



## Statement of Purpose

40-42 Pembroke Crescent, Hove, East Sussex, BN3 5DB

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Email: [manager@glentworth-house.co.uk](mailto:manager@glentworth-house.co.uk)

### **Service Provider**

Michael & Anita Redwood.

Whytecliffe Ltd, 40-42 Pembroke Crescent, Hove, East Sussex BN1 6SB.

### **Manager**

Anita Redwood R.G.N R.M

### **Deputy Manager**

Laurie Grove R.G.N



### **Philosophy of Care**

The purpose of Glentworth House is to provide a high quality of nursing care, whilst taking full account of the needs of the individual, their wishes and aspirations in all aspects of the physical, psychological and social perspective.

To provide this care in a homely environment that meets the needs of the resident in respect of independence, individuality and the need for privacy, to allow for self determination, dignity and risk taking whilst providing an environment that is as safe as possible.

### **Objectives**

- Assess, plan and evaluate our residents care consistent with current best practice, knowledge and research, with our residents consent and co-operation and involving all relevant team members
- Promote our residents optimal independence, individuality and fulfilment of their aspirations
- Take account of individual personal preferences, taste, life style, interests, physical and mental abilities.
- To accept, respect and provide (as far as possible) for each individual's social, emotional, religious, cultural, political and sexual needs.
- Promote a living environment, which is conducive to the provision of choice, independence, self-respect, dignity, fulfilment and privacy.
- Promote a care environment in which the residents, relatives, GP, friends or any other agency or person will be readily able to make a positive contribution to their quality of life.

### **Services Provide**

Glentworth House Nursing Home is a care home registered for up to 33 older persons 65 and over the category of registration is: Old People

Nursing places (33) residents aged 65 and over Up to (7) nominated bed places within the home are contracted to Brighton & Hove City Council to provide seven Transitional Care Beds.

### **Admission Criteria**

Prospective residents must be within our categories of registration. We welcome referrals from all agencies' including, Social Services, Health Trusts and private individuals.

Both male and female residents may be accommodated. Prior to admission, the Manager/Deputy Manager from the home will assess each individual in their current home or situation and will complete a detailed assessment, thus ensuring that their needs can be met by the home. On the occasion of an emergency admission all salient details will be ascertained prior to agreement to admit to the home, normal admission procedure will be put in place as soon as is practicable following admission.

Nursing care is provided by our registered general nurses and outside specialists. The residents general practitioner will by agreement provide medical treatment or care whenever possible.



### **Residential Accommodation**

Glentworth House is a large conversion of Victorian detached properties. Accommodation is provided over two floors with administration on the third floor all areas being linked by a passenger lift and two internal stair ways. There is a well maintained walled garden and Conservatory to the rear of the property which may be accessed via the patio doors in the main residents lounge, in addition there are a further sitting area on the first floor. Residents are free to use any or all these areas.

The home has a total of 28 bedrooms, comprising of 5 shared rooms and 23 single rooms. The preferred uses of shared rooms are for partners being that of husband or wife, friends etc. In all events sharing only takes place when both parties are in agreement with the arrangements and continue to be so. All bedrooms have en-suite facilities comprising of toilet and wash basin. There is provision of assisted showering and bathing facilities throughout the home ensuring that the resident's needs are met.

Details of the provision of room allocated to and agreed by the resident is written into the terms and conditions of residence and cannot be changed without consultation and agreement between resident and their representatives and the manager of the home.

### **Personal Space**

The resident's bedroom is their own personal space and their privacy is respected at all times, the home has a privacy and dignity policy which underpins the homes working practice. Staff will always knock and wait to be invited in before entering, when appropriate the resident may personalise their bedrooms with pictures and personal effects, etc. Arrangements can be made to bring in favourite pieces of furniture that may replace the homes furniture.

The resident is free to invite friends and relatives into their room for private visits. In addition, the resident may see official visitors i.e. GP, Social workers, Solicitors or the like in the privacy of their own room. If required by their own arrangement or with assistance from the home a telephone may be connected in their own bedroom.

A lockable cupboard/drawer will be provided in each room for the safekeeping of valuables. Every effort will be made to maintain the resident's possessions; the homes insurance policy will provide cover for personal effects up to a value of One Thousand pounds however it is recommended that an individual insurance cover is put in place by or on behalf of the service user to safeguard belongings. Under certain circumstances arrangements may be made to keep valuables in the short term in which case a company receipt will be provided.

All bedrooms meet the amended required minimum standard.

### **Communal Space**

The resident has use of the lounges and the Conservatory, some will like to socialise in these communal areas and many enjoy taking their main meals in the company of others the ground floor also provides a well equipped kitchen, laundry and nursing office, wheelchair access is afforded to all areas.



