

People with individual needs,  
living the lives they choose



## Thornebury Nursing Home Statement of Purpose

Thornebury Nursing Home  
7 Langthorne Road  
Leytonstone E11 4HL

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[www.outlookcare.org.uk](http://www.outlookcare.org.uk)

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# thornebury nursing home

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

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## Outlook Care

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# registered provider

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## Penny Taylor FCMI, Chief Executive

Unit 6, Shelduck House  
Woodbrook Crescent  
Radford Way  
Billericay  
Essex CM12 0EQ

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



## Helen Samangah Manager

Thornebury Nursing Home  
7 Langthorne Road  
Leytonstone E11 4HL

Helen began working as a care assistant in 1996 while training as a nurse. She holds a Higher Education Diploma in Nursing and qualified as an RMN in 1999. She has experience in a range of settings, such as acute wards, PICU, Chelmsford Prison, Regional Secure Units and other secure units dealing with challenging behaviour.

Helen joined Outlook Care in May 2006 as an agency manager for Thornebury Nursing Home, and became a permanent member of staff in this role in January 2007.

Helen has completed a wide range of training courses including Working Within Secure Environment ENB 960, a management development programme, stress management and the Registered Managers Award.

“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.



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# objectives

“We provide a flexible, outcome focused and service that meets every individual’s needs.”

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At Thornebury Nursing Home we:

- provide the appropriate level of nursing care and support to service to enable each person to realise his or her life aspiration;
- carry out a comprehensive needs assessments with all our service users and formulate individual plans for their development and rehabilitation;
- provide support to our service users that are both practical and holistic whilst enabling and supporting them to meet their own needs where possible;
- provide a comfortable environment for our service users in which they will feel at home;
- support service users to manage their mental health needs and personal recovery;
- support service users to access a range community of services;
- 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.



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# thornebury nursing home

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A comfortable facility in Leytonstone, Thornebury Nursing Home is a registered care home which provides high quality services to 16 adults with mental health needs.

Thornebury is within easy reach of local shops, public transport links, day centres and places of worship.

Outlook Care are seeking permission from CSCI for a variation for our current service users who will be over 65 years to remain at Thornebury for as long as their needs are being met, or until they choose to live somewhere else.

Waltham Forest Primary Care Trust purchase 13 beds for service users who meet NHS eligibility criteria for continuing care in the community; the three remaining beds may be purchased by other authorities.

## Accommodation

Thornebury comprises of three connected houses, and comfortably accommodates 16 people in single occupancy bedrooms. Twelve of these bedrooms are on the first floor; the remaining four are on the ground floor and fully accessible for people with a disability.

This attractive home also has three spacious lounges, two dining rooms, an activity room and a multi-purpose room. Service users also enjoy the use of a garden, equipped with BBQ and smoking area.

The home operates a no smoking policy for communal areas. However, if a service user wishes to smoke, they can use the garden or their own bedroom providing any identified risks have been minimised, and the room complies with smoking regulations.



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

## Facilities and services

### Meals

Service users who wish to do their own cooking have the use of a fully equipped kitchen; however, Thornebury also has a main kitchen for those who have their food prepared for them.

Service users are encouraged to eat a balanced diet and are offered a choice of menus that meet their dietary, religious, cultural needs and personal tastes. Meals are offered three times a day and fruit and snacks are available at all times.

Service users nutritional needs are assessed and reviewed and they are actively supported to help plan and serve meals.

### Laundry

Thornebury Nursing Home has one domestic and one commercial washing machine and dryer. The laundry equipment adheres the Care Standards and the 1998 Water Regulations.

### Personal telephones

Service users have access to a public pay phone in the home. Thornebury also has a cordless phone which service users can use this to contact their family.

### Shopping

Thornebury Nursing Home is within easy reach local amenities, libraries and public transport links, and Walthamstow and Stratford shopping centres are within a three-mile radius.

Shops nearby include a post office, video hire outlets, banks and various pharmacies, one of which serves the home. The area also boasts a leisure centre with swimming pool and an Internet Café' that offers computer lessons.

Service users are supported to access these facilities.

### Hairdressing

Service users are supported to to use the local hairdressers.



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

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## Activities

The home offers a package of care which incorporates the assessment and teaching of social, recreational and daily living skills.

There is a varied in-house activity programme which is decided at the weekly service users' meeting.

Activities include art, keep fit, relaxation, story reading, cooking lessons, computer training, social evenings, outings and an annual holiday.

Thornebury Nursing Home also work in partnership with local day units, day hospitals and day centres which offer additional therapies.

The Activity Co-ordinator plans weekly programmes, taking into account service user wishes, and group trips are chosen and planned by service users who share the same interest.

A rehabilitation worker is on site whose role is to enable service users to work towards recovery, to encourage the prospect of living more independently, teach skills and achieve their personal goals. The role of the rehabilitation worker will be guided by an Occupational Therapist who will also work on site.

“Support provided is based on a detailed needs assessment completed with each service user.”

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## Care and support provided

We provide an holistic service where our service users feel safe, secure and supported in their recovery.

Support includes 24-hour input from Registered Mental Health Nurses (RMN) for people with challenging behaviour and complex needs. This includes people who have a serious or enduring mental illness which has a serious disabling effect on the individuals ability to function, and those who need support in a structured environment with supervision from RMNs.

These service users require the continuous specialist interventions of registered nurses to maintain their safety and the safety of others outside a hospital inpatient setting.

