



THE ROYAL BRITISH LEGION
CROSFIELD HOUSE

**STATEMENT
OF
PURPOSE**



THE ROYAL BRITISH LEGION CROSFIELD HOUSE

Dark Lane
Rhayader
Powys
LD6 5DB

Tel: 01597 810901

This Statement of Purpose (SOP):

- is prepared as a legal requirement of statute in accordance with:
s22, Care Standards Act 2000;
Regulations 4, and Schedule 1, Care Homes (Wales) Regulations 2002
- defines those people for whom Crosfield House expects to care
- sets out the objectives of the service
- identifies the facilities and services that are available to service users
- should be read in conjunction with contracts of terms and conditions of admission

Date of last revision: APRIL 2009

We strive to deliver a high quality service that meets the needs and aspirations of all service users. These needs and aspirations vary between individuals and as a consequence the level of service delivery will differ according to individual requirements, identified need and package of care.

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INTRODUCTION

The Royal British Legion is a Registered Charity. It was founded in 1921 and was incorporated under Royal Charter in 1925. Its mission is:

“To safeguard the welfare, interests and memory of those who are serving or who have served in the Armed Forces”.

To achieve this mission, The Royal British Legion adopts the following values:

- Reflection - Through Remembrance of past sacrifice in the cause of freedom
- Hope - By remembering the past, a younger generation has the chance of a better future
- Comradeship - Through shared experience and mutual support
- Selflessness - By putting others first
- Service - To those in need and in support of the whole community

These values underpin the work of The Royal British Legion whose objects established under Royal Charter are:

- (a) to relieve need and to further the education of beneficiaries and their spouses, children and dependants;
- (b) to relieve need and protect the mental and emotional health of the spouses, children and dependants left by those beneficiaries who have died;
- (c) to relieve suffering, hardship and distress to spouses, children and dependants caused by the absence of those serving in the Royal Navy, Army and Royal Air Force on Regular, Reserve or Auxiliary engagements;
- (d) to promote and support schemes for the resettlement, rehabilitation, retraining and sheltered employment, of beneficiaries and their spouses, children and dependants;
- (e) to promote public benefit by the commemoration of those who have died whilst on active service with the Armed Forces of the United Kingdom.

The Royal British Legion has over 450,000 members who actively contribute to achieving it's mission. However, articles incorporated under Royal Charter enables the charity to provide services, advice, and support to millions of beneficiaries in the UK and abroad. Eligibility for assistance is summarised as follows:

- Any man or woman over the age of 16 years currently serving in any of the Regular, Reserve or Auxilliary Armed Services and has received 7 days pay
- Any man or woman over the age of 16 years who is no longer serving in any of the Regular, Reserve or Auxilliary Armed Services and received 7 days pay
- any man or woman who served with the Mercantile Marine afloat in hostile waters, or as a full-time member of Allied Civil Police Forces, or who is entitled to the campaign medal issued by the Royal Navy, Army or Royal Air Force to those giving them direct support or under their command;
- Members of Voluntary Aid Societies who served full time and in uniform in support of UK Armed Forces
- any British subject (whether by birth or otherwise) who has, during hostilities in which the United Kingdom Armed Forces were engaged, served at least 7 days in the Forces of an Allied nation and received 7 days' pay from that nation; or a resistance organisation of an Allied nation.
- Any man who served in the Home Guard for 6 months, or Bomb and Mine Disposal Unit for 3 months or was awarded the Defence Medal for their services

Eligibility as a beneficiary also includes the children, spouses and dependants of the above:

Child: any child who is financially dependent or dependent for care on a beneficiary or spouse.

Dependants: any person who is financially dependent or dependent for care on a beneficiary or spouse, or any person on whom a beneficiary is dependent for care.

Spouse: any partner of a beneficiary by marriage, civil partnership, or cohabitating relationship, those who are divorced or separated partners or widows or widowers of a beneficiary, and those surviving a deceased civil partner or cohabitating partner who was a beneficiary.

Care homes are one of many varied services that come under the umbrella of The Royal British Legion's Welfare division. From its base in London, it has a significant responsibility in delivering the charity's mission and leads thousands of paid staff and volunteers across the UK and abroad to achieve the Welfare division's strategic objectives. In undertaking continuous review, evaluation and development of services it has a strong lobbying voice in Parliament and has recently published a series of reports to inform development that were the result of a national welfare needs survey.

The first Royal British Legion care home was established in 1925 to meet the long term nursing needs of ex-service personnel. Since then, the number has grown to seven, and each provides flexible services for eligible persons relating to age, disability or ill health where their needs can no longer be appropriately met in their own homes. Care home services, resources and facilities are continuously reviewed to enhance quality of life for the ex-service community in what is now affectionately termed The Royal British Legion's "Poppy Homes".

