



**THE ROYAL BRITISH LEGION**  
**GALANOS HOUSE**

**STATEMENT  
OF  
PURPOSE**



# THE ROYAL BRITISH LEGION GALANOS HOUSE

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Warwickshire  
CV24 2BL

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## This Statement of Purpose (SOP):

- is prepared as a legal requirement of statute in accordance with:  
s22, Care Standards Act 2000;  
Regulations 4, 16,23 and Schedule 1, Care Homes Regulations 2001
- defines those people for whom Galanos 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](mailto: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

Galanos House was established originally in 1967 in Long Itchington. September 2002 saw the relocation of Galanos House to a new building, some three miles from the old establishment, on the outskirts of Southam. Galanos House currently provides services for 60 people.

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

**Privacy** in personal space and for personal transactions

**Dignity** protection in the environment and delivery of care

**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 the Home and 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 Galanos 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 Galanos 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 Galanos 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 provide an efficient range of services on a day care basis to support service users and their carers to continue to live in their own homes
13. To provide in partnership with stakeholders holistic care to manage symptoms and provide psychological, social and spiritual support for optimum quality of life for service users with life limiting illnesses and their families
14. 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
15. 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

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

## LOCATION

Galanos House is situated on the edge of Southam, a small market town in the heart of Warwickshire.

There is good road access to the home being close to M40, M1 and M6. Public transport from the nearby towns of Rugby, Leamington Spa and Banbury can be accessed from Southam. The home has ample car parking facilities.

## FACILITIES

Galanos House provides a variety of private and communal facilities. The home has 60 spacious bedrooms, each of approx 20 sq metres. All have their own en-suite facilities. All rooms are fully furnished and have an electric adjustable bed. Rooms designated for residents who require nursing care have integral ceiling hoists. All rooms have a nurse call system.

A television set is provided in each room and the home undertakes the cost of licensing these. Each room has a telephone point; the individual resident is responsible for the connection fee and subsequent telephone bills. There is a coin operated telephone provided in the reception area for residents use.

The Home's communal areas include:

- A large reception area
- A downstairs lounge with a fireplace, comfortable seating and TV.
- The "Rugby" licensed bar lounge. This room is capable of being used for entertainment and other communal activities, as it opens onto the large dining room. The licensed bar is open subject to licensing law and availability of staff.
- The library lounge. This lounge houses a well stocked library, 2 computers (with internet access) and a quiet reading area.
- The Multi-sensory lounge. This lounge is designed for those service users who need a little extra help from the nursing and care staff.
- Each wing has a "sitting out" area, overlooking the front of the home.
- At the rear there is a conservatory. This is heated/air conditioned so can be used throughout the year. The conservatory gives direct access to a patio and garden area.
- There is a large dining room and adjacent 'coffee shop'. Meals are served from the kitchen, which is off the dining room.

There are 4 wings, each with 15 bedrooms. At the end of each wing is an assisted bathroom and shower room. The home is built on 2 floors and there are 2 passenger lifts, both suitable for wheelchair users. There is a small kitchen area off each floor for staff, visitor and resident use. If appropriate following risk assessment, service users can have tea/coffee making facilities in their rooms.

On the first floor there is a hairdressing room. This room is also used by the chiropodist. The clinic room is used by the GP for service user surgeries and also by the visiting dentist and optician.

Galanos House operates a no smoking policy within the building.

## **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**

Service Users rooms are cleaned and rubbish removed daily. Communal areas and toilets are cleaned twice daily. Spring cleaning is undertaken on a continuous basis and carpets are cleaned as required.

### **Laundry**

The Home undertakes to collect, launder and redeliver all bed linen, towels and personal clothing on a daily basis. All items are dealt with on site except for dry cleaning, which is taken out to commercial premises. This service, the use of which is monitored together with a clothing labelling service, are included in the fee. However the excessive use of the dry cleaning service will result in a charge, equal to the cost to the Home, being levied.

Residents are requested to bring with them only machine washable clothing as delicate items may be spoiled by the Home's laundry processes. There are no facilities for residents to do their own laundry or ironing.

### **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 served routinely and on request throughout the day and residents are also encouraged to serve themselves, free of charge, from the drinks machine near reception. Service users, where able, will have a jug of cold juice/water in their rooms. However, there are water dispensers on both floors.

Friends and relatives are welcome to dine with service users at minimal additional cost. Service users who wish to invite guests for meals may use the coffee shop area.

Anniversaries and special occasions are celebrated.

### **Maintenance**

A programme of safety checks, repairs, and 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 local hairdresser visits weekly to cut and style ladies hair and once every 2 weeks for the gentlemen. This service is currently paid for by the Residents' Amenity Fund but subject to ongoing review.

