



STATEMENT OF PURPOSE

LADYBANK RESIDENTIAL HOME AND BRIDGEWELL INTERMEDIATE CARE UNIT

Ladybank EPH
10a Ladybank
Birch Hill
Bracknell
Berks
RG12 7HA

Tel:01344 459791 (Residential and short stay
Fax:01344 409232 enquires)

E-mail: Ruth.Halliday@bracknell-forest.gov.uk
Registered Manager: Ruth Halliday

01344 303815 (Bridgewell intermediate Care Unit
Fax:01344 429568 enquiries)

E-mail: Linda.Grainger@bracknell-forest.gov.uk
Nurse/Manager: Linda Grainger

Ladybank is a residential and intermediate care resource for people aged 65 years and over. (In the Bridgewell Centre exception to lower age may be agreed in certain circumstances) It provides 3 types of service: long-term residential care, short-term residential care and intermediate care. This is achieved within an environment, which aims to satisfy all legislation relating to premises and practices, including all requirements of the Registered Care Homes Act 2002.

We aim to provide a warm, friendly environment with an emphasis on independence, respect, privacy, dignity, choice and fulfillment, and are committed to anti-discriminatory practice.

The 39 beds are situated within 5 units within the main building of the home, and these are divided into the following areas:

Long-term Residential Care – These beds are part of three units named Avondale, Dawn and Eversley. The units are designed to be homely for the residents, consisting of bedrooms and communal bathroom, 2 toilets, lounge, and kitchenette in each. Initial referrals are through Social Services Access Team (Tel: 01344351500). A pre-admission assessment will be carried out to ensure we can accommodate the needs of the service user. Service users and carers are welcome to see the home prior to admission.

Short-term Residential Care - This single bedroom is situated in the same units as the long term beds. It may be booked in advance to fit into the personal circumstances of the service user. Initial referral is through the Access Team at Social Services. Again, a pre-admission assessment is carried out, and a visit prior to admission is welcomed.

Bridgewell Intermediate Care Unit – These 19 beds are on Mimosa and Magnolia units. The layout of these units are again designed to be homely and 16 bedrooms and communal areas are of the same style as the long-term units. 3 bedrooms have en suite toilet facilities, purpose built as an extension to the existing building, completed in September 2004. Also an additional treatment room was included in this project.

The purpose of the Bridgewell unit is to provide services to promote independence, prevent inappropriate hospital admissions and re-admissions, enable timely transfers from hospital and reduce the need for inappropriate placements into long term care. The length of stay is limited to a maximum of six weeks, and people are often ready for discharge before this. During this time the service user will take part in

activities designed to promote independence and/or rehabilitation in line with their individual capabilities. This unit's staff are employed by the Primary Care Trust and Social Services. Referrals may be received from Health or Social Services and Housing professionals, at any time in a 24hour period, 7 days a week.

Emergency respite care admissions may be made with a time limit of up to 2 weeks in this unit. Respite care in this unit may not be booked in advance. Users of this service will be encouraged to take part in activities which promote independence appropriate to their capabilities.

OBJECTIVES

Objectives shared by the Residential and Intermediate Care units:

- to provide an environment which is homely.
- to provide opportunity for socialising.
- to monitor and provide well balanced meals catering for individual choice and dietary requirements.
- to regularly review person centred Individual Care Plans including Risk Assessments.
- to provide services recognising the diversity of individuals.
- to liaise with other professionals on matters concerning physical, mental and social welfare.
- to liaise with service users (and/or carers as appropriate) on matters concerning physical, mental and social welfare.
- to maximize clients independence.
- to provide staffing levels in line with the needs of the clients in all aspects of day to day running of the unit.
- to offer short term or emergency respite care.
- to provide supervision and appraisal for all staff.
- to provide relevant training to all staff.

- to monitor Health and Safety including Risk assessment

Objectives specific to Intermediate Care Unit:

- to facilitate safe discharge from hospital prior to returning home in the community.
- to prevent avoidable admissions and re-admissions to hospital from home in the community.