PROVIDER DETAILS

Responsible Individual: Laura Morton RGN
Acting Head of Homes
Welfare Division

Address: The Royal British Legion
199 Borough High Street
London
SE1 1AA

Registered Charity Number: 219279

Telephone: 020 7973 7399

Email: lmorton@britishlegion.org.uk

Laura previously held the role of Operations Manager for Poppy Homes North and West. She is a Registered Nurse and has many years of experience working with older people, including dementia care and services for the visually impaired, in both the private and charitable sectors.

PHILOSOPHY AND VALUES

Crosfield House was established in 1986. Crosfield House currently provides services for sixty (60) persons.

We embrace a set of core values that inform every aspect of our service delivery:

Quality of care and service delivery to the highest standards

Respect for each person as an individual with their own beliefs, values and culture

Dignity protection in the environment and delivery of care

Privacy in personal space and for personal transactions

Rights of continued citizenship and consultation

Choice in daily routines and activities

Fulfilment of mind, body and spirit

Independence maintained to maximum potential both physically and mentally

Inclusive and participatory presence in wider local community

Security of a safe and supportive environment

Fairness and transparency in all of our business

In order to measure our success in meeting service user needs, we have established clear aims and objectives for service delivery that incorporate our values.

AIMS

- To provide for the most frail and vulnerable persons care and services to a standard of excellence that are safe, sound, supportive and inclusive and respects each person's values relating to religion, culture, race or ethnic origin, gender, sexual orientation, disability, political affiliation, or service record
- To foster friendships and camaraderie of group living, facilitate spiritual support, and uphold the rights and privacy of individuals
- To meet legislative requirements and strive to exceed the recommendations of national minimum standards for care homes
- To represent and support the work of The Royal British Legion in the local community and the Welfare Division's strategic objectives

OBJECTIVES

1. To foster a mutually inclusive and non-discriminatory culture based on trust and the shared values, respect and aspirations of all those who live and work in Crosfield House.
2. To provide personal and social care to a standard of excellence that is sensitive to the wishes and feelings of the service user
3. To provide skilled nursing care that embraces the principles of clinical effectiveness and professional codes of conduct
4. To consult and involve service users or their representatives in identifying need, determining services and understanding Crosfield House terms and conditions
5. To consult service users or their representatives in agreeing and reviewing a person centred plan of care reflecting need, choice and personal aspirations
6. To provide a stimulating, and therapeutic programme of social and leisure activity that reflects interests, choice and abilities
7. To provide a quality dining experience reflecting a varied and nutritious menu of choice
8. To maintain service user access to a range of NHS and Local Authority services
9. To effectively manage complaints and actively involve service users and stakeholders in service improvement and development
10. To effectively manage enquiries to enable potential service users, representatives and stakeholders to make informed choices about the suitability of Crosfield House to meet their existing and future needs
11. To foster links and partnerships with the local community, volunteers, and to facilitate continued involvement of service users with membership or voluntary organisations
12. To develop a person centred approach to the delivery of care and services for the person living with dementia that values each service user as a unique individual.
13. To provide skilled and compassionate care and support for service users and their families that reflects the wishes of service users at the end of life
14. To provide a high quality living environment that satisfies the needs and taste of service users; is comfortable, safe, clean and maintained to the highest standard
15. To maintain a risk management framework that provides an environment and care practices that reflect personal choice and protects the safety and welfare of service users, visitors and staff

16. To recruit and train a workforce who support the philosophy, aims and values of The Royal British Legion and Crosfield House, providing staff in sufficient numbers and relevant skills throughout each day to effectively meet the needs of service users
17. To support and consult staff to achieve the objectives of Crosfield House and continued service development
18. To effectively maintain documents and correspondence relevant to each service user's care respecting confidentiality and accessibility
19. To manage services efficiently and effectively and make the best use of available resources
20. To implement a quality assurance system to assess service user satisfaction, measure outcomes against objectives of service, and inform continuous development plans

LOCATION

Crosfield House lies on the outskirts of Rhayader, Powys, Mid Wales close to the Elan Valley.

Rhayader is situated at the junction of the main east/west route A44 and the north/south A470. Crosfield House has car parking facilities to the front of the building.

Nearest train route is to the towns of Caersws or Llandrindod Wells.

FACILITIES

Crosfield House provides a variety of private and communal facilities. The Home is a red brick split level construction with a total of 60 single rooms.

Residents' rooms measure between 10 and 12 sq m. All rooms have electric profiling beds and 19 contain integral ceiling hoists. Television aerial sockets are in all rooms and public lounges, some Sky channels are also available. Many of the rooms have telephone/computer points.

A reception area with automatic doors leads directly into the ground floor which provides accommodation of 16 single rooms. The ground floor has a large lounge which facilitates a social and recreational space and leads to a dining room. A library/meeting room and hairdressing salon is also on this level as well as the kitchen, laundry and staff facilities. The ground floor also provides Unisex toilets, two assisted bathrooms with Parker Baths and one shower.

