

NORTH LINCOLNSHIRE COUNCIL

ADULT SERVICES CABINET MEMBER

STATEMENT OF PURPOSE FOR NORTH LINCOLNSHIRE INTERMEDIATE CARE CENTRE

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To seek approval for the Intermediate Care Centre at Sir John Mason House Statement of Purpose for 2015 – 2016

2. BACKGROUND INFORMATION

- 2.1 North Lincolnshire Council's Intermediate Care Centre is registered to provide short term rehabilitation and reablement for up to 30 residents of North Lincolnshire by social care with support from Health.
- 2.2 During 2014/15 576 people, accessed the intermediate care service. These individuals come to the service because they have been in hospital and are medically fit but not yet fit enough to go home and they need some support to return to being as independent as possible. Alternatively they may be living at home and have had a fall or a period of being unwell and need to be supported to regain their fitness and confidence.
- 2.3 The service works closely with the Community Support Team who may continue to support an individual when they leave Sir John Mason House.
- 2.4 We know that 90% of people who received rehabilitation and reablement services through the Intermediate Care Centre and Community Support Team were still living at home 3 months after they left the service. This performance is in the top quartile.
- 2.5 The Care Quality Commission (CQC) is the national regulator and undertakes unannounced inspections of registered services to ensure that they are providing services that meet fundamental standards of care.
- 2.6 Regulated services are required to provide CQC with a statement of purpose detailing who they are as service providers, their aims and objectives, what services are provided, and details of the regulated manager. They also have to notify them of any changes. The Statement of Purpose must be updated annually.

3. OPTIONS FOR CONSIDERATION

3.1 That the Intermediate Care Statement of Purpose is approved.

4. ANALYSIS OF OPTIONS

4.1 The Statement of Purpose is a Regulatory requirement. The Intermediate Care Service will continue to meet its' regulated requirements providing high quality rehabilitation and reablement services enabling individuals regain their independence and return to the home of their choice. The Statement of Purpose for 2015-16 has been updated to record the move to Sir John Mason house (Statement of Purpose 1.3) and to record the requirement to meet the Duty of Candour Regulation 20 (Statement of Purpose 7.3).

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 The Intermediate Care Service works within the Council's financial framework and policies and procedures.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 N/A

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 Service Users and Carers are continuously consulted about the quality of the service and its' ongoing development. This statement of purpose is available to them.

7.2 There are no conflicts of interest declared.

8. RECOMMENDATIONS

8.1 That Cabinet Member approves the Intermediate Care Service's Statement of Purpose and continues to support the work of the Service.

DIRECTOR OF PEOPLE

Civic Centre
Ashby Road
Scunthorpe
North Lincolnshire
DN16 1AB

Author: Lorna Wakefield

Date: 03/07/15

Background Papers used in the preparation of this report: None



NORTH LINCOLNSHIRE COUNCIL

INTERMEDIATE CARE CENTRE SIR JOHN MASON HOUSE

STATEMENT OF PURPOSE

JULY 2015-16

Date	Author	Version
13.07.15	Lorna Wakefield	1

STATEMENT OF PURPOSE

This Statement of Purpose complies with Regulation 4 (1)(c) Schedule 1 of *The Domiciliary Care Agencies Regulations, 2001 and Care Act 2014*

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Part 1: PROVIDER DETAILS & LEGAL STATUS

1.1 Legal status

North Lincolnshire Council, Adult Services is the organisation responsible for the Intermediate Care Centre.

1.2 Services Provided

North Lincolnshire Council provides a 24 hour 30 bed Rehabilitation and Reablement service to adults within the North Lincolnshire community based at Sir John Mason House in Winterton. It works in partnership with the local health services to provide these services.

The Intermediate Care Centre provides rehabilitation in a supported setting. This service is for people who have experienced a change of circumstances and require intensive rehabilitation to enable them to return home; there is no charge for this service.

This service contributes to preventing unnecessary admission to hospital, and facilitating timely discharge from hospital, and prevents avoidable admission to long-term care.

A team of professionals, including care staff, nurses and therapists, work with each service user within a framework of comprehensive assessments, individual care, active treatment/therapy and rehabilitation.

Discharge home is arranged in consultation with all parties involved in order to ensure that other support services are arranged through a personal budget.

Throughout the rehabilitation period regular meetings are held to check progress and make recommendations accordingly.

