprising bedroom, bathroom, kitchen and sitting room are situated on the ground floor and are designated for residential care
- b) 20 bed-sits with en suite toilet or toilet/shower facilities are situated on the ground floor in the courtyard or in the main house buildings.

The flats are all situated in the 17th Century Courtyard. The remaining 15 are on the first floor in the courtyard, each accessed by a short flight of shallow stairs. These are reserved for supported housing residents.

The rooms in the main house buildings are on ground and first floors with the first floor rooms accessible by passenger lifts.

The overall space provided for each resident within their flat or bed-sit ranges from 12 m² - 30 m² (excluding the en-suite area) with the exception of 3 en-suite rooms on the first floor of the Main House the bedrooms of which are 9.2 or 10.7m². Occupancy of these 3 rooms is determined by a risk assessment of mobility and assistance required for the individual applicant considering the room.

Each resident's individual accommodation is fitted with room call units and each residential care resident is provided with a pendant which they are asked to wear to call for assistance or in an emergency. Following risk assessment and with the express consent of the individual resident and/or next of kin, door alarms may be fitted to the outer doors of flats, bed-sits or en-suite rooms where a resident becomes acutely confused and wanders from their room inappropriately. (As outlined later, we are not equipped or staffed to care for people with long-term advanced dementia or wandering.)

The Residential Care and Supported Housing accommodation has an integrated fire-alarm system with heat or smoke detectors and emergency lighting as appropriate in every room plus alarm call points and fire doors at the required intervals through the buildings. All staff receive regular training and practice in fire containment and evacuation



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procedures and fire drills are held as required. Each resident's flat has fire instructions prominently displayed.

All staff are also trained and instructed in the handling of other emergencies including enlisting the assistance of ambulance and police services.

The uniqueness of the Foundation's surroundings and facilities enables us to offer and encourage Residential Care residents to bring their own furniture with them when choosing to live here at the Foundation.

The flats and rooms – whilst generally being larger than the minimum standard required - are limited so strict environmental risk assessments are required to determine how much circulating space is required after furniture has been installed. It may be therefore that only the basic list detailed below may be accommodated if safety is to be maintained for both the resident and the staff.

In accordance with the National Minimum Standards (Care Act 2000/03) Residential Care residents can expect that the Foundation will provide at least:

- A clean comfortable bed minimum 900mm, at suitable, safe height for the resident, together with bed-linen
- Curtains or blinds carpet (with appropriate other flooring in en-suites)
- A mirror
- Overhead and bedside lighting
- Comfortable seating for two people
- Drawers and enclosed space for hanging clothes – inc one lockable storage space
- At least 2 double electric sockets
- A table (or dressing unit) to sit at and a bedside table/unit
- Wash-hand basin (at least where en suite wc is not provided)

There are 3 communal areas situated in the main house. A dining room which comfortably accommodates residents wishing to come together for meals.

There is a lounge adjoining the dining room – the two being separated by double doors which when opened up create a large function room for social, educational, religious worship events and meetings held by residents.

There is a second lounge on the first floor which is mainly used by residents living in the house or others wishing to entertain relatives and friends where they do not wish to use their own flats or rooms. This lounge is fitted with personal computers.

The main kitchen adjoins the dining room and is equipped in accordance with the requirements of environmental health food hygiene regulations.

The laundry is housed in a purpose-built building at the rear of the main house and there is a fitted laundry in the Courtyard for use by supported housing tenants, and by residential care residents wishing to undertake their own laundry.

The Head of Care Office is situated in the Courtyard in what was the Old School Room. The Administrative Assistant to the care team has an office on the second floor in the main house and the Bailiff and Fi-



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nance Officer have an office in the Old Hall. The Administrative Assistant holds a regular "surgery" in the dining room and lounge to assist residents in the administration of their moneys. The Master's study and the office of his personal assistant are situated in Temple House adjoining the grounds opposite the church.

Supported Housing

The flats are all situated in the Courtyard. All 15 are on the first floor, each accessed by a short flight of shallow stairs.

Each Supported Housing flat has bedroom, bathroom/shower and toilet, sitting room, and kitchen facilities for occupants to be self-catering. The flats are let unfurnished.

As previously stated the accommodation has an integrated fire-alarm system with heat or smoke detectors and emergency lighting as appropriate in every room plus alarm call points and fire doors at the required intervals through the buildings.

All staff receive regular training and practice in fire containment and evacuation procedures and fire drills are held as required. Each resident's flat has fire instructions prominently displayed.

