

# STATEMENT OF PURPOSE 2019

Registered Manager: Derek Stanley

Equilibrium Healthcare, Oakland House, 290-292 Dickenson Road, Longsight,  
Manchester, M13 0YL

Telephone: 0161 257 2395

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**Issue Date: January 2019**

## 1. The aims and objectives of Oakland House Care Home.

Oakland House is a care home with nursing that provides care and support for adults (male and female) who have enduring mental health / complex needs. It is currently registered to provide care for 38 people who may be informal or subject to certain conditions under parts of the Mental Health Act 1983 or Mental Capacity Act 2005.

The aim for Oakland House Care Home is to provide, high quality, nursing care, support and treatment for adult men and women with enduring mental illness. The length of stay will vary on clinical need, health need and abilities, which at times may mean potentially the length of stay may be collectively deemed as a home for life. We aim to provide:

- To provide support that is tailored to each person's individual needs.
- To enable service users to positively engage with the staff team to assist them to realise their potential.
- To provide a service that is anti-discriminatory.
- To provide a service that takes into account service user's preferences, needs, wishes, personal circumstances and individual abilities.

To provide our service users with care and support of the highest quality by using an approach that responds to any changes in the individual's needs, while promoting their health and well-being potential, in a caring, warm, friendly, welcoming and homely environment.

### Objectives

The primary objective is to enable as normal as possible a life for our service users, taking into account their illness, individual needs and wishes. We offer and provide the service users the opportunity to re-enable their lives through a person centred care which ensures that the service users' needs are met and their quality of life enhanced. We aim to assist and empower service users to improve their functional and social skills. For those service users who are less able to progress in this way we will continue to provide a high standard of care, treatment and support for as long as Oakland House is considered appropriate to meet their individual needs. Treatment, care and support is delivered using person centred planning and is measured through the Care and Treatment Review process and the Care Programme Approach (CPA) in collaboration with service user's, families, staff and external stakeholders.

### How Do We Achieve These Objectives?

- We will support the service users with their individual plan of support to meet their needs, wants and wishes.
- We will support the service users to promote and, where possible, increase their independence.
- We will support treat all service users with dignity and respect.
- We will empower the service users to be involved in the development of the service.
- We will support the service users by ensuring that trained and competent staff provide person centred support.
- We will support the service users to access community services of their choice that are available to them.

### The Registered Provider and Registered Manager

#### Registered Provider

EHC (Oakland House) Limited, Bollin House, Wilmslow, Cheshire, SK9 1DP

Tel: 0161 537 555

## **Nominated Individual**

John Evans, Head of Governance and Quality, Moston Grange, 29 High Peak Street, Manchester, M40 3AT

Tel: 0161 660 2720

## **Registered Manager**

Mr. Derek Stanley, Oakland House Care Home, 290-292 Dickenson Road, Manchester, M13 0YL

Tel: 0161 257 2395 Email: [dstanley@equilibrium.healthcare](mailto:dstanley@equilibrium.healthcare)

## **Clinical lead**

Mr. Colin Short, Oakland House Care home, 290-292 Dickenson Road, M13 0YL

Tel: 0161 257 2395 Email: [cshort@equilibrium.healthcare](mailto:cshort@equilibrium.healthcare)

The clinical lead is responsible for leading the nursing team to ensure the delivery of an excellent standard of care. Supporting the registered manager in ensuring quality and governance arrangements are delivered to enable a culture of effective care, treatment, support and risk assessment/management across the service.

## **2. Overview of the Service**

EHC Oakland House Care home is a wholly owned subsidiary of Equilibrium Healthcare Limited, which owns and operates hospitals and care homes specialising in the treatment and care of people with various forms of mental illness. Oakland House provides nursing care for 38 adults, male and female, with enduring mental illness. It is a large, three-storey detached property situated within walking distance of the centre of the Longsight area of Manchester. Local facilities include shops, restaurants and recreational amenities. The home is convenient for the M60 and M56 motorways and is on the main bus routes to Manchester city centre.