The first floor can be accessed via the main staircase or an eight person passenger lift. There are 44 single rooms, four of which have en suite facilities, inclusive of a dementia care facility for 16 persons. There are Unisex toilets, 5 assisted bathrooms and one shower. A dining room with a satellite kitchen is situated at the top of the main staircase. Access from the first floor leads to a balcony to the front and an enclosed courtyard to the rear. There are 3 lounges on this level, an activities room, and a communal area which houses the computer station.

The safety and security of all of our residents living in our dementia care wing is protected through secure communal access doors. Entrance can be made through independent self operated release mechanism, but exit requires a code pressed into the digital lock. This code is freely given to recognised visitors, and may be given to individual residents subject to capacity and risk assessment to ensure the safety of the individual and our community as a whole.

SERVICES

Nursing and personal care is provided according to needs assessment and agreed plan of care.

The services that compliment and support direct care include:

Housekeeping

All rooms and communal areas are cleaned daily; there is also a daily laundry service.

Catering

Our experienced catering department provides a choice of meals from our menu. Alternatives can be provided as requested. Specialised dietary requirements and preferences are met as requested. Drinks and snacks are provided between meals and on request, there are also vending machines for tea /coffee, orange juice and other beverages. Friends and relatives are welcome to dine with service users at minimal additional cost. Anniversaries and special occasions are celebrated.

Maintenance

A programme of safety checks, repairs, redecoration is undertaken by our maintenance personnel. Equipment and systems maintenance and health and safety audit is conducted at intervals throughout the year via external contractors.

Hairdressing

A private hairdresser visits weekly appointments and payments are made via Crosfield House office staff.

Representation

A local independent Advocacy service is available as needed if the service user does not already have representation. Contact details are available from the registered manager and head of care.

NHS/LA services

A local General Practitioner provides general and emergency medical services and visits the Home weekly. Service Users can visit the Surgery or can be seen in their room during their weekly visit.

District nurses are accessed via the GP Surgery.

Macmillan services are available locally and can be contacted via the Local Hospital. Wheelchairs are assessed by the Artificial Limb and Appliance Services (ALAC) in Wrexham via referral.

Physiotherapy is accessed via GP referral as is the Occupational Therapists, Dietician and Speech Therapist.

NHS Dental treatment is provided at Llandrindod Wells Hospital but private Dentists can also be accessed locally.

There are opticians in the nearby town of Llandrindod Wells.

An NHS Chiropodist visits monthly. Residents are free to engage the services of a private chiropodist of their choice as there can be waiting times to access NHS chiropodist.

Additional NHS services include dietician, speech and language therapist, psychiatric services. Visits are made to the home via GP referral as needed.

Local authority care managers and Local Health Board (LHB) nurses arrange their own visits to review care packages as determined by contract or funding. Crosfield House will arrange additional or new visits as requested or as need dictates.

Transport and escorts

Crosfield House has its own transport, insured and equipped to carry disabled passengers. Escorts are provided for GP/Hospital appointments according to need and availability of staff. Whilst we endeavour to provide this service as required, it cannot always be guaranteed and is subject to availability. Relatives and friends are requested to assist wherever possible in the provision of transport and escorts to medical appointments and personal social outings.

REGISTERED MANAGER

Mrs Marina C M Bowles RGN

- Has worked for The Royal British Legion since 1998 as Senior Nurse and Deputy Matron/Manager. Experienced in Care of the Elderly and Palliative Care.
- Qualification include: WNB 941 Care of the Elderly, Applied Research in Practice, WNB 998 Teaching and Assessing, Clinical Issues in Palliative Care, A1 NVQ Assessor, Registered Managers Award
- Previous experience: Senior Nurse in Care of the Elderly, Deputy Matron Manager with The Royal British Legion since 2001 and Matron Manager since 2004. Has undertaken courses in Management and Leadership within Private Nursing Homes. Specialist interest in Palliative Care and has undergone a course with Worcester College but based in St Michael's Hospice in Hereford.
- To ensure that each Resident receives care appropriate to his/her individual needs in accordance with the Care Standards Act 2000, Care Standards Regulations and National Minimum Standards.
- Responsible for the day to day management of the Home
- To lead and support all Staff in all aspects of their duties.

The registered manager is supported by a senior operational manager and other personnel from TRBL's administrative headquarters in London.

During any absence of the registered manager, the person with day to day responsibility for the running of the home is the senior Nurse in Charge.

STAFF

Crosfield House employs a total of 95 staff. Each department has defined responsibilities in relation to service provision and the smooth running of the home. Each department has a head of department who is directly responsible to the registered home manager.

Nursing and Personal Care:

The Head of care post is currently vacant.