The facilities include:

- 30 bedrooms
- Domestic kitchen area to work with service users in improving or retaining basic cookery/ preparation skills.
- Specialist equipment to aid mobility and daily living skills.
- Joint working with North Lincolnshire and Goole NHS Foundation Trust and Case Management Teams.
- Close liaison with Primary Care to ensure the continuity of medical care on return home.

1.3 The contact details for the Intermediate Care Centre are;

Address:

North Lincolnshire Intermediate Care Centre
Sir John Mason House
42 DeLacy Way
Winterton
North Lincolnshire
DN15 9XS

Tel. No: 01724 298444

Email: IntermediateCareCentre@northlincs.gov.uk

Website: www.northlincs.gov.uk

Part 2: AIMS & OBJECTIVES

2.1 Aim

It is the aim of the Intermediate Care Centre to provide care to all our service users to a standard of excellence which embraces fundamental principles of Good Care Practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care.

2.2 Objectives

The objectives of the Intermediate Care Centre are that the service will provide a clean, comfortable and safe environment for service users, who will be treated with dignity, respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of service users and will provide the appropriate degree of support to assure the highest possible quality of life within the Centre.

To support these service user needs, the Centre also strives to:

- deliver a service of the highest quality that will improve and sustain the service users' overall quality of life
- ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks
- ensure that each service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments
- ensure that the care service is delivered in accordance with agreed contracts for care
- manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met
- manage the care service efficiently and effectively to make best use of resources and to maximize value for money for the service user
- ensure that all service users receive written information on the Intermediate Care Centre's procedure for handling complaints, concerns, comments and compliments, and how to use it
- ensure that all service users can contribute and influence the service provided. The monthly service users' meeting provides the opportunity to review care arrangements, plan activities, and discuss menus

Part 3: THE SERVICE BASE AND PEOPLE SERVED

3.1 The Service Base

The Intermediate Care Service is based at Sir John Mason House in Winterton within the same building as the Council's Community Support team and the local Wellbeing Hub. It is a purpose built building, opened in May 2014. The staff provide services to individuals throughout the whole of North Lincolnshire within the boundaries of the council.

3.2 People Served

The Intermediate Care Centre is a rehabilitation and reablement service providing support to adults of 18 years and over whose needs include support with personal care, and therapy and through the door nursing support to enable them to improve their level to independence following a period of illness, reduction in confidence or reduction in mobility.

The Intermediate Care Centre at Sir John Mason House

- has 30 placements available and is registered as an Intermediate Care Setting for adults 18+
- provides short term rehabilitation services to adults who require short-term services.
- welcomes service users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, gender or sexual orientation.
- admission follow an assessment and formulation of a support plan. The exception being emergency admissions, sometimes from hospital or a service user's own home.
- the service welcomes service users with disabilities or impairments, and is able to accommodate wheelchairs.

The Intermediate Care Centre provides support to those who have had a needs assessment and the individual has consented to a programme of rehabilitation and reablement.