### **Representation**

Access to a local independent advocacy service is available to service users. Information relating to this may be provided to residents upon request to the Matron/Manager.

**NHS/LA services**

- General Medical services are provided by a local G.P. practice. One of the partners visits weekly to review service users at the Home. Residents may of course register with another local practice. However the level of service of other GP practices is outside of the control of the Home.
- Galanos House has achieved the Gold Standards Framework. This framework ensures that 'best' end of life care is practiced and monitored by the local MacMillan Nurse for Care Homes, in conjunction with other health care professionals.
- The Home undertakes to facilitate the provision of personal wheelchairs via referral to Wheelchair Services at the local hospital. We have a small number of wheelchairs belonging to the home that are for general occasional use. Service Users' own wheelchairs, walking sticks, frames and other mobility aids must be supplied and maintained at their own expense, except where the aids are supplied by statutory agencies.
- Any resident who has an electric powered wheelchair or scooter MUST have their own insurance. It is advised that the insurance cover be for 3<sup>rd</sup> party accident and breakdown. A copy of the current insurance certificate must be provided for filing in the administration office.
- Physiotherapy and Occupational therapy are provided by the home on a weekly basis where occasionally required. Currently this service is funded by the Residents Amenity Fund but subject to ongoing review. Residents requiring extensive or regular treatment will be referred onwards to NHS professionals by their G.P.
- NHS Dental Services are available locally and treatment is carried out on site or at the Local clinic on a weekly basis.
- An optician service is available via Janet Porter Opticians and carried on at Galanos House monthly. Should they wish to do so, service users are free to make their own private arrangements
- A private chiropodist visits the Home weekly – a charge will be levied for treatment as indicated in the service users contract.

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 Primary Care Team (PCT) nurses arrange their own visits to review care packages as determined by contract or funding. Galanos House will arrange additional or new visits as requested or as need dictates.

**Transport**

Galanos House has it's own transport, insured equipped and maintained to carry disabled passengers. Our Residents' Co-ordinator arranges transport and an appropriate escort where needed for medical appointments. Whilst we endeavour to provide this service whenever 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 escort to medical appointments or personal social outings.

**REGISTERED MANAGER****Jo-Anne Wilson****jawilson@britishlegion.org.uk**

Jo-Anne qualified as a registered nurse in 1988. Since then she has worked in a variety of settings, including, NHS hospitals in London and Northampton and as a MacMillan Nurse in Leicester. Since 1996 Jo-Anne has worked caring for older people in both the community and care home setting.

Since qualifying as a registered nurse, Jo-Anne has gained specialist qualifications in Management, Teaching, NVQ Assessing, Oncology, Care of the Older Person, Dementia Care and Palliative Care. Jo-Anne also has qualifications in complimentary therapies Reflexology, Massage, Aromatherapy and Indian Head massage.

Jo-Anne has extensive experience in all aspects of care of the older person, she has a particular interest in Dementia Care and End of Life care

Jo-Anne has worked at Galanos House since March 2003. As the registered manager of Galanos House, Jo-Anne is responsible for the day to day running of the home, for service user care and well being, for staff training and development, for the budgeting and running costs of the home and for the future development of the home and its services.

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 currently the senior Nurse in Charge.

**STAFF**

Galanos House employs a total of 105 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:**

Galanos House currently employs 9 registered nurses. The nurses are responsible for those service users requiring nursing care. Each nurse takes on an added interest for a group of service users to whom she is the named nurse. The nursing staff co-ordinate all aspects of the healthcare needs of the service users ensuring communication within the Multidisciplinary team. Nurses are also responsible for supervising care staff and are NVQ assessors.

The Head of Care post is currently vacant.

Galanos House currently employs 41 care assistants. The care assistants work alongside the nursing staff to ensure the personal care needs of the service users are met. All care assistants are working towards an NVQ in Care. At present 56% of the care assistants have gained the NVQ Level 2 qualification in Care. The others are

either working towards their NVQ level 2 or 3. Each care assistant is the key worker for a defined number of service users. The key worker takes a special interest in the individual service user and is responsible for liaising with families, being involved in reviews and ensuring the day to day needs of that service user are met.

Staffing levels and skill mix at each of the 3 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.

Staffing and normal routines may from time to time be affected at short notice by unforeseen and unplanned circumstances such as illness. In these circumstances all efforts will be made to fill the shortfall through bank or agency staff

### **Catering**

Lynda Jaco is the Head Chef and manages the catering dept. Lynda has many catering qualification including a Diploma in Food Hygiene and the City & Guilds 706 & 441 in catering. Lynda leads a team of 3 other cooks, 4 kitchen assistants and 8 dining room staff. Lynda and her team are responsible for the menus, ordering and safe storage of food and the food preparation and serving. The team are able to cater for a wide range of diets and specialist menus.