Crosfield House employs Registered Nurses who are responsible for the planning, delivery and review of nursing care to Service Users and to organise care and staff in order to ensure the smooth safe running of Crosfield House. Responsibilities also include conducting the Home in compliance with the NMC code of professional conduct and ensuring safe practice in the absence of the Matron Manager.

Crosfield House also employs 48 Care Assistants of whom there is 1 appointed Team Leader. Seven Care Assistants have NVQ 3, 15 have NVQ 2, and there are currently 16 who are training for either NVQ 2 or 3.

Within the Dementia Care facility, staff have participated in training in caring for Service Users with Dementia, 3 have NVQ 2 & 3, 3 have NVQ 2 and 4 are currently training for NVQ 2.

Each Service User is allocated a Named Nurse and Key worker on admission to the Home.

Staffing levels and skill mix at each of the three shifts per day are calculated and planned in relation to the number and needs of service users at that time and the layout of the building. These are continuously reviewed by the registered manager who is advised by the head of care.

Catering

The Head of Department and Head Chef is Robert Dunnett who holds an NVQ 3 in catering. The catering department further employs two experienced cooks, supported by a team of catering and dining room assistants. Responsibilities of the Head of Department include reviewing menus, statutory and safe practice and quality of meals and nutrition.

Housekeeping

Our domestic and laundry team ensure a high standard of cleanliness with attention to control of infection in all areas of the Home, and manage the house and personal laundry service seven days per week. Following retirement the Head of Department post is currently vacant.

Maintenance

General maintenance and Fire Safety is carried out by Mr Steve Jones. He is responsible for the safe and economic running of equipment and repairs to ensure a comfortable and secure environment.

Administration

Office Administration is managed by Marina Bowles, Matron/Manager who ensures accurate administrative and clerical support for both Staff and Service Users.

Recruitment procedures for suitability for employment with TRBL follows statutory requirements including Criminal Records Bureau checks.

Newly recruited staff follow an induction programme until competence and confidence is assured.

Staff from all departments access continuous training and development relevant to their area of practice, statutory requirements and the values and ethos of TRBL via TRBL training department and external sources.

All care staff are encouraged and supported to undertake National Vocational Qualifications in Care

Staff from all departments are subject to appraisal on an annual basis. Nursing and care staff are further supported via continuous personal supervision.

Disciplinary processes are implemented where performance or behaviour deficits are identified.

VOLUNTEERS

Volunteers are welcomed, subject to satisfactory references and CRB clearance, to participate in the general activities of Crosfield House. Volunteers are not engaged to participate in any personal care. Sadly no volunteers are engaged at Crosfield House currently.

HOUSE AMENITY COMMITTEE (HAC)

House Committee Chairman: - Mr. Noel Duston.

House Committee consists of 22 voluntary members which includes the Chairman and Matron/Manager.

The House Amenity Committee is responsible for raising awareness of Crosfield House through the local wider RBL Branch network and to provide financial support through fundraising for additional social activities and other “extra” benefits for the enjoyment of the Service Users living in Crosfield House. Fundraising may involve the organisation of Fetes, Concerts/entertainment and raffles which are open to both the general public and Service Users. The House Committee are all volunteers and nominated Service Users are encouraged to join the meeting as are Staff Members. The House Committee meets, on average, 4 times a year, Minutes are available.

ORGANISATIONAL STRUCTURE

See Appendix 2

REGISTRATION

Crosfield House is registered with the Care and Social Services Inspectorate for Wales (CSSIW) to provide nursing and personal care on a long or short term basis for men and women over the age of sixty five (65) years whose needs are primarily associated with frailty, disability or ill health. Crosfield House does not ordinarily provide services for persons whose primary need is related to a functional or organic mental health diagnosis, without the express approval of CSIW on an individual basis. Crosfield House is further registered to provide limited specialist care services. The home is registered for a maximum occupancy of 60 persons. The breakdown of registration categories is:

Nursing Care

- Older Persons (over 65 years) 30
(of whom 2 may be younger adults under 65 years)
- Older Persons (over 65 years) – Mental Health 3

Personal Care

- Older Persons (over 65 years) 13
(of whom 1 may be younger adult (under 65 years)
- Older Persons (over 65 years) – Dementia/Mental Infirmity 14
(of whom 1 may be a younger adult under 65 years)

Respite Services are available according to bed availability and are included in the 60 person occupancy level.

ADMISSION CRITERIA

Admission to Crosfield House is exclusive to ex-service personnel and their dependants as determined by Royal Charter and detailed in the introduction to this SOP.

Enquiries are accepted from any source, i.e. prospective resident, Next of Kin, Social Services, Hospitals or RBL Branches and Welfare Officers. All enquiries are equally considered according to the criteria as laid down by The Royal British Legion. Eligibility is checked and verified with the Military Service concerned.

The Registered Manager or Head of Care visits the prospective resident to conduct an assessment of need to establish that Crosfield House is able to appropriately meet those needs prior to an offer being made for admission to Crosfield House.

