



## **STATEMENT OF PURPOSE**

Heathlands Residential Home,  
Crossfell,  
Wildridings,  
Bracknell,  
Berkshire,  
RG12 7RX

Tel: 01344 425650

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Registered Manager: Linda Parsons

Heathlands is a Residential Home for people who are elderly and offers an environment that satisfies all legislation relating to premises and practice, meeting all requirements under the Care Standards Act 2000.

We provide the following services:

- Within 3 group settings there are 36 permanent beds, catering for older people with mental and physical frailty. In addition there is provision for a short stay respite and an overnight respite service that is available 7 nights a week. We aim to provide a warm, friendly environment with an emphasis on personal-based care. Our staff team encourages independence and respects dignity and individual choice, in an anti-discriminatory environment.
- Serving the community, adjacent to the home is a 12 place purpose built Day Unit for the Elderly Mentally Infirm. This is open 7 days a week and provides transport, meals and daily activities.

Our objectives are:-

- To provide a homely environment with the opportunity to socialise.
- To monitor and provide well balanced meals, while catering for individual choice and dietary requirements.
- To provide staffing levels in line with the needs of the clients in all aspects of day-to-day running of the unit.
- To provide relevant training for all staff including specialised training in all types of dementia.
- To regularly review person-based Individual Care Plans.
- To monitor Health & Safety and Risk Assessment

- To provide Supervision and Appraisal for all staff.
- To liaise with professionals and carers.

**Registered Provider:**

Bracknell Forest Borough Council,  
Time Square,  
Market Street,  
Bracknell,  
Berkshire,  
RG12 1JD

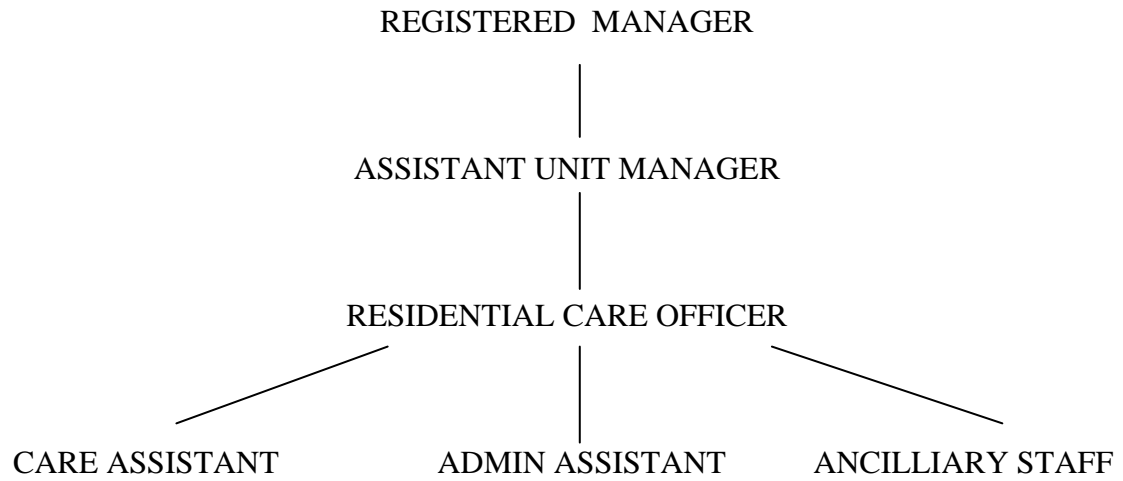
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**Registered Unit Manager:**

Linda Frances Parsons  
Heathlands Residential Home  
Crossfell  
Wildridings  
Bracknell  
Berkshire  
RG12 7RX

Tel: 01344 425650

## ORGANISATIONAL STRUCTURE



**PROFILE OF SERVICE USERS:**

Heathlands provides a service for mentally and physically frail male and female clients, aged 65 years and over. (On rare occasions we will take people from the age of 50+)

**PROFILE OF SERVICE PROVIDED:**

Heathlands provides 36 permanent placements with 24 hour support in a residential setting. Rooms are for single occupancy and range from 3.55m x 2.55m (smallest) to 5.55m x 3.75m (largest). Listed below are the rooms and the size:

<b>ROOM NO</b>	<b>LENGTH</b>	<b>WIDTH</b>	
<b>UPSTAIRS</b>			
103	3.40m	2.85m	9.69 sq m
106	4.25m	2.46m	10.46 sq m
109	4.25m	2.46m	10.46 sq m
110	4.25m	2.44m	10.37 sq m
107	4.23m	2.78m	11.45 sq m
108	4.12m	2.78m	11.45 sq m
112	4.20m	2.56m	10.75 sq m
122	4.20m	3.93m	20.79 sq m
120	4.50m	3.93m	17.69 sq m
119	3.73m	2.76m	10.29 sq m
118	4.35m	4.55m	19.79 sq m
117	4.18m	2.24m	9.36 sq m
128	4.20m	2.73m	11.47 sq m
132	4.10m	2.50m	10.25 sq m
133	4.07m	2.50m	10.18 sq m
136	4.20m	2.43m	10.21 sq m
137	4.20m	2.45m	10.29 sq m
142	4.20m	2.43m	10.21 sq m
143	4.20m	2.65m	11.13 sq m
<b>DOWNSTAIRS</b>			
23	4.20m	2.90m	12.18 sq m
20	4.20m	4.10m	17.22 sq m
8	4.10m	2.73m	11.19 sq m
7	4.10m	2.50m	10.25 sq m
4	4.10m	2.52m	10.33 sq m
3	4.10m	2.73m	11.19 sq m
2	4.10m	2.50m	10.25sq m
5	4.15m	2.50m	10.38sq m
6	4.15m	3.95m	16.39 sq m
11	4.82m	3.37m	16.24 sq m
14	3.53m	3.10m	10.94sq m
18	3.55m	2.45m	8.70sq m
41	5.05m	3.62m	18.28sq m

