

# STATEMENT OF PURPOSE

## GOLDEN NEST CARE HOMES LIMITED

### HIGHAM HOUSE NURSING HOME

87 Higham Road  
Rusden Northamptonshire. NN10 6DG Phone Number: 01933314253

Email: [info@highamhouse.org](mailto:info@highamhouse.org) Website: [www.highamhouse.org](http://www.highamhouse.org)

*Issue No: 1 Rev: 0 Issue Date: 07 January 2025 Approved by: Suresh Babu Konduru. **To be reviewed  
January 2026***

**CONTENTS:**

- 1. Introduction to our Statement of Purpose**
  - 2. Vision, Mission and Core Values**
  - 3. Aims and Objectives**
  - 4. CQC Key Lines of Enquiries (KLOE)**
  - 5. Registered Provider**
    - **Governance**
    - **Responsible Person/Nominated Individual**
    - **Registered Manager**
    - **Staff**
    - **Staff Levels**
    - **Organisation Structure**
  - 6. Care Plans**
  - 7. Accommodation**
    - **Description of Premise**
    - **Health and Safety, Fire Safety and Infection Control**
    - **Resident Rooms**
    - **Social Rooms**
    - **General facilities**
  - 8. Admission Procedure**
  - 9. Our Services**
    - **Religion and Worship**
    - **Family and Friends**
    - **Leisure and Therapeutic Activities**
    - **Outings**
    - **Pets**
    - **Medication**
    - **Telephone**
    - **Nutrition and Hydration**
    - **Meals**
    - **Smoking, Alcohol and Illicit Substances**
  - 10. Financial Arrangements and Fee**
  - 11. Resident Contract**
  - 12. Quality Assurance and Enhancement**
    - **Quality Monitoring**
  - 13. Confidentiality– Data Protection**
  - 14. Safeguarding**
  - 15. Privacy and Dignity**
  - 16. Insurance**
  - 17. Fire Safety**
  - 18. Key Policies and Procedures**
  - 19. Comments, Compliments or Complaints**
  - 20. Complaints Procedure**
- Appendix: Comments, Compliments or Complaints Form

## 1. INTRODUCTION TO OUR STATEMENT OF PURPOSE

Our Statement of Purpose is relevant to our residents, staff, visitors and other relevant parties with an interest in our care provision. It's purpose is to act as a central source of information for policies and procedures, outlines the care we provide, how we are organised to provide that care and includes a general overview of the premise, facilities, services and practices adopted to implement the efficient delivery of meeting our stated purpose.

With years of experience, the care team at Higham House Nursing Home pride themselves on offering high quality personal and Nursing care for the elderly with a person-centred approach that focuses on seeing the person rather than their symptoms. Naturally, there is more to our service provision than a few pages stating our purpose, therefore, our Statement of Purpose should be read and applied in conjunction with our wider policies, procedures and protocols.

A copy of our Statement of Purpose is lodged with our inspectorate commissioner "Care Quality Commission" and also available to download from our website: [www.highamhouse.org](http://www.highamhouse.org). A hard copy of our Statement of Purpose is also kept at Higham House Nursing Home hereinafter also referred to as "the Home".

Whenever, any part of the Statement of Purpose changes, we ensure that all circulating copies of the Statement of Purpose are updated within 28 days of that change. Furthermore, our inspectorate commissioner "Care Quality Commission" is also sent these changes in order that they may update the copy lodged with them.

## 2. VISION, MISSION AND CORE VALUES:

**Vision:** We strive to provide high quality care in a safe, caring, responsive, effective and well-led environment

**Mission:** Through excellence in facilities, person-centered care trained and motivated staff and by promoting best care values

**Core Values:** The following core values states, as an organisation, what we stand for:

- Our residents are at the heart of everything we do
- Having honest and open communication
- Respecting the privacy and dignity, promoting the independence, protecting the rights and providing the quality care, of our residents
- Ensuring our service provision is, fit for purpose and meets all the requirements of the regulatory and professional bodies and, aligning with CQC Terms of

## Reference and Key Lines of Enquiries (KLOE)

### 3. AIMS AND OBJECTIVES

- Privacy: the right a resident to be left alone
- Dignity: the understanding of needs and treating them with respect
- Independence: allowing to take calculated risks, make their own decisions and think and act for themselves
- Choice: giving the opportunity to select for themselves
- Rights: promoting all basic human rights available to residents
- Fulfillment: encouraging to realize their own aims and assist them in achieving their goals in all aspects of daily living

### 4. CQC KEYLINES OF ENQUIRIES (KLOE)

1a. how do you ensure the service you provide is SAFE?

1b. what improvements do you plan to introduce in the next 12 months that will make your service safer and when will this be done by?

2a. how do you ensure the service you provide is EFFECTIVE?

2b. What improvements do you plan to introduce in the next 12 months that will make your service effective and when will this be done by?

3a. what do you do to ensure the service you provide is CARING?

3b. what improvements do you plan to introduce in the next 12 months that will make your service caring and when will this be done by?

4a. what do you do to ensure the service you provide is RESPONSIVE?

4b. what improvements do you plan to introduce in the next 12 months that will make your service responsive and when will this be done by?

5a. what do you do to ensure the service you provide is WELL-LED?

5b. what improvements do you plan to introduce in the next 12 months that will make your service well-led and when will this be done by?

### 5. REGISTERED PROVIDER

#### Governance

Golden Nest Care Homes Limited is an independent care provider registered in England and Wales, providing care services to elderly people. Social services, voluntary organisations and private clients purchase our care services.

Its shareholders and subscribers of our services mainly fund Golden Nest Care Homes and qualified, experienced, committed caring and nursing staff from their chosen fields manages the Home.

