



# HARLEY HOUSE STATEMENT OF PURPOSE SERVICE USER GUIDE



## Our Statement of Purpose

### Name and Address

Harley House is a 28 bed Nursing/Residential Home and is registered with the Care Quality Commission (CQC). It is situated at 10-12 Elms Road, Leicester, LE2 3JE. Telephone 0116 2703672. Harley House is part of a group called 3AB Care Ltd. This is a family run business and the Chairman, Mr Arvind Patel, who is a Pharmacist by profession, has been in the business for over 30 years. The Registered Care Manager is Mrs Shobha Kapoor. Mr Rajan Patel is the Managing Director and he is there on a day-to-day basis. The home stands in the convenient, yet quiet location of Knighton in Leicester City. A range of local shops are nearby and a good bus service provides easy transport.

### Number and size of rooms

There are a total of 25 rooms in the home – 22 single and 3 shared. All accommodation complies with the requirements of the National Minimum Standards that came in to force on 1st April, 2002.

### Qualifications of Care Manager

The Registered Manager Shobha Kapoor is a Registered General Nurse with 30 years Nursing experience, the last 20 years being within the older people's service. She is a pro-active and skilled manager and strives to ensure her team deliver high standards of care with compassion and empathy.

### Qualifications of Staff

In addition to the registered Care Manager the home employs 6 more registered general nurses, twenty-five care assistants, two cooks, 2 tea ladies, two kitchen assistants, two domestics, two laundry persons, one maintenance person, one gardener and an activities co-ordinator. All staff are highly trained in their respective duties and provide services according to the Home philosophy and values.

## **Organisational Structure**

### **Age, sex and needs of Service Users**

Harley House is a mixed sex home and has facilities to look after elderly people, including married couples or partners, who because of their physical incapacity, require help with daily living.

### **Range of needs**

Harley House is registered to provide care to long and short stay elderly people, those with Physical disabilities or nursing needs. Our main registration is for physical disabilities and can accept patients with dementia but only where their nursing needs override the dementia. We also provide excellent end of life care. We enable older people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities. Several of our services users and most new ones require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs.

## **Provision of nursing care**

Harley House is a registered nursing care provider 24 hours a day. This is carried out by highly trained nurses who are fully committed to their own learning and development needs. 90% of care staff within the home have NVQ level 2 or three, with the remaining staff currently working towards gaining NVQ 2.

## **Review of care plans**

The care manager, after consultation with the service user, prepares a written plan as to how the service user's needs in respect of his/her health & safety is to be met. The plan is available to the service user to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made accordingly, with their consultation.

## **Criteria for admission to care home**

Admissions to the home are mostly planned. All potential service users have a pre-admission assessment carried out routinely by the care manager. This gives him/her the opportunity to meet the potential service user in his/her own home. Relatives and prospective service users are invited to visit the home. A trained nurse (in the absence of the care manager) shows them around including the vacant room and answers any questions that may arise. The prospective service user or husband/wife or the next of kin are invited to spend a day at the home to enable them to make a decision to stay on a more permanent basis.

At Harley House, facilities are also in place to accept emergency admission, should the need arise. In such events the care manager will undertake to inform the service user within 48 hours about key aspects, rules and routines of the service and to meet all the admission criteria within 5 working days.

## **Availability of social and leisure activities**

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to service users to pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our service users in developing an interest on activities not currently available.

Our activity co-ordinator considers the needs, and wishes of each service user. Hobbies and interests are actively encouraged and personally supervised by staff who understands their importance to services users. She arranges a variety of social activities and local outings using our own mini bus.

### **Consulting service users about the operation of the care home**

The home has in place an effective quality assurance system with the aim of seeking the views of services users. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

The home holds regular meetings with service users and the results are published and made available to current and prospective service users.

An informed audit of services provided will take place every year and the results will be available to service users and their representatives as well as other interested parties including the CQC.

The building complies with the requirements of local Fire Service and Environmental Health Department. All staff are trained about the correct procedures in the event of a fire.

### **Religious needs**

There is a regular visiting priest and visits can be arranged at the request of the service user. They are encouraged to attend any religious ceremony of their choice or a local church service.