48	5.05m	3.35m	16.92sq m
51	5.00m	3.90m	19.50sq m
52	4.20m	2.70m	11.34sq m
53	5.55m	3.75m	20.81sq m
50	4,10m	2.82m	11.56sq m
<u>Quiet Lounge</u>	6.80m	4.10m	27.88 sq m
<u>Upstairs Lounge</u>	9.50m	5.30m	50.35 sq m
<u>Dining Room</u>	5.95m	5.30m	31.54 sq m
<u>Downstairs Lounge</u>	10.00m	4.90m	49.00 sq m
<u>Dining Room</u>	9.80m	5.00m	49.00 sq m
<u>Downstairs Flat</u>	4.70m	4.80m	22.56 sq m

Staff offer support with personal care needs but will encourage clients to maintain their own level of independence by making the most of their own abilities.

Heathlands encourages social inclusion and caters for all cultural needs.

Special dietary requirements are incorporated in Individual Care Plans that are monitored regularly. A choice of menu is always offered.

**Heathlands does not provide Nursing Care**

## **ADMISSION CRITERIA**

### Eligibility for Residential Care

Clients must normally meet categories 1 and 2 (Critical or Substantial Risk) of the eligibility criteria. (In cases where despite having a substantial Care Package the person cannot be left alone or would be at risk if alone for any 24 hours period - as identified in a risk assessment).

#### **Critical Risk**

- **Life is threatened**
- **Significant health problems**
- **Serious abuse or neglect has occurred**
- **Inability to carry out vital personal care**
- **Vital social support cannot be sustained**

#### **Substantial Risk**

- **There is only partial choice and control over the immediate environment**
- **The majority of family and other social roles and responsibilities cannot or will not be undertaken**
- **Involvement in many aspects of work that cannot or will not be sustained**

Following Care Manager Assessment and Panel decision, Heathlands is contacted regarding the client and sent relevant documentation. A representative of Heathlands makes a home visit to meet the prospective client and to assess individual needs, prior to admission.

Following a period of assessment, between 4-6 weeks, a review takes place involving the client, Care Manager, family members and staff of Heathlands. A permanent placement is offered to the client provided all parties agree.

## **EMERGENCY ADMISSION**

At times of emergency Heathlands will admit clients into the home at any time, regardless of the time of day or day of the week. This admission will be followed by a review convened by the Care Manager within 48 working hours following admission and a full assessment of needs will be completed. On admission all clients receive a welcome pack, explaining how the home operates. A key worker will be allocated to the client and he/she will work with the service user to develop an individual care plan.

## **SERVICE USER CONSULTATION**

Following the initial Review, Care Plans are agreed with the client and these are reviewed and updated regularly. An annual review takes place, unless circumstances change within the year necessitating an unscheduled change in the placement. Either the client or a family member is asked to complete a satisfaction survey, in order to obtain individual views about our service. Clients are invited to participate in regular Forums where views are exchanged and feedback is utilized to improve our service.

## **HEALTH CARE**

Clients are able to remain with their own GP if their GP agrees to continue to visit the home. In the event of their GP refusing to continue, the home has an agreement with the Birch Hill Medical Centre. A GP from this surgery will support all clients at the home, or the client may nominate another surgery of their choice.

District Nurses visit the home as and when required.

Occupational Therapists visit when required. This service is accessed following referral from a GP or the home to Social Services Duty Team.

Physiotherapists visit the home when required. This service is accessed through the GP surgery, following referral from a GP or the home.

Other therapy services are accessed through the client's GP and surgery as and when required.

## **LEISURE OPPORTUNITIES**

Clients are invited to participate in activities. These include music therapy sessions, exercises, outings, bar-b-ques, garden fetes, a variety visiting musical entertainers, games of "Bingo" and celebration of special days.

Clients with the help of family members complete a Life History Form to ascertain individual hobbies and interests. Personal "likes and dislikes" are incorporated in the form and details of the client's preferred name are recorded.

Each client is allocated a Key Worker who will encourage the client to continue with specific interests and hobbies.

There are opportunities for clients to attend Day Centres and outside activities. Also representation is made from church denominations who visit Heathlands regularly and clients are encouraged to continue their worship at the church of their choice.

## **FAMILY AND FRIENDS CONTACT**

The Home has an 'Open Door' visiting policy but visitors are requested to sign the Visitor Book located on the table by the main lounge.

Key Workers assist clients to remain in contact by telephone, letter or email.

A private area is available for visitors. Refreshments are always available.

Family members are encouraged to take clients out but prior notice must be given to Duty Office.

## **PRIVACY AND DIGNITY**

All staff members receive induction in understanding privacy, respect and dignity. All staff knock on clients' doors prior to entering. Clients can lock their rooms if they are able.

Clients are treated as individuals with individual needs and are always consulted on matters relating to their care.

## **EQUALITY AND DIVERSITY**

Heathlands ensures that clients feel free from discrimination from staff and other clients. Personalised care is about ensuring that each client's individual needs are fully understood and they are valued for who they are. Heathlands provides an environment where lesbian, gay and bisexual (LGB) people have opportunities to 'come out' when they choose and receive a positive response from staff.

## **FIRE PROCEDURE**

It is the responsibility of the Duty Officer and staff to implement the Fire Procedure according to policy and procedure.

## **COMPLAINTS**

Heathlands follows the Complaints Procedure, as laid down by Bracknell Forest Council. This procedure is on display by the Visitors Book.

All staff are trained in complaints handling.