Support provided at Thornebury 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 Thornebury 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 Thornebury Nursing Home provide the following range of services:

- assistance with personal care;
- assistance with the preparation of meals;
- assistance with grocery shopping, service users can also plan other shopping trips with key workers;
- assistance with the care of personal rooms and communal areas;
- support to access services in the local community such as shopping, leisure activities and religious services, the arrangements for these activities are noted in the service user's care plans and the home diary;
- support and assistance to ensure service users keep in contact with relatives, friends and representatives;
- holidays and outings;
- individual and group meetings;
- social and seasonal events such as parties to celebrate important festivals, trips to the theatre and celebration of birthdays after discussion with the individual.

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# thornebury nursing home

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Support provided is based on a detailed needs assessment completed with each service user when they move into the home.

We involve people in their own care as much as possible and believe that people should be able to try new things safely. To support this we have a comprehensive risk assessment procedure in place.

The team at Thornebury work in partnership with local GPs, Psychiatrists and the Community Mental Health Teams.



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

## Admission criteria

All referrals will be for adults aged between 18 to 65 years and have mental health needs.

Prospective service users are likely to present with high levels of challenging behaviours that may include aggression - verbal or physical - related to serious or enduring mental illness.

Service users who require the support provided at Thornebury include people whose mental illness requires close monitoring and supervision by a RMN because of their changeable behaviours, fluctuation in mood or mental state. This will affect their day to day living and safety.

Thornebury will not accept referrals from service users who:

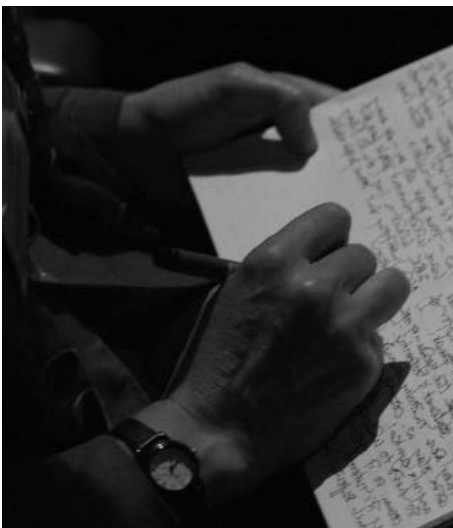
- have a substance misuse problem as a primary need;
- have a recurrent and or current history of arson and are a current and serious fire risk;
- have physical health needs which require interventions beyond what can reasonably be expected to be met by registered mental health nurses;
- have a progressive organic disorder, such as dementia, or whose condition arises directly from a brain injury or trauma;

- have a primary diagnosis of a personality disorder, borderline personality disorder or psychopathic disorder;
- have a primary diagnosis of learning disabilities with associated mental health problems;
- are assessed to pose a significant and recurrent threat by their aggressive or violent behaviours that the service cannot contain or manage.

In considering potential referrals, the needs of the current group of clients living in the home will be taken into account.

Each referral will be assessed on an individual basis and we will adopt a flexible approach where a service user does not fall clearly within the criteria for admission, and where an agreed plan can be developed with the referrer to enable support of the client within the home.

Thornebury can also arrange introductory visits and trial placements and will introduce prospective admissions to service users and staff.



# thornebury nursing home

## Thornebury Nursing Home staff

Staff at Thornebury 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;
- equality and diversity;
- infection control.

Staff also have access to additional training and development in areas such as management, dementia, diabetes, mental capacity act learning, mental health awareness, PBM (challenging behaviour) and recovery in mental health.

Qualifications of RMNs are equivalent to NVQ Level 4 and 50% of the support workers hold an NVQ Level

## Thornebury Nursing Home structure

The staff team at Thornebury Nursing Home includes a Manager, Deputy Manager, five RMNs, a part time Activity Coordinator, seven Support Workers, a cook and a domestic who have extensive experience within mental health services. The minimum number of staff on each shift is three, of which at least one is a qualified nurse.

On night duty there are two waking night staff including a qualified nurse. If a service user requires close monitoring or observations because of their mental or physical health, additional funding from the purchaser will be required to enable more staff to be deployed in order to reduce risk.

### Staff at thornebury

Manager

Deputy Manager

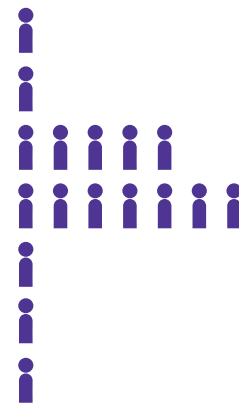
RMNs

Support Workers

Rehabilitation worker

Cook

Domestic



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# service user involvement

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## 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 Thornebury Nursing Home 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

“Staff support service users to cook, clean, and to choose décor and furnishings for their home.”

## Social inclusion, hobbies and interests

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, when necessary, to cook, clean, 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: many visit local cafes, pubs, cinemas, the local community centre, libraries, gyms and swimming pools, as well as local colleges where they can take advantage of the range of social and educational opportunities on offer.

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

## 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

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

## Spiritual and cultural needs

Service users at Thornebury Nursing Home 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 Thornebury Nursing Home 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.



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# contact information

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## 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](mailto:communications@outlookcare.org.uk)

## Outlook Care

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Web: [www.outlookcare.org.uk](http://www.outlookcare.org.uk)

## Care Quality Commission (CQC)

4th Floor  
Caledonia House  
223 Pentonville Road  
London  
N1 9NG

Tel: 020 7239 0330  
Fax: 020 7239 0309  
Email: [enquiries.london@cqc.org.uk](mailto:enquiries.london@cqc.org.uk)

## Local learning disability team

Community Learning Disability Team  
30 Coleridge Road  
Walthamstow  
E17 6QU

Tel: 020 8521 0337



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