

# Statement of Purpose



**Celtic Care (Swansea) LTD**  
**412 Llangyfelach Road**  
**Brynhyfryd**  
**Swansea**  
**SA5 9LH**

# Statement of Purpose

## About Celtic Dawn

Celtic Care Ltd. And therefore Celtic Dawn was established to provide a high standard of care for younger adults who have a learning disability and have secondary care needs. Long term Nursing Care is not provided in the Home. However, should short term District Nursing input be required, this will be provided, in agreement with Care Managers, the individual, and the Care and Social Services Inspectorate for Wales, it will subsequently be accessed through the individuals General Practitioner . All appointments regarding the Health and Welfare of the service users are kept, and staff always accompany the individual concerned when required.

The aim of the Home is to ensure that the service users have a warm, comfortable, clean, safe and welcoming Home, where their wishes and aspirations are recognised and catered for. We enable the service users in our care to have an 'ordinary' life within the community. We achieve this by encouraging and working with our service users, so that they have the confidence to fully integrate into the community in which they live, and to take part in its activities according to their needs, abilities and interests. All our staff are highly trained, motivated and supervised, with a view to achieving such positive outcomes for the service users.

The Home is set in Swansea in the locality of Brynhyfryd, It is two miles from the city centre, marina, and the Swansea Bay area the Mumbles, and eight miles from the Gower Peninsular.. It offers a large dwelling in a terraced property and is close to all local amenities. There are two bedrooms for the service users both fully en-suite, a staff room /office, dining room, lounge. kitchen/diner, utility room, and downstairs WC and shower room. There is a private rear garden that has a large patio area , and a large gravelled area at ground with rotary washing line.

Lounge area	4.2m x 7m
Dining area	3.8m x 4.1
Kitchen	4.5m x 3.93
Utility	1.48m x 2.45m
Downstairs shower-room:	1.47 x 2.34m
Bedroom 1:	4.6m x 2.72m ex en-suite (inc. Bath and shower)
Bedroom 2:	4.3m x 3.9m ex en-suite (inc. Shower unit)
Staff room/office	2.54m x 2.32m

### The bedrooms

The service users individual bedrooms have been carpeted with none slip flooring in the en-suite. They are furnished with a comfortable bed, bed linen , blinds and curtains of their own choice, a mirror, wardrobes, chest of draws, bedside cabinets, overhead and bedside lighting, seating for two people,

The Home has been furnished and decorated to a high standard, and the service users are encouraged to personalise their own rooms to their taste. All rooms meet the size and facilities recommendations of National Minimum standards 38.12 in that there are six electric sockets, the room is furnished accordingly, and there are T.V and telephone points in both service users bedrooms. Both bedrooms are en-suite. One has a bath and shower, whilst the other has a shower unit in the en-suite. Both are tiled accordingly.

All bedroom doors are fitted with turnbuckle type locks, and the service users each have a key if they wish to use them. There is also a lockable drawer to ensure the safety of their personal items, and there is safe at the Home for the use of the service users who seek reassurance that their items/monies are safe. The Manager has a key to the individuals room for use in emergency situations only, Records are held of all valuables placed by the service user for safe keeping in the Home, as agreed by the service users . The service users are encouraged to choose their own colours, and are involved with choosing colours and soft furnishings at the Home.

The lounge has been decorated to a high standard, with wooden floors and rugs throughout. There are comfortable leather settees and chairs , side tables and table lamps, soft furnishings, and a flat screen T.V. and is light and airy.

The dining area has a dining table and seats four, a sideboard, bookcase, and easy chairs. There is also a dining table in the kitchen that is used for less formal mealtimes

The kitchen is fitted to a very high standard. There is an integral dishwasher, integral fridge/freezer. A free standing freezer, double oven and grill, and a gas hob, a vented tumble dryer, microwave, and electrical appliances. The kitchen has a table and chairs to enable the service users to take part in cookery/food preparation, if they wish to do so. (risk assessments are in place for this activity ) otherwise the staff will do this for them.

Meals and Mealtimes are down to the individual choices and agreements within the Home. These are fairly domestic in manner, however, if there was a need for specialist input with regards to diets, then this would be sought. All cutlery and crockery is provided by the Home.

The utility room houses the boiler, washing machine, and linen cupboard. It has the facilities to air and iron clothes. The service users are encouraged and enabled to undertake their own laundry (Risk assessments are in place where needed) Should they choose not to then staff do this for them. Each service user has separate shelves and laundry baskets for clothing to be kept prior to it going back to their rooms.

Environmental Health have visited the Home, and the Home is committed to keeping a high standard of hygiene, and for this purpose have a daily/weekly cleaning rota. The Home also has a maintenance programme, and is addressed within the (Annual Development Plan for the Home) The staff ensure that the Home is kept free from offensive odours through

Implementing good housekeeping routines. Facilities are in place for recycling.

Fees Are calculated on the individual needs basis, and are shown on the Contract of Service Provision with details of what fees cover.

Service User Participation The service users are encouraged in ensuring that the care and running of the Home is as they require. Regular meetings take place with the staff/key workers at the Home, where the service users can air any grievances, suggestions, ideas, and whatever they want to talk about. Action plans are drawn up and implemented as appropriate. All meetings are recorded and filed as appropriate.

### Staffing

The home is always staffed with a minimum of two staff at wakeful times, with a sleep in member of staff during the night. However, staffing levels are subject to change depending on the assessment of needs at the current time. The home is staffed accordingly in line with Care Home (Wales) Regulations 2002 and Reg. 18

Staff are trained to meet the service users needs and to recognise when they have changed. Appropriate action would then be taken accordingly.

