




DoonCare
Ltd.

Aims & Objectives of the home

Dalmellington Care Centre aims to provide high quality nursing and residential care to meet the assessed needs of the individual person, who have a physical, or mental disability.

We aim to provide a safe environment in which the physical, cultural, social, intellectual and emotional development of every person is facilitated and differentiated according to need.

We aim to provide an enriching experience for the people we support through an inclusive environment and participation in activities that promote imagination and well-being.

We believe that every individual irrespective of their physical, social or psychological condition have the right to be treated with dignity and respect and to be supported to maintain choice and control over their own lives. We work in a person centred way to identify individual goals and ambitions, focusing on enablement and the promotion of personal dignity

The objectives of the service are:

- To provide a friendly, homely environment, which is safe & secure, comfortable, stimulating, fun, well equipped and encouraging
- To provide and source therapeutic support, guidance and direction to promote independence in activities of daily living
- To extend the individuals experiences by providing opportunities to develop independence and to provide leisure activities both in the home and in the wider community.
- To provide support and continuity to families by facilitating contact and communication opportunities.

Staffing and personal Development

All members of our team undergo an in-depth induction involving

- Adult Support and Protection,
- Communication,
- Effective Listening,
- Health and Safety, Risk Assessments,
- Medication,
- Food Hygiene,
- Report writing and record keeping



...and the Essential Standards of Quality and Safety requirements.

Specialist training is also available based on the assessed needs of the individuals who are admitted into the service.

All interviewed applicants are rigorously screened and undergo Protecting Vulnerable Groups checks (PVG). No potential employee will undertake any work with the people we support prior to these checks being carried out.

All members of our support team will partake in at least 6 supervisions yearly with a designated supervisor.

The purpose of supervision is to ensure that our support team are effectively managed, supported and developed, in order that services are delivered competently. Supervision also ensures that the standards of delivery are maintained and developed.

A personal development plan is created within supervision and will focus on issues specific to the individual team member. Goals, progress and development are monitored and recorded to enable the staff member to have a clear focus.

Whilst recognising the strengths of individuals within our team, Doncare Ltd believes that the recognition and ability to working as a team is our main advantage.

Our Recruitment Policy further outlines our recruitment procedure.

Dooncare Ltd provides on-going training for both support and nursing team members. SVQ training is available to all contracted support team members following a probationary period, and the completion of a training agreement form.

Current training programmes include:

- Induction
- Adult Support and Protection (Tell Someone)
- Health & Safety
- Behaviour Management
- First Aid
- Essential Food Hygiene
- Fire Safety
- Moving & Handling
- Infection Control
- Communication
- Therapeutic Management of Aggression

Structure & Organisation of the home

The Registered Manager has overall responsibility for the operation and function of the home. The Registered Manager's working week will be flexible and varied and will oversee all shift patterns periodically. The Deputy Manager of our support team will be expected to deputise for the Registered Manager during periods of annual leave, sickness etc.

Our support team members will be allocated specific responsibilities within the service in addition to their standard job descriptions, e.g. key support worker, fire officer, health & safety officer.

The Registered Manager will provide on-call support to the home at all times and the Deputy Manager will be on call when the Manager is unavailable.



Admission Criteria & Procedures

- Older Adults who have a physical or mental disability
- Either sex
- All admissions to the home will be planned once a thorough and comprehensive assessment is carried out and it is agreed that Dalmellington Care Centre will be regarded as a positive option for the individual.
- The majority of admissions to the home will be planned with a detailed transition specific to the individual needs of the individual prior to commencement of the placement
- Our emphasis is working in partnership with the individual, families and multi-disciplinary teams being involved in the support planning care management and monitoring and reviewing process.

EMERGENCY ADMISSIONS

Dooncare Ltd recognises that there are occasions where an individual may require respite support at short notice, for example if a member of their family was taken into hospital unexpectedly.

All emergency referrals will be made to the Registered Manager.

