

People with individual needs,
living the lives they choose



Hedgerows Nursing Home Statement of Purpose

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“People with individual
needs, living the lives
they choose.”

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registered provider

Penny Taylor FCMI, Chief Executive

Unit 6, Shelduck House
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Penny joined Outlook Care as Chief Executive in 1999. After working in the care and housing sector for over 30 years, with over 16 years at Director level, Penny has a deep understanding of the issues around supported living and care and a proven track record in the management of complex organisations.

Penny is also a member of the Outlook Care Board



registered manager

Terri Pike, RGN, Dip HE, PgDip
Service Manager – Nursing Care

The Hedgerows Nursing Home
256a Ongar Road
Brentwood
Essex CM15 9DX

Terri is a Registered General Nurse with over 30 years experience in nursing, with the past 14 years in nurse management.

She joined Hedgerows Nursing Home as the Manager in 1998, and transferred with the service to Outlook Care in 2001.

Terri also experience in managing learning disability services and currently manages older people services for the organisation and is responsible for advising on nursing care and medication management.

Throughout her career Terri has completed a wide range of training courses including the Diploma in General Nursing, a Post Graduate Diploma in Health Service Management and Registered Managers Award.

Terri has a keen interest in animal welfare and shares her home with two standard poodles and a cat.



“Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work.”

About us

Outlook Care is a not for profit organisation that provides care and support to people with a learning disability, those with mental health needs and older people.

The organisation, which was established in 1989, operates over 40 schemes in eight local authority areas across north and east London and Essex, and includes residential and nursing care, supported living, domiciliary care and housing management.

We are passionate about what we do and firmly believe that by investing in the future of our services and involving, listening and responding to the people who use them, we will ensure that Outlook Care remains a successful, financially sound and responsible organisation.

Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work. Our staff are trained in values and person centred approaches enabling our vision to become a reality for people who use our services. We are actively responding to the White Paper, 'Our Health, Our Care, Our Say' by developing our services to meet the needs of people with Individual Budgets.



Quality assurance

Staff at Outlook Care are offered training and development opportunities in order to meet the needs of service users. We hold the Investors In People award which demonstrates our commitment and achievement in developing our staff to deliver our Business Plan and its objectives.

Outlook Care has also held the ISO 9001:2000 quality award since 1995 and is assessed externally each year against the standards of this award.

The Outlook Care internal quality assurance system - the Continuous Improvement Programme (CIP) – embraces the requirements of the ISO 9001:2000 and also ensures robust systems are in place to assure the quality of our services.

Environment

At Outlook Care we recognise that our operations have an effect on the local, regional and global environment, and ensure that good environmental management is an integral and fundamental part of our business strategy.

To help us minimise our impact on the environment we have devised and implemented an Environmental Management System across the organisation, and have achieved ISO14001:2004 certification.

“We provide a service that is responsive and relevant to the needs of individuals from all communities.”

Our Vision

People with individual needs, living the lives they choose.

Our Values

- Respect and support the rights of people to be involved in decisions that affect their lives.
- Welcome diversity and ensure fairness across all aspects of our work.
- Value the people who use our services and their contribution to communities.
- Recognise the important contribution our staff and partners make in the delivery of our services.
- Be honest, open and accountable in all that we do.
- Ensure our high standards are maintained whilst providing cost effective, value for money services.
- Ensure that we are economically viable, environmentally sound and socially responsible.
- Aim for excellence and encourage a culture of innovation, expertise and continuous improvement.



objectives

“We encourage and support service users to make informed choices about their lives and environment.”