### **Accommodation**

Accommodation at Oakland House is arranged over three units:

#### **Willow Unit**

This unit is set on the ground floor and is for adults who require nursing and psychiatric support. Willow Unit is equipped to support individuals who may experience mobility problems and have a greater level of physical health and personal care requirements. It can accommodate 13 service users, both male and female. Each service user has their own bedroom and access to a communal lounge, dining room, domestic kitchen and bathroom facilities. There is an assisted bathroom which allows the service users who may have limited mobility a choice of a bath or a shower. The unit being on the ground floor allows for easy access into the enclosed garden area.

#### **Cedar Unit**

This unit is set on the first floor and can accommodate 13 service users who require psychiatric support, who have enduring mental health problems. Each service user has his or her own bedroom, with access to a bath, shower rooms, bathrooms, a domestic kitchen, and dining and lounge areas. Service users have access to the gardens via the staircases or lift.

#### **Elm Unit**

This unit is set on the second floor and can accommodate 12 service users with enduring mental health problems that require psychiatric support. Each service user has his or her own bedroom, with access to a bath, shower rooms, bathrooms, a domestic kitchen, and dining and lounge areas. Service users have access to the gardens via the staircases or lift.

## Personal Space

All bedrooms are fully furnished and bedding is provided with washing facilities in every room. Service users are actively encouraged to personalise their bedrooms, in order to help develop a sense of belonging and private personal space (this may, at their discretion, include decoration of the bedroom).

All bedroom doors have a lock, for which service users have a key and which is accessible to staff in emergencies. All bedrooms have a lockable space for storage of personal items and medication (if appropriate).

All furniture, furnishings, bedding or curtains brought into the home must be fire retardant. Any electrical equipment must have a sealed plug, and if over a year old must be PAT tested before it can be approved for use (staff will arrange this).

## Catering

On admission the Chef will be given information about any special dietary requirements that the service user may have (e.g. low fat, vegetarian, kosher, halal, fortified, soft, low sugar, gluten free etc.), and any allergies, likes or dislikes that he or she expresses.

The Chef will be happy to discuss individual requirements with the service user and / or relative or other advocate.

If a service user needs any assistance with their dietary intake this will be identified and action formulated within the individual plan of care.

Meals are varied and meal times reasonably flexible. A choice of at least two options is always available and all meals are attractively presented.

A choice of hot and cold drinks as well as snacks, including fruit, is available throughout the day via the kitchenette on each unit.

Service users have open access to the domestic kitchen and self-catering is encouraged as part of individual rehabilitation programmes.

## Laundry

Oakland House provides an on-site laundry for service users' clothing, but cannot accept any that requires specialist's techniques – e.g. dry clean / hand wash / do not tumble dry. Each unit has a washer/dryer to encourage service users to launder their own clothes if they so wish. Service users have open access to these facilities and are encouraged to launder their own clothes as part of individual rehabilitation programmes.

## Telephones

Service users can use their own mobile or if required use the Oakland House phones.

## Smoking and Alcohol

Oakland House does not allow smoking within the internal environment, to minimise the risk of fire and the detrimental effects of second-hand smoke to other service users and staff. There are designated, covered smoking shelters in the garden areas for those who wish to smoke. These are accessible 24hours a day and are well lit at night within the enclosed garden area.

The consumption of alcohol is discussed with the service user and assessed on an individual basis dependent on conditions of their care and treatment plans.

## Recreational Facilities

Oakland House has access to organisations Occupational Therapist, Occupational therapy assistants in addition to the activity co-coordinator, who are all part of the EHC occupational therapy (OT) team. There are Occupational Therapy

standardised assessments and Activities of Daily Living assessments that are part of the work the OT team undertake. The OT team support the service users in the planning of events and activities that take into account their individual choices, lifestyles, interests, physical and mental health. On admission to the home the activity co-ordinator will meet with the service user as well as relative and / or advocate discussing their interests and the available facilities. Service users are encouraged to be active citizens and spend time engaged in their community.