If the individual has already stayed at Dalmellington Care Centre (and therefore knows the building, the staff team, key worker, & some of the

other individuals who use the service) then the emergency placement will be considered after an emergency placement referral form has been completed fully.

Emergency referrals for individuals who have not stayed at Dalmellington Care Centre before may be considered, only following the receipt of the following documents:

1. Up to date Risk Assessment
2. Fully completed referral form
3. Pre-admission assessment
4. Confirmation in writing of funding

Ethos & Philosophy of the home

Our work reflects the belief that every person has the right to be treated as an individual. Given this universal basis, each person will have a designed programme of support and progression to meet their individual assessed needs. This can be met within an environment that provides stability, consistency and acceptance.

Every individual has the right to expect the adults who support and care for him or her to confront and control unacceptable behaviours, and to help him or her adopt new and more appropriate ways of coping with their lives. This will always be communicated in a way that meets the needs of, and can be understood by the individual being supported.

We allow opportunities for the individuals we support to develop and maintain trust with a realistic recognition that the best intentions/plans are not always realised and that some failure is inevitable.

We aim to achieve this and are content to be assessed by these criteria

The priority for staff is to ensure that all the individuals we support have the opportunity to gain maximum life experiences whilst ensuring safety.

We will ensure that all individuals we support are able to develop and maintain self-respect, self-reliance and self-care skills to enable individuals to make informed, appropriate choices and decisions affecting their lives.

We will provide a safe environment within which some considered risks can be taken. As all the people we care and support have differing needs and perception, each support plan will be individually tailored to meet their assessed needs.



We will work in partnership with family, friends, and professionals important to the individual, and will support opportunities for community interaction during visits.

We promote the use of positive attitudes towards self-management and realistic social responsibility through praise, encouragement and reward to reinforce this.

Staff will promote the rights of the individual to be involved in the decision-making process regarding their lives.

Healthcare for the people we support:

Staff will attempt to act as good practitioners in relation to the health of all individuals we support. Good health care implies a positive approach to health and includes prevention and vigilance in terms of developmental progress, as well as treatment for illness and accidents.

Medical

All individuals residing at the service will be registered with their own choice of GP, unless specific conditions require NHS referral and placement. Dalmellington Care Centre will keep details of information on file to pass on to appropriate parties if required, maintaining confidentiality at all times. The local GP service attends the home on a weekly basis or more often if required.

The Management and staff will ensure that all individuals will have access to a dentist and optician and any other medical service they require.

Diet

At Dalmellington Care Centre staff supports all individuals to have a choice of menu plan. This facilitates a better choice and a healthy, varied diet. Staff adopt a subtle approach to keep choices healthy, e.g. reduced fat spreads, low sugar options, wholemeal bread etc. We encourage all staff to achieve their food hygiene certificate, to ensure they are able to support and assist our service users to improve their cooking skills if appropriate.

The individuals we support who require a special diet are catered for with all the staff being fully aware of the individual's need and how this is to be met. This is identified at the pre-planning for admission meeting.

Smoking

All individuals being supported at the service will be actively discouraged from smoking and will be made aware of surrounding health risks.

Recreational Activities

Dalmellington Care Centre will use the following guidelines:

- Each individual will be advised of activities taking place
- Support will be offered to participate wherever it is possible and practical, from the individual's perspective and according to ability.
- Interest, talents and skills are always promoted & encouraged.

Consultation with the people we support:

All individuals are to have access to and contribute to the records of their personal support plan and information.

Staff members are expected to demonstrate a high level of awareness of individual's needs and opinions through continuous observation and communication.

Staff will take the wishes of the people we support, as far as possible into account when making day to day decisions regarding the running of the home.

Doon Care Ltd allows for direct consultation and feedback from the people we support. The key support worker will take responsibility for admission or discharge of each individual who chooses their support, planning, implementing and evaluating the placement, and supporting the individual through attending any reviews and other significant meetings and liaising with families.