Details of the Registered Provider:

**Golden Nest Care Homes**

**Higham House Nursing Home**

87 Higham Road  
Rushden, Northamptonshire,  
NN106DG Phone Number: +44  
1933314253

Email: [info@highamhouse.org](mailto:info@highamhouse.org)

Website: [www.highmhouse.org](http://www.highmhouse.org)

Golden Nest Care Homes intends to accommodate a maximum of 30 residents and provide the following specialism/services at one its location "Higham House Nursing Home";

CQC registered Higham House Nursing Home to carry out the following regulated services:

- Accommodation for persons who require nursing or personal care
- Nursing Homes
- Residential Homes
- Treatment of disease and disorder or injury
- Caring for Adults over 65 years
- Caring for Adults under 65 years
- Dementia

The following Care and Supportive Services are provided by the Home:

- Respite Care
- Palliative Care
- Epilepsy
- Visual Impairment
- Speech Impairment

**Director/Nominated Individual (NI)**

**Mr Suresh Babu Konduru:**

Suresh Konduru is the Chief Executive Officer of Golden Nest Care Homes and has been registered with CQC as a Nominated Individual for Higham House Nursing Home (to be confirmed by CQC).

Suresh is highly qualified and experienced businessman with over 20 years of professional experience in a senior management positions within IT, Education and Health Care Sectors combined with delivery of higher educational and vocational qualifications within Business, IT and Health and Social Care. Suresh has been successful and instrumental in developing businesses from startup and grow them to maturity levels.

Suresh's responsibility broadly covers all aspects of the business from Leadership, Strategy, Business Growth to Quality Assurance. Suresh is assigned with the following specific responsibilities of Higham House Nursing Home;

- Leading the Organisation to enable it to fulfill its stated Vision, Mission and Core Values and Objectives
- To appoint a Registered Manager in accordance with legislation
- To provide direction and leadership to the establishment through Registered Manager
- To maintain such skills as required carrying out the role at a current level, and undertaking such training and development as may from time to time be Required to maintain the balance of staff and skills mix
- To advise the Board of Directors and Advisors regarding the direction and development of policy with regard to the services of the Home in accordance with legislative requirements, relevant regulations, recognised standards and best practice.
- To ensure that the effective management, quality assurance and process centric system is designed and implemented.
- To make unannounced visits to the establishment at least once a month and interview an appropriate sample of service users and employees and prepare the reports.
- To ensure that regular review of all policies and procedures takes place at the specified intervals, notify the CQC of any important issues such as absence of registered individuals etc.
- To ensure an effective relationship exists between the staff and management
- Financial decision-making.
- Expansion and new business initiatives

The qualifications of Suresh Babu Konduru:

Master of Business Administration (MBA)  
Post Graduate Diploma in Human Resource Management Bachelor of Science

Certified Business Analyst and Enterprise Resource Planning Consultant  
in Human Capital Management

Training Courses attended: Mental Capacity Act, Dementia Awareness,  
SOVA, Health and Safety and Moving and Handling

Contact details: Suresh Babu Konduru  
255, Eastern Avenue, Ilford, Essex, IG45AT  
Telephone: 07747673110  
Email: [kondur70@yahoo.com](mailto:kondur70@yahoo.com)

## **The Registered Manager**

### **Mr. Abhilas Manmadhan (Abhi)**

Abhi is employed as the Home Manager and registered with CQC. He is a qualified Registered General Nurse and has completed the Level5 Leadership in Health and Social Care and he commenced his work as a Home Manager in December 2020. Abhi has over 12 years of experience working in different healthcare settings in UK such as NHS, Residential Nursing and Care Homes.

Abhi's responsibilities cover all aspects of the provision of care in our Home and his hands on experience coupled with formal training means that he is capable of managing the Home in a style that encourages staff, and ensures that people feel comfortable and supported.

Contact details are:

Abhilash Manmadhan

87 Higham Road, Rushden

Northamptonshire, NN106DG

Phone: 07740 000082/ 01933 314253

Email: [manager@highamhouse.org](mailto:manager@highamhouse.org)

## **The Staff:**

The Home employs Nurses, Carers, Care Assistants, Activities Co-ordinators, Kitchen and Domestic Staff. The Home's staffs are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. They are carefully screened, SOVA and DBS checks are made and references are always checked thoroughly. All nursing and care staff within the Home are appropriately qualified and trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate legislation, Regulations and the National Minimum Care Standards.

It is our policy to encourage staff to improve their skills so that they become more confident and therefore more effective at their work. 80% of all care staff has achieved NVQ level2; some also have achieved level 3 and 4. Catering staff ensures that standards relating to food, meals and nutrition are fully met.

Care staffs are encouraged to participate in the NVQ level 2 training programme, which is designed to increase their understanding of the issues surrounding the provision of care for the elderly. Opportunities exist to extend this training to NVQ level 3 and beyond, if required.

All staff receives a full induction designed to familiarise them with the Home and its operating procedures. Further training designed by Skills for Care especially for induction of new care workers in to social care is given. This includes a significant theory element designed to stimulate and improve overall awareness and the importance of promoting the

rights of individuals as well as other sections that cover the practicalities of FirstAid, Moving and Handling skills and basic Food Hygiene. Further courses undertaken by staff include safeguarding adults, dignity and respect, caring for people with dementia, nutrition, falls preventions, deprivation of liberty, medication, challenging behaviour and mental capacity act.

In order to effectively use our advanced care plans, staff are trained on how to use the care plans to deliver person-centred care. Their training covers not just the basic courses to develop skills for care but advance dementia courses and courses in effective communication and courses relating to respecting dignity and choice and respecting and understanding different cultures and beliefs.