## Visiting

Visitors are welcomed at any time, as long as they sign the visitor's book and abide by the house rules – e.g. smoke only in the allocated garden areas, respect fellow services users and staff, etc.

Oakland House respects and supports the service users' right to express a preference as to whether or not they wish a person to visit. Service users are supported and encouraged to meet with their visitors in an environment in which they feel comfortable in. This includes communal areas or the service user's bedroom. If the service user wishes to meet in a private room, this can be arranged (with notice).

## Advocacy

A service user may feel that they would like the support of someone who can speak on their behalf and express their individual wishes or beliefs. Service users are encouraged to express choice about who they would prefer to carry out this role, be it a friend, relative, nurse, doctor, health professional or someone who is completely independent. Staff will be happy to discuss the options available or assist the service user to make contact with an independent advocate.

## Human Rights, Respect and Dignity

Oakland House as a service acknowledges that our service users may need support to exercise their rights as citizens and access public services available to them. In order to support them to maintain their place in society, the service can assist them in the following ways:

- Ensuring the service complies with the Human Rights Act 1998.
- Where appropriate, making sure that service users exercise their right to vote in elections and to make themselves aware of the democratic process.
- Making sure that service users have full and equal access to all parts of the NHS.
- Supporting service users to access public services, such as libraries and education services.
- Supporting service users to undertake voluntary work if they so wish.
- Supporting service users to find appropriate employment.

Respect and dignity is expressed by the actions and behaviour of staff which include; knocking on doors before entering, discussing issues with service users in private, treating each service user as an individual, offering activities which enable them to express him or herself as an individual, and speaking with the service user as an adult and by their chosen title.

## Service Users meetings

Service users' meetings will be facilitated regularly; the purpose of these meetings is to encourage service users to take an active part within the development of the service, by voicing opinions and suggestions.

## Carers, Relatives or Significant Others forums

Consultation meetings, which are open to carers, friends, relatives, advocates and significant others, are held quarterly. Within these meetings people are informed about developments within the home or its services and feedback is sought from all. Minutes are produced and distributed to the carer, relative or significant other. Copies are also available on request.

## Commitment to Carers, Relatives or Significant Others

Maintaining contact with relatives and friends is recognised as an important element in an individual’s treatment. The home aims to work in partnership with carers, relatives and significant others, listening to and respecting their rights and opinions. To this end, carers, relatives and significant others are actively encouraged to participate within the individual’s care plans as appropriate. Capacity and consent issues will be taken into account and discussed with all relevant parties to ensure the rights of the individuals concerned are upheld.

Furthermore, carers, relatives and significant others have the opportunity to influence the operations of the home through the Family Forum, the action points from which are recorded in the minutes. Service users are encouraged – and where necessary assisted – to maintain contact with relevant others via letter, telephone and / or email.

## Service Feedback Surveys

Both service users and their carers or relative members are encouraged to complete the service feedback survey. Service feedback surveys (which can be completed confidentially) are sent to the service user and their carers or relative members annually to seek views about the service. Support will be offered to service users to complete the service.

## Staff

To ensure we maintain the highest quality service, recruitment and retention of high calibre staff is of primary importance at Oakland House. Recruitment policies and procedures are adhered to. The staff will undertake a mandatory training induction and development programme.

The Registered Manager regularly reviews the staffing arrangements to ensure that staffing levels, skills mix and staffing ratios are optimised to meet the needs of service users. Each unit has a qualified nurse, senior support worker and support workers. In addition there is a full time activity organiser who works across all units. The Registered Managers works Monday – Friday 9-5 or flexibly to meet the needs of the service. The Clinical Lead works Monday – Friday 9-5 or flexibly to meet the needs of the service.