Dalmellington Care Centre allows for direct consultation and feedback from individuals we support and is planned monthly, involving everyone who



wishes to attend at each meeting. They will record feedback in minutes that are distributed to all individuals supported at the service.

Religious & Cultural Observances

Every effort is made to enable the people we support to practice the religion of their choice, including ensuring the provision for religious observance as appropriate (e.g. meeting dietary needs, providing an opportunity for worship etc.)

The people we support are encouraged to pursue aspects of their cultural background and this will be facilitated within the home. During transition / admission the individual's religious and cultural needs are discussed and integrated into their placement plan. Advice will be taken where necessary from external groups as to the most appropriate ways of meeting needs.

Whilst staff may feel free to disclose their own religious and cultural beliefs, this will not be presented as the only option. If however a circumstance was to arise that may deem to offend the beliefs of a staff member, guidance will be sought from the Registered Manager prior to circumstance.

We will liaise with the local community church group to bring services into Dalmellington Care Centre.

Contact and Communication

Any arrangements for contact with family, friends and all people important to the individual will be discussed at the initial assessment and planning meeting prior to admission. Doon Care Ltd appreciates the importance of contact with significant people and aims to offer a welcoming atmosphere and appropriate privacy.

The people we support will have access to a phone in a private area to facilitate contact.

We are able to facilitate and, if necessary, supervise contact between the people we support and family members, or friends. Contact arrangements are important, and where appropriate will be both encouraged and welcomed.

In extreme circumstances, contact with individual family members may be curtailed or reduced following decisions made by case holders during the reviewing/planning meetings.

Complaints

On admission all individuals we support receive an information booklet which includes a clear process for making a complaint. Very often complaints can be dealt with on an in-house level

All formal complaints are logged and countersigned by the person making the complaint (if possible) and the Registered Manager.

The individual's family, if appropriate and the Placing Authorities are informed of any formal complaints.

Reviews & Placement Plans:

Progress meetings to monitor effectiveness of evaluated care plans will be done as and when necessary, involving all significant parties.

A planning meeting will take place prior to admission wherever possible. The aim of this meeting is to "fact find" and identify "who does what", in terms of responsibilities (assessment of need, specialist input etc.).

Doon Care Ltd insists that placing authorities adhere to the STATUTORY REVIEWING format. A representative from Dalmellington Care Centre will be present at any review, and written reports will be submitted from the identified key support worker.

The views/opinions of the staff team will be expressed following full consultation with the Registered Manager. The people we support are actively involved in their planning process, in terms of both long and short term care plan objectives. Dooncare Ltd will involve an independent



advocate for the individual if necessary and support them to put forward their views and opinions.

- Doon Care Ltd will formulate person centred plans through full consultation with the individual, their, family and external professionals.
- Staff at the Centre will work in close partnership with families, individuals, placing authorities and all statutory and voluntary organisations
- We will provide a high standard of care through a continuous process of evaluation and assessment of the quality of services provided
- All individuals we support will be reviewed on a regular basis to ensure that positive outcomes are achieved.
- All staff will be familiar with and adhere to the Doon Care policy for Equal Opportunities
- All individuals we support will be given the opportunity to fulfil any personal and cultural observances.
- All individuals will be encouraged to express their views upon any matters affecting them.

Adults who are supported by Doon Care Ltd have the rights:

- To be valued as an individual and to be heard
- To be treated with dignity and respect at all times
- To be protected from abuse.

- To be supported in gaining independence and choice
- To be supported to establish and maintain friendships and interests
- To feel comfortable and choose their desired level of personal privacy
- To know about their body and be supported throughout life changes
- To experiment with ideas
- To form relationships
- To know it's okay to say no and receive respect
- To know and understand what is acceptable and what is not
- To have their questions answered openly and honestly
- To have the support and opportunity to learn social skills
- To have their spiritual, cultural and social needs met
- To be listened to
- To be supported to understand what is morally right or wrong
- To expect confidentiality of information which the home holds about them



