

**CLIFF HOUSE NURSING  
AND RESIDENTIAL HOME**

**CLIFF HILL, CLOWNE  
CHESTERFIELD  
DERBYSHIRE S43 4LE**

# **STATEMENT OF PURPOSE**

We place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

### **Privacy**

Privacy is defined as the right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. We recognise that life in a communal setting and the need to accept help with personal tasks are invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. Therefore, we strive to retain as much privacy as possible for our service users in the following ways.

1. Giving help in intimate situations as discreetly as possible.
2. Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
3. Providing locks on residents' storage space, bedrooms and other rooms as necessary.
4. Allowing privacy when using the telephone, opening and reading mail and when visitors are present.
5. Ensuring the confidentiality of information the home holds about residents.

### **Dignity**

Disability and illness quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

1. Treating each resident as a special and valued individual.
2. Helping residents to present themselves as they would wish through choice of clothing, their personal appearance and their behaviour in public.
3. Offering a range of activities which enables each resident to express themselves as a unique individual.
4. Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

### **Independence**

We are aware that our service users have given up a good deal of their independence on entering an establishment like ours but we aim to allow residents to be as independent in the daily way of life as their medical or psychological condition will allow in the following ways.

1. Providing, as tactfully as possible, human or technical assistance when it is needed.
2. Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
3. Helping residents take reasonable and fully thought-out risks.
4. Promoting possibilities for residents to establish and retain contacts beyond the home.

5. Using any form of restraint only in situations of urgency when it is essential for their own safety or the safety of others.

### **Security**

Many service users have sought admission to the home as an escape from elements in their previous living arrangements which threatened their safety or caused them fear. We aim to provide an environment which responds to this need in the following ways.

1. Offering assistance with tasks and in situations which would otherwise be perilous for residents.
2. Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
3. Protecting residents from all forms of abuse and from all possible abusers.
4. Creating an atmosphere in the home which residents experience as open, positive and inclusive.
5. Providing readily accessible channels for dealing with complaints by residents.

### **Civil Rights**

Being old, having disabilities and residing in a home can all act to deprive our service users of their rights as citizens. We, therefore, work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways.

1. Ensuring that residents have the opportunity to vote in elections.
2. Enabling full and equal access to all elements of the National Health Service.
3. Aiding residents to claim all appropriate welfare benefits and social services.
4. Enabling access to public services such as libraries, community transport services, further education.

### **Choice**

We allow residents to make personal choices for themselves in all aspects of their lives in the following ways.

1. Providing meals which enable residents, as far as possible, to decide for themselves where, when and with whom they consume food and drink of their choice.
2. Offering residents a wide range of leisure activities from which to choose.
3. Enabling residents to manage their own time and not be dictated to by set communal timetables.
4. Avoiding treating residents as 'all the same'.
5. Respecting individual, unusual or eccentric behaviour in residents.
6. Retaining maximum flexibility in the routines of the daily life of the home.

### **Fulfilment**

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

1. Being aware, as fully as each resident wishes, about their individual histories and characteristics.
2. Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents and to stimulate participation.
3. Respond to the personal, intellectual, artistic and spiritual values and practices of every resident.
4. Respecting our residents' religious, ethnic and cultural diversity.
5. Helping residents maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.

### **Quality Care**

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

### ***Choice of Home***

We understand that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

1. Provide detailed information on the home via a Statement of Purpose and a ServiceUser Guide.
2. Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
3. Ensure every prospective resident has their needs expertly assessed before a decision on admission is taken.
4. Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
5. Offer trial visits to prospective residents.

### **Health and Personal Care**

In pursuit of the best possible care we will do the following.

1. Produce, update and implement a plan of care based on initial and then continuing assessment.
2. Arrange healthcare professionals as required.
3. Follow regulation procedures for drug administration.
4. Preserve residents privacy and dignity in all aspects of health and personal care.
5. Treat with special care, residents who are dying, and sensitively assist them and their relatives at the time of death.

### **Daily Life and Social Activities**

Clearly services users may need care and help in a range of aspects of their lives. In response we will do the following.

1. Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
2. Help residents to exercise choice and control over their lives.
3. Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

### **Complaints and Protection**

Despite all precautions taken we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

1. Provide a simple, clear and accessible complaints procedure.
2. Take necessary action to protect residents' legal rights.
3. Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

### **The Environment**

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following.

1. Maintain the buildings and grounds in a safe condition.
2. Ensure communal areas to be safe and comfortable.
3. Supply toilet, washing and bathing facilities suitable for residents.
4. Arrange specialist equipment to maximise independence.
5. Provide individual accommodation which meets the National Minimum Standards.
6. See that residents have safe, comfortable bedrooms, with their own possessions around them.
7. Ensure premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

### **Staffing**

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following.

1. Employ staff in sufficient numbers as to meet legislation.
2. Provide an appropriate number of staff with qualifications in health and social care.
3. Observe recruitment policies which respect equal opportunities and protect residents' safety and welfare.
4. Offer staff a range of training which is relevant to their post.

**Management and Administration**

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

1. Employ as a registered manager a person who is qualified, competent and experienced for the task.
2. Aim for a management approach which creates an open, positive and inclusive atmosphere.
3. Work to accounting and financial procedures which safeguard residents' interest.
4. Offer residents assistance in the management of their personal finances.
5. Supervise all staff regularly and carefully.
6. Keep up-to-date and accurate records on all aspects of the home and its residents.
7. Ensure that the health, safety and welfare of residents and staff are promoted and protected.

**We keep this document under regular review and would welcome comments from service users and others.**

Signed \_\_\_\_\_

Date \_\_\_\_\_