Supported Housing tenants are welcome to use the communal which are situated in the main house. All tenants are circulated with news of events taking places on site and organised trips out.

Some of the Supported Housing tenants buy into the meals served in the dining room and lounge which comfortably accommodates residents wishing to come together for meals.

Contract

On taking up residence each resident is provided with a statement of terms and conditions and where the resident purchases the care privately these terms and conditions form part of a contract.

This statement or contract sets out

- the room/flat to be occupied
- the services – including food – provided from the fee
- the fee payable and by whom together with the scheduled fee review
- additional services available to be paid for over and above the fee
- rights and obligations of the resident and the registered provider and who is liable if there is a breach of contract
- terms and conditions of occupancy, including period of notice for the type of placement (residential, intermediate or respite care)

Needs Assessment and Admission Criteria

All persons making application for residency with Lady Katherine Housing and Care have an assessment of their needs to establish that the facilities and the staff are able to accommodate and care for the applicant safely.

The assessment of needs is carried out by the Head of Care or designated deputy against written criteria which are provided to applicants as part of the application information pack.

The lay out of the flats/bed-sits and the Courtyard itself together with the number of and qualifications held by the staff team determine the nature and category of care offered by Lady Katherine Housing and Care.



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Personal care needs are assessed for all applicants to Lady Katherine Housing and Care. Care packages range from complete full care; through partial care; to assist and enhance the ability of the resident to maintain their independence; through to minimum package designed to restore / maintain function following a deterioration in health or period of hospitalisation. The latter two packages are designed primarily to assist tenants in supported housing. The delivery of any package of care is subject to agreed funding.

Nature of Care and Support Services

Residential Care and Supported Housing here at Lady Katherine Housing and Care is ideal for persons who enjoy the independence of having their own "front door" and the privacy and the tranquillity afforded by the surroundings but who require care and support services.

Lady Katherine Housing and Care provides Supported Housing and Residential Care to Older People who are mentally alert but wish to live in a community which provides security, and a range of services from a daily visit to full time physical care, meals, laundry and cleaning services.

Lady Katherine Housing and Care endeavours to provide care to people until death if so desired by the resident and to this end works closely with the residents' GPs and community nursing and allied professional teams who provide advice and prescribed treatments.

Lady Katherine Housing and Care has a policy and procedure for Domiciliary Care which details how supported housing residents may access extra support as and when the need arises. Where provision of these services is to a resident funded through local authority funding, a careful assessment is required to establish whether Social Services agree to fund the service. Where Social Services agree to the service it will be necessary for the resident to apply for Direct Payments with which they may purchase the services themselves from us.

Presently Lady Katherine Housing and Care staff are not equipped to care for people classified as requiring nursing care or specialist dementia care or who have severe behavioural problems, particularly persons who wander or display aggressive tendencies or who would find the set-up of the Courtyard and other buildings in the complex isolating.

Services provided to Residential Care residents

Care - Residents requiring care, and where appropriate their relatives, and social worker, are involved in compiling a care plan which outlines the details of how, when and by whom they will receive the care and services they require.

These plans include a social history and any relevant medical history, together with preferences, likes and dislikes of the resident in all aspects of their daily living, personal goals and aspirations and preferred activities.

These plans and the needs of the resident are reviewed monthly by the Head of Care and the Senior Care Team.

Care is carried out at the time and in a manner agreed with the resident and this is presented in the care plan. All staff are trained in the core values of Lady Katherine Housing and Care. Staff knock on doors or ring the door bell before entering a residents flat or room. Curtains are drawn and doors closed and locked whilst personal care is carried out. Residents are exposed for the shortest possible time during showering or bathing, dressing and assisting with toileting.



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Administration of medications is undertaken in accordance with the agreed policy and procedure either by specifically trained staff or by the resident themselves following an assessment of their ability to manage the procedure. Designated staff monitor the residents who administer their own medicines and records are kept.

Catering - Breakfasts are served to residents in their flat. All residents receiving meals come together for lunch although it is not compulsory; and a number prefer to return to the dining room for their evening meal whilst the rest prefer to have their evening meal in their flat.

Residents are encouraged to sit with whomever they please in the dining room although most residents settle on a favoured place. Tables are always set with fresh linen before each sitting. Meat/protein is plated and served to residents in accordance with their choice, with vegetables and sauces being brought to the tables in tureens and sauce boats whereupon the residents help themselves.

