

The Yews

Residential Home For The Elderly

Registered By The Care Quality Commission



Statement of Purpose And Service Users Guide

**73 Kettering Road
Burton Latimer
Northamptonshire
NN15 5LP**

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Partnership Details

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Registered Manager

George Khaw FCCA, ACMA, MInstLM
Registered Manager's Award NVQ Level 4
NVQ Level 5 Management

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THE CARE HOMES REGULATION REQUIREMENTS

The Care Homes Regulations 2001 requires each Care Home to compile a written “Statement of Purpose”.

It must:

- Comply with Regulation 4 (1) (c) of the Care Homes Regulations 2001 and include all the information stated in Schedule 1 of those Regulations.
- Clearly set out what it is that the Home aims to achieve and the values that underpin the objectives.
- Defines those people for whom the Home will provide care.
- State what facilities and services the Home is able to provide for residents.
- Confirm that the accommodation provided is suitably proportioned and fit for the use of the resident.
- Demonstrate that the management systems in use are suitable and effective in promoting quality care and takes into account the views, opinions and needs of the service user.

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as “The Service Users Guide”.

The Service Users Guide must include all such relevant information as a resident may require in order to:

- a. Make such decisions as may be required about the suitability of the Care Home to meet their future needs prior to moving into the Home.
- b. Make valued judgements as to whether the Care Home is continuing to provide the level of services that were specified as part of the Terms and Conditions of Residency.
- c. Ensure that the views of residents are taken into consideration and that service users have a real say in the development of services available in the Home.
- d. Provide the reader with information regarding the views of external regulatory bodies.

In order to avoid duplication of information, this document combines the information required for The Statement of Purpose and Service Users Guide.

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The following information is too bulky to be included in the Services Users Guide but is available for you to read in our premises:

- Terms and Conditions of accommodation provided, including the amount and method of payment of fees.
- Standard form of contract for provision of services and facilities by the Care Home to the service user.
- A copy of any Local Authority Contract for publicly funded residents Care Standards No. 2.
- A copy of the most recent Inspection Report.
- In House Quality Reports.
- Details of the Complaints Procedure.

Additional Information

26. *Schedule of Charges*
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STATEMENT OF PURPOSE AND SERVICE USERS GUIDE

In order to avoid duplication of information, this document combines the information required for The Statement of Purpose and Service Users Guide

Introduction

The contents of this Statement of Purpose have been produced to meet the requirements of Schedule 1 – Care Home Regulation 2001. It sets out:

- The mission of the Home
- The quality policy of the Home
- The range of needs intended to be met
- Accommodation
- Qualifications and experience of staff
- Required statutory information
- The rights of residents

The Care Homes Regulations 2001, Regulation 5, requires each Care Home to compile a written guide to the Care Home which is referred to in the Regulations as “The Service Users Guide”.

The aim of this Services Users Guide is to enable you or your representative to:

- Make such decisions as may be required about the suitability of the Care Home to meet your present and future needs prior to moving into the Home.
- Make valued judgements as to whether the Care Home is continuing to provide the level of services that was specified as part of your Terms and Conditions of Residency.
- Ensure that your views are taken into consideration and that you have a real say in the development of services available to you in the Home.
- Provide you with information regarding the views of external regulatory bodies.

The Service User Guide is designed to provide you with important information about the running of the Home and your rights as a resident. If you would like any assistance with understanding of the Service Users Guide then please ask the proprietors or the registered manager who will be pleased to help you.

1.0 A DESCRIPTION OF THE YEWS AND THE PHYSICAL ENVIRONMENT

Location

The Yews is a charming, comfortable mid-eighteenth century house occupying a pleasant position on the outskirts of Burton Latimer within a few minutes walking distance of the town centre. It is situated along the now de-trunked A6 about three quarters of a mile from Junction 10 of The A14

Burton Latimer town centre is located south-east of Kettering on the A6 Conservation Area.

Amenities

Nearby amenities include churches, shops, supermarkets, post office, restaurants, public houses, library, medical centre, bowling green, cricket ground,,cinema, garden surseries

Transport

The Yews is situated along main bus routes from Kettering to surrounding areas.

There are two main railway stations on the Midland Line - Kettering which is 3 miles away and Wellingborough which is about 5 miles away.

Accommodation

Established in 1984, this beautiful listed building houses a small, friendly home set in extensive 'Olde Worlde' gardens which is accessible to residents. A small plot of the garden can be allotted to residents who wish to continue their gardening hobby if so desired.