### **Housekeeping**

Judy Eyles is the Domestic Supervisor. Judy leads a team of a housekeeper, 7 domestics and 6 laundry assistants. Judy and her team are responsible for the general cleanliness of the home, the laundry and individual service users rooms.

### **Maintenance**

Stan Briscoe and David Curzons are the homes Maintenance Team. As well as ensuring all the odd jobs, painting and health and safety checks are carried out; they also drive the homes Mini Buses. .

### **Administration**

The administration team is comprised of Edith Coop, Tracey Skelcey and Janet MacLeod. Each person takes responsibility for a different aspect of the Home's administration. Each morning there is a receptionist on duty who deals with telephone calls and general enquiries to the desk.

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**

We are fortunate to have many volunteers from the local community. The scope of their volunteering varies from visiting individuals, opening the bar, accompanying the residents on trips to organising specific events. All volunteers undergo a reference check and Criminal Records Bureau check.

## **HOUSE AMENITIES COMMITTEE**

Bob Stevens is currently the Chairman of the House Amenity Committee (HAC). The House Amenity Committee Chairman is appointed by the National Council for an initial period of three years. The HAC meet every 3 months and are responsible for fund raising and ensuring that best use is made of the donated funds. The group chosen by the HAC chairman and comprises of interested parties, RBL members, the Matron/Manager and 2 service users from the home. Minutes from meeting are kept and can be viewed on request to the HAC chairman.

## **ORGANISATIONAL STRUCTURE**

See Appendix 2

## **REGISTRATION**

Galanos House is registered with the Commission for Social Care Inspection (CSCI) 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. Galanos House does not provide services for persons whose primary need is related to a functional or organic mental health diagnosis. Galanos House can provide limited places for adults who have palliative care needs and older persons living with dementia. The home is registered for a maximum occupancy of 60 persons. The breakdown of registration categories is:

<b>Old Age not falling within any other category (OP)</b>	<b>60</b>
<b>Dementia (DE)</b>	<b>60</b>

## **ADMISSION CRITERIA**

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

Referrals for those people interested in Galanos House are taken from anywhere in the country. Referrals are taken from either privately funded individuals or those requiring funding via a social service dept. The home has contracts with numerous social services and councils. Following enquiry, the service user or representative are required to complete an application form to enable the registered manager to verify service history. A needs assessment will take place prior to admission conducted by either the Matron/Manager or the Head of Care. This will determine the level of care required and ensure that the home is able to meet the care needs. The needs

assessment will be carried out in partnership with the prospective service user and/or their representative, and any other health or social care professional involved in their care at that time.

Following confirmation of eligibility, and determining that Galanos 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**

Galanos 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. Galanos 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 Galanos 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 Galanos 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**

The home employs 2 activity co-ordinators. They are responsible for organising activities both inside and outside the home. Each month a calendar of events is published throughout the home. There are many opportunities for service users to become involved in new hobbies and learn new skills. We try to accommodate the continuance of previous interests by encouraging hobbies and group membership where possible. Service users are encouraged to suggest new activities.

Each service user will be involved in forming an activity plan which details things they like and do not like to do. For those people who do not wish to join in with the planned activities, there are always alternatives. This might be spending one to one time with a volunteer or staff member, reading in the library, using the computer, picking up one of the readily available games, videos or listening to some music.

Activities are planned throughout the 7 day week and at a variety of times throughout the day and evening. The home has 2 mini buses and trips are organised each week to a variety of venues. Outings are tailored for service users with a variety of needs so are accessible to all

## **RESIDENT CONSULTATION AND QUALITY ASSURANCE**

There is a service user forum, to which all service users are encouraged to attend. A meeting is held every 2 months. This meeting is co-ordinated by the activity team. Items for discussion are sought prior to the meeting so staff representatives can be

present as required. Feedback from these meetings can be taken by the service user representatives to the HAC, where appropriate. The Matron/Manager consults with service users and actively canvasses their opinions about the home and its operation. Service users and their families are also asked to become involved in answering questionnaires with regard to satisfaction and quality. There is a suggestion book available at the front desk for anyone to use.

The Royal British Legion Care Services Department implemented a Quality Assurance System in January 2008. This involves the collection and analysis of information about our care and services over the course of each year. Information is collected via questionnaire and interview surveys of residents, relatives and representatives, visiting health and social care professionals, and staff. The purpose of quality assurance is to continuously improve the quality of our care and services based on survey feedback, and additional evidence collected via systems and practice compliance audits conducted periodically throughout the year. A quality assurance report, containing our improvement plans for the coming year, is produced each July and is disseminated to our service users. We are also required by statutory legislation to provide information about our quality assurance and quality improvement activities to CSCI on an annual basis to enable them to determine our statutory quality rating.

