

Shaivaa Care Limited

24/26 Bryniau Road, West Shore, Llandudno LL30 2EZ

01492 877310

Statement of Purpose



Shaivaa Care Limited is the registered provider operating Brigadoon Care Home. We are registered with the Care Inspectorate Wales (CIW) as an Adult Care Home for male or female, and clients with early stages of Dementia.

Ms Ceri L Jones is the Registered Manager of the home, supported by the Care Manager, Mrs Anne Brent. The Registered Individual position is held by Mrs Ranjeeta Dussoye-Sookha, a director and shareholder of Shaivaa Care Limited.

They ensure that the high standards at the home are maintained. There are 11 single bedrooms, all en-suite. Clients are encouraged to personalize their rooms, bringing in small pieces of furniture and pictures, subject to the space available. Brigadoon provides a secure and comfortable environment where care is tailored to meet individual needs, independence is encouraged and actively promoted, and the change associated with moving into a care home is minimized as much as possible.

Freshly home cooked meals are served, using locally sourced meat, vegetables and provisions. The Home Manager will ensure that any new client will be welcomed and introduced to other clients and staff, and will support them through the changes and adaptations involved over the following weeks, when they move into their new home. It is not registered as a Nursing Home and we cannot provide nursing facilities at

Brigadoon. Nursing care when necessary, is provided by the Community Nurses via referral from the clients' own G.P.

Section 2: Description of the location of the service

a) Accommodation based services

Brigadoon Care Home is located five minutes from West Shore, with its wonderful views and lovely walks. There is easy access for wheelchairs and mobility scooters and also a small café for refreshments. A local newsagents and post office are situated within walking distance. There are regular bus services into Llandudno, with a bus stop two minutes walk away from the care home. The Trinity Centre , a community centre offering meetings and activities on a weekly basis, is located within walking distance too. Clients who are able to, are encouraged to continue with their hobbies and interests, visiting social clubs and taking part in outings and coffee mornings, visiting hairdressers or going on holidays with families and friends. Transport can be provided should any of our clients wish to continue with their previous social life, or to attend a local church or chapel. Families/friends or representatives are encouraged to accompany them when possible. Llandudno Hospital is located five minutes away, where many health professionals are based. A member of staff will usually attend appointments with our clients, unless a family member or representative wishes to be present.

Section 3: About the service provided

a) Range of needs we can support

Brigadoon Care Home can provide care for adult individuals who need support with daily personal care, and who need reassurance and support at night. We do not hoist, as we are only a small home and are staffed accordingly. We can manage most care and mobility needs, including early stages of Dementia, as long as the individual is able to mobilize independently with their aids. Any nursing needs are met by the District Nurses who visit the individual until that nursing need is no longer required. We promote independence at Brigadoon, and our ethos is to give a home from home environment, where our clients are happy and relaxed. We also feel that prevention is the best policy, and work hard to ensure good preventative care with the support of the G.P and outside agencies. All our clients are assisted and supported to access appointments with health and allied professionals, by providing transport and a member of staff to accompany the client. Families or representatives are offered the opportunity to attend these appointments, should they wish to do so. Records for any professional consultations are recorded in the clients Care Plan. As our clients' needs change, we can re-assess their needs, and if those needs can be met, we can offer a lifetime of care at Brigadoon.

b) Age range of people using the service

Adult

c) Gender of people using the service

All gender

d) Accommodation Based services

Maximum capacity
11

Section 4: How the service is provided

At Brigadoon, our main priority is the safety and well-being of our clients, ensuring they feel respected as individuals, and that their identity is recognised and valued. We train staff to value the clients' privacy, and choices, to listen to the clients, ensuring they still have control over their lives. We keep our staff well trained and updated. All our staff are recruited for their caring nature and commitment, to ensure our clients are safe and happy. Should any specialist service be needed, we can refer for a visit, or a professional consultation with : Physiotherapy, Counselling, Dental, Audiology, Opticians, Memory Clinic, Nutritionist, SALT team and any other service that we, or the health professionals feel is necessary for the well-being of our clients.

a) Arrangements for admitting, assessing, planning and reviewing people's care

Before admission, we will visit the client in their own home or in hospital, so we can assess their needs and whether we can meet them at Brigadoon. This will involve the clients' family and Social Worker being present, and a personal chat with the client. It is imperative that we have as much information as possible, from the client, professional health workers if in hospital, and also from the family, then we can decide if they will be happy at Brigadoon and that we can meet their needs. The Social Worker will also have a Care Plan for the client. We offer a month's trial period, to ensure both parties feel Brigadoon is the right home for the client. A support plan for the client will be introduced, where the client will be consulted and the plan developed with their choices and wishes documented. A Welcome Pack is given to the client, or family member, or representative, with all necessary information included. This will include a Statement of Purpose. Once the client is settled, we then have a monthly review to ensure the needs are still being met, or if there are any changes. As we are a small home, all the clients are familiar to the management and staff, and any changes noticed immediately.