### **Location**

Glentworth House is situated in a quiet residential area close to the centre of Hove local amenities and recreational areas are close by. The main shopping centre of Church Road is 500 meters away including library and restaurants, the seafront is a short level walk providing seating, refreshments amenity areas and outstanding views. The main line station is close by and bus services provide frequent links to all parts of the city. Parking is available for visitors to the premises by either pay machines or by visitors parking permits which are available from the office during normal office hours or by arrangement with the nurse in charge out of normal hours.

### **Registered Provider**

Whytecliffe Ltd  
40 – 42 Pembroke Crescent  
Hove  
East Sussex  
BN1 6SB

### **Director in overall responsibility for care services.**

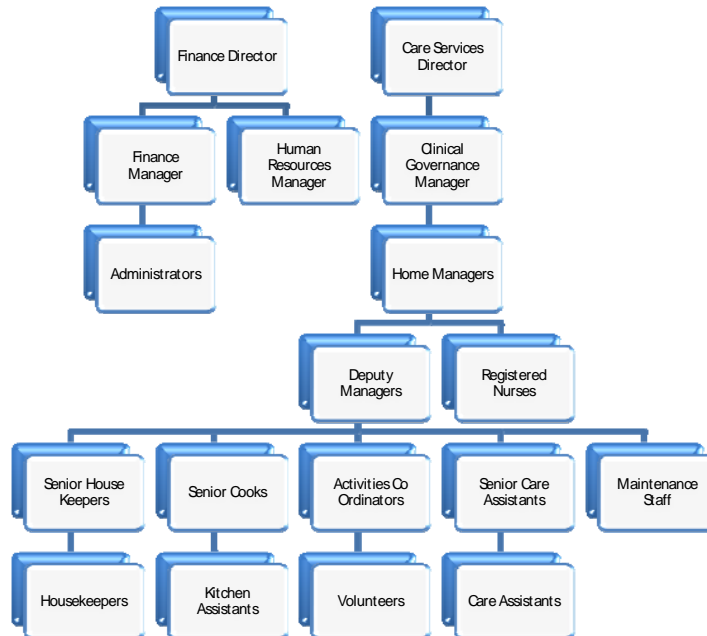
Mrs Anita Karen Redwood RGN. R.M

Anita Redwood has been a Registered Nurse for over twenty five years and is the approved provider for Glentworth House and also the Manager.

Lorraine Grove is a Registered General Nurse and is the Deputy Manager of Glentworth House

### **Management/Organisational Structure & Staffing**

The structure and lines of communication and responsibility are clearly defined thus ensuring that the decision making process is proactive and efficient:



The care team is led by the manger and a team of registered general nurses, supported by care assistants who are experienced and mainly long serving employees. Our senior manager/clinical governance lead works across both sites to support staff in maintaining clinical standards and leadership. All our staff undergo an extensive orientation programme and in addition, all care assistants are encouraged to gain a minimum of a level 2 NVQ qualification in care. Trained cooks support the care team by providing a varied menu whilst also catering for specialist dietary needs thus ensuring that dining is an enjoyable social event. The housekeeping staff maintain the premises in a clean and comfortable order. An activities coordinator supports the residents with activities of daily active living.

### Care Plans

A comprehensive care plan is developed for every resident based on the activities of daily living, to this end every resident will be assessed and the outcome of this assessment will form the plan for care delivery.

This is a dynamic process and will not only involve the resident but all relevant parties to their care. Regular reviews will take place to monitor the care planned and that provided. Care plans are adjusted and changed as required following consultation with the resident.

### Meals

All residents are offered three meals per day, morning coffee/afternoon tea and night drinks, snacks and drinks are available at all times upon request. We offer a varied, well balanced menu taking into consideration the nutrition and specialist dietary needs of the individual and the season. The menus are on a four week rolling basis and there is always a choice offered



and each resident has the daily opportunity to discuss the menu with the catering staff. Residents are encouraged to have input to the menu planning and can request particular dishes to be provided. Special cultural diets can also be catered for.

### **Leisure**

Activities are based on the residents likes/dislikes/hobbies and individual ability which is assessed by the activities coordinator with support from the care staff. Various activities are organised within the home and relatives and friends are welcomed within the home and are encouraged and assisted to take their relative out for trips and visits. There is a well stocked bookcase in the lounge area as well as many board games. All major events are celebrated within the home, such as Easter and Christmas and the whole house celebrates resident's birthdays. A special birthday lunch is prepared and followed up by a special tea and birthday cake, relatives and friends are invited and encouraged to take part in these celebrations.

