

# Anfield Manor Residential Care Home

Statement of Purpose

# **Great Expectations**

Anfield Manor exists for the benefit of its residents. We are a 'home from home' where residents are assured of safety and comfort. Our objectives are to support our residents in enjoying life, and in maintaining their dignity, independence and individuality. To these ends, Anfield Manor operates with transparency and welcomes the involvement of the wider community.

# Modern, Specialised Facilities

Anfield Manor is the place 'where I live', and offers the facilities we all expect from our own homes these days, with the modifications necessary to support people of varying physical abilities.

## **Personal Hygiene**

All bedrooms are 'en-suite', equipped with a hand basin and toilet. Around the house there are 3 communal bathrooms equipped with hoists as well as a specially adapted shower room. There are also two lavatories on the ground floor, one on the garden floor, and the staff have separate facilities on the first floor.

## **Mobility**

There is a 3 person passenger lift in the center of the house to help residents move around and use all the communal areas. Most of the ground and garden floors are communal spaces. On the ground floor there is a large TV lounge (residents may also have TV's in their rooms if they wish), a cosy 'quiet' lounge and a smoking lounge with TV. The garden floor is home to the kitchen and a large dining room where residents are welcome to linger over meals, entertain guests or just stay and socialise.

#### **Good Communications**

Residents are encouraged to stay in touch with friends and family and their official representatives as possible by phone, post, fax or the internet; assistance is available to help them make use of these services where necessary.

Visitors are warmly welcome at all reasonable times in residents' rooms or the lounges; refreshments are usually available and, with prior notice, meals can be taken with residents.

The phone is available at all times (individual lines are available by special arrangement), there are also fax and wireless internet connections if required. Residents are welcome to use their own mobile phones, although currently, network signals on the garden floor can be variable.

## **Outdoor Space**

The extensive garden at the back of the house is a lovely place to take the air in good weather. There is a large patio area with plenty of seating for residents and visitors, as well as lawns, flowers and lots of birdlife to enjoy.

At the side of the house, a car park is available for visiting relatives or friends and to aid residents' access to any specialised transport they may need.

# **Special Services as Standard**

#### **Care Plan**

Every resident at Anfield Manor has a Care Plan, compiled with the involvement of the resident, their relatives, GP, and social workers, where appropriate. The plan includes: a relevant social and medical history, preferences around daily routine and diet, social interests and activities, contacts (i.e. family and friends), and arrangements for attending religious services. It also contains practical details, including a risk assessment and management plan, as well as GP, community nursing or therapeutic services required.

Each resident is allocated their own 'key worker'; a member of the care staff who is responsible for reviewing the resident's needs and updating the Care Plan, on a monthly basis, in consultation with the Management Team (and relatives, if requested by the resident).

#### Medication

Medication is securely stored in appropriate temperature-controlled facilities and only handled and administered by the Manager and medication-trained Senior care staff. Policies and procedures for all aspects of medication are strictly adhered to and Anfield Manor is audited both internally and by the supplying pharmacist, Boots, on a regular basis.

#### Catering

Anfield Manor has its own fully equipped kitchen and is staffed by a chef and support staff working on a rota. Menus are planned on a weekly basis, and offer a choice of main courses each day. The menu is posted in the dining room every day. Meals are served in the dining room or in residents own rooms if they so wish (or if their needs dictate).

Drinks and snacks are provided between meals and on request. Special dietary needs are similarly accommodated; dietetic, speech and swallowing therapists are also available through GP referrals, where necessary.

Birthdays are usually celebrated with a special buffet and drinks (including wine), with a cake and cards; relatives are invited and other family celebrations can be facilitated on request.

## Laundry

Linen and clothing are laundered on site by the Care staff, however due to health and safety requirements the laundry is off-limits to residents. Minor repairs to clothing are carried out by staff as and when required.

## Cleaning

The housekeeping team cleans seven days a week all over the home including the residents' rooms. In addition, residents' rooms receive a 'Top and Bottoming' session, when furniture is moved for a thorough cleaning.

Before a new resident moves in, their new bedroom is inspected and usually refurbished for a truly fresh start.

## **Security**

The safety and security of residents and staff at Anfield Manor is paramount. Visitors and guests are politely requested to sign in and out.