During induction, and thereon after, all staff are trained either in-house by experienced qualified senior staff or externally in the following critical subjects:

- Vision, Mission, Core Values, Aims and Objectives of the Home
- Code of conduct
- The rights of clients
- Health and safety
- Food hygiene and safety
- Personal care tasks
- Carers responsibilities
- Safe guarding adults
- Care plans
- Effective communication
- Equality and diversity
- Respect and dignity
- Falls prevention training
- Caring for people with dementia
- Fire safety

Interaction with caring well-trained staff is essential for the well being of the people we care for. Our individualized caring process relies on the enthusiastic participation of our staff and this is encouraged and supported on a daily basis.

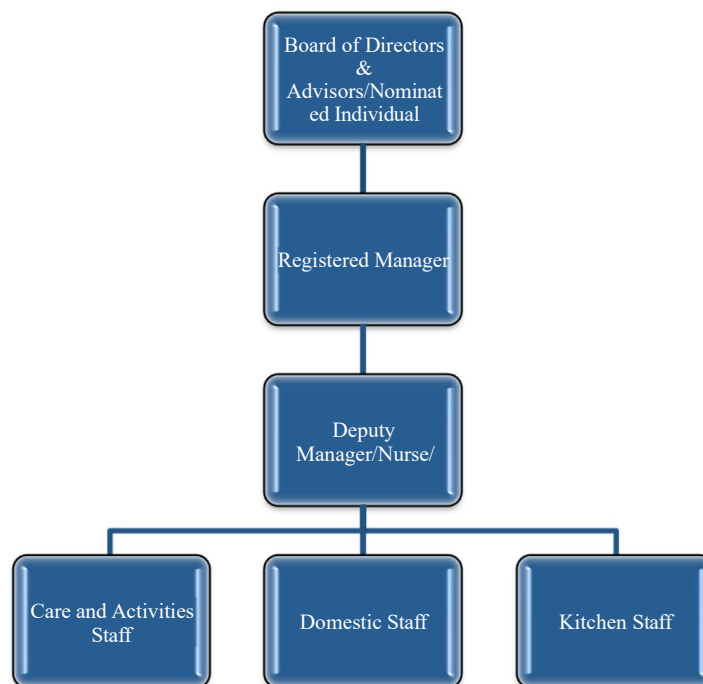
### **Staffing Levels:**

Staffing numbers and skill mix of qualified and experienced are appropriate to the assessed needs of the residents, layout of the premise and it's purpose. The staff allocated support residents will be chosen in order to match their skills with their needs and also to minimize travelling distances in order to support good time and attendance. In addition to direct and support the staff the Registered Manager works over 30 hours per week, most of which should be in addition to the

levels required, in certain circumstances the manager may be included within the staffing levels described. Staffing levels, are subject to continuous review based upon the dependency levels of those that we care for, may be changed at the discretion of the Manager. Care Staff work on a rota system that ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays.

The Home will operate on 3 main shifts and these shifts will run from 8.00am to 2.00 pm (the day shift), 2.00 pm to 8.00 pm (the evening shift) and 8.00 pm to 8.00 am (the night shift). Each shift will have nurse in charge and the total number of care staff working in each shift will be: 3 (the day shift)- 3 (the evening shift)- 2 (the night shift), this staff ratio changes in accordance with number of residents at any given point in time and the level of dependency and care needed for.

### Organisation Structure



### 1. CAREPLANS

Higham House Nursing Home aims to provide the people in it's care with a, secure, relaxed, and, homely environment in which their care, well being and comfort are of prime importance and where their mental health needs can be met with dignity. Through our person centred care-planning approach an emphasis can be placed on a person's needs as an individual. This focus is especially important when designing material

that stimulates and encourages reminiscence and independence.

The Health, personal care and social needs are set out in an individualised plan of care. This is generated from a comprehensive assessment of the Resident's needs along with family involvement. The care plan also meets relevant clinical guidelines as instructed by professional bodies and are reviewed monthly by the nurses. Relatives sign a declaration saying that they agree what is written and that the nurses will inform them of any changes. Our Residents and their relatives will decide on how and where they would like to be cared for, when their condition deteriorates and it is important for us to recognise and respect their wishes.

Our skilled carers strive to preserve and maintain the dignity, individuality and the privacy of everyone we care for, within a warm and caring atmosphere. Sensitivity to their ever-changing needs is crucial, whether these needs are Medical, therapeutic, cultural, psychological, spiritual, emotional, or social. Key to effective person centered care planning is the participation of trained staff.

Participation in the development of individualised advanced care plans is encouraged, where the input of family and friends is also greatly valued; again this input is especially important with those who have dementia.

Our care plans aid in the creation of programmes of activities that are redesigned to encourage mental alertness, self-esteem and an increased level of social interaction with others.

### **Person Centered Care**

In order to respect our core values of care, our highly personalised person-centred care planning process is essential. We believe we care for individuals with unique personalities, core beliefs and life experiences, who just happen to have dementia.

The advanced care plans are developed with the help of those that we care for, their families and friends and carers. Our background information or the biography section of the plan is crucial to enable carers to truly know the person they are caring for an essential to promoting independence and choice and respecting the core values and beliefs of the people we care for.

Our care plans are structured to focus on what our people can do, rather than what they can't find, recognises capabilities and how we can best structure our care to promote and encourage that capability. Where a particular need is identified, the care plan highlights how staff can effectively address that need.

In addition, the advanced care plan contains a section that outlines the wishes of the person in the event of illness and death. This section can be very emotive to complete and is done by our trained senior team who speak to the person themselves or use documents already prepared by the person to ensure we can fulfill the wishes of those we care for of the wishes they have expressed to family and friends.