The main lounge is a communal area and conversation and social interaction is encouraged here, although all bedrooms are provided with televisions providing the residents with choice of viewing the lounge area also has a television for film viewing etc.

Religious services can take place in residents bedrooms or elsewhere as the needs and numbers dictate.

### **Complaints**

We actively encourage an open culture where concerns/worries or complaints can be disclosed and discussed without fear. To facilitate this culture a number of avenues are available to raise concerns, for example, we have an adverse incident reporting system which can be utilised by the residents, their relative visitor or staff member. Concerns, suggestions or complaints can be raised through this mechanism.

In addition, a full complaints procedure is available within the home, detailing how to make a complaint and setting out the process that will be followed when a complaint is made.

Details on how to make a complaint to the Care Quality Commission (CQC) giving address and telephone numbers are clearly displayed within the home and are included in the terms and conditions of residence.

A copy of the complaints procedure is included in the resident's guide.

### **Fire Precautions**

In house training is given to all new staff and periodically to existing staff there are mandatory formal fire training lectures for all staff every six months three months for night staff, this training includes the procedure in the event of fire the use of fire extinguishers and evacuation. Fire detection systems and protection measures are checked and recorded weekly.

Written instructions in the event of fire are clearly displayed within the home.

In the interests of fire safety and to provide a pleasant and healthy environment for all residents, smoking is not permitted in any part of the premises. Neither are smoking



materials to be kept in residents rooms. Staff will be happy to provide safe keeping to smoking paraphernalia and provide this on request to the resident so that smoking may take place in the garden under supervision.

### **Fees and Charges**

Fees are based on the individual needs, the proposed resident may require high/medium/low needs and the fees will be negotiated to reflect this. Fees rise annually on the 1<sup>st</sup> April every year subject to contract and may also rise if needs change. Appropriate assessment will be required to indicate if residents needs have indeed changed prior to any fee increase.

Each resident is provided with a statement of the terms and conditions of residence upon admission, this document gives a comprehensive breakdown of what is covered and provided for by the fees and also details of other possible charges i.e. hairdressing, newspapers etc.

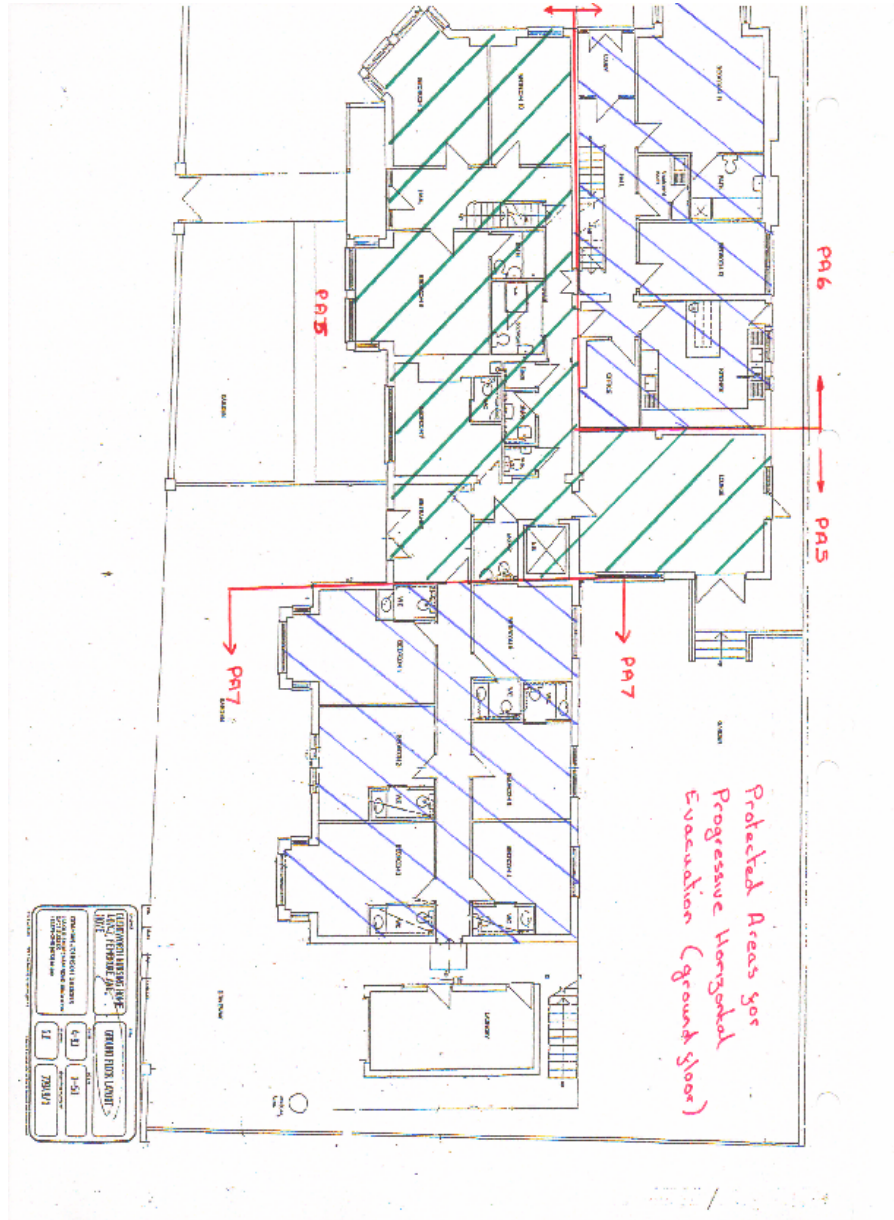
If you have any further enquiries please ask any member of the team.