Residents may hold a key and lock their rooms if they wish (unless this would be against the interests of their personal safety). Each bedroom can offer a lockable facility for safe custody of medicines and valuables, if required.

Residents are requested to inform staff on leaving and returning to the House, for security and fire and safety reasons.

## **Management of Personal Monies**

A lockable facility is available in each bedroom, if required, where residents may keep their personal money. However residents are advised not to keep large sums of cash in their rooms. On request, the Manager will hold money and keep an account for an individual's minor day-to-day expenses. In the case of more substantial sums, it is preferable for a relative or person with power of attorney to handle personal money.

#### **General Maintenance, Health and Safety**

Maintenance of the house and grounds is carried out in accordance with all relevant Environmental Health and Safety regulations, including monitoring and testing Fire Safety, Electrical, Gas, Water, Lighting and Heating systems. Regular fire drills and training are carried out for the safety of residents and staff.

### **Life at Anfield Manor**

Anfield Manor is registered to provide 31 places for men and women. The population currently ranges from people in their 50s to 90s.

The typical profile of an Anfield Manor resident is that of an older person who, due to changing mental and/or physical ability, wishes or needs to live in a community where they receive specialised support.

Anfield Manor provides a safe, comfortable environment for people with a range of needs, from a daily visit to 24/7 care, including meals, laundry and cleaning services.

However, the Home and staff are not registered or equipped to provide specialist nursing or dementia care.

The Home strives to provide continuous care to residents for life whenever possible; working towards this goal with GPs, community nursing and allied professional teams, who provide advice and prescribed medications.

## **Activities and Participation**

There are a range of organised activities which residents are encouraged to take part in. These include film afternoons, craft sessions, entertainers, bingo sessions, sing-songs, organised outings, etc.

Main holidays and Birthdays merit special celebrations, and there are biannual parties where everyone, including the local community is invited to join in. Activities are announced on the notice board (along with photographs and reports of recent events), and residents are asked for their suggestions.

Individuals with particular hobbies are encouraged to pursue these, and are given support to do so as the need arises.

The Residents' Meeting, held every 6 months, provides a forum for debate where people can express ideas, suggestions and criticisms on all aspects of the home. Residents are encouraged to communicate freely with staff and Management at all times, and bring up any issues or concerns as they arise.

Quality assurance questionnaires are also provided to residents to give an opportunity to comment on all aspects of life at Anfield Manor.

#### **Visitors**

Residents are encouraged to have as much contact with family and friends as possible. Visitors are welcome whenever it is convenient for the resident, and residents are free to choose whether to entertain their guests in the privacy of their own room (and are assisted to do so if required) or in the communal areas. Guests are welcome to join in meals with residents.

Visitors who would be arriving after 9pm are asked to make a prior arrangement, and all visitors are required to sign in and out (for fire safety and security). Residents are asked to inform staff when they are going out, and give an approximate time of return if possible, for their own safety.

## **Relatives Inclusion**

Relatives of residents have access to the Management and Care teams for informal or more formal pre-arranged meetings. There is also an official biannual meeting, where relatives of an individual resident are invited to share their thoughts and feelings about the services and care provided and discuss any changes or improvements they would wish to make.

## **Religious Observance**

It is Anfield Manor's policy to support all residents' spiritual convictions, whatever their religious persuasion. Assistance in attending off-site services can be arranged, as can the attendance of any spiritual representatives at Anfield Manor, as required.

## **Privacy and Dignity**

The management and staff of Anfield Manor know it is essential that 'care' never means condescension. Residents must be treated with respect, thus residents are addressed in their preferred manner, and are provided with services that respect their beliefs and their rights.

Members of staff knock and introduce themselves before entering bedrooms, bathrooms and toilets. Where intimate personal care is required, residents are assisted in privacy, away from other residents or visitors, in a way which minimises their exposure or vulnerability i.e. using appropriate lifting equipment or care aids.

#### Respect

When addressing a resident, staff ensure their behaviour is appropriate, such as not sharing personal information in public, and support the resident's ability to understand; which may mean simply making sure a hearing aid is in place and switched on.