We operate a key-worker system, where highly trained staff take a special interest in One or two people use the care plan to enable those we care for to live their lives to the full. The key worker will be involved in the care plan review process and can ensure that it is adapted to truly reflect individual needs and wishes.

Staffs are key to the success of person-centered care planning. Staff draws upon the information contained in the care plan to guide their actions and interactions with the people they care for. The life history section of the care plan helps to ensure people's beliefs and lifestyles are respected and facilitated, and that people's choices are put into practice.

The advanced care plan, in accordance with the Mental Capacity Act 2005, is used by our care team to empower those that we care for, whenever possible, to make decisions for themselves.

### **Care Plan Review**

Once developed, the care plans are regularly reviewed to ensure that the person is responding well and that the plan is a true reflection of the individual it is designed to describe.

Family and relatives are encouraged to participate in the person's daily routine as far as is practicable, and are invited to monthly formal reviews. Key workers attend these reviews, and it is a chance for us to ensure everyone is receiving the support they need in line with their personal choices and preferences.

The care plan is reviewed at three levels:

Daily on a shift-to-shift basis - At staff shift changeover the person's daily care notes are handed by the out-going shift to staff on the incoming shift and the person's responses and activity patterns are discussed as needed. Changes to the care plan may be proposed at this point.

Thereafter, a formal review is held with the person's key worker on a monthly basis. Family members are welcome to attend this meeting.

A six-monthly review is held twice a year, where family members are formally invited to attend this meeting.

All amendments to the care plan require the authorization of the Home Manager or Senior Carer; certain amendments may require the authorization of the person's GP. All amendments to the care plan are recorded in full.

We will establish the working parameters of this service by gaining agreement on the legislative care and business aspects of running the service from CQC.

We will establish the operational and human resource management aspects of the company and be compliant with the law and best practice principles.

We will have in place a quality management system and approach to the business, ensuring the delivery of a high standard of care and interventions using established quality assurance tools such as Coroner Care Standards, adherence to CQC care standards, and ISO 9000.

We are establishing robust partnerships.

## **6. ACCOMODATION**

### **Description of Premise:**

Higham House was originally a private house, but has been a Care Home for approximately 25 years. We are located in Rusden, Northants, which is a thriving and growing town. It is very much a family home for everyone involved, the Residents, Families and Friends, the Staff and others that visit. While our building is not purpose built like some modern homes, we can say with confidence, there is no better care team than our team at Higham House Nursing Home.

At Higham House Nursing Home, we specialise in caring for Residents with Dementia-related illness. The care provision endorses a holistic approach, which is sensitive to the needs of every resident, and it encompasses the following essential aspects of the person.

We provide all our Residents with a life that is as normal as possible, given their individual health and care needs. We provide this in homely surroundings with care that will enable them to live as independently as possible with privacy, dignity and with the opportunity to make their own choices. To achieve this, we ensure that assessments of their needs and life histories are used to develop individual care plans. The staff and resident relationship is one of partnership in care delivered, with an acknowledgement that the resident is paramount and central to decision making at all times. We also aim to support relatives and friends of our residents, as we understand how difficult it is at times. The practical and emotional demands this creates can make ordinary life impossible. It is difficult to cope, and yet seeking outside help can be distressing for all concerned. Experience has always taught us that the happier you are with our service, the more confidence it will convey to your relatives and friends.

There are 26 single-occupancy bedrooms; all bedrooms have washbasins, and 11 rooms have en-suite facilities. There is a nurse call system in every bedroom, bathrooms, toilets, en-suites, and all communal areas. There are 2 lounges and a dining room. There is an assisted bathroom and a shower wet room. The dining room is provided with good wholesome meals cooked on the premises. The daily menu is displayed on the notice board close to the dining room so that everyone can see the menu for that day. All laundry is carried out on the premises; it is advised to label all items of clothing. The laundry equipment can deal with all infection control requirements. There are 2 passenger lifts located in the home.

The home is equipped with a fire alarm system and a nurse call system. Higham House Nursing Home now boasts a pleasant, secure garden area, which is accessible to all residents; ramps are provided for the use of wheelchairs.

### **Health & Safety, Fire Safety and Infection Control**

All our staff have received training in the above, including all other mandatory training relevant to the care sector. The home complies with all current fire regulations and is fully equipped with alarms, fire detection devices, and fire fighting equipment. The Manager carries out Health and Safety audits every month.

### **Equipment**

Higham House Nursing Home has 2 hoists and 1 stand-aid to help in the safe transfer of residents who have been assessed as needing this assistance is ensured. If hoisting is required, each resident is allocated their own hoist sling to prevent cross-infection. The home has many adjustable profiling beds, although some of our residents prefer to have an ordinary divan bed. The home provides pressure-relieving mattresses and equipment for those residents who are assessed as needing them. The home also provides a 'sit on' digital weighing machine.

### **Resident Rooms**

A selection of rooms is available to choose from. Each room is decorated and furnished to a high standard, although each individual is encouraged to personalise their room with items that are special to them. Most of our rooms have en-suite facilities, whereas the rooms that do not have en-suite facilities are fitted with washbasins and vanity units.

All the rooms are fitted with a 'call bell' system, which operates 24 hours per day, and with a TV aerial socket. The people we care for have the option to have direct telephone lines installed in their rooms.

We have 12 bedrooms on the ground floor, 10 bedrooms on the first floor in the old wing, and 4 bedrooms in the new wing.

### **Social Rooms**

There are two lounges and one dining room, all centrally heated. Those that we care for are encouraged to use these public rooms; however, those who choose to stay in their own rooms may do so. The sitting rooms are a place where people can meet, listen to the radio, play tapes and CDs, or watch TV or videos.