### **Visiting**

We have a policy on maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for service users to develop and maintain such outside contacts if desired. We operate an open visiting policy in the home and relations and friends are actively encouraged to visit the service user and contribute to their care. Services users are also able to choose whom they want to see.

Although we operate an open visiting hours' policy, please be aware that after 8pm the Night Shift commences and there will be fewer staff able to answer the door as resident's care takes priority. We apologise for any inconvenience this may cause.

## Therapeutic care

Some of the therapeutic techniques used in the home include physiotherapy, chiropody; special dietary needs e.g. diabetics and tissue viability. Each therapeutic specialist nurse monitors that particular aspect of care and treatment closely and works in close collaboration with the staff to ensure service users specific needs are addressed and maintained to a high standard. We can also call upon the Community Psychiatric Nurses (CPN's) where advice is needed for any of our dementia clients. The GP's come and visit as and when required. We have a speech and language therapist who will also come to the Home when required.

## Privacy and dignity

The homes philosophy of care is based on the ones which ensure that all service users are treated with respect, and that their dignity is preserved at all times. Their right to privacy is always observed. To retain their privacy we provide help in intimate situations as directly as possible. They are also helped to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. There is a range of locations around the home for service users to be alone as opening and reading post. The manager ensures all confidential information the home holds about service users is maintained.

To retain service user's dignity we treat each of them as a special and valued individual. The choice of clothing as well as their personal appearance is considered. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

## Fees

Our fees depend on the care required on an individual basis and can be discussed with the Care Manager.

## Complaints

During your stay at Harley House we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.



We have a complaints policy in place which is readily available to the service user or their relations/friends who may be not be satisfied about the care provided.

In the first instance, you should contact the Manager, or Deputy Manager. Complaints will normally be resolved at this stage. A letter will be sent within 48 hours to inform you that the complaint is being dealt with. Details of a complaint will be recorded and investigated in order to respond and this will be done within 28 days.

If however, you are not satisfied; your next step would be to contact the Managing Director. If you still remain unsatisfied you can contact either the Adult Social Care Helpdesk or the CQC. Their details can be found below.

Social Care Helpdesk  
Leicester City Council  
Tel: 0116 454 1004  
Email: [spoc@leicester.gov.uk](mailto:spoc@leicester.gov.uk)

Care Quality Commission, (South West),  
Citygate,  
Gallowgate,  
Newcastle Upon Tyne,  
NE1 4PA.  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

WE ARE CONFIDENT THAT A SATISFACTORY OUTCOME WILL BE REACHED PROMPTLY AND SENSITIVELY.

## **Fire and emergency procedures**

The building complies with the requirements of local Fire Service and Environmental Health Department. All staff are trained about the correct procedures in the event of a fire.

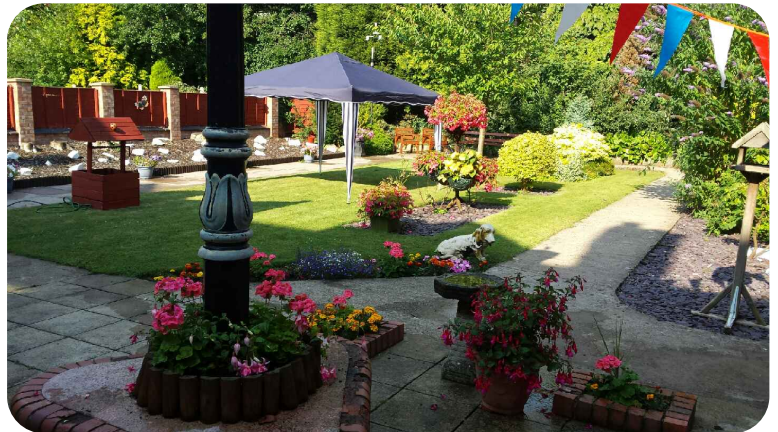
## Get in touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website  
[www.3abcare.co.uk](http://www.3abcare.co.uk)

### Contacts:

Rajan Patel - Director

Shobha Kapoor - Manager



10-12 Elms Road  
Leicester  
LE2 3JE

Tel: 0116 2703672

Email: [harleyhousecarehome@hotmail.co.uk](mailto:harleyhousecarehome@hotmail.co.uk)

Web: [www.3abcare.co.uk](http://www.3abcare.co.uk)