Thank you

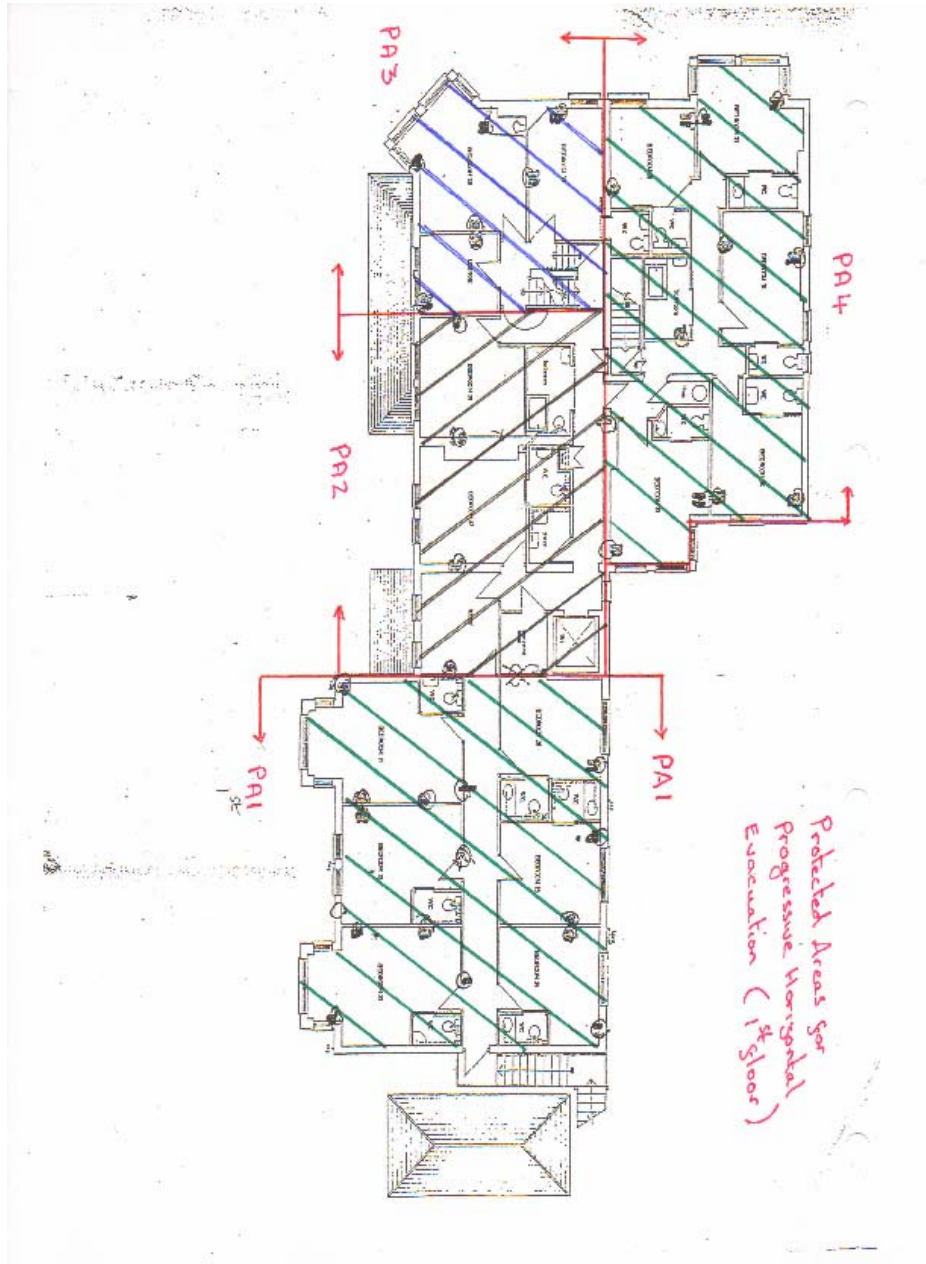
Care Quality Commission (South East)  
Citygate  
Gallowgate  
Newcastle- Upon- Tyne  
NE1 4PA Tel: 03000616161