## **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 Galanos House.

## **ARRANGEMENTS FOR ATTENDING RELIGIOUS SERVICES OF CHOICE**

Christian services are held weekly on a Sunday within the Home. Service Users are able to attend services in local places of worship. We will endeavour to provide transport but this may not always be possible.

Local ministers of various faiths visit the home and are able to give individual or small group communion. The RC Priest visits the home weekly.

## **VISITING ARRANGEMENTS AND BEHAVIOUR OF VISITORS**

There are no set visiting hours at the home. However it must be remembered that it is the service users' home and visitors do so only with the consent of the individual service user.

All visitors are required to sign in and out of the visitors book located at reception to satisfy security and fire safety arrangements. Our entrance doors are secured in the evenings and access is granted via staff which may at times result in delay in accessing the building if staff are engaged with residents.

Service users are encouraged to keep in contact with family and friends. There are facilities for making private telephone calls, using e-mails and a post box in reception for mail. We do not have any facilities for overnight stays although accommodation is available locally and service users are able to invite guests to Galanos House for meals at a small charge.

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**

Galanos House endeavours to ensure the highest level of satisfaction and comfort for service users. To those ends, comments and complaints are embraced and taken seriously no matter how small.

In the first instance, the service user should approach any member of staff they feel may be able to address their complaint or concern. If they are dissatisfied with the response, the service user should approach the registered manager who will deal with the issue accordingly.

The service user may at any time make a more formal complaint in writing to the registered manager. A written response will be returned within seven days, and the registered manager will endeavour to investigate and conclude the matter to the service user's satisfaction within 28 days.

Should the service user remain dissatisfied, they may formally complain in writing to the Head of Care Services. However, the service user has the right at any time to complain directly to the Head of Care Services. Alternatively, a complaint may be made directly to CSCI or any authority who funds the care package.

The Home keeps a record of all complaints in order to continuously improve service.

The Home's complaint procedure and relevant contacts are attached as Appendix 1.

## **THERAPEUTIC TECHNIQUES**

See Page 12.

## **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 Galanos House.

## **MENTAL CAPACITY and ADVANCED CARE PLANNING**

Following introduction in 2007, Galanos 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. Galanos 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, Galanos 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, Galanos 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

Galanos 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 Galanos House staff at any time have concerns about the conduct of attorneys or representatives.

Galanos 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. Galanos 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. Galanos 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**

Galanos 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 Galanos 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, Galanos 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 Galanos 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. Galanos 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 Galanos House are free to come and go at will, commensurate with mental capacity assessments, agreed plan of care and appropriate risk assessments. Galanos House has a duty of care to protect the safety of all residents and employees within the environment of Galanos 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.

Galanos 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

### GALANOS HOUSE

## COMPLAINTS NOTICE

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. Verbal complaints should in the first place be made to your named nurse/key worker or to the Head of Care who will respond to rectify the issue immediately. If you are not satisfied with the response you should refer your complaint to the Matron/Manager.
3. Written complaints should be addressed the Matron/Manager of Galanos House, Ms Jo-Anne Wilson. Galanos House endeavour to resolve all complaints within 28 days of the date of receipt of the complaint. A written letter of acknowledgement will be sent to the complainant within seven days. The Matron/Manager will then investigate the complaint and will outline the investigation, conclusion and outcome to the complainant in writing within a further 21 days.
4. Should the complaint or investigation be complex, requiring extensive investigation, the 28 day process may not be achievable. The complainant will be notified and kept informed of any delays in the complaint process
5. If the complainant is unhappy with the outcome of the investigation, they may refer their complaint to:

**Laura Morton**  
**Head of Care Services**  
**Welfare Division**  
**199 Borough High Street**  
**London SE1 1AA**

6. Service Users have the right to complain directly to the Commission for Social Care Inspection; or their local purchasing authority. Contact details are:

<b>Commission for Social Care Inspection</b> 77 Paradise Circus Birmingham B1 2DT <b>Tel: 0121 600 5720</b>	<b>Social Services</b> Warwickshire Social Services PO Box48 Shire Hall Warwick CV34 4RD <b>Tel: 01926 410410</b>	<b>PrimaryCareTrust</b> Warwickshire PCT Westgate House Market Street Warwick CV34 4DE <b>Tel: 01926 493491</b>
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If you have any comments or suggestions, please speak to your named nurse or key worker or utilise the suggestion box located in the dining room and at reception. Residents meetings are held 6-8 weekly, chaired by the activity co-ordinator, and are advertised on the notice board.



## APPENDIX 2: ORGANISATIONAL CHART THE ROYAL BRITISH LEGION GALANOS HOUSE