Part 4: REGULATED MANAGER & STAFF

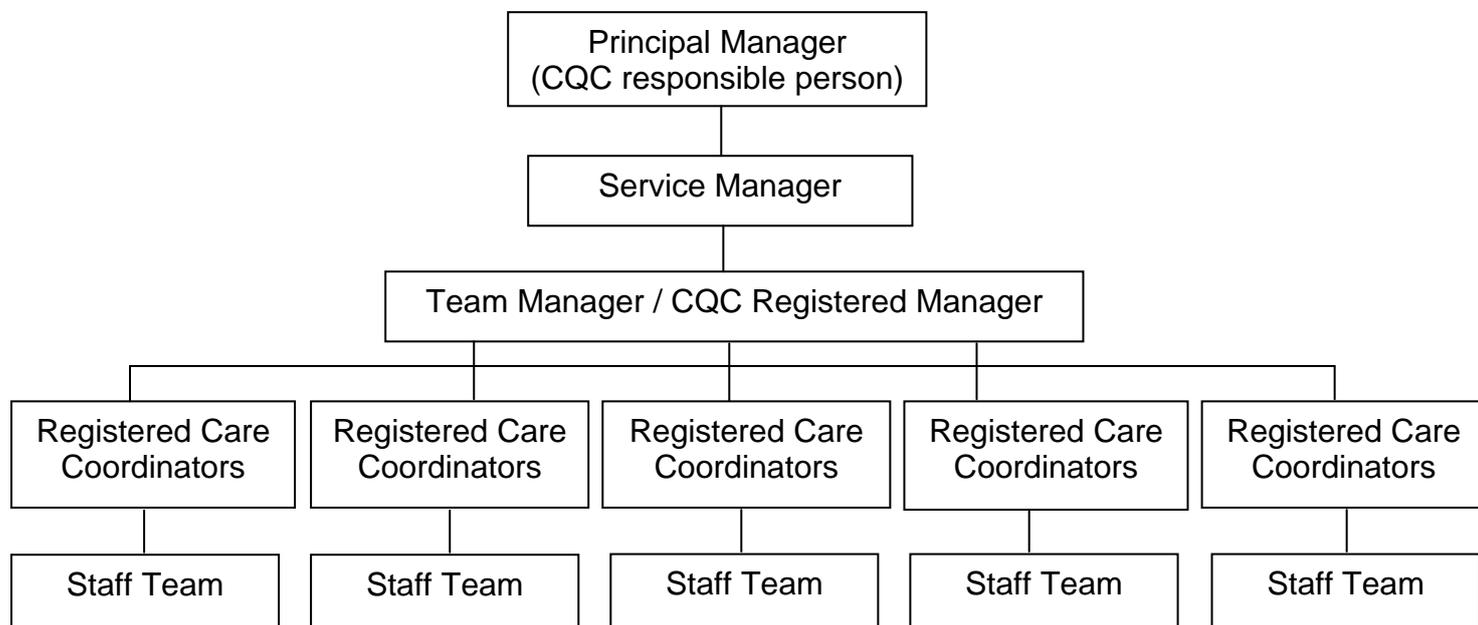
4.1 The Registered Manager

Registered Manager: Jackie Campbell, Team Manager

North Lincolnshire Council Intermediate Care Centre
Sir John Mason House
42 DeLacy Way
Winterton
North Lincolnshire
DN15 9XS

4.2 Organisational Structure

The following organisation chart shows reporting relationships and management responsibilities.



Each staff team is made up a group of staff from the table below.

Roles within the Intermediate Care Service:

Job Position	Number of Staff	
	Part-time	Full-time
Registered Manager		1
Registered Care Coordinators	5	
Operational Support Clerk		1
Care Workers	14	
Care Assistants	21	
Cooks	3	
Housekeeping Assistants	7	
Laundry Assistant	1	

Each Job Position is supported by 3 key documents:

<i>Employee Specification</i>	Summarising the personal qualities, professional qualifications and appropriate work experience required from a job applicant.
<i>Job Description</i>	Summarising the tasks and duties associated with the job position, and associated reporting relationships.
<i>Training Plan</i>	Summarising the fundamental training that the jobholder is required to undergo to satisfactorily carry out the duties listed in the job description.

4.3 Shift Rota Patterns

The minimum number of staff on duty in each unit will be as follows:

Day Shift:

Part-time staff:

1 x Registered Care Coordinator	9am to 5pm
4 x Care Staff	8am to 11pm
1 x Housekeeping Assistant	8am to 7pm
1 x Cook	7.30am to 3.30pm

Night Shift/Out of Hours:

Part-time staff	
3 x Care Staff	11pm to 8am

Part 5: PHYSICAL ENVIRONMENT OF THE INTERMEDIATE CARE CENTRE

5.1 General Description

- The intermediate Care Centre is registered for up to 30 service users receiving 24-hour care
- It is a purpose built building centrally situated in Winterton
- It has established a formal Risk Assessment Schedule for its facilities, installations and equipment, to ensure the on-going safety and well being of service users, staff and visitors. This risk assessment schedule is designed to conform to the latest health & safety requirements and forms an essential part of our management processes geared to achieving continuous quality improvement.

5.2 Accommodation & Living Space

Accommodation and living space is divided into communal facilities for the service users and staff, and individual accommodation for the service users.

Communal areas include a lounge and dining areas. There are en-suite/shower facilities, a bathroom, and toilet facilities.

Intermediate Care Centre		
Room/Living Area or Facility	Number Available	Room Size
Lounge/Communal Area Suite	1	52m ²
Dining Room	1	75m ²
Kitchen/Dining Area	1	19m ²
Bathroom	1	8.5m ²
Assisted Toilet	1	4m ²
Toilets	1	2.77m ²
Review Room	1	10m ²
Therapy Room	1	19m ²
Hairdressing Facility	1	9.69m ²
Domestic Laundry Facility	1	9m ²
Recording Room	1	9m ²

5.3 Fire Precautions & Emergency Procedures

The Intermediate Care Centre has established documented procedures to comprehensively address Health & Safety issues. The following Policies/Procedures refer, and may be consulted in the Policy Manual

- Moving & Assisting / Lifting & Handling Activities
- Fire Prevention Measures
- Fire Drills & Handling an Outbreak of Fire
- Handling a Failure in the Electrical Power Supply
- General Policy on Security Measures at the Home
- Managing an Outbreak of Infection within the Home
- Handling Drug Hazard Warnings
- Evacuation of the Home

Staff receive awareness training in these procedures as part of the Induction Training process. Service users are informed of fire and other emergency procedures as part of the key information process at the admissions stage.