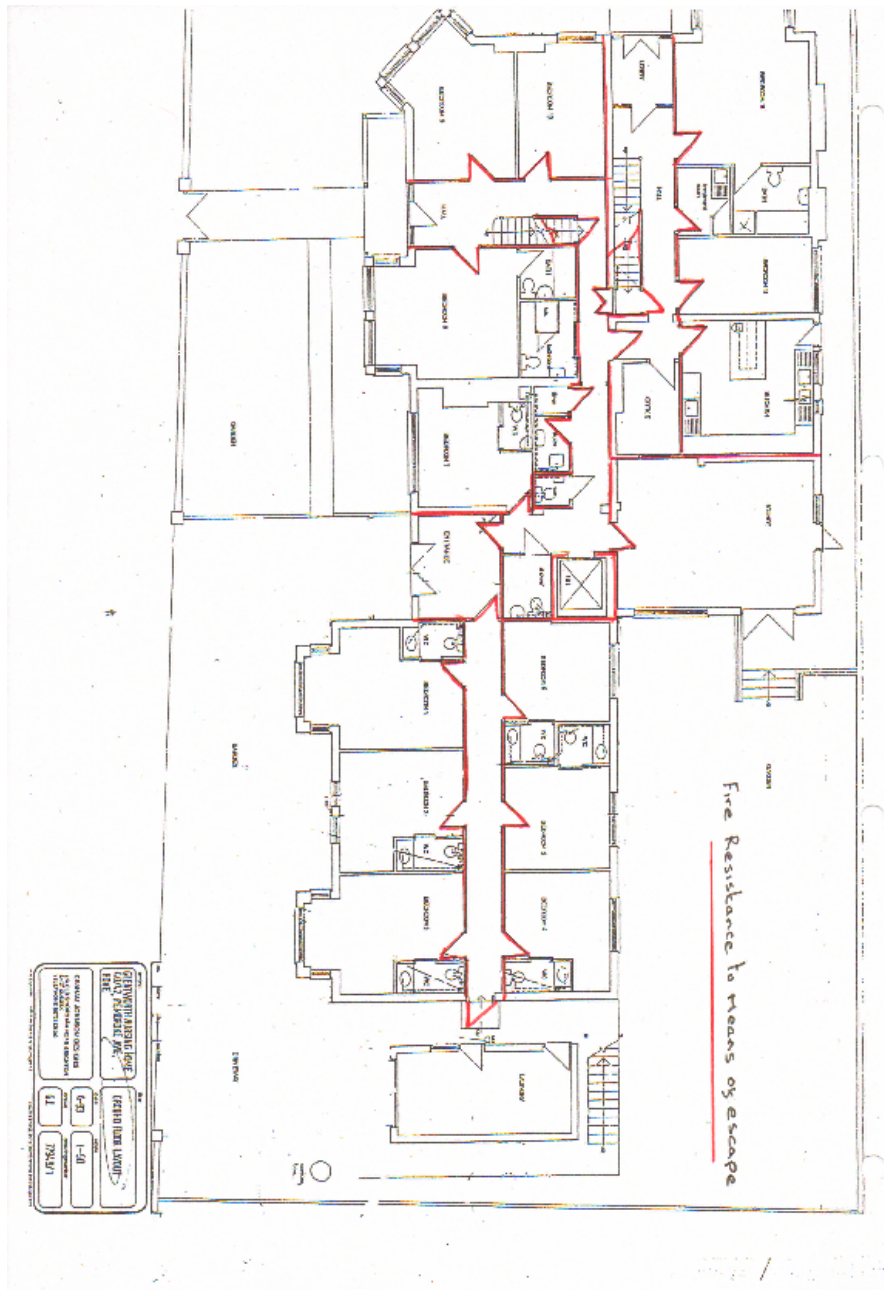
**Protected Areas for Progressive Horizontal Evacuation. (Ground floor).**



**Protected Areas for Progressive Horizontal Evacuation. (1<sup>st</sup> Floor)**



**Ground Floor Fire Exit Routes**



**First Floor Fire Exit Routes**