Unit	Registered Nurses (RN) Day	Registered Nurses (RN) Night	Support Worker Day	Support Worker Night
Willow	1	1	2	2
Cedar	1	1 RN covers Cedar/Elm	2	1
Elm	1	A/A	2	1

## Staffing Qualifications and Experience

The following table provides information relating to staff employment within Oakland House Care Home, the qualifications and experience of staff may vary slightly throughout the year:

Role	Relevant Qualifications	Experience
<b>Registered Manager</b>	<ul style="list-style-type: none"> <li>• RMN</li> <li>• NEBOSH</li> </ul>	Over 20 years’ experience in the health and social care sector.
<b>Clinical lead</b>	<ul style="list-style-type: none"> <li>• RNLD</li> <li>• Dip Forensic Studies</li> </ul>	Very experienced mental health and learning disabilities professional, working across various services and environments both NHS and private sector.

<b>Occupational Therapist (Head of Occupational Therapy)</b>	<ul style="list-style-type: none"> <li>BSc Occupational Therapy</li> </ul>	Over 25 years' experience in Adult Mental Health
<b>Administrator</b>	<ul style="list-style-type: none"> <li>RSA/NVQ 2 – Administration</li> </ul>	Experienced in working in the care services.
<b>Staff Nurses</b>	<ul style="list-style-type: none"> <li>Registered Mental Nurses</li> <li>Registered General Nurses</li> </ul>	Varied experience within mental health services and the general field.
<b>Support Worker</b>	<ul style="list-style-type: none"> <li>In-House Training</li> <li>NVQ Level 2 and 3</li> </ul>	Varied experience within a caring environment.
<b>Activity Worker Occupational Therapy Assistants</b>	<ul style="list-style-type: none"> <li>In-House Training</li> <li>NVQ Level 2 and 3</li> </ul>	Varied experience within a caring environment.
<b>Cook / Kitchen Assistant</b>	<ul style="list-style-type: none"> <li>City and Guilds 7061</li> <li>City and Guilds 7062</li> </ul>	Varied experience within a caring environment.
<b>Domestic / Laundry</b>	<ul style="list-style-type: none"> <li>NVQ Level 1 and 2</li> </ul>	Varied experience within a caring environment.
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>Plumbing and Building</li> </ul>	Varied experience with the maintenance and building sector.

Policies and procedures are in place to support and guide staff within their roles. These are available on request and stored electronically on EHC's intranet for all staff to access.

## Staff Training & Development

Oakland House regularly reviews the staffing arrangements to ensure that the correct skill mix and sufficient numbers are maintained to meet the fluctuating needs of both the service users and the service. Staff joining the team undergo an induction and probationary programme during the first six months of employment. Training modules include:

- Basic Food Hygiene
- Management of Violence and Aggression
- Manual Handling
- Basic First Aid (including CPR)
- Risk Assessment
- Basic Principles of Care
- Personalisation
- Fire Safety
- Health and Safety
- Mental Health Act and Mental Health Awareness
- Culture and Diversity

This list is not exhaustive, and each member follows his or her own individualised development plan, which is formulated and agreed within the staff performance review system.

In line with governance, assurance and quality, it is essential that Oakland House operates a well-defined and robust system of clinical supervision. Team clinical discussion / reflective group learning as well as individual responsibility for Continuing Professional Development (CPD) supports this. Formal clinical supervision will occur regularly within various approved formats.

## Therapeutic Practitioner Services

There may be times when service users require input from other practitioners, for example; General Practitioners:

- Dentist
- Chiropodist
- Physiotherapist
- Speech Therapist
- Opticians
- Specialist Therapy
- Counselling
- Specialist Nurses. i.e. Diabetic Nurse

Should any of the above be required to provide input into our service user's care an appropriate referral to that practitioner will be made and support provided to ensure access to the required services are sought.

### Other Input into the Service

Oakland House has input from EHC Human resource team, which advises and supports the Registered Manager in relation to staffing, legal frameworks and good practise guidelines. We are supported by our maintenance team, who maintain, repair and renew fixtures fittings and equipment across the home.

### Governance, Quality and Assurance

In order to deliver a high quality of service, the Registered Manager of the service will carry out audits in line with the EHC Governance Dashboard. A sample of the many audits include items listed below:

- Care files.
- Medication.
- Complaints.
- Service User's meeting.
- Team meetings.
- Staff supervision.
- Finance.
- Environmental.
- Infection control.
- Plus many more as per Governance Dashboard.