At Hedgerows Nursing Home we:

- provide a life in the community for people with learning disabilities and older people with a broad range of physical and mental health problems;
- provide a homely environment where each individual is accepted as an equal member and valued for his/her unique personality. This promotes service users' privacy, dignity, self esteem choice and freedom of access to facilities that promote their physical and mental health;
- encourage service users to move and socialise within the three separate bungalows that make up Hedgerows Nursing Home;
- work in partnership with service users, their family and friends and health and social care professionals to deliver an excellent service;
- provide an environment in which service users feel safe and relatives and carers have peace of mind;
- provide a service that is appropriate to the individual and in accordance with their spiritual and cultural needs and their hopes and wishes;
- explore holidays and pastimes which meet each individuals needs and wishes;
- have a community presence, and each service user has the opportunity to remain involved and actively participate in community activities;
- encourage and support service users to make informed choices about their lives and environment;
- encourage existing relationships and develop informal networks of support.
- support service users to maintain their independence;
- treat service users with respect;
- ensure that each individuals needs are based on comprehensive assessments including preferences, needs, likes and dislikes;
- ensure that each service user has an individual care plan, including risk assessments;
- recognise service users vulnerability and need for assistance;
- provide a service that is responsive and relevant to the needs of each individual, regardless of gender or gender identity, race, including ethnic origin, colour, nationality and national origin, religion or belief, disability, age or sexual orientation.



Hedgerows is a purpose built complex made of three bungalows around a courtyard, which each provide high quality services to older people with learning disabilities or mental health needs.

Hedgerows benefits from a dedicated reminiscence room which is furnished and equipped to facilitate special sessions in reminiscence therapy.

At other times service user have free access to the room and rummage through replicas of everyday items used in the 40s and 50s, which can increase the quality of social interactions between service users and between staff and service users.

Through specific reminiscence training we have increased staff understanding of the issues facing service users with memory loss and dementia by teaching them to facilitate reminiscence and to value memories. All staff are involved in reminiscence training.

The bungalows are situated within the grounds of Highwood Hospital, close to the centre of Brentwood, and is within easy reach of local shops, public transport links, day centres and places of worship.

Accommodation and facilities

Hedgerows is made up of three bungalows: Bluebell, Foxglove and Hawthorne.

Each of these attractive and comfortable bungalows boasts communal lounge and dining area, single occupancy bedrooms, bathing facilities and a kitchen where a cook prepares meals.

Service users in each bungalow also have the use of a private garden.

The home operates a no smoking policy for communal areas. However, if a service user wishes to smoke, they can use the garden.

Whenever staff at Hedgerows support people with their personal care, dignity and respect is paramount and the privacy of service users is maintained.



“Support is based on a personalised care plan and detailed assessment.”

Care and support provided

Support provided at Hedgerows Nursing Home is based on a personalised care plan and detailed assessment that staff carry out with each service user in the comfort of their own home.

Service users are involved in their own care, support and development and key workers are selected based on individual needs. Part of our ethos at Hedgerows Nursing Home is a belief that service users should be supported to try new things safely. To ensure this we have a comprehensive risk management procedure.

Staff at Hedgerows Nursing Home provide the following range of services:

- support and assistance with personal care;
- full nursing care;
- assistance with the preparation of meals;
- support and assistance with shopping for personal items, toiletries and clothes;
- support to access services in the local community such as sports and leisure activities and religious services.

- support and assistance to ensure service users keep in contact with relatives, friends and representatives;
- individual and group meetings;
- social and seasonal events such as parties to celebrate important festivals, trips to the theatre and celebration of birth days after discussion with the individual;
- service users' forums which take place once a month.



Admission criteria

All referrals to Hedgerows must be accompanied by an assessment that has been carried out by the referring Local Authority

The prospective service users will then be assessed by a Registered Nurse from Hedgerows to ensure that we can meet their needs and that the home is suitable for them.

Initial visits and overnight stays can then be arranged to suit the individual; this will be discussed with the service user, their family and/or advocate.

This will be completed before the contract for care is signed.

The procedure guidelines are as follows:

- Rights of Nomination: The purchaser will consult with Outlook Care prior to nominating a service user to ascertain whether the nominee meets the criteria for admission to the home.
- The referring agent will be required to complete and submit a referral form for consideration by Outlook Care and return along with a completed local authority assessment.

- Admission to Hedgerows will follow a comprehensive needs and care management assessment by a member of nursing staff. The actual process of the admission will, to some extent, be determined by the Care Manager based on specific needs of the service user and carer.
- Outlook Care ensures that the admission process must be conducted sensitively and in a way that recognises the traumatic nature of the experience. Should it become apparent that the placement is unsuitable, the admission process should stop immediately.
- Outlook Care has an Equal Opportunities Policy which protects against discrimination of any service user on the grounds of ethnic origin, gender, sexuality, marital status, religion, age, disability or class.