### **General Facilities**

At the front of the house, there are excellent parking facilities. Outside the home, at the side, rear, and front of the property, there are beautiful gardens and a courtyard area with delightful views of open countryside.

For the comfort and well-being of all, there is a no-smoking policy throughout the home.

### **7. ADMISSION PROCEDURE**

Clients interested in coming to Higham House Nursing Home are encouraged to visit the Home and sample the atmosphere and level of service. We recognize that the decision to move into a care home can be emotional for the person and their family, therefore, we aim to support people through this process by giving them as much information as possible and answering all their questions and ensuring the home welcoming and open.

Upon receiving a referral, we will arrange for an assessment to be carried out to determine the care needs of the prospective resident. This assessment is conducted at their current address, hospital, or home. We encourage an initial visit to the home as the first of the process. The completion of the assessment form is completed before the resident is admitted to Higham House Nursing Home. The outcome of the assessment is discussed with staff to ensure we can meet the needs of the person.

- 8.** Admissions of an urgent nature are accepted in instances where the welfare and safety of the individual might be harmed if the admission is delayed. Therefore, it is possible to admit a resident without a full assessment being carried out. In these circumstances as much information as possible will be obtained. The assessment will be completed as soon as possible after admission.

### **OUR SERVICES**

Higham House Nursing Home is originally registered to provide 30 places for people who are no longer able, or no longer wish, to stay in their own homes due to increased short-term memory loss from dementia.

We understand that having dementia can be a difficult experience for people but we aim to support elderly persons and encourage them to still enjoy life. Our staffs are specifically trained in this area and our daily

programme of events and activities centre around the needs of those with dementia. Our facilities have been adapted to ensure we provide a safe and secure environment and we have taken advice from a dementia care specialist to ensure our home meets the needs of our dementia clients. From our experience and discussions, people who are involved in activities and communicate with others have a greater sense of well-being. There are no restrictions or formalities on visiting and people can feel free to entertain their family and friends at anytime.

We understand that moving into a care home can be an anxious time for all involved and we find that maintaining links in this way helps to smooth the transition. Our staff spend time listening to those that they care for and act upon their requests. This information is all fed back into our advanced care plans and activities planning to ensure that those we care for have choice, dignity, and respect. Our staffs are friendly and warm and we feel this assists those with dementia to feel happy and relaxed.

### **Religion and worship**

Those that we care for may attend religious services either within or outside the home, as they so wish. If services are outside the home, where possible, transport should be arranged, and accompaniment with friends and relatives is encouraged. In the event that this is not possible, care staff may accompany people on specific occasions, if staffing levels permit. A separate charge would be made for this service.

Those that we care for have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

### **Family and Friends**

We appreciate that communication and contact with family and friends is essential to maintaining a sense of well being for those with dementia. Our philosophy is that the resident and their friends and relatives become part of our family at Higham House Nursing Home. We aim to provide opportunities for the people we care for to keep in contact with the wider community. This can be done by providing areas for people to entertain friends, maintaining friendships, and attending local clubs and churches.

Family, relatives, and friends are encouraged to visit regularly or maintain contact by letter or telephone when visiting is not possible. Staff will offer to assist with responses where help may be needed. Visitors are welcomed at all reasonable times and are asked to let the Person-in-Charge know of their arrival and departure from the home. For security and fire safety reasons, visitors must sign the visitors' book on each occasion.

The people we care for have the right to refuse to see any visitor, and this right will be respected and upheld by the Person-in-Charge, who will, if necessary, inform the visitors of the person's wishes.

### **Leisure and Therapeutic activities**

Higham House Nursing Home offers a wide range of leisure and therapeutic activities designed to encourage mobility, and most importantly, staff encourages and helps pursue their hobbies and interests. Resident's interest, skills, personalities and medical conditions are all taken into consideration when doing activities with them. We learn a great deal about the resident from our in depth life history from which we ask family and friends to complete. This gives us insight into the likes and dislikes of the person. We offer family and friends the opportunity to join the resident for meals whenever they wish. Birthdays and anniversaries are always celebrated. Our cook makes the most wonderful cakes. Residents in our care can play the following games using equipment designed for fading sight and those with dementia.

Cards  
Scrabble  
Bingo  
Draughts  
Ballgames

Activities with the staff and activities coordinators

Chatting to individuals  
Going for walks  
Manicures  
Playing games  
Arm chair exercises  
Reading letters/magazines/newspapers  
Helping to choose library books  
Music and sing-along  
Maintain lifelong hobbies, crossword puzzles etc  
Reminiscence work and occupational therapy  
Art and craft sessions  
Gardening  
Film shows

### **Outings**

All outings are geared to individual needs and capabilities. Examples of outings are listed below:

A drive around the countryside  
Visit to a garden centre  
Visit to a pantomime or play  
Visits to the zoo.

## **Pets**

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they wish to bring an animal with them when they move, the management has a responsibility with regard to health and safety. This is not to say we do not permit pets. The Manager treats each case independently, taking into account the number of pets already at the home. The home recognizes the therapeutic benefits of animals for those who have dementia. With this in mind, we have a cat that visits the home.

## **Medication**

At Higham House Nursing Home we recognise the importance of medication in the effective treatment of illness and we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines.

On admission, all residents have their medication administered by our care workers who, along with our manager, monitor its effects in conjunction with the resident. We use the Monitoring Dosage System. Staff organise medication for leave periods with the pharmacist.

Each resident's medication is reviewed at regular intervals. If changes are needed between reviews, a referral is made to the consultant and/or GP. Should a resident wish to self-medicate, provided that it is consistent with their risk assessment and Support Plan, they will be encouraged to do so. Any resident may request to see a doctor in private if they wish.

## **Telephone**

The Home has a phone, which can be used for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through telecom provider at their own expense.