Where possible, we involve service users in the decision making process that affects the service we provide for them. Team meetings for the staff team take place on a monthly basis, the staff receive regular supervision sessions giving staff the opportunity to voice their opinions and feedback to the Registered Manager about the service being offered. The company also conducts annual surveys for both staff and tenants to provide valuable feedback and their point of view.

All service users and those involved in their care are made aware of the service's complaints policy, and are encouraged to offer feedback through individual reviews and family forums. All staff undertake regular mandatory training in line with EHC's policies and procedures a sample of these include below:

- Safeguarding adults.
- Ethnicity and diversity.
- Fire awareness.
- Health and safety.
- Moving and handling.
- Food hygiene awareness.
- COSHH.
- Infection control.
- First aid.
- Medication awareness.

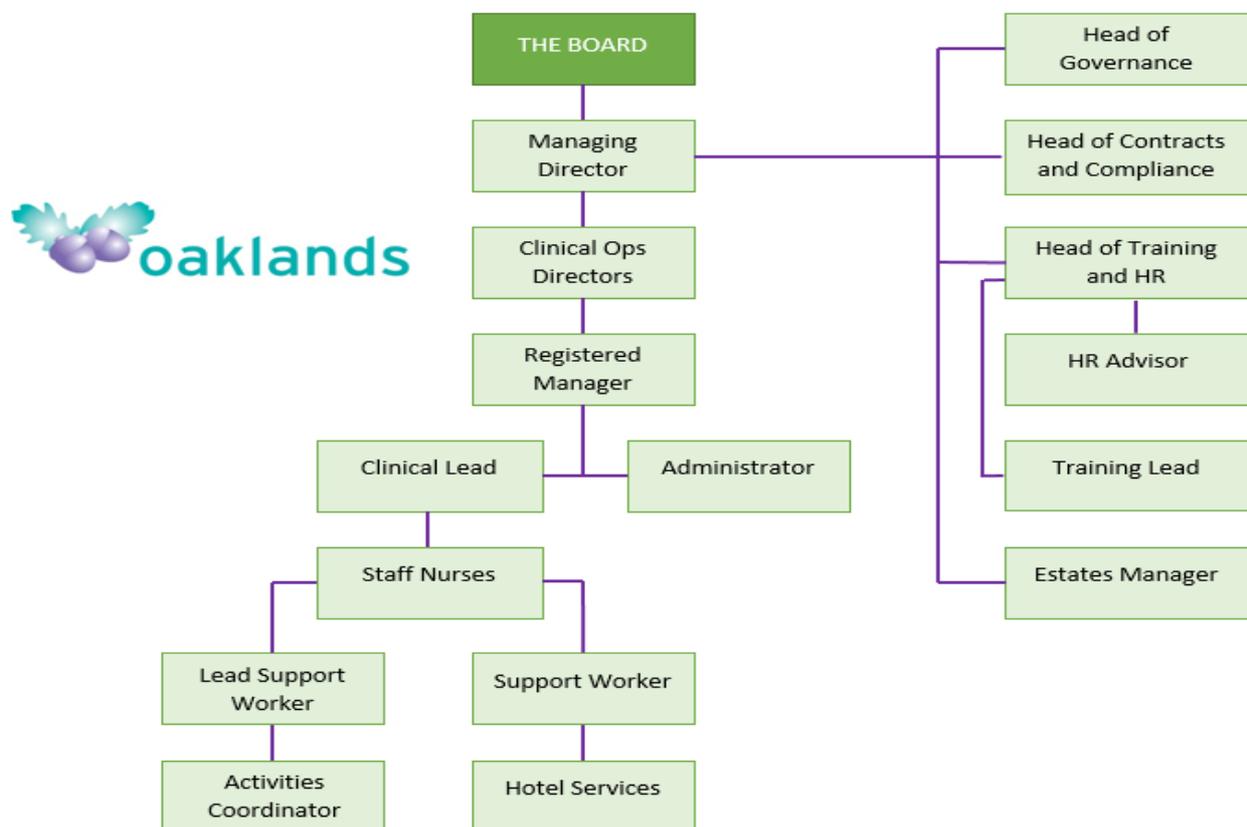
The governance, quality and assurance system is underpinned by the CQC fundamental standards and combined with the service specific Risk Registers this is part of a process of audit, analysis, review and corrective actions.

