

STATEMENT OF PURPOSE

Legal Status of the Service Provider: Premiere Health Ltd

Name of Service Provider: Mr Kevin Briscoe

Name of Registered Manager: Samantha McTaggart

Both Service Provider and Registered Manager can be contacted at

CANN HOUSE CARE HOME
TAMERTON FOLIOT
PLYMOUTH
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ACCOMMODATION AND ENVIRONMENT

Cann House is a family owned care home with nursing set within a magnificent country house and is situated approximately 1.5 miles from either Derriford Hospital or the Nuffield Hospital.

The home is situated in the beautiful village of Tamerton Foliot and is close to the village church, post office, shops and school; it also has the benefit of a regular bus service with a bus stop at the main entrance

Cann House was originally built in 1863 and is set in 9 acres of established grounds with sweeping lawns and woodland containing some rare types of trees.

Within the grounds is one of Plymouths oldest walled gardens and a large Victorian greenhouse. The House and grounds are surrounded by wide paths and therefore provided easy access for wheelchairs.

Cann House is owned by the Briscoe family who live locally and are actively involved with the day to day running of the home and are always happy to meet with residents and their families.

The Manager Samantha McTaggart is actively involved with the day to day running of the home. The Manager has a strong Management Team supporting her consisting of The Provider and Care Manager.

The house itself has been lovingly restored by the owners to provide space for the residents needs, whether this is a quiet area or a place

to join in with a variety of participation activities, but at the same time maintaining a feeling of warmth and cosiness.

Our most treasured and elegant features of the Care Home is the beautiful Oak panelled entrance hall, with a sweeping staircase, delicately carved ceiling and the large marble period fireplace.

We have two large dining areas, television, reading and sun lounges and a chapel that offers regular services for the residents.

We provide a choice of single rooms, or those who choose, or prefer to share we have a few double rooms. All rooms have en-suite toilets and washbasins, are tastefully decorated, furnished, and fitted with a nurse call system. There are bathrooms on each floor. The baths are fitted with special hoists to help those residents that may have mobility difficulties. We also have a very large wet room located on the Ground Floor, and a further wet room located on the first floor. We have a large passenger lift that accommodates ambulance trolleys and larger wheelchairs.

Cann House has spacious corridors allowing residents easy access to all parts of the home.

We strive to provide care in the best possible environment. The majority of rooms have pleasant views of the garden and countryside. A choice of room will be given on admission based on availability at the time. If a resident wishes to change rooms after admission for any reason they will be given the first available room of their choice.

Great thought is given to ensure that residents are happy with their choice of room and to ensure that they spend their final days surrounded by their personal belongings and loved ones.

Relatives, and people who visit, are offered a choice of meals to have with the resident for a small charge. Relatives, and loved ones can stay overnight (if they so wish) when their relative is nearing the end of their life.

Advocates/relatives are actively encouraged to create a warm welcoming atmosphere, and place personal items such as pictures, ornaments, radios or televisions in their chosen room. Larger items, (furniture etc) can be accommodated in most rooms at the discretion of the Registered Manager, ensuring that Health & Safety is not compromised, for the benefit of the Resident.

Residents are made to feel welcome by all of our staff on admission and family or friends are encouraged to visit as often as possible to ensure continuity of relationships.

On admission a nurse is assigned to each resident to ensure that all aspects of person centred care planning are implemented in collaboration with the new resident, family and significant others, and members of the multi-disciplinary team. The nurse will monitor and review all aspects of care and will liaise with the care

professionals, residents, family and friends throughout the resident stay.

Our dedicated staff are committed to giving the highest standards of care, with continued assessment and updating of residents care plan, this being done in conjunction and agreement with resident and/or advocate.

It is very important that a resident's transition from hospital or from home be made as stress free as possible, ensuring that all moves are in their best interest.

Therefore at Cann House we welcome visits from a resident, advocate/relative so that they can look around the home, our facilities and discuss the prospective care needs. At this stage basic information will be recorded to commence the admission process.

Residents have the choice to have their room decorated how they would like, and to use their own bedding etc. Prior to admission the Registered Manager will visit the resident either in hospital or in their own home and complete an assessment to ensure that all care requirements are met.

The Registered Manager will liaise with the prospective residents discharge representative, either a named individual for Private Residents, or relevant discharge Health Professional to ensure that the funding element has been agreed on.