Residents are equipped, encouraged and assisted to do as much as possible for themselves. Where they are unable to carry out any task or function, they are involved in the management of it.

## Safeguarding / Protection of vulnerable adults

At Anfield Manor, we believe that our residents have a right to live in the home and enjoy life without experiencing any kind of abuse or harm whatsoever. The residents we care for should not have their dignity or quality of life damaged through abuse or even the fear of it.

Our policy extends to all adults within the service we provide, who are entitled to make choices about their lives, retain independence and well-being, and have a life free from abuse and neglect.

We achieve this by following our internal policies, procedures and work practice in line with Essential Standards of Quality & Safety and Employment Legislation. We work in partnership with other agencies by complying with the procedures outlined in the Isle of Man Government's Inter Agency Adult Protection Policy and Procedures 2013 – 2015. This policy applies to all health and social service agencies providing services to adults whether they are statutory, voluntary or private providers.

#### **Accommodation**

There are 29 single bedrooms in Anfield Manor, spread over four floors. All bedrooms have en-suite facilities of a toilet and hand basin, or a bath/ shower, toilet and hand basin. Bedrooms have TV points and satellite sockets (for residents who wish to install their own box).

Sizes of the bedrooms are summarised as follows:

|              |          |                   | Bedroom Sizes |            |         |         |
|--------------|----------|-------------------|---------------|------------|---------|---------|
|              |          | <b>En Suite</b>   | Less than     | 10 sq.m to | Over    | Over    |
| Floor        | Bedrooms | <b>Facilities</b> | 10 Sq.m       | 12 sq.m    | 12 sq.m | 16 sq.m |
| Lower Ground | 3        | 3                 | 0             | 0          | 3       | 0       |
| Ground       | 5        | 5                 | 0             | 1          | 3       | 1       |
| First        | 9        | 9                 | 0             | 2          | 6       | 1       |
| Second       | 12       | 12                | 0             | 2          | 10      | 0       |
|              | 29       | 29                | 0             | 5          | 22      | 2       |

All residents' rooms are fitted with call units, as are all bathrooms and lavatories and communal areas. In addition to their own rooms Anfield Manor offers residents:

- TV lounge
- Cosy 'quiet' lounge
- Large dining room
- Extensive gardens and patio
- Smoking room with TV
- Tea and coffee making facilities (including snacks)

#### **Fire Precautions and Emergencies**

Anfield Manor meets the most stringent Fire Safety regulations. There is an integrated fire-alarm system, with smoke detectors in every bedroom in addition to smoke or heat detectors, emergency lighting, clearly marked emergency exits, fire doors and alarm call points throughout the building. There are up-to-date fire plans in the building.

All staff receive regular training and practice in fire containment and evacuation procedures, and take part in fire drills. Staff are also trained in the handling of other emergencies, such as enlisting the assistance of ambulance or police services.

The home carries out thorough fire risk assessments on all equipment, as well on communal and private spaces, and personnel, including residents who may smoke. These risk assessments are reviewed on an annual basis, and also as and when required on every new circumstance that may occur, or when potentially hazardous new equipment is brought in.

## **Admissions policy**

On applying for residency at Anfield Manor, an assessment of the applicant's needs is carried out, to ensure that the facilities and care offered are appropriate for that person, and that we will be able to fulfill our mission to accommodate that individual in comfort and safety.

The assessment of needs is carried out by the Manager or their designated Senior member of care staff against set criteria. This policy also applies to 'emergency admissions' where a person needs to join Anfield Manor urgently: they are only able to do so subject to the assessment of needs.

#### Contract

On coming to live at Anfield Manor, each resident is provided with a statement of terms and conditions. Where the resident is purchasing care privately, this forms part of their contract. Where social services are acting on behalf of the resident, the contract is with them.

#### **Placement Reviews**

Residents' placement and Care Plans are reviewed monthly. Where appropriate, and with the resident's agreement, relatives are welcome to be involved. A satisfaction survey is carried out by the Manager annually, and residents (or their relatives) are invited to speak to the Inspector (from the IOM Government Registration and Inspection Unit) at their annual inspection.