Accommodation offers full facilities for elderly or retired people requiring long or short term care.

- Each of the 10 bedrooms are tastefully furnished and includes a nurse call system and television
- 8 rooms have ensuite and remaining are situated within close proximity of toilets and bathroom
- There are single rooms on the first floor and sharing rooms on both ground and first floors.
- The lounge on the ground floor is situated to the rear leading onto the terrace and overlooking a large walled garden.
- A separate dining room adjoins the lounge.
- An additional Quiet Area is located at the front of the building on the ground floor set within panelled walls and arched timber structure.

Furniture and fittings and arrangements for personal property

The Yews is a listed property beautifully and sensitively adapted to provide a homely environment for the provision of care services to the elderly.

Whilst all rooms are fully furnished, selected personal items are welcomed for long term residents and to that end unfurnished rooms are available if so desired.

Aids and Equipment

- Nurse Call system in every room
- Chairlift
- Bath Hoist
- Walk in Shower - with seat facility
- Ramps and Handrails
- Wheelchairs, zimmer frames and walking sticks
- Raised toilet seats

Maintenance and cleaning of accommodation arrangements

Service and maintenance contracts are in place for equipment used, including portable electrical appliance testing for compliance with Electricity at Work Regulations 1989.

Cleaning of premises are undertaken in-house by a dedicated domestic. Arrangements are in place for regular supplies of cleaning agents and comply with COSHH.

Heating and ventilation arrangements

All parts of The Home occupied or used by residents are centrally heated and thermostatically controlled and adequately ventilated.

Fire precaution

Fire precautions include:

- Provision of fire extinguishers and fire blankets, heat and smoke detectors, fire alarms and emergency lighting
- Fire doors throughout
- Regular testing of fire alarms
- Maintenance contracts for fire equipment, emergency lighting and alarms
- Fire training for staff to include precautions to minimise the risk of fire
- Provision of adequate means of escape in the event of fire

2.0 AIMS OF THE HOME

To create and provide a warm and comfortable home for the elderly, which would otherwise have been provided by their caring relatives.

To provide longer-term personal care to elderly people, of both sexes, over the age of 65. Respite and Day care can be arranged subject to availability.

To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

To offer accommodation and services to elderly residents who are unable to live in their own homes through physical and mental frailty and to those who prefer to stay in a residential home out of personal choice.

3.0 OUR QUALITY POLICY

The Proprietors live on-site and are closely involved in the monitoring of the daily activities of The Home and are able deal promptly with any issues that may arise. The Yews is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere.

This will be achieved by:

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

Our Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced.
- c. Menus which allow residents to change their food choices.

Our Home will ensure that residents are fully informed about all matters which might affect their well-being.

This will be achieved by:

- a. Residents' meetings.
- b. Provision of notice boards or other displays which inform residents.

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- a. An Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own front door key unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store their valuables.

Our Home will offer a range of social activities which meet the needs of the residents.

This will be achieved by:

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

4.0 RESIDENT'S RIGHTS

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and subject to risk assessment, a right to lock your own room door.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines, if you are able to do so.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

5.0 FACILITIES AND SERVICES

5.1 Meals

Your meals will be carefully prepared by our staff who are trained in food hygiene. We will provide meals as interesting and varied as possible. Residents are offered choices each day and special diets including kosher and vegetarian can be catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and biscuits, 2 course evening meal with cakes and night time drinks and supper snacks.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. Limited quantities of alcohol is offered at special occasions.

Whilst every effort is made to provide for individual resident's preferences the Home does not provide an 'a la carte menu'.

5.2 Medical Care and Care Staff

Residents can retain their own Doctor if this is practical. Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. The residents' G.P. will make domiciliary visits when required.. Community nurses and primary care team staff will visit residents as appropriate.

5.3 An Optician and Dentist visit regularly although you are free to make appointments outside if you prefer.

5.4 Physiotherapy can be arranged as necessary.

5.5 Chiropody A private chiropodist visits the Home 8 weekly and is charged for separately.

5.6 Hairdressing is provided in-house, at an additional charge. You are free to go out to a hairdresser if you wish.

5.7 Personal Telephones Our Home has two telephone lines entering the Home via a digital switchboard. The telephone and fax numbers are 01536 722561 and 01536 505483 respectively.

Residents are able to arrange installation of a direct dial telephone in their room at their own expense.