Preparation for new admissions must include:

- arranging GP cover;
- obtaining specialist equipment, such as a bed;
- adequate medication and dressing supply to last for two weeks;
- obtaining any individual equipment/dietary provision to meet the assessed need.



“All staff have the support of our team of ‘Link Nurses’ who have had additional training in specialised areas.”

Hedgerows Nursing Home staff

Qualified Staff

Our qualified staff are required to have up to date clinical knowledge in caring for older people in a setting that must be respected as their home. Up to date knowledge of diabetes, parental feeding and epilepsy is also essential. As some of our service users have dementia all our staff attend dementia training courses.

Each bungalow at Hedgerows has a qualified nurse in charge, and who is supported by three or four care assistants in the morning, between two and four care assistants in the afternoon and one care assistant during the night.

Qualified staff work closely with the care assistants.

Care Assistants

Care assistants are required to have knowledge of caring for older people in a setting that must be respected as their home. In addition to assisting the service users with all activities of daily living, duties also involve preparing light meals, dealing with laundry and some cleaning duties.

Care Assistants also have knowledge of epilepsy and know what to do in the event of a resident having a seizure, and they escort service users on regular outings and activities in the community.

Training

Staff at Hedgerows Nursing Home are fully trained support workers who have completed training in:

- First Aid;
- Health and Safety;
- manual handling;
- fire training;
- food and hygiene;
- safeguarding adults;
- person centred planning.

Staff also have access to additional training and development as identified during individual supervision. More than 50% of staff hold a current NVQ qualification.

All staff have the support of our team of ‘Link Nurses’ who have had additional training in specialised areas. They act as an internal clinical resource and support other team members in areas such as:

- dementia;
- diabetes;
- continence;
- tissue viability;
- infection control;
- care of the dying;
- nutrition;
- valuing people;
- manual handling.



Hedgerows Nursing Home structure

The staff team at Hedgerows includes a Service Manager, a part time Secretary, a Manger at each bungalow, three registered nurses and the equivalent of 10 -12 Care Assistants as well as an activity worker and a cook.

Bluebell Bungalow is a residential unit and therefore has no registered nurses apart from the Manager who is supported by a Deputy.

All staff have extensive experience within nursing older people and/or learning disability services. There are always four - five members of staff on shift during the day and two waking night staff on each bungalow. Hedgerows also have a two tier on call system to ensure effective management support at all times.

Bluebell Bungalow

| | |
|------------------------|----|
| Registered Nurse (RGN) | 1 |
| Acting Shift Leaders | 2 |
| Care Assistants | 10 |
| Cook | 1 |
| Activity worker | 1 |

Foxglove Bungalow

| | |
|------------------------|----|
| Bungalow Manager (RGN) | 1 |
| Registered Nurses | 2 |
| Care Assistants | 12 |
| Cook | 1 |
| Activity worker | 1 |

Hawthorne Bungalow

| | |
|-------------------------|----|
| Bungalow Manager (RMNH) | 1 |
| Registered Nurses | 2 |
| Care Assistants | 12 |
| Cook | 1 |
| Activity worker | 1 |

Nights

| | |
|-------------------|---|
| Registered Nurses | 6 |
| Care Assistants | 8 |

service user involvement

Person Centred Planning

All service users have a person centred plan which ensures that each individual is at the centre of everything we do. These plans identify the person's needs, wishes, dreams and aspirations.

All staff have training in person centred approaches and our dedicated Person Centred Planning Facilitators are offered more intense training to inject passion, motivation and enthusiasm to keep this approach alive.

Staff at Hedgerows ensure that service users are given opportunities to participate in activities which reflect their individual needs and limitations, them a sense of achievement, fulfilment, choice, dignity and respect.

Meetings, forums and management committee

Service users have individual meetings with their key workers on a monthly basis.

Outlook Care has a formal structure in place for involving service users in the planning and delivery of services. The service user committee is chaired by the Director of Operations and a service user. Membership of this group includes two Board Members, the Head of Quality, care staff and service user representatives from local forums.