### Out of hours support

There is a Designated Manager on Call who is available to respond to any issues which arise out of hours. The maintenance team also provide out of hours on call service for any urgent maintenance problems.

EHC provide a clinical triage referral system into Oakland House from its Independent Hospital, Jigsaw. In essence this referral system allows Oakland House access to the hospitals Multi-Disciplinary Team (MDT) to support them on assessments, peer review, analysis of clinical trends, relapse prevention and risk management. There is a clinical triage assessment form, available on the Intranet, for Registered Managers to access if this service is required.

### 3. The Organisational Structure of Oakland House Care Home



### Service User Criteria

It is our policy to admit people who meet the following criteria:

- Have enduring mental illness
- Are over 18 years old
- Male or female
- Have funding agreed and in place

The home cannot accept referrals on behalf of people who are compulsory detained under the sections of the Mental Health Act 1983 (with the exception of persons on guardianship orders, conditional discharge, Community Treatment Order and extended leave).

## Referrals and Admissions

At Oakland House, we believe that every person who is referred and admitted should do so as a planned process of care. They should be supported and empowered through the process, ensuring that an appropriate care package can be provided for the individual.

The Registered Manager will consider referrals with reference to eligibility criteria described below:

- A comprehensive needs assessment (including diagnosis, living skills, disabilities, and in-patient and hospital history).
- A current care plan and recent care programme approach summary.
- A short social report to include social history, criminal history, medical history and psychological history.
- Current/most recent risk assessment.

Prospective service users and their representatives will be assisted to identify whether the home can meet their needs and aspirations by having pertinent information such as the Service Users' guide and Statement of Purpose available to them in suitable formats, such as Easy Read versions, audio and braille. They will also be given the opportunity to visit and 'test drive' the home.

As a general rule, Oakland House does not provide short-term respite care – however, it may be provided if, following assessment, the Registered Manager believes that there is mutual benefit to both the prospective and current service users.

Oakland House shall admit service users, subject to the above, regardless of race, religion or ethnicity. No service user shall receive less favourable treatment than any other on the grounds of race, colour, nationality, ethical or cultural origin, religion, political beliefs, marital status or sexual orientation.

All referrals will initially be sent to Derek Stanley, Colin Short at Oakland House, in addition they may also be sent to Mark Oldham-Fox (Contracts and Compliance Manager) via any of the following contact details:

Telephone: 0161 660 2720  
Mobile: Derek Stanley 07964913267  
Referral Line: 0800 083 7870  
Email: [dstanley@equilibrium.healthcare](mailto:dstanley@equilibrium.healthcare)  
[cshort@equilibrium.healthcare](mailto:cshort@equilibrium.healthcare)  
[moldhamfox@equilibrium.healthcare](mailto:moldhamfox@equilibrium.healthcare)

## Fees

Fees are discussed on an individual basis but include nursing care, meals, hotel services (cleaning and basic laundry) and the option of community activities outside the home, which the service user will be assisted in choosing and planning. Not included are things such as dry cleaning, toiletries, cigarettes, individual newspapers, hairdressing, private chiropody etc. The Registered Manager will address any individual queries on this. All placements are initially for a three-month trial, towards the end of this period a review will be arranged with the service user and their relatives, friends or advocate and associated professionals to decide if the placement is to continue.

## Termination

In order to terminate the placement one calendar months' notice in writing will be required.

## Admission Procedure

Initial expressions of interest are referred to the Registered Manager who will liaise with the appropriate Social Worker and key contacts. The Registered Manager – or his / her nominated person – will then conduct an assessment. This takes into account the views and opinions of the service user and all others currently involved with his or her care, to ensure that Oakland House can provide the level of support that the prospective service user will require. During this assessment, the need for any essential specialist equipment will be identified and provided for.