b) Standard of care and support

We make all visitors feel welcome, with an open door policy (subject to Covid19 restrictions) as we believe that having visitors regularly enhances the well-being of our clients. After 6.00pm, we do encourage visitors to phone in prior to coming in so that staff members are aware of who is visiting. We always offer refreshments, as we know this would be the way our client would have welcomed them in their own home. We have WI FI in the home should a client want to use social media to keep in contact with friends and family, or to use a computer. As we have regular client meetings, this allows them to participate in deciding which activities they would like, whether they would like an outing, and what they would like on the menu. This allows them control over their own lives by making choices. If they wish, we can offer a religious representative to visit, or they can visit a local church or chapel. In house activities include, Bingo, Quizzes, Gardening, baking days, painting and other games. We are able to contact the local library for books, DVD's etc. When the weather is suitable, we offer to take the clients out in a wheelchair or for a walk, to West Shore or to the local shops. We also book a minibus to take them out

for an afternoon, sometimes just for a scenic route or shopping. There is a community centre locally which has regular meetings and activities.

c) Language and communication needs for people using the service

All our staff speak English, and we also have Welsh speaking staff who can chat to our welsh speaking clients. We have been informed by the local library that they have volunteers who speak welsh and can come out to chat to any client in our home, should they wish. They also have welsh books and magazines we can use. This service will be offered to all our clients, English and Welsh speakers. When meeting a client prior to their admission, if their first language is Welsh, we offer their personal plan to be written in Welsh, and any of our key documents, i.e Statement of Purpose, Terms & Conditions etc. We also inform them that the Manager speaks Welsh, and also the Deputy Manager, and one member of the care staff. Some of the staff have a limited knowledge of the welsh language, and will communicate small phrases in the medium of welsh with our clients. We have introduced welsh phrases or words each week, which all staff attempt to translate to our clients. A white board with the day of the month in English and Welsh has also been introduced, and badges for the welsh speaking staff. Staff also ensure that the welsh speaking channels are available on the television set in the room (S4C) of our welsh speakers. When the activities are on offer, we request the singers to sing welsh songs, and inform them of our welsh speaking clients. We also offer our staff to attend welsh language training.

Section 5: Staffing arrangements

a) Numbers of staff qualified and their competencies	Care Manager- NVQ level 3 Senior Carer/Administrator – NVQ level 5 Senior Carer- NVQ 3 One Cook – Catering Qualifications Three Night Carers – Two NVQ level 3, One SRN Two carers – Level 2 x1
b) Staff levels	10
c) Deployment of staff at service (for accommodation based services only)	8-2 - One cook Manager Two Carers 8- 6- Two carers Manager 6 -8- One carer + one on call Night shift – One carer awake + one on call.
d) Arrangements for delegated tasks	Cooks follow Safer Food Better Business for caterers FOOD STANDARDS AGENCY HYGIENE RATING 5 Senior staff and Manager discuss and delegate tasks which are needed on a daily basis.
e) Supervision f) arrangements	Staff Supervisions – every 8 weeks. Annual Appraisals. Daily observations.
g) Staff training	All staff have Mandatory Training – First Aid, Manual Handling, POVA, Fire training, Medication training, Infection Control.

Section 6: Facilities and services

Accommodation based services only

a) Number of single and shared rooms	11
b) Number of rooms with en suite facilities	11
c) Number of dining areas	1
d) Number of communal areas	2
e) Specialist bathing facilities	All rooms en-suite / Wet room
f) Specialist equipment	Bath chairs Passenger lift to first floor
g) Security arrangements in place and use of CCTV	Security lighting front and back of building. Secure doors and windows. Access for visitors through front secure door, where a door bell is used to signal arrival and can only be opened by a member of staff internally. Recently installed CCTV camera (outside) to the front and rear of the property for our clients security.
h) Access to outside space and facilities at this service	Front and back gardens Conservatory

Section 7: Governance and quality monitoring arrangements

All Policies and Procedures meet CIW Statutory Guidance.

Clients are encouraged to air their opinions about the home, especially how they feel things can be improved, both formally at Client Meetings, during their reviews, and on a day to day basis. An annual audit is processed by the Manager, to monitor care and standards at the home, where questionnaires are given to clients' family, friends, representatives, professionals who visit the home and any other visitors. These are collected over a few weeks to ensure a wide range of feedback. Questionnaires are also given to the clients and also the staff. Any feedback requiring action, is discussed with the Care Manager and staff, then actioned.

As Brigadoon is a small home, daily observations are standard, and the management is aware of what is always happening on the premises.

Risk assessments are updated regularly, and staff are prompted to read them, and inform management of any changes.

A complaints procedure is included in the Service User Plan/Welcome Pack given to all clients, and daily interaction between management, staff and clients, ensures that any complaints, however small, are dealt with promptly.