

# Dovers

## Statement of Purpose

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# The People who live at Dovers

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We place the rights of each person living at Dovers at the centre of our philosophy of care.

The aim of Dovers is to support individuals to lead a full and happy life that takes into account their choices, personality and abilities.

We provide care, support and nursing to people who are suffering from dementia, and mental health issues. Their needs may at times be complex and present a challenge to the service.

We aim to provide people who live at Dovers services within the home that will enable them to lead a fulfilling and independent lifestyle.

We promise:

1. We will protect them from harm, abuse and exploitation.
2. Our staff team will at all times be working for the individual's happiness security and well being.
3. They will never be disadvantaged or discriminated against on grounds of gender, ethnic origin, age, disability, religious belief, sexual orientation, social class or cultural background.
4. Every individual living at Dovers - regardless of their disability will be able to make decisions, choices and express their wishes on every aspect of their daily life.
5. Field Lane will offer opportunities, activities, choices and the freedom to grow and develop as individuals.

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# The Registered Provider

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Dovers is registered under the Care Home Act 2000 with the Care Quality Commission <http://www.cqc.org.uk>

The Registered Provider is:

Mr Jeremy Lamb MA CQSW  
Chief Executive  
Field Lane Foundation  
16 Vine Hill  
London  
EC1R 5EA

Field Lane is a high quality professional provider of services to vulnerable adults and children. The organization is a registered charity No 207493 and Registered Housing Association No LH3047. Field Lane was established in London in 1841 and has provided charitable services consistently since that date.

Dovers has been providing dementia care service since 2002 and has achieved some excellent results in terms of the standard of care provided and acclaim for its achievements in supporting people whose needs are complex.

Field Lane is committed to not only providing high levels of care, support and nursing but also in developing a strong management team to maintain and develop those objectives.

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# The Staff Team

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## Dovers Weekly Establishment Figures

Reg Home Manager	37.5 hours
Nurse in Charge	37.5 hours
Senior Lead	37.5 hours
Senior Care & Support Workers	92.75
Support Workers	371 hours

This equates to approximately 8 - 9 staff members on every day shift and 3 waking night staff.

In addition the Domestic and catering Staff Team provide continuous support from 6am to 8pm daily.

The home is supported by a 24 hour on-call facility from the Senior Management Team.

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# Managing The Staff Team

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The staff team are expected to conduct themselves at all times in a professional manner that encourages the principles of independence and choice.

All staff working within Dovers complete a 3 month Induction Programme and the following training:

- First Aid
- Food & Hygiene
- Health & Safety
- Dementia Care
- Moving & Handling
- Infection Control
- Person Centred Care & Support
- Risk Assessment
- COSHH
- Safeguarding Adults
- Positive Response to Challenging Behaviour

John Hawes, Field Lane's Training Manager provides a comprehensive training package for each person. Field Lane upholds the view that a well trained and supported staff team will enjoy and feel confident in supporting and caring for people at Dovers.

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# Dovers Nursing Team

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The nurses who work at Dovers are first level registered nurses either RMN (Registered Mental Health Nurse) or RGN (Registered General Nurse). They are supported using clinical supervision and the Home Manager ensures that they are kept professionally updated with training.

## Nursing Care at Dovers

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Dovers is registered with the Care Quality Commission for full Nursing Care. This is care provided by the dedicated staff team of registered nurses. Our nursing staff provide 24 hour cover at Dovers.

Dovers aims to manage each person's nursing needs in a dignified and discreet manner - supporting the person to have a daily life that is enjoyable and rich in quality. We do not define a person by their nursing needs but by their personality and individuality.

Dovers has:

- Assisted bathrooms
- Hoists to help staff maintain peoples dignity if they are immobile
- Adjustable beds
- Pressure relief mattresses should they be required

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# Admission Procedures

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Dovers provides care, support and nursing for men and women who have dementia or mental health issues. We accept applications from all cultural, racial and social backgrounds.

We will provide prospective people and their families with as much information as possible about Dovers to help them make a decision about whether to live here or not.

Following a full assessment of care and nursing needs, undertaken by the Home Manager/Nursing Manager and Senior Care & Support Staff - A decision is made as to whether the home will be able to meet the individual's needs. A prospective admission is usually invited to spend a day at Dovers - when a full assessment is carried out. Charges for the stay in the care home are based on needs, assessment and range from £720.00 - £920 per week.