If it is deemed the placement is not suitable, then written confirmation of this decision will be provided to the referrer.

If it is deemed the placement is suitable then the prospective service user and their relative or advocate will be:

- Invited to visit the home.
- Given the opportunity to speak to service users and staff.
- Able to view the available suitable bedrooms.
- Invited to sample the menus.
- Invited to stay overnight.

They will also be made aware of the documentation that will be maintained related to their care.

## Fire Safety, Health and Safety and Security

Oakland House has an addressable fire alarm system, which identifies exactly where an alarm or detector has been activated. Fire checks are carried out weekly by our own staff and 6 monthly by qualified fire equipment engineers.

The entrance doors to each unit within the home have automatic door locking systems, which prevent access without an authorised electronic swipe card. These doors (and fire doors held open electronically in the normal operation of the home – e.g. corridor doors, dining room and lounge doors) are automatically released in the event of the fire alarm being activated. All doors are fire doors and when closed are designed to provide protection from fire and smoke for at least 30 minutes.

In the event of the fire alarm sounding, occupants would be advised to move behind the new fire door away from the source, if in doubt they are advised to leave the building via the nearest fire exit, which are clearly signed. All service users have a person centred Personal Emergency Evacuation Plan (PEEPS) which identifies the evacuation equipment required and the level of staff assistance necessary to evacuate the person to safety. The fire assembly point is located within the car park to the rear of the building.

To assist with fire prevention, smoking is completely prohibited for both service users and staff anywhere within the building, though individuals may smoke in the designated smoking areas in the gardens.

## 4. Oakland House Care Home's arrangement for dealing with complaints

Oakland House recognises that from time-to-time suggestions or concerns may arise upon which, patients; relatives or friends or professionals may wish to comment. In this respect it is the home's policy to encourage free communication between patients, relatives, professionals and significant others and the management to ensure that any identified suggestions / concerns are acted upon quickly to the satisfaction of all concerned. Initially a complaint should be discussed with the nurse in charge of the unit. If the complaint cannot be resolved and / or the complainant feels dissatisfied with the outcome of this action or feels that the issue is of a serious nature then the Registered

Manager should be contacted either verbally in writing.

Registered Manager, Mr. Derek Stanley

Oakland House Car Home, 290-292 Dickenson Road, Manchester M13 0YL

Tel: 0161 257 2395 Email: [dstanley@equilibrium.healthcare](mailto:dstanley@equilibrium.healthcare)

Or

Clinical Lead, Mr. Colin Short  
Oakland House Car Home, 290-292 Dickenson Road, Manchester M13 0YL  
Tel: 0161 257 2395 Email: [cshort@equilibrium.healthcare](mailto:cshort@equilibrium.healthcare)

Complaints received by the Registered/Clinical Lead will be acknowledged within two working days. It will then be investigated and a response given within 20 working days. Where the investigation is still in progress, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached. The results of the investigation will be shared with the complainant and documented. Complaint forms are freely available in the home and a copy can be obtained from any unit or the administration office. Concerns or complaints can also be referred to the Care Quality Commission (regulatory body). However, this is only when the above complaints procedure has been followed and the complainant is unhappy with the outcome of the investigation.

The contact details are: **Care Quality Commission**  
Citygate, Gallowgate, Newcastle-Upon Tyne  
NE1 4PA  
Tel: 03000 616 161

Alternatively complains can be directed through the NHS Complaints procedure (a copy of which, can be found at the Administration Office) or the offices of the Mental Health Act Commission.

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW10 4QP

**If there is any information not included in the this Statement of Purpose that you require related to Oakland House Care Home, please do not hesitate to contact the Registered Manager.**

Mr Derek Stanley, Oakland House Care Home, 290-292 Dickenson Road, Manchester, M13 0YL  
Tel: 0161 257 2395 Email: [dstanley@equilibrium.healthcare](mailto:dstanley@equilibrium.healthcare)

Signed:

Designation: \_\_\_\_\_