The Proprietor/Responsible individual is Mr. Geoffrey Parry. Mr Parry was a local businessman with many years experience. He is fully committed to the Home and the Service Provision.

The Manager of the Home is Mrs. Christine Parry. This is a temporary position until the senior care worker has obtained his qualification with his QCF 5.

The Senior Care Worker is Carl Williams who has a vast experience with this service user group and is also working towards his QCF 5. Carl also holds other relevant qualifications as listed below.

- 4 GCSE's
- NVQ Level 3 Health and Social Care
- Pova 2
- Management of aggression
- C.O.S.S.H
- Fire Awareness
- Health and Safety
- Dols
- Risk Assessments
- Peg Feeding
- First Aid
- Supervision For Managers
- Mental Health Act 2005
- Manual Handling
- Food Safety
- Infection Control
- Positive Behaviour Management

- Advocacy For Managers
- Person Centred Care
- Develop As A Worker
- Mental Health First Aid
- Hand Hygiene
- Induction Awareness
- Support Planning

### Staff Training

The staff at the Home are trained to a high standard, are positive and well motivated, and all have trained to NVQ levels 2, 3, and 4. Staff are encouraged to progress in their training, Potential staff who do not wish to train will not be employed at the Home as appropriately. If there was need for clinical waste disposal. Appropriate arrangements will be made for this, and a Duty of Care Certificate held.

To assist in ensuring the privacy and dignity of the service users, staff will knock, wait for a reply and only enter service users rooms after having sought and been given a approval However there may be occasion when it will be necessary for staff to enter the individuals room in case of an emergency, or in order to keep up the standard of hygiene/cleanliness. In case of the latter it is envisaged that the service user will participate, to an extent in this activity as part of their daily living skills plan. At the service users meetings, the service users are welcome to have a representative present if they so wish. The Proprietor or his representative will also be present occasionally or be available at the request of the individual to discuss matters in private if required.

Admission to the Home is done through a referral from a Care Manager, and individual needs will have assessed accordingly. The Manager of the Home will visit the individual service user at their residence, with a staff member to introduce themselves and carry out an assessment of how the Home will meet the individuals needs. This will cover a range of health and social needs , and both assessments will be collated into a care plan that is agreed with the service user and their Care Manager. This will ensure that the care provided is tailored to the individual's needs and wishes. The Care Manager will review this documentation, as statutorily required, on an annual basis or as needs dictate as before. Service users and their representative will be encouraged to participate in this area. All information will be treated confidentially.

Pets at the Home would have to be discussed with the Manager prior to arrival. This will be totally dependant on circumstances and the pet at the time.

The Individual has the opportunity to visit and 'test drive' the Home prior to any arrangements being made. Such visits can include an overnight stays and the opportunity to have a meal etc. The Home welcomes the individual's family or a friend to join them on such visits.

All placements will be subject to a three months trial period, post agreements. This will assist in ensuring appropriate placements are made and that the individuals concerned can relate to each other and live together where their needs are met appropriately.

If we feel that the Home is not suitable for a particular person we will always give the reasons why and offer advice on how to look for help elsewhere.

Celtic Care Ltd. does not make emergency admissions.

The company view training as a vital issue and paramount to the quality of the service provided.

Staff also receive training in behaviour management, and restraint is only ever used in extreme circumstances. Where there may be a need for such practice this would have been discussed and agreed with the service user, their representative and Care Manager at the initial assessment meeting, and reviewed as appropriate. De-escalation techniques are used where appropriate. Issues relating to behaviour management are incorporated in the individuals care plans and, as such, it is expected that any such management would be resolved prior to the need for restraint.

Leisure and Recreation are important issues at Celtic Care (Swansea) Ltd. The company is committed to ensuring service users are enabled to attend religious services of their choice. Staff will receive training in issues in relation to religion/cultural needs as appropriate.

The service users in the Home are encouraged to maintain existing interests and explore new hobbies/activities while they live in the Home. Activities are carried out on an individual basis or with friends if they wish. The service users in the Home attend college, the day centre, and enjoy local activities e.g. the knitting circle at the local library, the cinema, local restaurants, shopping trips, and social gatherings with their peers. The fulfilment of service users aspirations and developing individuals skills are important, and every effort is made by the management and staff to assist and encourage this.

#### Fire Safety

The Home is equipped with a L D 2 fire – detection and emergency lighting system. All doors at the Home meet the required fire safety standard ( higher standard than usual for a Home of this size) All staff have received training in this area from the Fire and Rescue Authority, and from Crown Training. Appropriate drills and tests are undertaken on a weekly basis to ensure the safety of the individuals within the Home.

Complaints/Concerns/comments If the service user, staff, family friends or the placing authority have any issues or concerns regarding the service provided at the Home, they can speak to any member of staff, the Manager, or Proprietor at any time. Alternatively they can write to the Home or Proprietor. All such comments or complaints will be addressed as a matter of urgency. The Manager will respond within 48hrs either by phone or by face to face contact. The issues will be discussed on every occasion with the Proprietor and appropriate steps to resolve issues raised or suggestions made within fourteen days of receipt. If the response does not meet with approval then the individual can seek further discussion/resolution through the proprietor.

The individual can also contact the placing Authority or the Care and Social Services Inspectorate for Wales. Placing authorities and friends and family to ensure such.

Reviewed 10<sup>th</sup> December 2013-11-10

.....