If the prospective resident lives out of area, assistance is sought from the Manager of a Poppy Home in that locality to undertake a needs assessment, or the prospective resident is invited to visit the home for a short stay subject to availability.

Following confirmation of eligibility, and determining that Crosfield House can appropriately meet an individual's needs, admission is confirmed by letter. Terms and conditions of admission are issued which includes details about fees. A Service User Guide is further issued which provides general information about the Home.

Emergency Admission

Crosfield House aims at all times to implement the above planned procedure for all persons seeking admission to the Home. In exceptional circumstances, and dependent upon information and bed availability, emergency admissions may be considered. In such circumstances a full assessment of need will take place within 24 hours of admission and a review will take place at 5 days following admission. At this point, the continuance of residence will be decided by the registered manager having regard to full information about needs and eligibility of the service user, availability of relevant personnel and stakeholders, and the views of the service user.

CARE PLANNING

All service users have a comprehensive plan to meet care needs. The comprehensive needs assessment provides a basic plan of care for admission to meet immediate needs. Within the first few days following admission, the named nurse or key worker will complete or update further safety and health risk assessments. Over the next three weeks in partnership with the service user and/or their representative (according to choice or capacity), the named nurse or key worker will complete comprehensive person centred assessments to devise an agreed plan to direct care that reflects the unique physical, psychological and social needs, choices and values of each individual. Where it is difficult because of service user capacity and availability of family or friends to gather such information, the process may take longer and may be based on prior knowledge or observation of the resident and their history. This person centred care plan format has been developed by The Royal British Legion in partnership with Bradford University and is introduced gradually during 2009. The plan of care will be evaluated and reviewed by named staff monthly. The service user and/or their representative will be invited to participate in a full review of the plan of care on an annual basis.

The choices and rights of service users are respected when planning care. However, these choices may involve an element of risk. Crosfield House has a duty to protect service users from any action that may put themselves or others at risk of harm whilst remaining committed to promoting choice and independence and upholding individual's rights. In these circumstances, a compromise will be sought but the Matron Manager's decision will be final.

ACCESS TO HEALTH RECORDS

Adopting a person centred philosophy extends to resident access to their care plans. To these ends The Royal British Legion has supplied all residents rooms with a digital locked storage box that meets Data Protection requirements whilst enabling those residents, who wish to and are able to, to have continuous access to their care plan. This automatic right of access does not extend to representatives of the service user, unless it is with the service user's consent. However, an application to view the care plan of a service user who does not have capacity to consent may be made to the Matron Manager by the resident's representatives. Access may be granted provided the reason for access is justifiable.

In order to record the monitoring and delivery of care to meet each service user's needs, the care plan must remain accessible to personnel of Crosfield House involved

in the delivery of care. Should a service user not wish to be disturbed at night by staff wishing to write in the care plan, their request is respected within reason. Further access may be needed from time to time by relevant stakeholders including GP, District Nurse, or other allied health and social care professionals involved in caring for the service user.

Access to records written by health and social care professionals other than those employed by The Royal British Legion may be granted following application to the relevant NHS service or Local Authority using their advised protocols.

CONFIDENTIALITY

All personnel at Crosfield House are instructed in maintaining confidentiality. All personal records are stored securely and confidentially, and access granted only to relevant personnel. All personnel are instructed to disclose to a senior person any information told to them in confidence if they feel that information indicates an individual is at risk.

SOCIAL ACTIVITIES, HOBBIES AND INTERESTS

Crosfield House employs a full time activities co-ordinator and ensures that there is an ongoing programme of events which is tailored to the needs of the Service Users. These may be either group activities or individualised pursuits reflecting hobbies and interests. All activities are advertised on the Notice board. However if a Service User is unable to access this information, he/she will be visited by the activities co-ordinator or her deputy. For Service Users who may not wish to join in planned activities the staff will meet and plan their social needs on an individual basis. There are trips available to Service Users who wish to participate at least twice a week (sometimes more frequently weather permitting); however medical requirements are always considered.

Visiting Performers entertain the Service Users at various times throughout the year.

RESIDENT CONSULTATION AND QUALITY ASSURANCE

Service Users Meetings have to date been organised as and when required. These are chaired by the Matron who consults service users about the agenda. Minutes are circulated to residents following the meeting. A regular meetings calendar is in the process of being formulated and residents will be informed of planned dates upon completion of arrangements.

Changes to operation of the home are related to the residents by memo placed on the notice boards or placed in the monthly newsletter which is sent to all residents. A suggestion box is available in dining area.

Implemented at Crosfield House in 2009, The Royal British Legion's Quality Assurance system seeks to increase the level of participation and feedback from residents and stakeholders on many aspects of service provided at Crosfield House. Results from annual surveys will enable development and enhancement of the services we provide based on the views of users and stakeholders of our services. These annual surveys accompany compliance audits that take place periodically throughout the year for

continuous improvement purposes. A quality assurance report is provided for residents and stakeholders in July each year.

FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

The Home is equipped with sensors, alarms, self closing retaining doors, emergency lighting and fire fighting equipment. The alarm is tested weekly, and systems and equipment checked and serviced annually under contract. All fire exits and fire doors are clearly marked and instructions in the event of fire posted in all rooms. Fire safety training is provided to personnel twice per year.

All catering personnel access food hygiene training and the kitchen area subject to independent and statutory inspection.

All personnel access control of infection training and universal precautions are adopted throughout the Home.

All personnel access first aid training. Any person sustaining an accident is attended to by an appropriately qualified member of staff. Further review by a GP or transfer to hospital is undertaken where an injury is considered to require medical attention.

Instructions in the case of lift breakdown are posted inside the passenger lift. An emergency call out service is available to Crosfield House.

ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES OF CHOICE

There are multi-denominational Church Services weekly. Service Users can also visit the local Churches if they wish, however, transport and escorts cannot be guaranteed therefore service users are requested to make their own travel arrangements. The local Church of Wales Padre conducts weekly Church Services and will visit a Service User on request. The Roman Catholic Priest conducts a weekly Mass at Crosfield House and will also visit a Service User on request. In addition, a Baptist Minister visits weekly and a Church of England Minister visits 2 weekly. Services of Prayer and Communion are led by Ministers of all denominations, and Ministers will visit residents individually where requested.

At Remembrance day, transport is provided for residents who wish to attend the local Cenotaph, followed by a Remembrance Service at the nearby Church.

VISITING ARRANGEMENTS AND BEHAVIOUR OF VISITORS

Crosfield House operates an open visiting policy. There are no restrictions, but visitors are reminded that visiting is with the consent of the resident. Visitors are requested to sign in and out of the building for security and fire safety purposes. There is unrestricted access in and out of the main building (not the dementia care unit) between the hours of 9am – 5pm. Outside of these hours the main entrance doors are secured requiring staff to permit access.

In recognition of the distance that some visitors need to travel, they may book accommodation in a one bedroom self-catering flat adjacent to the main building. A donation for this service may be made to cover the services incurred. A payphone is located on the ground floor, email contact may be made through the Crosfield House office and replies will be passed to the Service User.

The Royal British Legion has a duty to safeguard the welfare of its employees in the course of carrying out their duties. We expect that visitors, whether related to the resident or representing them, will respect our employees during their visits. Abuse, harassment, unreasonable or offensive behaviour will not be tolerated and visitors may be asked to leave in such circumstances.

Visitors who are unhappy with level or quality of care or service or staff performance may make an appointment to discuss the issue with the Matron Manager. Alternatively they are welcome to access the complaint procedure to investigate and resolve the matter to their satisfaction. Further, appropriate family members or nominated representatives are invited to participate in care reviews, with resident consent or on behalf of residents where applicable, to ensure the best possible care is delivered to their satisfaction.

However, continued unreasonable visitor requests or behaviour may lead to a multidisciplinary review of the resident's placement (where applicable) or ultimately lead to notice being issued if it is clear following all evidenced efforts that we are unable to satisfy demands or unwilling to tolerate unreasonable behaviour.

COMPLAINTS

The Home recognises that residents may, from time to time, have complaints as to the way the home operates. The Home wishes to know of all complaints with a view both to satisfy the residents and learn for the benefit of other service users. All complaints will be taken seriously and will be acknowledged within 7 days and resolved within 28 days. No resident will be treated in any way adversely as a result of the complaint being made and no-one should fear to make a complaint which the Home will regard as a 'helpful suggestion' rather than an adversarial dispute.

The complaint procedure is attached as Appendix 1 and is further included in the Resident's handbook.

THERAPEUTIC TECHNIQUES

A private physiotherapist is available and visits Crosfield House once a week. In addition there are alternative therapists who visit Crosfield House on a weekly basis including aromatherapists, manicurist and reflexologist. All visiting therapists are interviewed by the Matron/Manager and CRB clearance is checked before commencing. Residents are directly liable for the fee incurred from private therapists.

PRIVACY AND DIGNITY

Staff are instructed in preserving and respecting the privacy and dignity of service users. This includes, but not exclusively, addressing individuals by their name of choice, knocking on doors before entering, promoting and supporting rights and choices, sensitivity during delivery of personal care, respecting personal relationships and the

service user's room as their own personal space reflecting their personality. Service users may access a key to their room, however it should be noted that staff have access to a master key for safety reasons.

The adoption of person centred care planning is central to the ethos that every service user is an individual with their own beliefs and values. Equally, The Royal British Legion expects that each service user respects other residents and staff who together make up the community of Crosfield House.