## **Complaints Policy**

A copy of the Complaints Policy is provided to all new residents at Anfield Manor, and an abbreviated version is kept on the Notice Board (see Resident's Guide.) This details the various ways in which complaints or concerns can be raised with Staff, the role of Management, written complaints procedure and the involvement of the Registration and Inspection Unit.

The goals of Anfield Manor are to ensure the following:

1. Residents, their representatives and carers are aware of how to complain and that the home provides easy to use opportunities for them to register their complaints.

- 2. A named person will be responsible for the administration of the procedure.
- 3. Every written complaint is acknowledged within seven working days.
- 4. Investigations into written complaints are held within 28 days.
- 5. All complaints are responded to in writing by the home.
- 6. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

# **Management and Staff**

## **Responsible Person**

The Responsible Person on behalf of the Registered Provider is Miss Judith Porter, LLB, RGN, ONC.

## Management

The service requires the Manager to be registered with the IOM Government Registrations Unit.

The Registered Manager of Anfield Manor is Mr Arnold Fantilanan. He is a qualified nurse, with over 17 years' experience, including 4 years in the UK, and 6 years in the Isle of Man. He has been Deputy Manager of Anfield Manor since October 2015. Mr Fantilanan holds a BSc (Nursing) degree from Riverside College, Phillipines, 1999. He is currently enrolled in the QCF Level 5 Diploma Course in Leadership and Management.

## **Staffing**

Personal Care and other services are delivered by dedicated teams of staff who receive training in all aspects of their work, including our philosophy of Care, as well as mandatory Health and Safety training. Staffing levels ensure that residents have access to staff 24 hours a day, 7 days a week.

The care teams include 7 Senior Carers and 13 Care Assistants. Most staff have joined Anfield Manor with previous care experience and have worked at the home for a significant period of time. Many already have, or are working towards achieving, QCF/NVQ qualification at a minimum of Level Two.

Mr Fantilanan and the Senior Carers identify staff training requirements and residents' care planning.

#### Catering

A professional chef, assisted by full-time and part-time kitchen assistants.

#### **Domestic**

Dedicated full-time housekeepers.

## **Activities / Enjoyment**

Anfield Manor employs a dedicated member of staff to present a programme of activities and events (both at Anfield Manor and off-site) for the benefit of all residents that choose to participate.

Activities are tailored to both individual and group participants and designed to maintain and develop residents' existing and new interests.

#### **Maintenance**

The maintenance of the house and grounds is carried out by a retained maintenance team, including qualified electricians, plumbers, gas engineers etc, when necessary.

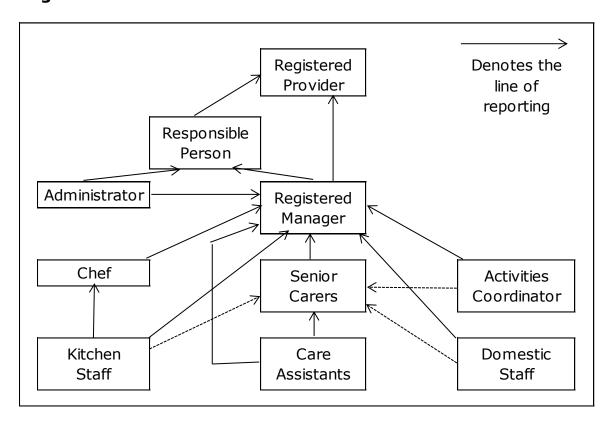
#### **Other Staff**

A number of community services are available to residents on a regular basis, including GP and District Nurse visits, plus community health care services as and when required, with weekly visits by private chiropodists (together with the NHS nail care service) and hairdressers.

Recruitment of staff (and volunteers) is undertaken in accordance with the requirements of the Registration and Inspection Unit in respect of Police checks, references and induction.

All staff have 24/7 access to the Responsible Person and Manager.

#### **Organisational Structure**



# Registration

Anfield Manor is registered with the Isle of Man Government Department of Social Care Registration and Inspection Unit:

Address: Registration and Inspection Unit Department of Social Care 4th Floor, Markwell House Douglas IM1 2RZ

Telephone: 01624 642428

## **Registered Provider**

Living Developments Limited

## **Registered Office**

23 Mapesbury Road, London NW2 4HS

#### Website

www.livingdevelopments.com

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