Residents have access to telephone extension located adjacent to the main lounge and in the dining room. Residents having personal mobile phones are acceptable within the Home.

5.8 Administration Support is available to the Home and residents who may require a letter to be typed can avail themselves of this service.

5.9 Benefits Advice can be provided via the Manager / Home's Administrator. Information can be obtained about Pension and Social Security Benefits.

5.10 Shopping Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

5.11 Laundry is undertaken within the Home within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water Regulations.

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for residents to do their own laundry.

5.12 Dry Cleaning can be provided at cost plus a service charge and can be arranged through care staff.

5.13 Kitchen Facilities are built to the standards laid down by the Environmental Health Department.

These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff.

After a risk assessment, which is reviewed regularly, residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

6.0 OTHER SERVICES

6.1 Resident's Property

Whilst every effort is made to safeguard the Resident's property, The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the Resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home for safekeeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £100 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of the total value shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk. A more detailed position on valuables is outlined in the Service User Guide.

6.2 Gifts and Signing Legal Documents

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from residents (other than token gift at Christmas) or to sign as a witness any legal document which pertains to one of the residents in the Home.

6.3 Arrangements for Pets

This is covered by our Quality Policy Statement QP-08 which is reproduced below:

Introduction

The home recognises the therapeutic and emotional benefits that pet ownership can bring to residents and will as far as practical try to accommodate the wishes of residents.

Policy

1. The home takes a positive approach to the responsible ownership of pets.
2. Each request by an existing resident or a prospective resident for pet ownership within the home will be considered by the manager.
3. The manager of the home is responsible for all decisions to accept a pet into the home and their decision is final.
4. The manager of the home is responsible for any pets owned by the home.
5. The home will ensure that in a case where the resident gives up a pet or the pet dies, a network of support will be put in place to help the resident cope with the loss.

6.4 Provision of televisions

A television is provided in the main lounge for the use of all residents. In addition, a portable television is provided in each resident's bedroom.

6.5 Miscellaneous

Any resident wishing to bring their own television or any electrical appliances into the home must ensure and provide evidence that it has been for compliance with the Electricity at Work Regulations 1989 at their own expense.

Any resident wishing to bring their own personal items made of wood or timber products must ensure that they are free from woodworm.

7.0 NAME AND ADDRESS OF THE REGISTERED PROVIDER AND HOME MANAGER

Registered Providers: George Khaw FCCA, ACMA
Ms Elisabeth F David BA(Hons), RGN, DMS
Registered Manager: George Khaw FCCA, ACMA, MInst LM

Both reside at: The Cottage, The Yews, 73 Kettering Road, Burton Latimer, Northamptonshire NN15 5LP

8.0 QUALIFICATIONS AND EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDER

The Yews is a "Owner/s Provider" establishment with no other units.

Information regarding the registered co-provider and Home manager – Mr. George Khaw

Relevant experience includes 17 years working with older residents with dementia since 1991 within The Yews.

Relevant qualifications – Fellow of the Chartered Association of Certified Accountants, Associate of the Chartered Institute of Management Accountants, Registered Manager's Award Level 4 – achieved August 2005

Information relating to the registered provider

The co-registered provider is Ms Elisabeth David, whose qualifications and experience are as follows:

BA (Hons) – University of Leeds

RGN – qualified 1983

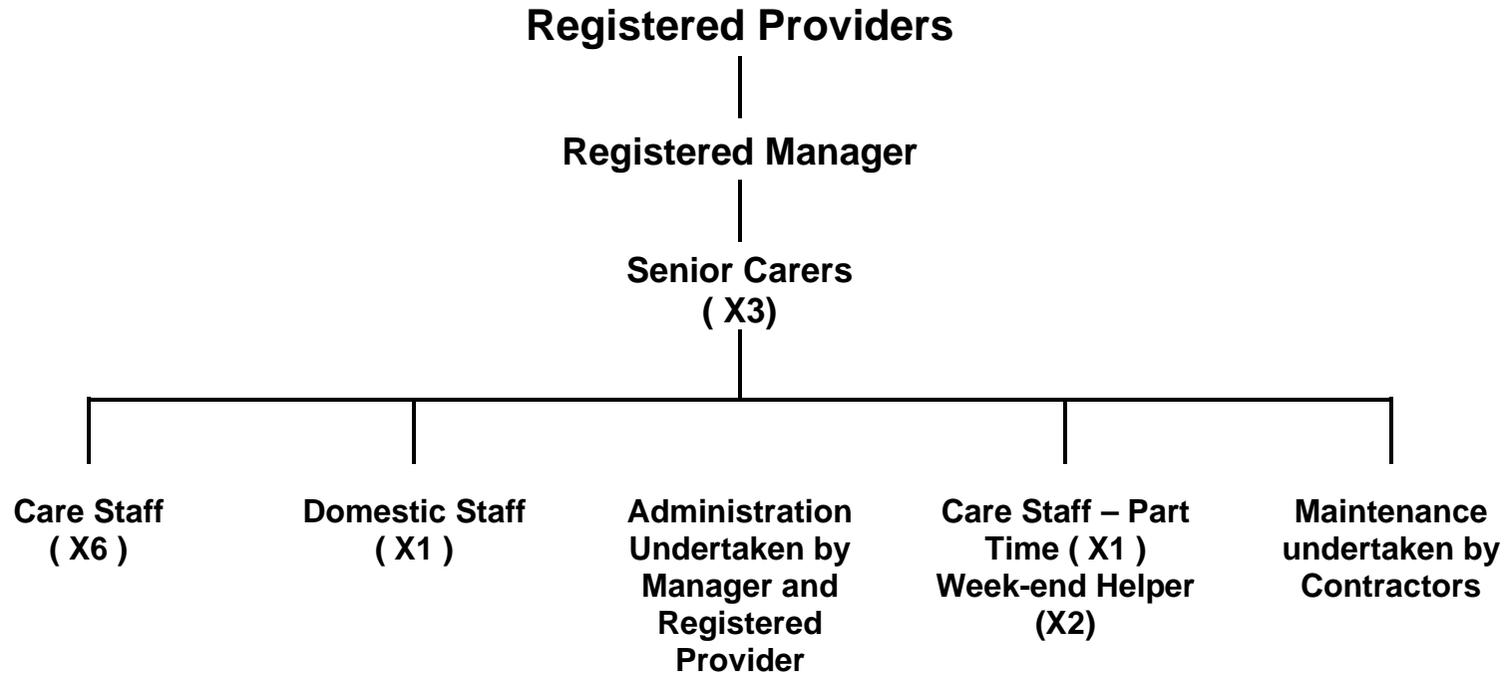
Post graduate Diploma in Management Studies – University of Leicester - 1996

Experience: 26 years experience as a qualified nurse working with adults and older people, of which 17 years in senior management position to date.

9.0 NUMBER, QUALIFICATIONS AND EXPERIENCE OF STAFF

Staff	Designation	Qualifications, experience and job title	Join date	CRB check
<p>This page is now intentionally left blank. Further information can be obtained from George Khaw, The Registered Manager.</p>				

10.0 ORGANISATIONAL STRUCTURE OF THE HOME



11.0 AGE RANGE AND SEX OF SERVICE USERS

Our Home provides long term care services for 13 people aged over 65 years for both male and female clients. Out of this number 6 service users may fall within the category of Dementia. Accommodation is provided in 7 single rooms, 5 of which are en – suite and 3 companion rooms all en-suite.

12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Our Home provides services in the following categories:

- Care Home providing personal care
- Our Home provides services to the following categories of resident:
 - Dementia
 - Old Age (not falling within any of the category)

The Yews accommodates different groups of residents as outlined above, with varied physical, intellectual, emotional and social needs and invariably becomes a community in itself and as such, residents should recognise and respond to the rhythms and needs of other people.

Within these limitations, however, residents have a basic right of self-determination, where The Yews will not exercise regimented and rigid segregation but instead encourage integration in so far as the conditions allow.

In order to achieve this, The Yews operates a no locked door policy. This may exclude residents who exhibit behaviours such as persistent wandering outside The Home's premises which arises after the initial settling-in period of one month.

13.0 NURSING CARE PROVISION

Our Home does not provide nursing care for service users in the Home. This means that we are not required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home.

14.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSIONS

A pre-admission assessment is made to ensure the prospective resident is able to live within the existing "community". The assessment will include the physical and mental condition and any special needs and help determine whether The Yews can provide the care services required using Ropers et al "Activities of Daily Living"

Emergency admission can be accepted providing a resident has been assessed as suitable for residential care by a qualified person such as a health care professional or care manager.