Drinks are served to residents between meal times: early morning, mid morning, mid-afternoon, and late evening and on request. Further to this, most residents choose to make use of the facilities in their flat / bed-sit for making snacks and drinks

Menus are planned on a weekly basis in consultation with the residents through the bi-monthly residents' open meetings; specific surveys; and through the review process. Menus are displayed on dining tables and residents are asked each morning for their choice of that day. Changes to choices at short notice are easily accommodated by the kitchen staff.

Special dietary needs are similarly accommodated and if felt necessary community dietetic and speech & swallowing therapists are consulted via GP referrals.

Residents' birthdays are celebrated by the provision of drinks, cards, cake and a small gift – flowers or chocolates - provided by the Lady Katherine Housing and Care. Family celebrations are also facilitated on request.

Laundry – Lady Katherine Housing and Care employs part time laundry assistants. Residential care residents, plus those supported housing residents purchasing the extra care package, can expect their laundry to be handled and returned within 48 hours. The care staff provide cover for this service in the absence of the laundry assistants. Every care is taken to ensure all items sent for laundering are treated appropriately. Minor repairs and labeling of individual items is carried out as and when required or requested.

The laundry is fully equipped in accordance with the requirements of health and safety and water safety – including water supply, utilities isolation, sluicing facilities and number and capacity of machinery.



Services available to Supported Housing Tenants

Direct Care and 24 hour emergency cover

Each supported housing flat is fitted with room call units for summoning assistance. Following risk assessment, if felt appropriate, an occupant may also be provided with a pendant which they may wear to call for assistance or in an emergency.

All staff are also trained and instructed in the handling of other emergencies including enlisting the assistance of community doctors and nurses, ambulance, police, and fire services.

Each supported housing tenant is visited at least once a day by a member of Care Team and has access to the Master, Head of Care, and Senior Management Team on request.

Administrative support

The Bailiff and Finance Assistant ensure that all rents and invoices are managed appropriately, keeping records confidential in accordance with data protection. The Administrative assistant to Care holds a regular "surgery" in the dining room and lounge to assist any resident in the administration of their monies.

Support Services

If a supported housing tenant wishes to buy in some assistance (e.g. with meals) an assessment of their needs is made and a service level agreement drawn up. The specific service, the manner, and time of its delivery and the person designated to carry it out will be agreed with the tenant and identified in the service plan, the service record sheets and on the staff duty roster.

The service plan also includes emergency contact details and medical information specific to the tenant. These services are available to all residents only after assessment and funding is secured.

Laundry

There is a fitted laundry in the Courtyard for use by supported housing tenants.

Tenants may have their laundry undertaken for them for an extra charge. Where a tenant wishes to avail themselves of this service from Lady Katherine Housing and Care, a service level agreement will be drawn up.

Cleaning

Unless specifically requested it is assumed that tenants will undertake cleaning of their own flat. However they are welcome to buy in cleaning assistance for an extra charge. Where a tenant wishes to avail themselves of this service from the Foundation, a service level agreement will be drawn up.

General Maintenance & Health and Safety

Maintenance of the grounds and buildings is carried out in accordance with all relevant Environmental and Health & Safety Regulations – including monitoring and testing of Fire Safety, Electrical, Gas, Water, Lighting and Heating systems.

Regular fire drills and training are carried out to ensure both staff and residents are aware and confident of procedures.



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Security

Every effort is made to ensure the safety of residents and staff. There are both electronic entry locks for use during the day and mortis locks which are engaged at night-time on all external doors and gates. Visitors are asked to sign in – for fire safety and security reasons. All residents are issued with keys to their own flat and any other external keys they may require. All Residential Care and following needs assessment Supported Housing flats contain lockable facilities for safe custody of medicines and resident's valuables.

Residents are asked to inform staff when they leave the site and return, for security and fire safety reasons

Management of Personal Moneys

Residents may keep money in lockable facility in their flat. However residents are advised to hold the minimum amount of money required in the flat. The Administrative Assistant will if requested by a resident administer an account for the individual resident keeping appropriate records, although it is preferable for a relative or power of attorney to handle such personal monies on behalf of residents not willing or able to handle their own affairs.

Spiritual, Religious & Local Community fulfillment

Lady Katherine Housing and Care services are founded on Christian principles. Whilst it is not necessary for residents to be active church-goers, it is important that residents are in sympathy with the Christian ethos.

There is a weekly Anglican worship in the residents' lounge on a Thursday morning and in the parish church of St Mary's, adjacent to the care facilities, on a Sunday morning, along with other celebrations and services. As members of the community of Lady Katherine Housing and Care and parishioners of the church, residents are offered funeral services and burial at the church of St Mary's if they so wish.