MENTAL CAPACITY and ADVANCED CARE PLANNING

Following introduction in 2007, Crosfield House complies with the Mental Capacity Act 2005 by conducting its care and services with regard to the rights of residents to make their own decisions on a day to day basis. Crosfield House will uphold this right even if cognitive abilities are compromised through illness, injury or disease by assessing a resident's mental capacity at the time the decision is being made. By applying this principle, Crosfield House recognises that residents' decision making ability may fluctuate, and that capacity may be compromised when making some decisions but not others. Where mental capacity is judged to be impaired, or where a resident's decision is judged to place their welfare at risk, Crosfield House will provide via the person centred care plan the documentary evidence that confirms, in language and format understood and agreed by the resident (where able) that:

- In making a decision it is evidenced that the resident has capacity unless it is established that they do not
- That the resident has been provided with all assistance to help them make that decision in a format acceptable to them and is understood by them
- That they have been able to retain the information long enough to be able to make a decision
- That they have been able to weigh up the information to come to a decision
- That they have been able to communicate their decision
- Whether any assistance provided to the resident has been successful or not
- That any resident decision perceived as unwise by staff is supported by evidence that confirms the resident understands the consequences of their decision and whether following evidence of information, advice, or mediation they maintain that decision
- That any decisions made by staff on behalf of a resident who lacks capacity is made in their best interests, justified through comprehensive evidence including consultation with representatives (formal or informal) or health and social care professionals where appropriate

Crosfield House recognises the powers and responsibilities of attorneys and appointed representatives and will consult them and work with them in a resident's best interests. Copies of certificates are requested on admission for proof of registration with the Office of the Public Guardian. Matron Managers will refer to statutory agencies should Crosfield House staff at any time have concerns about the conduct of attorneys or representatives.

Crosfield House recognises the rights of residents to engage in lifestyle activities and demand or refuse care or treatment according to their choice.

However, where such personal decisions compromise the health or well being of that resident or others we may seek compromise through consultation and mediation that may include family members, representatives or professionals in the wider health and social care community.

On admission and via post admission reviews, we seek information for advanced care planning purposes. Crosfield House believes that strongly held values, beliefs or requests about future care or medical treatment are best managed via Advanced Decisions recorded whilst a resident has capacity to make their wishes known. Crosfield House must be informed of the existence of such Decisions in order that we can act according to a resident's wishes at a time when they may lose capacity to make their own decisions. We will provide published information and guidance to enable residents to draw up Advanced Decisions where requested but TRBL employees are prohibited from advising or witnessing contents of Advanced Decisions.

BEHAVIOUR, RESTRAINT AND DEPRIVATION OF LIBERTY

Crosfield House endeavours to provide an environment that promotes a lifestyle that is unrestrictive but compatible with reasonable care and safety, thus balancing our duty of care to our resident community with the needs, choices and best interests of individuals. Service users will be informed of limitations in terms of access inside and outside of the building on admission. Any practice considered restrictive will be subject to risk assessment, discussed and agreed with the service user or their representative where appropriate, documented in the care plan and reviewed at frequencies appropriate to the individual.

Restrictive practices that **are not** promoted at Crosfield House include:

- Inappropriate and non-consensual use of bed safety rails
- Arranging furniture to impede movement
- Use of bedclothes or bandages to contain movement
- Sedative drugs
- Removal of nurse call bells
- Authoritarian attitudes and institutionalised routines
- Unjustified locked doors
- Medical or Nursing Treatment against an individual's will (satisfying the principles of mental capacity assessment)

Staff are not trained in physical restraint practices. However, The Royal British Legion has a duty of care to protect any person whose personal safety is placed at risk from an action or another person. In such situations staff will intervene through mediation and diversion, and will physically restrain only as a last resort using the minimum of force to protect immediate safety.

The Royal British Legion does not tolerate behaviour which is abusive or threatening either verbally or physically. Further, we do not condone individual lifestyle choices that are illegal, inappropriate or offensive or bring The Royal British Legion into disrepute. Wherever possible, the Matron Manager will endeavour to meet with the service user to agree compromise, or resolve any issues giving cause for frustration and distress and review the plan of care if indicated. However, continued demonstration of such behaviour or lifestyle choices may lead to issuing of notice to leave (see Terms and Conditions).

Changes in resident behaviour may be symptomatic of an underlying health problem and therefore will be monitored and investigated to determine cause. If appropriate, medical assistance will be sought to resolve the problem. However, Crosfield House does not currently provide facilities and services for persons with definitive cognitive disorders. Where such a diagnosis is made, a case conference will be called with the service user, representatives and stakeholders to determine whether continued residence at Crosfield House is in the best interests of the service user and other residents of the Home, and an alternative placement may be requested if we are unable to meet specialised needs.