15.0 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process and at regular residents meetings. The range of activities available are set out below:

- Visits by singers and musicians at regular intervals, including local church and primary school
- Reminiscence therapy
- In-house entertainment including musical soirees
- Wide selection of reading materials, including large print books and audio cassettes
- Resident pet whippet
- Small gardening plot provided upon request
- Games including jig saws, cards, dominoes etc. and indoor bowls

16.0 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Our Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. This may take the form of formal consultation or informal meetings. The Proprietors and staff are available to listen to the views of residents.

17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME

Our Home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations have been implemented. However, whilst every attempt has been taken to minimise risk of fire there can be no guarantee of safety. The Home undertakes regular fire drills and reviews of procedures. The Home operates a separate FIRE PROCEDURE FILE which includes records of fire drills, alarm tests and records of staff training.

All staff are provided with information about the fire procedure at induction. All staff are required to attend annual up-date lectures on fire procedures and use of fire equipment.

18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Our Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested.

Our Home is looked upon as a resident's Home and hence, subject to the resident's wishes, visitors are, within reason, generally welcomed at any time.

Relatives and friends may visit at any time, preferably not during meal times which are as follows:

Breakfast	7.30 a.m. to 8.30 a.m.
Lunch	12.30 p.m. to 1.30 p.m.
Supper	5.30 p.m. to 6.30 p.m.

Reasonable visiting hours are between 9.00 AM and 7.00 PM

Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in one of the dining rooms.

Visitors wishing to take residents off the premises should speak to the Senior Member of Staff on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Resident's file on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings etc.

20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

Our Home has implemented the Cared 4 Quality Management System which includes comprehensive arrangements for dealing with Comments, Suggestions and Complaints.

21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

Our Home operates a full service user planning and review system, which includes a monthly review of the Care Plan.

Where it is practical to do so, residents and relatives are encourage to participate in the formulation and review of the care plan.

22.0 ROOM SIZES AND NUMBERS IN THE HOME

Room Sizes and Numbers		
Room	Dimensions (Metres)	Floor area (sq. metres)
Bedroom No 1 The Garden (<i>Companion En-suite Room</i>)	6.30 X 3.23	20.35
Bedroom No 3 The Orchard (<i>Single</i>)	5.02 X 2.57	12.90
Bedroom No 4 The Cherry (<i>Single</i>)	4.30 X 2.65	11.40
Bedroom No 5 The Ivy (<i>Single En-suite</i>)	3.44 X 3.90	13.42
Bedroom No 6 The Artist (<i>Single En-suite</i>)	3.70 X 3.34	12.36
Bedroom No 7 Princess Kaulani (<i>Single En-suite</i>)	4.57 X 3.40	15.53
Bedroom No 8 The Meadow (<i>Single En-suite</i>)	4.60 X 3.20	12.80
Bedroom No 9 The Courtyard (<i>Single En-suite</i>)	4.12 X 3.00	11.66
Bedroom No 11 The Oak (<i>Companion En-suite Room</i>)	6.75 X 4.50	30.37
Bedroom No 12 The Quince (<i>Companion En-suite Room</i>)	5.10 X 4.30	21.93
Bathroom / WC	2.70 X 2.10	5.67
Shower / WC	2.03 X 1.80	3.12
WC	1.70 X 1.70	2.85
Staff WC	3.30 X 1.20	3.96
Kitchen	5.10 X 2.70	13.77
Laundry / Sluice	3.20 X 3.14	10.05
Communal sitting room	5.30 X 5.70	27.65
Communal quiet area	4.90 X 4.44	21.75
Dining room	4.70 X 3.90	18.33
Office	3.50 X 3.50	12.25
Manager & Owners' s private accommodation	Cottage within premises	
Other: Walled Garden	2/3 Acres	

23.0 THERAPEUTIC TECHNIQUES USED IN THE HOME AND ARRANGEMENTS FOR THEIR SUPERVISION

The following therapeutic services **are not provided in-house**. However, if a resident specifically requests or requires therapeutic intervention, then subject to G.P. approval, the Home's Manager will endeavour to enlist the services of a qualified practitioner. This will be a separate arrangement made between the resident and the practitioner. The resident will pay the practitioner directly if applicable.

a	Aromatherapy	Practiced only by persons who are qualified.
b	Reflexology	Practiced only by persons who are qualified and whose qualifications have been checked.
c	Crystal Therapy	Practiced only by persons who are qualified.
d	Relaxation Techniques	To be undertaken only by persons who have received appropriate training in such techniques and have been approved by the manager as "competent".
e	Hydrotherapy	N/A
f	Massage	Only to be undertaken by qualified staff who should have appropriate professional recognition.
g	Hypnotherapy	Should only be undertaken by persons who have a Nationally recognised qualification in Hypnotherapy and should preferably hold membership of National Hypnotherapy Organisation.
h	Yoga	To be undertaken only by persons who are qualified to teach yoga.
i	Manipulation	Only undertaken by persons who are qualified to a recognised standard.
j	Progressive Mobility	Should be suitably qualified or appointed as competent.
k	Music and Mobility	To be undertaken by persons who have been authorised in writing by the manager.