FEES

The current price of Care starts from £750 per week for Residential Residents and £800 per week for Nursing Residents, and is assessed by the level of care required. The fee will be agreed by all parties prior to admission to ensure transparency of information. The price covers all aspects of care including all laundry and food, apart from sundries, such as chiropody, hair dressing etc.

REGISTRATION

Cann House is registered with and inspected by the Care Quality Commission (CQC) Our registration allows us to care for a maximum of 62 residents

PHILOSOPHY OF CARE

The Hands that Care: this phrase reflects our philosophy of care, shared by all the staff employed at Cann House.

We strive to enhance our residents' quality of life by placing emphasis on: -

- ❖ Involvement in their CARE PLANNING
 - ❖ Giving them CHOICE
 - ❖ Respecting their RIGHTS
 - ❖ Treating them with DIGNITY
 - ❖ Ensuring their PRIVACY
- ❖ Promoting their INDEPENDENCE

Above all we want to create a homely atmosphere – as opposed to the clinical feel of hospitals - where family and friends are always welcome and where residents can remain as independent as possible, safe in the knowledge that their care is foremost in the minds of the staff.

NURSING AND PERSONAL CARE

The difference between nursing and personal care resides in the professional qualifications required to address both these needs. Personal care is delivered by carers, most of whom hold NVQ qualifications in care. Typically, the needs falling within this category include assistance with personal hygiene, nutrition, elimination, mobility, communication, cognition, spiritual and cultural needs, and leisure activities. Nursing care is delivered by Registered General Nurses (RGNs level 1), and a Registered Mental Health Nurse (RMN) who are skilled in monitoring residents' general conditions for the purposes of preventing/managing/or treating illnesses. Generally speaking, we offer continuing care for residents who are not acutely ill, but who require the support of a trained nurse on a 24 hr basis.

Delivering End of Life Care

We offer excellent Palliative Care for residents whose conditions are such that they cannot be treated any longer. Our aim, in this case, is to ensure that our residents are pain free and comfortable at all times. Here our aim is to provide twenty-four hour care of the dying carried out in a kind and sensitive manner. This includes holistic care to minimise discomfort for residents who are terminally ill. We continue to liaise with other members of the Multidisciplinary Team (**MDT**), in particular GPs and Specialist Community Nurses etc. Matron or any of our RGNs will sympathetically discuss with residents and families etc any arrangements that need to be made in the event of death to ensure that their wishes are carried out.

Family members are encouraged to spend as much time as possible with their dying relatives, and whenever possible, be offered a bed for the night and be offered regular refreshments. We also provide

support for families and loved ones who have passed away, and hold a coffee morning once a year to remember them.

AIMS AND OBJECTIVES

At Cann House, we strive to always maintain a highly trained and happy workforce to carry out duties in a caring, yet unobtrusive manner, which will be reflected in the happiness and contentment of our residents. We endeavour to do this by: -

- (1) Preserving the residents dignity and identity
- (2) Maintaining and where possible improving the residents independence
- (3) Ensuring that the residents privacy is respected at all times
- (4) Allowing residents the opportunity to make informed choices about those matters that affect their care and personal lives. We always seek consent before any form of activity and we respect their rights to refuse any intervention
- (5) Maintaining and respecting the residents beliefs and aspirations
- (6) Providing safety within the precincts of the home with minimal restrictions
- (7) Carrying out risks assessments to ensure that residents are able to conduct chosen activities safely
- (8) Motivating and stimulating residents so that they may lead happy and fulfilled lives
- (9) Enabling residents to express their views for example to be able to complain or to have alterations to something that is not as they wish
- (10) Ensuring that vulnerable residents are not subjected to any form of abuse
- (11) To encourage residents to believe in their own self-worth and importance, to remain an individual and to pursue their lives as they would at home within the limitations of Cann House
- (12) To give all residents the option of expressing their beliefs and to practice their own particular religion, to this end ministers of all faiths are encouraged to visit the home at any time and arrangements are made for services, communion and the giving of the last rites
- (13) To ensure that all residents are able to understand the choices that are available to them within the home, and surrounding community. Appropriate information and instructions are given so that residents are able to make informed decisions about matters that effect their lives

- (14) All legal requirements regarding safety are rigorously and properly dealt with thereby maximising resident's personal safety. All staff are trained to deal with emergency situations.
- (15) To enforce all the recommendations issued by the Health Protection Unit regarding the control and prevention of infection, and working closely with the said unit in cases of outbreak.
- (16) To encourage residents to pursue their hobbies and past times. A range of activities are available to suit all abilities, the objective being the enjoyment rather than the end product
- (17) The staff are approachable at all times thus enhancing communication, this enables residents to express any concerns they may have and helps staff deal with these issues in the appropriate and efficient manner.
- (18) We have a Complaints Procedure in each resident room, whereby residents can formally express their concerns in a more formal way. We take all complaints seriously and answer them in a timely fashion.