An admission to Dovers will only be offered if it is clear that a person's needs can be fully met within the home using a Person Centred Plan.

A comprehensive person centred plan will be compiled on admission to ensure that the Care & Support Staff meet the assessed needs.

A full life history of each individual is requested to enable The Staff Team to complete with the person - a full person-centred plan. These plans are important for each individual's daily living.

Emergency and Respite admission can be accepted if accommodation is available. A full assessment will be made of the individual within 24 hours.

Field Lane will provide a written and costed contract within 7 days of an emergency admission and on planned admission.

We ask family and friends before admission to bring in any furniture and belongings so that the person's room can be made homely and comfortable before admission. We recognise at Dovers how difficult a move into care can be for people and their families. We will do everything possible to make their admission to Dovers a pleasant - easy experience.

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# Participation & Involvement

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The aim at Dovers is that people who live in the home are given as much choice as possible. They are encouraged to be involved in the homes decision making and to participate in any way - large or small. We acknowledge that this may be difficult at times as some of the people who live at Dovers have non-verbal communication. So we develop formats that are appropriate to people's needs to support them to make choices and join in the decision making.

Everyone at Dovers will be encouraged to manage their own financial affairs as much as possible.

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# Environment

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All statutory requirements as set out by the Care Homes Act 2000 are met in respect of the Property and Grounds.

All individual rooms are fully decorated and all for single occupation. If a couple are admitted to Dovers they are allocated two single rooms to use as they wish.

All single rooms are fully decorated - we do have some en-suites - we encourage people who live at Dovers to move to en-suites when they become available if they wish to.

People living at Dovers are encouraged to bring small items of furniture and other personal possessions to their rooms. They can have their own televisions and audio equipment and install a private telephone should they wish. We check any electrical equipment brought into the home as standard practice.

The home has an integrated fire alarm system with heat/or smoke detectors in every room with alarm call points and fire extinguishers sited throughout the building. Every member of staff receives regular training and practice in fire containment and evacuation procedures. A plan for fire evacuation and containment is available for all residents and is on display throughout the home. Fire Risk Assessments are in place for individuals and the building.

All rooms have locks on the doors and every person living at Dovers can hold individual keys if required and by choice. Every room also has its own locked cabinet or drawer. (Also a locked individual medication cabinet is available in each room)

Dovers staff team is fully committed to maintaining dignity, confidentiality and privacy for all the people living at Dovers they will make every effort to enable choice and self-determination at all times.

We have a full range of assisted baths and showers, including aids for mobility and moving and handling. The staff team are fully trained in their use.

The building is decorated and laid out in accordance with current practice for people with Dementia.

# Complaints in 4 Steps

If an individual, relative, visitor, friend or professional feel that there is cause for complaint then they should discuss this matter with:



The Manager who can be contacted on  
01737 244513



If you do not wish to do this or feel dissatisfied with their response you can use the complaints form that is given to each person along with their Introduction Pack.

A full investigation will be made into the complaint; you will be kept informed and advised of the outcome.

We take any complaint very seriously and use any comments or criticism about our service for reviewing and developing the service. We respond to any complaint within five working days.

The Field Lane Director of Operational Services is also available for comments, complaints and concerns at:



Director of Operational Services  
Dovers  
9 Dovers Green Road  
Reigate  
Surrey  
RH2 8BU Telephone 01737 242209

The Care Quality Commission are always available to any person, family etc and welcome comments and concerns. The address of the Commission is displayed in the entrance and they can be contacted at any time.



Care Quality Commission – Southern Region  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Telephone 03000 616161

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## Visitors

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The people who live at Dovers are able to receive visitors at any time. We will support people to maintain contact if that is appropriate by assisted visits etc within the community.

Visitors are always welcome to join us at any time to share a meal. There are tea and coffee making facilities available throughout the building.

Anyone living at Dovers has the right to refuse to see any visitor; this right will be respected and upheld by the person in charge who will if necessary inform the visitors of this decision.

The people who live at Dovers are made secure and comfortable by the use of door entry systems on areas that could pose a risk. Individual risk enablement assessment is in place for all the people who live here. This ensures that their safety is paramount at all times but in a discreet way.

