

## Ashley Manor Nursing Home Statement Of purpose

**Providers:**

**Mr A N Andrews  
Mrs T Andrews RN  
Mr Trevor Streten**

**42 Rushbrook Close  
Amphill  
Beds MK45 2 XE**

**Manager: Mrs Ros Heath**

The home operates under the direct management of our registered Manager Mrs Ros Heath RN who has over 21 years of experience in health care. She also has a City & Guild NVQ level 4 Registered Managers Award and is an NVQ assessor.

Our Deputy Manager Ms Keren Murphy RN has a City & Guild in Advanced Management for Healthcare, and is also an NVQ assessor.

Ros has under a team of 56 staff, made up of at least 14 Registered experienced Nurses (RN) full and part time , as well as Carers ( several of which are trained to NVQ 3 standards and many others are working towards this qualification.

We ensure that the ratios of care staff to service users are determined according to the assessed needs of service users. Additional staff are on duty at peak times of duty during the day.

Staff providing personal care to service users are aged at least 18, and a trained nurse is on duty and in charge at all times.

Domestic staff are employed in sufficient numbers to ensure that hygiene standards relating to food, meals and nutrition is fully met, and that the home is maintained in a clean and hygienic state, free from dirt and unpleasant odours.

At Ashley Manor we aim to provide all the necessary nursing care and attention for men and women aged 55+ who wish to spend their retirement in a secure and caring atmosphere. If ever we are requested to care for some one younger than 55 years of age we will consider the request and provide the care provided we are able and have the required resources to do so.

Ashley Manor is a large, detached country house set in two acres in the Hampshire countryside. The home provides accommodation in which all bedrooms are fitted with Nurse-call system and TV points. Bathrooms are fitted with bath hoists.

Two 8-person lift provides easy access to all upstairs bedrooms.

We have 36 single rooms with at least 10 sq m useable space and 5 shared rooms with at least 16 sq m space. Fire emergency procedures are detailed in our Policies and Procedures files which along with the fire Log is available for inspection.

Prior to every admission the Manager or her deputy conducts a full assessment of the “potential residents” and liaises with the relevant health care professional to ensure that the home is able to meet the needs the identified. .

(In an emergency situation the assessment may be carried over the phone, but usually conducted “ face to face”).

Taking into account of input from Service Users and their next of kin individual Plan of Care are drawn up for each Service User, and reviewed monthly or more frequently if necessary.

The home has an annual development, and also there is an internal quality assurance audit system in place. In reviewing this we take into consideration the Service Users and their next of kin’s views and criticism about the operation of the home. Both the Manager and her deputy are available and accessible on a daily basis. For anybody who wish to view the internal quality audit systems, they are available for inspection.

The daily routines of the Service Users are flexible and based on their needs, likes and dislikes. Regular entertainment is provided as advertised on the activities board. We operate in close liaison with local community organisation and churches. A monthly religious service is held in the lounge, representative from various denomination visit the home regularly, and contact number are readily available. The local library at Bishops Waltham will provide books for any service user who would like to use them.

All Service Users are given the opportunity to exercise their choice in relation to

- Food, meals and mealtimes
- Routines of daily living
- Personal and Social relationships
- Religious Observance

We operate an open visiting policy, and Service Users are welcome to have visitors at any time. The Manager will not impose any restriction on visits except when requested to do so by Service users, whose wishes will be recorded.

Relatives, friends and representatives will be given information about the homes policy on maintaining relatives and friends involvement with the Service Users at the time of moving in to the home.

All meals are freshly cooked on site, with special diets and favourite meals catered for. Hot and cold drinks and snacks are available at all times and offered regularly.

Liquidised meals are presented in a manner which is attractive and appealing in terms of texture, flavour, and appearance, in order to maintain appetite and nutritional intake.

Special therapeutic diets /feed are provided when advised by health care and dietetic staff. Staff will offer assistance in eating where necessary, discretely, sensitively and individually while independent eating is encouraged for as long as possible.

**All complaints or requests relating to the home or service provided should be made to the Manager who will investigate the matter and advise the provider within 24 hours of receipt. The person making the complaint will be informed within 28 days of any action that is to be taken.**

**In the event of a complaint or request cannot be satisfactorily resolved the matter can be referred to the authority responsible for inspection and registration of the home at the address below.**

**Ashley Manor Nursing Home is inspected and registered by:**

**Care Quality Commission (CQC)**

**Citygate**

**Gallowgate**

**Newcastle Upon Tyne**

**NE1 4PA**

**Tel : 03000 616171**

**A record is kept of all complaints received formally, which will include details of investigation and any action taken. All complaints received and recorded will be treated with the strictest of confidence.**

**At Ashley Manor, our Philosophy of Care is designed to ensure that Service Users are treated with respect, and their dignity is preserved at all times, and their rights are always observed.**

**We fully appreciate that dying and death must never be regarded as routine. The quality of care our Service Users receive in their last days is as important as the quality of life which they experience prior to this.**

**We recognise and ensure that their physical and emotional needs must be met, their comfort and well – being attended to and their wishes respected.**