Registered Provider:

Mrs Mira Haynes
Head of Long Term Care

Social Services and Housing
Bracknell Forest Borough Council
Time Square
Market Street
Bracknell
Berkshire
RG12 1JD

Qualifications and Experience:

Master of Arts Collaborative Leadership in Health and Social Care.
Certificate in Social Services
Open University Caring for Older People
19Years of experience in the Caring Profession

Registered Manager:

Ruth Halliday
Ladybank address as above
Full time equivalent 1 post

Qualification and Experience

Certificate in Social Services
Certificate in 'Managing Safely' Institution of Occupational Safety and Health
21 years experience in the Caring Profession

LADYBANK RESIDENTIAL AND SHORT STAY STAFF

Acting Asst Manager:

Priscilla D'Cruz
Full Time equivalent 1 post
BA in Psychology and English Lit
Diploma in Social Work
NVQ3 in Care

Qualification and Experience

Residential Care Officers 2 full time equivalent
2 relief posts
NVQ3 x 2

Care Staff x13 Full time Equivalent 8 posts
Regular Relief Care Staff 6 working up to 37
Hours per week
OU in Elderly Care
NVQ2 in Care + NVQ3 Promoting Independence x3

Domestic Staff x6 Full Time Equivalent 3.24
Admin Support x 2 Full Time Equivalent
NVQ2 x1

BRIDGEWELL INTERMEDIATE CARE STAFF

Head of Intermediate Care:

Joan Gittins
Social Services and Housing address as above
40 years experience in care professions.
Master of Arts Collaborative leadership in
Health and Social Care
BA Humanities
Diploma of College of Occupational Therapists
PG Dip. (Counselling)

Nurse/Manager: Linda Grainger
Bridgewell Centre - Ladybank address as above

Qualifications and Experience Full Time Equivalent 1 post
State Registered Nurse
Care of Older People CPPD

Physiotherapist x1 Full Time Equivalent .27 post
Qualification MCSP SRP Physiotherapy

Occupational Therapist x 1 Full Time Equivalent .27 post
Qualification Diploma in college of Occupational Therapists

Health Carers 10 full time equivalent

PROFILE OF SERVICE USERS:

- Residential Care of people over the age of 65 who are physically frail and require either long-term or short-term periods of social care.
- Intermediate Care of people over the age of 60 who have become physically frail and may regain improved health from social care, physiotherapy and occupational therapy over a period of 6 weeks, and do not require 24 hour nursing care. (In exceptional circumstances permission may be granted for an individual under 60 years)

PROFILE OF SERVICE PROVIDED

Ladybank provides 22 permanent placements 1 short term placement and 19 intermediate care placements. They are designed as residential settings divided into 5 units. 3 units have 8 beds and 1 unit has 7 beds and one unit has 11 beds. 38 rooms are for single occupancy. 2 rooms are double occupancy. All rooms are fitted with a wash hand basin and 3 have en suite toilet facilities. Listed below are the room sizes

ROOM NUMBER	ROOM SIZE IN SQUARE METRES
AVONDALE UNIT BEDROOMS	
21	9.9
22	9.6
23	9.6
24	9.6
25	9.5
26	16.1
28	11.3
MIMOSA UNIT BEDROOMS	

33	9.5
34	9.6
35	9.8
36A AND 36B double room	16
37	9.3
38	9.4
39	9.2
5	12
5 en suite toilet	3.8
6	12
6 en suite toilet	3.8
7	12
7 ensuite toilet	3.8
8	12
8 ensuite toilet	3.8
MAGNOLIA UNIT BEDROOMS	
57	9.8
58A AND 58B	16.1
59	9.5
60	9.8
61	9.8
64	9.8
65	10
DAWN UNIT BEDROOMS	
101	10
105	9.5
106	9.8
107	9.9
108	9.8
109	9.8
110	9.0
111	9.8
EVERSLEY UNIT BEDROOMS	
137	9.8
138	9.2
139	9.4
140	9.3
141	9.6
142	9.3
143	9.6
Main Lounge for individual or communal	

activities and socialising	
Communal Lounge and dining area Avondale	
Communal Lounge and dining area Branscombe	
Communal Lounge and dining area Cedars	
Communal Lounge and dining area Dawn	
Communal Lounge and dining area Eversley	
Main Lounge near main entrance	50

All bedrooms have a hand basin

Other facilities available to service users

DETAIL OF AREA	NUMBER AVAILABLE IN THE HOME
Bathrooms without WC – Bath has Arjo hoist	2
Bathrooms with WC (2 have Parker Bath with shower attachment)	3
Showers without WC	1
Showers with WC	1
WC	11
Kitchenette	5
Visitors/meeting room	1
Smoking room – residents only	1
Physiotherapy room and hairdresser room	1
Patio area	2
Garden with lawn, flowers and shrubbed area	1
Telephone trolley – payphone	1
Mobile hoist electric	1
Mobile hoist manual	4
Grab rails in each corridor	All
Computer with internet access in main lounge	1

Other facilities for use by staff in providing social care

Main Kitchen	1
Treatment room	1
Laundry	1
Sluice	3
Garage store	1
Cleaning store	2
Office	3
Staff room	1
Sleeping in room for Duty Officer	1
Main General Store	

ADMISSION CRITERIA

Eligibility for Residential Care

The person must normally meet categories 1 and 2 (Critical or Substantial Risk) of the Eligibility Criteria. Even with a substantial Care Package the person cannot be left alone, or would be at risk if alone for any 24 hour period, as identified in a risk assessment.