Part 6: FACILITIES & SERVICES

6.1 Admission to the Intermediate Care Centre

There is a formal process for admitting a service user to the Intermediate Care Centre that addresses the following stages:

- Joint screening by registered care co-ordinators, therapists and nurses to determine whether or not the service user meets the criteria for rehabilitation
- Assessment of need of the potential service user to determine whether or not the Centre can provide the individual's specific care needs
- Explanation of Terms and Conditions of Residency
- Risk assessment of the new service user's room, in preparation for the service user's admission
- Admission to the Centre, including the procedures to be followed for emergency admissions where relevant
- Handling the service user's personal property, including clothing, valuables and other personal possessions, medication and aids to daily living

6.2 Protection & Promotion of Core Values of Care

- The Intermediate Care Centre aims to provide its service users with a secure, relaxed, and homely environment in which their care, well-being and comfort is of prime importance.
- Care staff strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in so doing to be sensitive to the service users' ever-changing needs. Such needs may be medical/ therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social; service users are encouraged to participate in the development of their individual support plans. This will be achieved through therapeutic activities and with recognition of the following core values of care, which are fundamental to the philosophy of the Centre:

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
SECURITY	RESPECT	EQUALITY

The following policies refer to the promotion and protection of core values of the Centre:

<i>Freedom of Information Act 2000</i>	<i>Making Wills/Staff Involvement</i>
<i>Smoking and the Consumption of Alcohol</i>	<i>Worship</i>
<i>Medication Risk Assessment</i>	<i>Personal Telephone Facilities</i>
<i>Refusal of Medication</i>	<i>Personal Mail</i>
<i>Service User's right to Privacy</i>	<i>Library Services and TV Facilities</i>
<i>Ethnic Awareness & Anti-discrimination</i>	<i>Advocacy</i>
<i>The Right to Take Risks</i>	<i>Laundering Of Bedding, Linen & Service Users' Personal Garments</i>

6.3 Meals

- Meals are planned to a regular cycle, ensuring that service users receive at least one hot meal per day. Menu planning is considered to be a joint responsibility between the care team, the cooks and staff group
- All menus are prepared 4 weeks in advance, as 6 separate weekly menus, for breakfast, lunch, afternoon tea and supper
- Each meal will provide a choice of main courses and desserts, and the objective is to offer a variety of dishes that are both appetising and nutritious

Menus are planned to take into account the following:

- The varieties of fresh, dried/tinned, frozen and chilled foodstuffs available. Wherever possible, fresh produce is used
- Individual service user likes/dislikes, as identified in their support plans. The service user will be consulted as needed regarding the choices available
- Special religious and/or cultural requirements, as identified in their support plans; particularly the recognition of those foodstuffs forbidden by religion
- Service users' clinical dietary needs, as identified from their support plan.

There are facilities for service users to prepare their own snacks, subject to risk assessment.

Guidelines/Procedures for Nutrition and Hydration are in place.

6.4 Health & Personal Care Services

The Intermediate Care Team includes physiotherapists, occupational therapists and nurses.

The Care Services provided focus upon the following elements of care:

- Enabling Access to Community Health Services
- Enabling Access to Personal Care Services
- Health Screening & Promotion
- Provision of Rehabilitation Services, Adaptations & Aids to Daily Living
- Safe Mobility of the Service User
- Safeguarding Adults

- Management of the Ageing Process
- Monitoring Psychological Health
- Proper Use of Restraint
- Provision of Advocacy Services & Legal Protection
- Personal Administration Needs
- Medical Care (Drugs & Medicines)

The individual needs of the service user are documented in the service user's support plan. The care is reviewed on a weekly basis to ensure maintenance of proper care needs.