24.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY

All staff are instructed, as part of their induction, to respect residents and preserve their dignity at all times.

Arrangements for ensuring that our residents are treated with respect and dignity are clearly shown in all our policies, procedures and actions.

25.0 CARE QUALITY COMMISSION (CQC)

“The Care Quality Commission is the independent regulator of health and social care in England. Our aim is to make sure better care is provided for everyone, whether that’s in hospital, in care homes, in people’s own homes, or elsewhere.

We regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. And, we protect the rights of people detained under the Mental Health Act.”

The above is a quote from the CQC Website: www.cqc.org.uk/

Contact Details:

Telephone: 03000 616161 Fax: 03000 616171

Post : CQC East Midlands
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Email: enquiries.eastmidlands@cqc.org.uk

CQC was Formerly Commission for Social Care Inspection

Additional Information

26. SCHEDULE OF CHARGES

Fees: £695 - £850.00 per week Rate effective from 1 January 2020

Fees are paid four weekly or monthly in advance.

Chiropody, Hairdressing, Occupational Therapy and Incontinent Pads (not funded by the NHS) are extra charges.

Local Authority funded residents can be accepted.

THE YEWS, *A Brief History*

The house was probably built circa 1725 and has undergone alterations and additions over the years. It is interesting to look out of the attic window of next door (Home Farmhouse) where you can see different levels.

The garden was extensive and reached up to the former Ideal Clothing factory with an adjoining paddock. Over the years many garden parties and fetes were held, there was also a tennis lawn.

A Mrs. Ann Sharp kept a school at Great Harrowden Hall and in the 1890's moved to The Yews and some of her pupils came too including a South Sea Island Princess Kaiulani of Hawaii who had a tragic life as her family were deposed and it is said she died of a broken heart aged only 23.

Mr. & Mrs. Charles Barlow lived here until their respective deaths (Mrs. in 1921 and Mr. in 1923). The Barlows owned much property in the town.

In the Barlow's time, there was a staff of six at The Yews. A cook, three maids, chauffeur and gardener. Mr. Barlow was a County Councillor and Magistrate. Mrs. Barlow was a niece of Mrs. Sharp.

After Mr. Barlow died in 1923, the property was acquired by Mr. & Mrs. Oliver Tailby. He was a local businessman and director of Witney & Westley, Shoe Manufacturers in Finedon Street. He also played an active part in the former Urban District Council. They had no children but a nephew and his wife lived with them.

When they bought the property, they had the old casement windows replaced by the present sash ones and also carried out many alterations inside.

The tall carved mantel over the fireplace in the former dining room (which overlooked onto the main road) was brought from the former home of the Tailbys in the High Street.

Mr. Tailby died about 1962 and after some years, Mrs. Tailby sold up and moved with her nephew and his wife to the shop at the corner of Station Road / Kettering Road, where she eventually died.

Mr. Stan Firmin next lived in The Yews and paid Mrs. Tailby about £5,000 for all the property.

After some years, he sold to Mr. & Mrs. Rich who extended the house onto the garden end, in 1982. Mr. Rich demolished the bricked wall of the front courtyard and replaced it with stoned wall with two pillars to accommodate two wheels, which form the gates.

In June 1983, Mr. & Mrs. Wilson bought the property and turn it into a lovely residential home for the elderly. Mrs. Wilson died in June 1985 and Mr. Wilson continued the business until November 1991 when he retired and sold the undertaking to Ms Elisabeth David and Mr. George Khaw, continuing the tradition of high standards at The Yews.

Location

Burton Latimer town centre is located south-east of Kettering on the A6 Conservation Area.

There are two main railway stations on the Midland Line - Kettering which is 3 miles away and Wellingborough which is about 5 miles away.

The Yews occupies a pleasant position on the outskirts of town within a few minutes walking distance of the town centre. It is situated along the now de-trunked A6 and along main bus routes from Kettering to surrounding areas. The Yews is situated about three quarters of a mile from Junction 10 of The A14.