Following Care Manager Assessment and Panel decision, Ladybank senior staff are advised of a service user's needs through relevant documentation. A representative of Ladybank will make a home visit to the referred service user and more detailed assessment of needs and personal routines is made. (If appropriate the assessment may be made during a pre-admission visit, or by telephone if time constraints prevents a home visit.) This visit is made to ensure Ladybank facilities meet the needs of the person referred and to enable preparation of an Individual Care Plan prior to admission. At this meeting the service user is asked their preferred name and how they wish to be addressed by all staff. A Keyworker will be allocated. The care plan will be regularly reviewed and recommended changes made, after discussion with the service user and staff team.

Following a period of assessment, between 4-6 weeks, a review takes place with the service user, Care Manager, Duty Officer staff and keyworker. Family and/or carers may be invited at the service user's discretion. If the service has been able to meet the needs of the service user a permanent placement is offered.

Ladybank **does not** provide nursing care. Any identified nursing needs would be met by the district nursing service, through the GP surgery .

Eligibility Criteria for Intermediate Care

Service users are referred to the Intermediate Care Unit by Health Service Professionals, or Social Care Professionals. Relevant information is received by the Nurse/Manager from a single point of contact based at Time Square, Intermediate Care Team. The decision on eligibility for a placement is agreed by the Intermediate Care Unit team professionals, and the referrer is informed. Admission may be at any time in a 24 hour period.

EMERGENCY ADMISSION

At times of emergency Ladybank will admit service users into the home at any time in a 24 hour period. This admission will be followed by a review convened by the Care Manager within 48 working hours and a full assessment of need will be completed, the length of stay will be determined by the needs of the service user and availability of a bed. If the admission is into the Intermediate Care Unit,(ICU), the Nurse/Manager, or therapist, will do an assessment of need and contact Care Managers, or other professionals, as indicated by the assessment. The maximum time in ICU will be 6 weeks. An individual Care Plan will be developed and reviewed regularly.

SERVICE USER CONSULTATION

Residential and respite service users will be admitted following the initial assessment, Care Plans are agreed with the service user and an annual review will take place. If the service user's needs change significantly in the year, a review may be called to consider the appropriateness of the placement and future provision by Ladybank or alternative resource. The service user and/or family, or carer, will be asked to complete a satisfaction survey. This will be used to monitor standards and develop services within the home. (see attached).

Intermediate care service users will be admitted following the referral procedure. On admission Care plans are agreed with the service user and reviewed weekly and any changes discussed with the service user. At the discharge review the service user, and family/carers if requested, discuss future needs and how these will be met in their home, or place of discharge. A service users consultation document will be available to complete by service users or family/carers.

(The above service user consultation documents are a valuable tool in enabling us to monitor and improve the services provided at Ladybank in the residential units and Bridgewell Centre.)

HEALTH CARE

Service users are able to keep their current GP, if the GP is prepared to visit the home. (This is not always practicable if the GP's practice catchment area is too far from Ladybank). In the event of their own GP not being available, the home has an agreement with the Birch Hill Medical Centre who will support all service users in the home. Service users may nominate another surgery of their choice if preferred. The

Birch Hill Medical Centre is situated across the road at the back entrance to Ladybank.

District Nurses visit the home as and when required.

Bridgewell Centre Intermediate care service users will have access to a nurse from Monday to Friday during the day time. Hours may vary dependent on shift pattern. Your Nurse/Manager will be able to advise you of these.

Occupational Therapists visit residential service users when required. This service is accessed following referral from a GP, or referral from the home's staff to Social Service Duty Team.

Bridgewell Centre, Intermediate care service users have access to the assigned occupational therapist if there is an identified need in their individual rehabilitation programme.

Physiotherapists visit the residential service user when required. This service is accessed through the GP surgery following a visit by the GP, or contact by the Ladybank staff.