6.5 Management of medication

There are strictly controlled procedures for the management and handling of service users' medication and single-use medical equipment in operation in the Intermediate Care Centre that ensure conformance to appropriate regulations, and the following Policies and procedures refer:

Policy, Guidance and Procedures For Falls

Specific Procedure for Disposing of Unwanted Drugs & Medicines

Handling & Use of Household Remedies

Prescription & Verification of Drugs & Medicines

Safe Storage of Drugs, Medicines & Medical Equipment

Administration of Drugs & Medicines to a Service User

Drug Errors

Handling Drug Hazard Warnings

6.6 Social & Recreational Activities

- Therapy based activities are arranged for service users
- Seasonal activities are provided
- TV and radio facilities are available within the lounge area. There are current newspapers and supplies of books, including large-print books, and hearing amplification aids for those with sensory impairments
- A team of care staff supports service users during their stay and spends time ensuring that each individual's needs are met. Their role is to support service users to maintain their independence, offer assistance, and involve family members, friends and relatives of service users, (with the service user's permission) to participate in the support planning process
- Support planning is continuously reviewed because people's needs change, sometimes on a daily basis. Progress reports are completed weekly.

6.7 Laundry & Hygiene Services

The Intermediate Care Centre places a high priority on standards of cleanliness and hygiene, and has established the following procedures to achieve this objective:

A laundry service is provided at no charge to service users. Laundering takes place on the premises using modern commercial equipment, and the laundry area is regularly risk-assessed for hazards and conformance to the C.O.S.H.H. regulations. (Refer to *Policy No 443*).

There is a regular programme of infection and hygiene control carried out at the Centre. This focuses upon cleaning, sanitisation and proper waste disposal.

The following policies refer:

North Lincolnshire Council's Guidance on Hygiene

North Lincolnshire Council's Food Hygiene Policy

Managing an Outbreak of Infection within the Home

Use of Isolation Rooms

Use of Disposable & Re-useable Protective Clothing

Work Restrictions for Staff with Infectious Conditions

Specific Procedure for Handling AIDS/HIV+/Hepatitis B

Pest Control within the Home

Cleaning of the Kitchen & Food Handling Areas

Cleaning of Bathrooms, Toilets & Showers

Cleaning of Service Users' Rooms & Communal Living Areas

Emergency Cleaning & Sanitation Procedure

Safe Use of Disinfectants

General Policy for the Disposal of Waste

Specific Procedure for Disposing of Household Refuse

Specific Procedure for Disposing of Clinical Waste & "Sharps"

Hand washing

Part 7: CONTINUOUS QUALITY IMPROVEMENT

7.1 Service User Feedback

There is a formal process for seeking the views and opinions of service users regarding their perceived quality of the care services provided by Intermediate Care Centre:

This process focuses upon the use of questionnaires, which are given to service users and/or their family members/friends. Questionnaires are designed to seek opinions on the following aspects of our services:

- The Staff at the Centre
 - Your Daily Care
 - Comfort, Cleanliness & Convenience
 - Our Food & Catering Services
 - Your Democratic Rights
 - Your Privacy & Independence
 - Health & Safety within Registered Care
- (Refer to *Monitoring Service Users' Feedback*)

In addition to this, through the “open policy” arrangements that enables the service user to make contact with family members and friends whenever they wish, there is a separate procedure whereby the views of service users' relatives and family members are invited to complete a questionnaire. (Refer to *Monitoring Visitors' Feedback*)

The results of all questionnaire surveys are reviewed on a formal basis with a view to continuous quality improvement in our services

7.2 Staff Feedback

As with service users and relatives, there is a formal process in operation at the Centre whereby the views and opinions of staff members are sought with respect to their perception of the quality of care services provided.

(Refer to: *Monitoring Staff Feedback*)

The results of all staff surveys are reviewed on a formal basis with a view to continuous quality improvement in the services offered

7.3 Complaints, concerns, comments & compliments

Where staff have made mistakes these will be discussed as soon as possible with the individual, family or carer. Any actions taken will be shared and apologies and reassurances given.

Service User feedback concerning the quality of care services is formally reviewed and action taken as necessary. This can be given in a variety of ways and can be positive and negative feedback. The Types of feedback include:

- Compliments - positive input regarding aspects of the Care Service
- Comments - still positive, but possible scope for improvement
- Concerns - negative feedback where action may be required to address a problem.

- Complaints - serious concerns on the part of the Service User, requiring formal action as described below:

There is a formal Complaints Procedure for the management and handling of complaints from Service Users. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. At the start of service the Service User is made aware of the right to complain. Our welcome guide and a fact sheet is available relating specifically to the complaints procedure, as we strive to ensure that compliments outweigh complaints.

STATEMENT OF PURPOSE		
Signature: Jackie Campbell Registered Manager	Date: July 2015	Date to be reviewed: July 2016