## **Nutrition and Hydration**

We consider nutrition to be of paramount importance to our residents. Our cook prepares healthy, wholesome, and varied meals daily, and any special dietary needs are catered for. We also receive advice from dietitians and speech and language therapists on nutrition/hydration, as well as issues surrounding diet and associated concerns such as swallowing and oral problems

## **Meals**

Menus are varied and favourite dishes and special diets can be catered for. The people we care for are encouraged to eat in the dining room but may eat in their own room if they desire. Tea and coffee are served and available 24 hours a day, and visitors are also catered for.

## **Smoking, Alcohol and Illicit Substances**

There are designated areas within the facility, including a designated smoking area. Smoking is not permitted in residents' bedrooms or in any other areas inside the home.

Alcohol is not permitted at Higham House Nursing Home except for special occasions under the staff supervision. Please seek advice from the Manager or Nurses regarding resident's alcohol consumption

Non-prescribed or street drugs are not permitted at the Home

## **9. FINANCIAL ARRANGEMENTS AND FEE**

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. The type of facility required, and
2. The type of care package and needs of the individual

Depending on the personal financial situation, fees can be paid privately or by benefits arranged by social services. The current rules can be complicated and specific advice is available from our Care Manager.

### **Fee-What is included**

Standard charges include the provision of a room of your choice (depending on availability), fully furnished and provided with all linen and towels.

Fully trained staff in 24 hours attendance

Good home cooking

Provision for special diets

Laundry service

Call system

Full central heating and lighting

Manicure and hand massage

Occupational therapy

Individual advanced care plans

Some outings and entertainment

Book and video library service

Use of email facilities located in the administrative office

Letter writing facility

Religious services

### **Fee-what is not included**

Dry cleaning  
Weekly visits from the hairdresser to the home  
Monthly visits for a private chiropodist to the home  
Private phone installation and calls  
News papers and magazines  
Staff escorts to hospital  
shopping/transport service  
Visits to doctors, dentists and opticians appointments  
Respite services

### **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the Home, then a month's notice must be given of this intention, or a month's fees paid in lieu of notice. Our trial period is for a minimum of 3 months, during trial period, no notice is required however the full month's fees for the trial period will be due. If someone temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks and full fees will be due for those 8 weeks

### **10. RESIDENT CONTRACT**

All the people we care for are provided with a contract when they move into Higham House Nursing Home. This sets out the terms and conditions associated with the service that is provided. Where care is arranged by social services the contract is issued by social services and clients are provided with a statement of Higham House Nursing Home terms and conditions instead of standard contract.

### **11. INTERNAL QUALITY ASSURANCE AND ENHANCEMENT**

We, at Higham House Nursing Home aim to provide a comfortable, friendly environment for all our and to include the families and friends in their care. There is a quality assurance policy for the home and relevant questionnaires to complete periodically regarding the standard of service provision These are genuinely themed questionnaires and we welcome any constructive comments you may have, the consequent feedback contributes to us identifying the areas where there is a potential to improve the service. The Manager and the Nurses are available to meet residents and relatives to discuss any issues surrounding the care of the residents or any other concerns. Audits are carried out throughout the home to ensure all policies and procedures are adhered to.

Higham House Nursing Home will continue to strengthen its position as high quality care provider. The quality assurance and enhancement procedures are intended to build upon existing good practice within the Home and secure the high quality care provision.

Higham House Nursing Home is dedicated to strengthening links with its residents, and to a programme of continuous improvement. Nurses, Carers and residents are regularly evaluated to ensure the care package is appropriate in meeting the' needs. A rigorous quality assessment process is in place to review the service that the Home provides and how that service is delivered in order to ensure the Home is continually improving. The main areas assessed are:

- Appropriate use of nationally agreed care standards and reference points and adhering to the CQC framework on Key Lines of Enquiries (KLOE)
- Care provision and care plans
- Record keeping and administration
- Staff training and supervision
- Policies and procedures
- Residents Feedback and Complaints
- Physical Environment and Equipment
- Residents and Care Staff Meetings
- Internal Staff Meetings
- Quarterly Management Meetings
- Annual Monitoring of Quality Assurance

Attention to the smallest details is pivotal to everything that we do. Feedback from those that we care for and their families is an important aspect of our quality programme. We regularly ask for comments on the Home, the staff and services we provide.

### **Quality Monitoring:**

In order to discharge its responsibility for the oversight of quality and care standards, the Board of Directors and Advisors requires Management level reporting on a quarterly and annual basis. The process described below is designed to meet a number of principles, which under lie our approach to quality assurance and enhancement.

The process is designed to be proactive: the requirement that the Board of Directors and Advisors receives Quarterly Reports from Internal Staff Meetings which aimed to ensure that the Home level issues are identified at an early stage and can be addressed in timely manner.

The process is designed to promote quality enhancement. Following the approach adopted by CQC and other regulatory bodies, we understand the quality enhancement to be deliberate steps taken at the Home level to assure and enhance care quality. The timing and structure of Quarterly and Annual Reports and the requirements that the Home level actions are planned on the basis of these reports has been designed to ensure that quality improvements flow from the monitoring process.

### **13. CONFIDENTIALITY – DATA PROTECTION**

We adhere to a data protection policy that ensures that the processing of Personal Data in connection with employees and residents will comply with the UK Data Protection Act 1998 and GDPR Act, which came into existence and implemented in May 2018.