Bridgewell Centre Intermediate care service users have access to the assigned physiotherapist if there is an identified need in their individual rehabilitation programme.

A qualified **Chiropodist** visits the home at the request of the client. A charge is made for visits to the home. Some service user may be able to access the chiropody service at the Skimped Hill surgery if they have special medical needs identified.

Other therapy services are accessed through the service user's GP surgery, as and when required, in the same way access is obtained when living in the community.

LEISURE OPPORTUNITIES

Service users are encouraged to participate in the homes activities, which include music, parties, mobile library, drawing groups, craft group, coffee mornings, visits from theatre groups and entertainers. We also have outdoor activities in summer such as barbeques, or amenities fund raising events, like bring and buy sale. There is a computer in the main lounge with internet access and this may be used to communicate with family and friends, or to follow an interests the individual my have.

A Key Worker is allocated to each service user to support them to continue with specific interests. Keyworkers names are located on the bedroom doors.

There is opportunity to attend church services within the home, or at the church of choice. Representatives from the religious denominations visit individuals at their request.

FAMILY AND FRIENDS CONTACT

The home has an 'Open Door' visiting policy but visitors are requested to sign in and out in the book at the two main entrances. Keyworkers will support service users to keep contact with family and friends. Refreshments are always available.

Service users may go out unescorted if this does not put them at unacceptable risk. Visits out with family and friends are encouraged. There are no restrictions on going out or time of coming back, however, the Duty Officer needs to be informed before going out and on return. This is for service users safety, and in the case of an emergency we will know who is present in the building.

PRIVACY, DIGNITY, RESPECT and CHOICE

All staff receive induction in understanding privacy, respect and dignity. All staff will knock on service users door prior to entering. Service Users can lock their rooms from the inside, or use a key to lock them when they leave the room. However, for safety reasons the Duty Officer has a master key to enable them to gain entry in emergencies.

Service users are treated as individuals. They are encouraged to discuss their care with staff and will be consulted if any changes are required. Staff support with personal care will be available in line with the individual's assessment of need. All service users will be encouraged to

maintain their levels of independence by making the most of their own capabilities, both physical and mental.

Ladybank encourages social inclusion and will cater for cultural and religious needs where practicable. Special dietary needs will be catered for and incorporated onto the Individual Care Plans, which are available for all staff to follow.

A choice of meals is available and service users choose the previous evening for the following day. If the meals offered are not acceptable the service user will be offered an alternative. Menus are reviewed and service user's comments, at any time, are valued in deciding on a well balanced, nutritious and appetising choice.

FIRE PROCEDURES

It is the Duty Officer and staff responsibility to implement the Fire Procedures as detailed on the instruction in each unit and at the main entrance. Service users and family and friends are advised to make themselves familiar with the exits to be used without the use of the lift in the event of fire. Exits are available by going out at either end of the 5 units. Unless specifically told the alarms are about to be tested, all visitors and residents must respond to every alarm signal by vacating the building. Those residents unable to evacuate the building independently will be assisted by staff and/or the fire brigade.

COMPLAINTS

Ladybank follows the Complaints Procedures as laid down by Bracknell Forest Borough council. This procedure is on display at the two main entrances. Your complaints or concerns will be addressed. The Registered Manager and Nurse Manager of Ladybank recognise making complaints or raising concerns is not always easy. However, we believe in receiving these comments we can maintain and improve our services and therefore view the complaints procedures as a positive quality assurance tool. You may address your complaints directly to the home's staff, the Registered Manager, Ruth Halliday, or Nurse/Manager Linda Grainger.

You may also take your concerns to the **Commission for Social Care Inspection (CSCI) at:**

Commission for Social Care Inspection
2nd Floor
1015 Arlington Business Park
Theale
Reading
Berkshire
RG7 4SA

Tel: Direct Line 0118 903 3230
Fax 0118 903 3276

Or **Bracknell Forest Borough Council** Complaints Officer at:

Pat Morris
Complaints Officer
Social Services and Housing Department
Bracknell Forest Borough Council
Time Square
Market Street
Bracknell
RG12 1JD

Tel: 01344 351 588 out of office s an
an ansaphone will be avialable
01344 351 611 (minicom)

These addresses can also be found in the complaints leaflets found at the two main entrances.

Alternatively you may wish to approach Mira Haynes or Joan Gittins as off site managers of the services. You will find their addresses at the beginning of this Statement of Purpose.