## Spiritual Needs

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Dovers makes every effort to enable the people who live at Dovers to attend local religious services should they wish. There are regular in-house Christian services. We also endeavour to meet the needs and requirements of people from other religious background when requested or when necessary. We offer many ways for people to express their spirituality.

## Care, Nursing and Support in the Last Stages of Life

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It is important that at Dovers we ensure that the last stages of a person's life are comfortable, relaxed and supported. We endeavour to provide the individual and their family or friends with the care they all need at what can be a very difficult time.

## Home Manager – Paul Ebbs

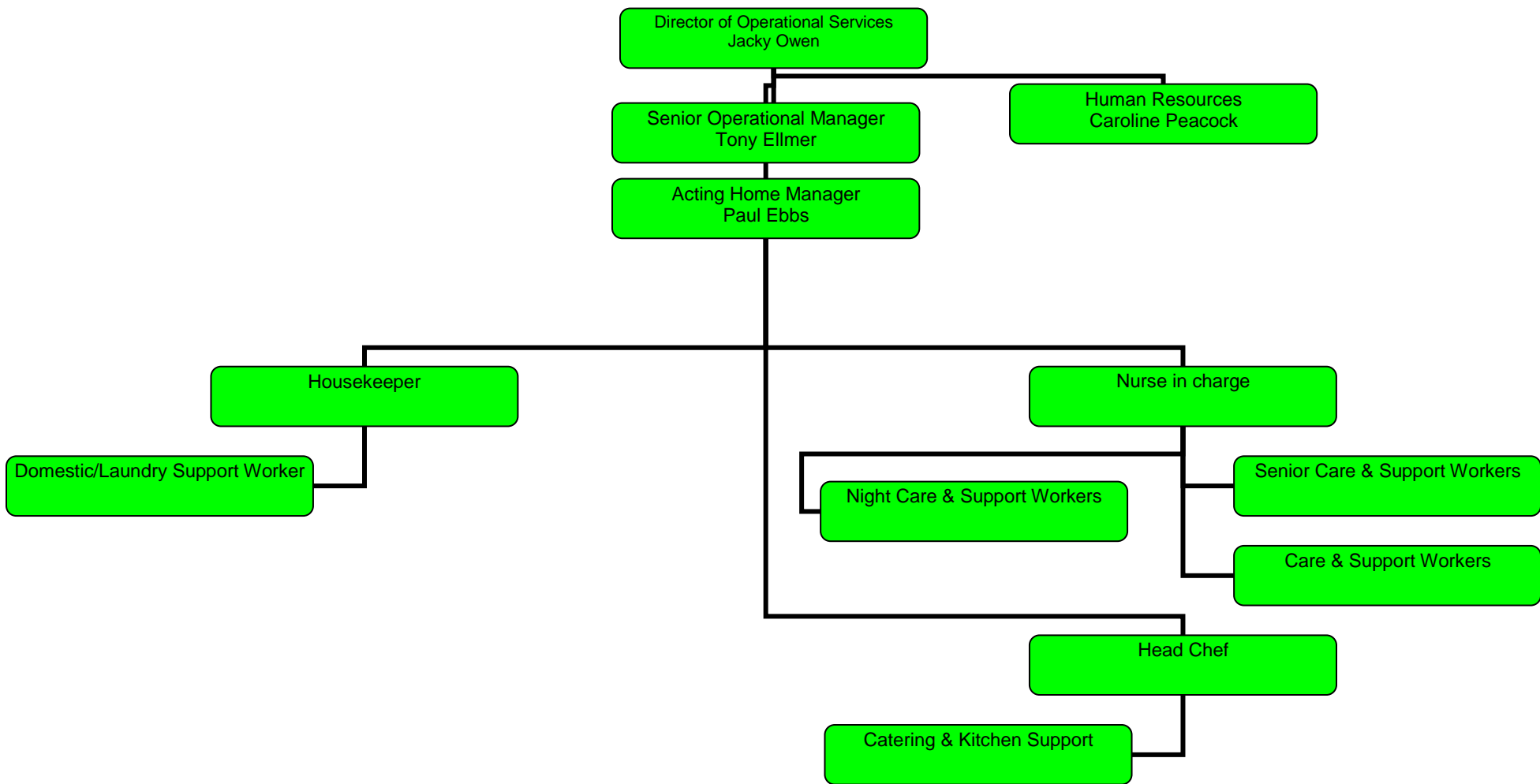
### Qualifications

- Registered Mental Nurse
- Teaching & Assessing in Clinical Practice



### Experience

- |   |             |
|---|-------------|
| • Student Nurse Psychiatry                        | 1989 - 1992 |
| • Staff Nurse Psychiatric Rehabilitation          | 1992 - 1995 |
| • Ward Manager Acute Psychiatry Homerton Hospital | 1995 - 1999 |
| • Ward Manager Acute Psychiatry Brentwood         | 1999 - 2001 |
| • Freelance Writer                                | 2001 -2006  |
| • Acting Home Manager                             | 2006 - 2007 |
| • Day Care Development Manager                    | 2007 - 2009 |
| • Acting Home Manager                             | May 2009    |



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# Person Centred Planning

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On admission the staff team will begin to work with the individual on a Person Centred Plan. This is a document that is used every day to ensure that all people living at Dovers receive the best support possible that is tailored to their needs and wishes. It is important at Dovers that everyone living there is always treated individually and given as much choice as possible. The plan supports this to happen.

The Person Centred Plan also details the health, nursing and emotional needs of each person.

Everyone living at Dovers has a regular nutritional assessment to ensure that good general health is maintained and that the most appropriate diet is in place.

## Mealtimes

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Dovers prides itself on providing the highest quality service possible. The Head Chef uses seasonal produce and locally produced meat that complies with RSPCA standards. Innovative menus that allow for lots of choice form the basis of the service.

The people living at Dovers are encouraged and supported to assist in the kitchen, plan menus and make decisions about how the catering service is delivered.

Many of the people living at Dovers have difficulty expressing themselves verbally so photographic menus are used to enable choices to be made.

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# Communication