TREATMENT OF DISEASES, DISORDERS, AND INJURIES

Our purpose is to provide twenty-four hour care for residents who require nursing input as well as assistance with the activities of daily living. Typically, this includes treating/managing diseases/disorders associated with the ageing process such as heart failure, strokes, diabetes, epilepsy, Multiple Sclerosis, COPD, Renal Impairment, cancer, and Parkinson's disease. The care is provided by our team of highly qualified nursing staff in conjunction with other members of the MDT: General Practitioners, hospital consultants, psychiatrists, specialist community nurses, physiotherapists, dieticians, speech therapists, podiatrists, opticians, and dentists.

Respite Care

We provide Respite Care, where individuals are cared for on a short term basis, and given the same care and values as the long term residents. We also accept temporary residents that are discharged from the local acute hospital, or from their homes via the local NHS Discharge Team. More often than not they are still in need of treatment, rather than purely recuperation time, therefore, they are discharged to a nursing home where the nursing care they need can be delivered. Their progress is followed by NHS nurses who come and visit regularly. NHS nurses also arrange rapid interventions from other community services, as for instance physiotherapists, and/or occupational therapists.

We do not provide extensive rehabilitation for people who have had strokes or sustained fractures. However, we are able to request this service from GP's, and then implement any recommendations that the professionals from reablement service may make following their assessment.

MANAGERIAL TEAM

The Registered Home Manager is Mrs Samantha McTaggart who has an extensive nursing history in the private sector. She is also holds the Registered Managers Award in Leadership and Management.

The Registered Manager is supported by the Administrator Julie Smith and a Care Manager Ruth Sweett who is a specialist in Dementia Care in the Elderly. Mrs Sue Briscoe, Director is available at Cann House daily, and is actively involved with the running of the Home.

NURSING AND CARE TEAM

The Nursing team is made up of Registered Nurses including Matron, and a Mental Health Nurse (RMN). Our team of registered nurses are very experienced in elderly care.

We guarantee 24 hr RGN cover, but the number of nurses on duty at any one time depends on the time of day and the requirements of the Residents who live within the Care Home.

The Registered Nurses are supported by Team Leaders, who is able to assist the nurses throughout the day shifts.

CARE TEAM

The home employs around 40 care assistants. The Majority of care staff are qualified in NVQ Diploma level 2, or 3 in Health & Social Care. All care staff receive Statutory Training in Infection Control, Health & Safety, Safeguarding of Vulnerable Adults, Fire Prevention, and Manual Handling and First aid. All staff receive a comprehensive Induction.

The number of care assistants on duty at any one time again depends on the residents requirements. This is assessed on a daily basis.

ACTIVITY CO-ORDINATOR

During the week we employ an activity co-ordinator whose responsibility is to arrange a programme of entertainments for either collective or individual enjoyment. They also visit residents who stay in their rooms on a daily basis. Once a week they go round the home with our mobile shop. In the Activities Co-Ordinators absence, this role is replaced by a member of the Care Team.

CATERING

Our kitchen offers both traditional home cooking as well as catering for those with special dietary needs.

Catering Staff: the team is made up of 3 cooks, with various catering qualifications such as City & Guilds 706/1, 706/2, 707/1, NVQ3 in Food Preparation, Health & Hygiene, Clinical Efficacy of Nutritional Support, First Aid and fire safety.

ANCILIARY STAFF

The team is made up of 6 Domestic, who ensure that the home is clean and odour free at all time, and laundry assistants who provide a very efficient service. All staff receives statutory training, with emphasis on infection control, Health & Safety, Manual Handling and Fire Prevention.

The home also employs a full-time maintenance person to ensure that the home is in a good state of repair and the grounds kept tidy and safe.

HAIRDRESSING

The home has a hairdressing salon with a mobile hairdresser in attendance on a weekly basis.