The basic requirement is that the processing, both automated and manual, shall comply with the following data protection principles, which require that personal data shall:

Be processed fairly and lawfully

Be obtained only for specified and lawful purposes, and not be processed in any incompatible manner

Be adequate, relevant and not excessive

Be accurate and, where necessary, kept up to date

Not be kept longer than necessary

Shall be processed in accordance with the rights of Data Subjects

Be protected by appropriate security measures

Not be transferred outside the EEA

Unless adequate level of data protection exist

#### **Right of Access**

Residents and employees have the right to be supplied with a copy of their personal data the home retains. All requests are to be made to the Home Manager who is the “Data Protection Co-ordinator”. In her absence the Home’s administrator or senior staff member is to be contacted.

### **14. SAFEGUARDING**

We take the well-being, health, and safety of our residents very seriously and operate strict procedures to ensure this is maintained at all times. We have a robust safeguarding policy in place and promote Choice, Privacy, Dignity, Respect, and Confidentiality at all times.

### **15. PRIVACY AND DIGNITY**

Our staff will do their utmost to protect the residents “privacy and dignity by:

Knocking before entering their room

Asking their permission prior to any personal/nursing interventions

Asking permission for staff members of the opposite sex to be involved in their care

Assuring that our staff is appointed for their warmth, kindness and understanding of elderly care, in addition to their qualifications

All residents have the right to be alone and undisturbed and to be free from public attention or intrusion into their private lives

Resident rooms will have a lock fitted such as are appropriate to their needs, and will be provided with a key unless a documented risk assessment indicates that this is inappropriate

Records are designed, used and stored so as to assure privacy, legislative controls over records, such as Data Protection Act, will

be adhered to Medical care is provided by a GP of the residents choice as far as is possible.

However, it must be recognized that GP's work within a geographical area and a move into a nursing home may necessitate a change of GP for the resident; we use one surgery to assure continuity. Other professionals will at times be required, these are CPN (Community Psychiatric Nurse), Dieticians, Specialist Nurses e.g. Parkinson Nurse, Chiropodist, Opticians, Dentists etc

The Hair dresser visits the home weekly; this is at an extra cost, as is the Chiropodist who visits every 6 -8 weeks

#### **16. INSURANCE**

Higham House Nursing Home has all appropriate insurances arranged with approved and FSA regulated insurance providers. Our employer's liability insurance certificate can be viewed at the Home notice board or at the entrance of the Home.

#### **17. FIRE SAFETY**

Higham House Nursing Home has a modern fire alarm system fitted, with "fire exit notices" and "fire emergency instruction notices" are displayed at strategic points throughout the home, as advise by the local "fire department".

All staff is fully trained on fire prevention/drills policy. Fire exercises are carried out weekly on each shift. Staff is instructed during induction training with regard to the fire prevention/drills policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission.

A full fire drill is conducted monthly, which involves evacuation of the home.

The local fire officer tests the fire systems and alarms monthly and 6-monthly. A qualified fire extinguisher maintenance engineer checks all firefighting equipment annually. A local fire prevention expert carries out a fire risk assessment.

Records are kept of all such testing as part of the Manager's responsibilities. Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

#### **18. KEY POLICIES AND PROCEDURES**

Details of key policies and procedures can be supplied on request and are kept in our offices at Higham House Nursing Home. Examples of policies and procedures include:

- a. Whistle blowing
- b. POVA/SOVA
- c. Health and safety
- d. Pets policy
- e. Safe handling of medication
- f. COSHH
- g. Hand washing
- h. Anti-discrimination policy

- i. Food hygiene
- j. Resident rights
- k. Activities and entertainment
- l. Missing persons
- m. Policy on aggression and violent behaviour
- n. Manual handling policy

## **19. COMMENTS, COMPLIMENTS OR COMPLAINTS**

Higham House Nursing Home recognises that in order to improve and continue to offer a high standard of care to the people we care for; we need to listen and give a voice to the people who use our service.

We appreciate that those with dementia may find it difficult and frustrating to communicate so we offer a variety of ways for the people we care for and their family and friends to feedback their opinions of our service and how we can meet their needs better and what we do well.

On daily basis carers, especially key workers, take time to talk and listen to the people we care for. Staff is trained to recognise that this daily feedback is important and it is fed back into a person's care plan and to the Home Manager, to incorporate into our processes and systems.

In our entrance hall there is a comments book where the people we are for, and visitors to the Higham House Nursing Home, can write any feedback they have. Our compliments procedure is included below and a copy of which is displayed on our notice board and given to the people we care for and their relatives on admission to the Home. We also periodically remind the people we care for, and their family and friends, in our newsletter of the importance of feedback and the ways they can do this.

More formally once a year we issue our Quality Assurance Survey and the results from this produces a detailed report on what we are doing well and any issues that need to be addressed. This report then helps to guide our strategy for improvement for the coming year.

Above all we encourage the people we care for and their family and friends to bring even small issues and comments. We remind people, through our news letter and care plan reviews that our Home Manager's door is always open and we really welcome feedback, however small.

While we hope issues that crop up can be dealt with informally by raising the matter with staff or our Home Manager, we do recognize that people may feel their point has not been dealt with appropriately, or they may prefer to take the matter up more formally. Our complaints procedure is detailed below

## **20.COMPLAINTS PROCEDURE**

At Higham House Nursing Home we aim to maintain a high level of care but appreciate that from time to time there may be areas of concern, which need to be discussed. We believe that complaint and compliments is valuable indicator of the quality of our service, and an opportunity to improve that

quality. Complaints can arise through simple misunderstandings or genuine dissatisfaction. Usually, discussing the matter determines the cause, and a solution that satisfies can be found. If you are unhappy in any way, please tell us immediately so that we can do something about it for you. However, in the event that you feel the need to complain, the process below should be followed.

## **COMPLAINT PROCESS**

### **How to make an Informal/Formal Complaint**

At Higham House Nursing Home we aim to deliver an efficient service at all times. We do, however, realise that from time to time complaints will occur.