The committee formally report to the Board highlighting key achievements and provide responses to key consultation documents. All service users have the opportunity of joining the local forums which feed into the committee.

Service users have produced standards against which they will measure the quality of services and report to Outlook Care Board of management.



service user involvement

“Service Users at Hedgerows also enjoy visits to the Brentwood Centre to take part in many of the activities.”

Social inclusion, hobbies and interests

Hedgerows has three part time Activities Co-ordinators who are available to support all service users within a group and on a one to one basis.

The co-ordinators are based at the bungalows and are responsible for the development of a programme of regular in-house activities for service users.

Hedgerows also has a sensory room which provides opportunities for people with sensory needs and those who benefit from the opportunity to relax in the tranquil environment. There is also a larger, separate room available for other group activities.

Hedgerows has a minibus which is equipped with a tail-lift for wheelchair users. We have approved drivers of all grades which means that qualified and non-qualified staff can be available for trips outside of the home during the day and evenings.

We believe that service users should have the opportunity to experience a range of activities in the wider community and in their own home.

Staff support service users, plan menus and to choose décor and furnishings for their home.

Service users are also supported to take advantage of opportunities on offer in their local community and beyond: many visit local cafes, pubs, and swimming pools, as well as local colleges where they can take advantage of the range of social and educational opportunities on offer.

Service Users at Hedgerows also enjoy visits to the Brentwood Centre to take part in many of the activities and show that are available. They regularly take a canal trips and visit air shows, and horticultural shows.

The decisions on where to go are made by the service users during monthly meetings and during one to one discussions with key workers and activity co-ordinator; wherever possible we provide the type of activities and outings that the service users choose.

At Hedgerows, we are incredibly proud that the activities our service users get involved in are as diverse as they are!



hedgerows

“Hedgerows has open visiting arrangements dependent on the needs and wishes of each service user..”

Surveys

A survey of everyone who has had contact with Outlook Care services takes place annually, with the findings fed back into our quality assurance system.

Visits

Hedgerows has open visiting arrangements dependent on the needs, wishes and activities of each service user.

Spiritual and cultural needs

Service users at Hedgerows are supported to enable them to meet their cultural and spiritual needs.

Staff have equality and diversity training to raise their awareness and to ensure they do not impose their beliefs and values on others. Cultural and spiritual needs are identified and facilitated through the person centred planning process.



policies and procedures

“We will treat all complaints seriously and respond in an appropriate and timely manner.”

Complaints, compliments and comments

At Outlook Care we recognise that all comments, including complaints, are a valuable form of feedback about our services.

We want to provide the best possible service and will therefore treat all complaints seriously and respond in an appropriate and timely manner. We will ensure that any lessons learned from comments received are fed back into our procedures.

Outlook Care will ensure that everyone using or wishing to use its services, relatives, advocates, other professionals or members of the public are fully aware of how to make a complaint or compliment.

We have produced an accessible leaflet 'We Are Listening' which explains how you can complain, and an accompanying DVD which features service users and details how and when to complain. Each of our schemes has copies of the DVD and leaflet.

Where a complaint involves other organisations or agencies as well as Outlook Care, we will co-operate fully in seeking to resolve the complaint.

When Outlook Care receives a complaint which is the responsibility of another service provider, the complaint will be forwarded to the appropriate officer within that organisation provided that the complainant wishes this to be done.

Both the complainant and the organisation concerned will then be formally advised in writing.

Fire and emergency procedure

Fire exits, doors and alarms are checked on a weekly basis, with a vigorous check of all equipment quarterly.

All fire exits are clearly marked and quarterly fire drills take place at Hedgerows to ensure service users aware of what action to take in the event of a fire. All service users are encouraged to become actively involved in fire drills.

We also have in place detailed emergency plans to ensure the safety of our service users.



contact information

“We will treat all complaints seriously and respond in an appropriate and timely manner.”

Get in touch

If you would like this document in another format, or would like more information on Outlook Care policies and procedures, please contact Communications on 01277 637 528 or at communications@outlookcare.org.uk

Outlook Care

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Local older people and learning disability team

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