Covert medicine administration is not routinely condoned. If following assessment of mental capacity it is confirmed that a resident does not have capacity to understand that the continuous refusal of a prescribed medication places their health at risk, covert administration may be undertaken under strict guidelines described in The Royal British Legion Care Services consent and covert administration guidelines. Crosfield House will be guided by the multidisciplinary team and resident representative, and will contact the relevant local supervisory authority to check if an application under Deprivation of Liberty Safeguards is required.

Residents at Crosfield House are free to come and go at will, commensurate with mental capacity assessments, agreed plan of care and appropriate risk assessments. Crosfield House has a duty of care to protect the safety of all residents and employees within the environment of Crosfield House and to those ends secure access doors at entrances include digital locks and staff operated manual release mechanisms. Residents are provided with the means, either with support or independently, to use these access methods according to individual ability, capacity and choice commensurate with agreed plan of care. Residents are free to move around the Home and gardens at leisure and will be provided with assistance where required, but are restricted from entering the kitchen, laundry and plant areas for health and safety reasons.

Residents are also free to leave the home accompanied by visitors at any time. If, under Mental Capacity and Deprivation of Liberty Safeguards or Vulnerable Adult Safeguards, the Home has concerns about the welfare of a resident during such trips away from the Home, the Matron Manager or Head of Care will refer to the appropriate statutory agency or appointed representative in the resident's best interests.

Crosfield House will never knowingly deprive a resident of their liberty. Staff will endeavour to meet needs and choices in the least restrictive way whilst considering an individual's safety or welfare. We will review the care plan with the resident, or according to mental capacity their representative or multidisciplinary team, to determine alternative options should a resident's liberty become compromised. If following these processes it is clear that care required in a resident's best interests does confirm eligibility to deprive them of their liberty, the Matron Manager will make an application to the local supervisory body as described in the Mental Capacity Act 2005 Deprivation of Liberty Safeguards and local arrangements from April 2009. Any authorised deprivation of liberty will then be monitored by the Matron Manager according to deprivation of liberty guidelines to determine continued or discontinued eligibility within statutory timescales.

**THE ROYAL BRITISH LEGION****CROSFIELD HOUSE****COMPLAINTS NOTICE****Appendix 1**

1. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. We are committed to providing our residents with a quality service and your comments and suggestions for improvements are always welcome.
2. Day to day niggles, grumbles or concerns should in the first place be made to your named nurse/key worker who will respond to rectify the issue immediately. If you are not satisfied with the response you should submit a complaint to the Head of Care or Matron/Manager.
3. If you feel the issue of concern is a **complaint** i.e. **you require a response in writing from the Matron/Manager**, you should bypass No. 2 and submit your complaint as in No. 4.
4. Complaints can be made verbally or in writing. Verbally you may request a meeting with Head of Care or Matron/Manager. If you prefer to place your complaint in writing, you should address it to Matron/Manager of Crosfield House, Mrs Marina Bowles.
5. Crosfield House endeavour to resolve all complaints at local level within 14 days of the date of receipt of the verbal or written complaint. A written letter of acknowledgement will be sent to the complainant. The Matron/Manager will then investigate the complaint and will outline the investigation, conclusion and outcome to the complainant in writing. Should the Matron/Manager be unable to resolve the complaint at local level within 14 days, she may extend this for up to a further 14 days and will notify the complainant of the extension.
6. Should the complaint or investigation be complex, requiring extensive investigation, the Matron/Manager may feel unable to resolve the complaint at local level. In this case, the complaint will be referred for formal investigation to :

**Laura Morton
Acting Head of Homes
Welfare Division
Pall Mall
London SW1Y 5JY**

7. Complainants will be kept informed about the status of formal complaint investigations in writing. The Royal British Legion aim to resolve formal complaints within 30 days of receipt of the complaint. This period may be extended if the investigation is complex, complainants will be kept notified.
8. If the complaint is about the Matron/Manager the complainant is advised to contact acting Head of Homes Laura Morton in the first instance.

9. Complaints that have bypassed the local resolution stage (no.4), may be referred back to the Manager for resolution under the formal investigation procedure.
10. If the complaint relates to a potential abusive situation or a criminal act or a statutory issue, the relevant legislation will take precedence and the complaint investigation will be suspended until completion of other investigations. The complainant will be kept notified.
11. If you are not satisfied with the outcome of the local, or formal complaint investigation outcome, you may take your complaint to any of the statutory/public services below. Further, the complainant at all times has the right to take their complaint directly to any of these services.

<p>Care and Social Services Inspectorate for Wales Government Building Spa Road East Llandrindod Wells LD1 5HA Tel: 01597 829319</p>	<p>Social Services Powys County Council County Hall Llandrindod Wells LD1 6AA</p>	<p>Powys Local Health Board Bronllys Hospital Bronllys Brecon Powys LD3 0LF</p>
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At all times, if you have any comments or suggestions, please speak to Matron.





APPENDIX 2: ORGANISATIONAL CHART THE ROYAL BRITISH LEGION CROSFIELD HOUSE