We at the Higham House Nursing Home believe that any complaint should be dealt with quickly, efficiently, with respect and in total confidentiality.

We realize that the people we care for, and their family and friends, have the right to submit their complaints verbally or in writing at any time. We aim to resolve any verbal complaint within three working days and any written complaint within ten working days

Our Home Manager will be in close contact with the person who submitted the complaint through all stages of the complaints process to advise them of timings and where the complaint is and how it is being dealt with.

### **Stage One- Informal Stage**

Initially, a complaint should be made to our Home Manager. This may be in writing, verbally or using the form detailed in appendix 1. If our Home Manager is not available in person, the complaint should be made to the senior staff member in charge at the time.

Our Home Manager will find out the details of the complaint fully before any action can be taken. At this informal stage our Home Manager will then discuss the best course of action depending on the nature of the concern.

The next step will be to inform the person making the complaint of the action to be taken to resolve the complaint and to implement it immediately. If the matter can't be resolved through in formal discussion or the person making the complaint wishes the matter to be dealt with more formally or our Home Manager feels the complaint would better be dealt with more formally, the complaint can then be moved to stage two.

### **Stage Two- Formal Stage**

Complaints can be submitted and recorded along with any outcome, on the Higham House Nursing Home Service Complaint and Resolution Form (see appendix 1).

If a complaint is made by letter, or needs in depth investigation, a detailed report will be made. The report will detail each point of the complaint, our response, the evidence to support our response and the action we propose to take to address the concern. Any investigation we undertake will use the documentary evidence available for example: care plans; daily reports; nutrition, sleep and other health care records and staff testimony.

We will provide the interested parties a copy of the report and then invite them to a meeting in order for them to feedback any comments they may have and to ensure that our actions fully address their concerns so we can reach resolution.

If the complainant is not satisfied by the outcome of the complaint, they can either raise the complaint with local authority that they are funded by or if the person's fee is privately funded to the local government ombudsman. Contact details are below:

### **Local Government and Social Care Ombudsman**

The Local Government Ombudsman investigates complaints about councils and certain other bodies. They investigate complaints about most council matters including housing, planning, education and social services. It is an independent, impartial and free service. The Ombudsman can investigate complaints about how the council has done something.

### **Northamptonshire County Council**

One Angel Square Angel Street  
Northampton. NN1 1ED  
[Email: AdultQualityTeam@northamptonshire.gov.uk](mailto:AdultQualityTeam@northamptonshire.gov.uk)  
Phone: 01604 361777

### **Other ways to complaint**

You can discuss your complaint with your local county councillor or MP (you can contact the county council, your local CAB or library for their contact details). Or you can go directly to the Local Government Ombudsman at: PO Box 4771, Coventry CV4 0EH. Telephone Number: 0300061 0614. However, the Ombudsman will expect you to have given the Adult Social Care Services a chance to deal with it first.

### **Care Quality Commission**

The people we care for or their representatives have the right to provide the feedback to the Care Quality Commission that regulates our service, details of which is below and if they are funded by the local authority to the complaints team of the local authority.

The Care Quality Commission will not investigate individual complaints and recommend that concerns are raised directly to the Home, they can use any information provided by the people we care for to help regulate our service.

Can be contacted by phone no: 03000616161 or Fax: 03000616171 or email at:  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

By post to:  
Care Quality Commission  
City gate, Gallow gate  
Newcastle upon Tyne NE1  
4PA

### **General Social Service Council**

The General Social Care Council is the workforce regulator and guardian of standards for the social carework force in England. Established in October2001 under the Care Standards Act 2000, they are responsible for the codes of practice, Social Care Register and social work education and training.

Contact details are:  
General Social Care Council  
Goldings house  
2 Hays lane  
London.SE12HB  
Telephone: 02073975100  
Fax: 02073975101  
Website:[www.gsccl.org.uk](http://www.gsccl.org.uk)

### **Registered Provider Details and Contacts**

Golden Nest Care Homes  
Higham House Nursing Home  
87 Higham Road, Rusden, Northants  
NN106DG  
CQC Location ID: 1-7311346879  
CQC Provider ID: 1-6821013413  
Email: [info@highamhouse.org](mailto:info@highamhouse.org)  
Website:[www.highamhouse.org](http://www.highamhouse.org)

Nominated Individual - Suresh Babu Konduru  
Phone: 07747673110  
Email:[kondur70@yahoo.com](mailto:kondur70@yahoo.com)

Registered Home Manager - Abhilash Manmadhan  
Phone: 01933314253  
Email:[manager@highamhouse.org](mailto:manager@highamhouse.org)

**APPENDIX1:**

Higham House Nursing Home Comments and Complaints Form

Please fill in the form below to make a comment, complaint, compliment or suggestion about the Home.

Please make sure you fill in the fields marked with\*

Please tick below\*

Complaint	
Comment	
Compliment	
Suggestion	

If you are filling in the form for somebody else, please first fill out your personal details in the section below and then complete the section on the person you are contacting us about. (i.e. you are not satisfied with a service you have received or you wish to make a suggestion).

Details of the person contacting us.

Please mark the Title below:\*

Mr		Mrs/Ms/Miss	
----	--	-------------	--

Name\*

Street\*

City/Town\*

County\*

Postcode\*

Home Telephone\*

Email\*

Your relationship to the Resident

Does the person know you are acting on their behalf? Yes or No

Please provide the details of the person concerned\*

Mr		Mrs/Ms/Miss	
----	--	-------------	--

Name\*

Street\*

City/Town\*

County\*

Postcode\*

Home Telephone\*

Email\*

Details of the complaint, comment, compliment or suggestion\*

What would you like to see done\*

Further information