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One of the challenges in providing care services to people with dementia is the issue of communication. The staff team at Dovers use many different methods for communication including:

- Photographic menus
- Individual Communication Books
- Picture signs within the Home
- Simple sign language and visual prompts

We encourage our staff team to communicate well and carefully with the people living at Dovers. Positive communication means that everyone living at Dovers has an up to date communication plan.



# Charter

## **1 The Right to Fulfilment**

Support people to achieve their full potential in respect of their physical, intellectual and social needs.

## **2 The Right of Dignity**

To preserve the self-respect of people by being courteous and respectful at all times.

## **3 The Right to Autonomy**

Maintain self-determination, freedom of choice and offer informed choice.

## **4 The Right to Individuality**

Always responding to individual needs and maintaining a person's identity in respect of their beliefs and opinions.

## **5 The Right to Esteem**

Recognising the qualities, experience, talents and former status of individuals and maintaining high morale within the Home.

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## **6 The Right to a High Quality of Life**

To enjoy a wide range of normal and enjoyable activities and opportunities, and to be encouraged and supported to be part of the community.

## **7 The Right to Freely Express Emotion**

Maintaining a persons right to develop personal relationships both within and outside the home and supported to freely express feelings and wishes.

## **8 The Right to Take Risks**

To enable people to undertake activities that contain an element of risk and to promote the view that ordinary life is full of risks and not over protect them.

## **9 The Right to Life**

In accordance with the Human Rights Act (Oct 2000)

## **10 The Right of Access to All Personal Records**

Every individual has the right to access any personal records kept at the home. Next of kin or Power Of Attorney can also exercise this right.

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## Social Activities, Hobbies & Leisure Interests

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We try to make it possible for the people living at Dovers to live their lives as fully as possible.

As part of the admissions process we encourage people to share with us as much information about their social, cultural and leisure interests.

We try to support people to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home. We offer new opportunities for leisure activities and try to stimulate new interests.

Dovers has its own area for activities that consists of a lounge and a kitchen which people use in many different ways. Activities also take place in the lounge areas.

Activities include, Art & Crafts, Quizzes, Bingo, Cookery Classes, Reminiscence, Exercise Classes, going out for coffee, to the pub, going for walks.

We also have weekly Art Therapy, Music Therapy and Aromatherapy.