Residents wishing to worship in places other than the church at Temple Balsall are assisted to do so either by staff or networks connected to their chosen place of worship.

Temple Balsall is situated near the towns of Solihull and Balsall Common and the cities of Coventry and Birmingham. All of them have thriving religious and spiritual communities of many denominations as well as excellent shopping and community activities including cinema, theatre, restaurants, sports and leisure facilities, educational establishments, galleries and other places of cultural interest. All public buildings are accessible for wheelchair users and those with mobility problems.

Residents' Handbook

Each resident is issued with a Handbook containing information about all services provided by Lady Katherine Housing and Care, facilities available, and details of staff and volunteers employed. The Handbook also contains policies and procedures relevant to residents' health & safety and outlining action required in emergencies plus Lady Katherine Housing and Care complaints policy and procedure.

The complaints policy and procedure details the various ways in which complaints and concerns may be raised with any member of staff at anytime. The procedure outlines how each complaint is reported immediately to the member of the senior management team on call,



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together with the time frame within which the complainant may expect their complaint to be handled.

There are requisition forms available in each resident's flat and in the communal areas for residents and visitors to report issues which require attention.

Residents Communication and Consultation

Residents are actively involved in the operation of Care, meeting at least bimonthly with the Head of Care to organise social and educational activities throughout the year. Other issues discussed include plans for the future, security, catering and any other issues of concern to the residents.

The Master attends the open meeting at least annually but is available at other times to speak to any resident with an appointment.

There is an annual Heritage Weekend organised by the Foundation in which the residents are actively involved in a number of ways.

Residents also receive a weekly news-sheet to inform them of social events, and special dates including birthdays. Notices are also distributed to each resident to inform them of news and events about individual residents and work required within the Care facilities particularly where access to the residents' flats is required for essential health and safety work.

Residents organise some activities for themselves, including cards, lexicon, and bingo evenings. There are other regular activities such as keep fit and coffee mornings.

Residents are assisted with transport and escorted if necessary to pursue other activities off site and in the community.

Resident Reviews

All residents service/care plans are reviewed at least annually. Residential Care residents and Supported Housing tenants with extra care packages have their care and placement reviewed at least 6 monthly and, where appropriate and as agreed with the resident, relatives are involved.

A satisfaction survey is carried out annually by the Head of Care. Furthermore an invitation is issued to each resident (and where appropriate their relatives) to speak to the Registration Authority Inspectors at their annual announced inspection.

Relatives and Friends & Visitors of Residents

Relatives and friends are encouraged to visit whenever convenient to the residents. They are asked to sign in on arrival and out on departure (for fire safety and security).

Parking for visitors is in the Car Park opposite the Lady Katherine Leveson School in Fen End Road West. There are limited spaces in front of the Main House entrance on the Kenilworth Road which are reserved for emergency vehicles; deliveries; staff; and vehicles collecting and dropping off residents.

Residents are assisted where possible to entertain friends and relatives in their flat/room. However if for any reason the resident does not wish to entertain their visitors in their flat/room, appropriate facilities will



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be made available.

Visitors arriving after gates and outer doors have been locked and before they are unlocked in the morning are asked to make a prior arrangement when visiting. Gates are locked at 8pm in winter and 10pm in the summer months and opened at 7am. The front door is bolted at 10pm and opened at 6.30 am.

When a resident leaves the Care complex with their relatives and friend they are asked to inform the staff on duty giving if possible an approximate time of return.

Relatives of residents have access to the Master, Head of Care and the Senior Care Team and Administrative Team both for informal chats and formal prearranged meetings.

Relatives are invited to a meeting with the Master and the Head of Care twice a year, at which they can raise concerns and discuss ideas for improving services and sharing ideas.

Relatives are encouraged to review and discuss with staff all aspects of the services provided i.e. laundry, catering, menus, etc

Data protection

Lady Katherine Housing and Care has a policy and procedure for the correct handling of data held on both employees or residents. Written consent for access to same is required – in accordance with the Data Protection Act 1998 – and the necessary paperwork is held in the Care Office.

Lady Katherine Housing and Care undertakes to ensure that only data that is deemed necessary will be kept and that all data will be kept secure and confidential. Personal details will only be made available to authorised persons on a need-to-know basis; furthermore no information will be processed for marketing purposes unless specific consent has been obtained and that data will not be used in relation to automated decision making.

Exemptions exist in respect of certain provisions contained within the Act.

These are:

- crime and taxation
- health, education and social work
- crown employment
- disclosure required by law
- legal professional privilege