



The Millfield

Statement
Of Purpose

September 2016

Great Expectations

The Millfield 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 The Millfield operates with transparency and welcomes the involvement of the wider community. The Millfield also offers care for respite residents and day guests.

Modern, Specialised Facilities

The Millfield offers the facilities we all expect from our home these days, with the modifications necessary to support people of varying physical abilities.

Personal Hygiene

All of our 44 bedrooms are equipped with hand basins and the majority (36) have en-suite toilets. 17 of the bedrooms have full en-suite facilities, including wet rooms/walk in showers. There are 2 communal assisted bathrooms, both of which are fitted with state-of-the-art hydraulic baths with chairlift which ensures even the least physically able resident can still enjoy the simple pleasure of a warm bath. In addition there is a large, specially adapted shower room on the ground floor, and numerous lavatories distributed around the house.

Mobility

Residents are encouraged to move around and make full use of the communal space in the house; to facilitate that, there is a 5-person passenger lift to all floors. There are also stair lifts at the front of the house to allow access to all floors.

Most of the ground floor is communal space; there are 3 lounges, including 2 large TV lounges (residents also have TVs in their rooms if they wish) and the tranquil 'pink' lounge (a wonderful place for entertaining guests). There is also a large conservatory, with extensive views over the garden and the Penrith Road, where activities and functions are regularly carried out. At the heart of the house is the dining room; this used to be a ballroom and now offers a generous space where residents may eat together or at separate tables as they choose. One entire wall is decorated with an outstanding mural depicting Lake Derwentwater. There is also a specially designed "Residents' Kitchen", where residents are encouraged to carry out supervised kitchen activities.

Good Communications

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

Visitors are welcome at all reasonable times in residents' rooms or the lounges; refreshments are usually available and, with prior notice, meals may be taken with residents. The phone is available at all times (individual lines connected in residents' rooms are available by special arrangement), there are also fax and internet connections. Residents are welcome to use their own mobile phones, although currently, network signals in the Lake District can be variable.

Outdoor Space

The large sheltered gardens at the front of the house retain their Georgian charm and include an ornamental lawn, lots of shrubs, trees and a patio. There are benches and seating dotted around making the gardens a lovely place to take the air in good weather, and offer an opportunity to relax and enjoy watching the wide variety of birds that visit.

A tarmaced path allows wheelchair users easy access around the garden, and a raised flower bed has been provided for all green-fingered residents to plant and tend to their favourite shrubs.

There are three on-site parking spaces to the front of the property, including a dedicated disabled parking space, for visiting relatives and friends, who are always made welcome, and free on-street parking is also available at the side and back of the house.

Special Services as Standard

Care Plan

Every resident and day guest of The Millfield has a Care Plan, compiled with the involvement of the resident/day care client, their relatives, GP, and social worker, 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 specifically 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).

Catering

The Millfield has a large, modern, fully equipped kitchen staffed by a two chefs and dedicated support staff. Menus are planned on a weekly basis and offer a choice of main courses each day. Daily menus are posted in the dining room and residents and day guests

are free to make their own choice of food and where to eat. Breakfast is served either in residents' rooms, or in the dining room, according to residents' preferences. Lunch is taken in the dining room or Beech Lounge (unless residents prefer to dine in private, or if individual needs dictate this option).

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

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

Laundry

Linen and clothing are laundered on site by the Care staff and/or housekeepers, however for health and safety reasons this area is off-limits to residents. Minor repairs to clothing are carried out by staff as and when required.

Cleaning

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

Before a new resident moves in, their new bedroom is inspected and usually refurbished. The new resident also receives a welcome gift of flowers, basket of fruit, or chocolates.

Security

For security and fire safety, visitors and guests are politely requested to sign in and out using the register in the main entrance. The front and rear entrance doors are provided with external numeric key pads. 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 provides a lockable facility for safe custody of medicines, 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 can be made available in a resident's bedroom for storing valuables, on request. However residents are advised not to keep large sums of cash in their rooms; 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 The Millfield

The Millfield is registered to provide 45 places for men and women who require personal care. The population currently ranges from people in their mid-50s to over 100. The Millfield also offers day care to people in this same age group.

The typical profile of a Millfield resident is that of an older person who, due to changing physical ability, or developing manageable forms of dementia, wishes or needs to live in a community where they receive specialised support.

The Millfield provides a safe, comfortable environment for older people with a range of needs, from those who visit on a day care basis to 24/7 care, including meals, laundry and cleaning services. However, the Home and staff are not registered or equipped to provide nursing care.

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

Respite Care

The Millfield offers a respite care service for persons requiring care for short periods of time, ranging from a few days to several weeks. This service is subject to the availability of a suitable bedroom for the required period of time, and a satisfactory pre-assessment. One of the bedrooms at The Millfield has been contracted with Cumbria County Council to provide only respite care. The placement of respite residents in this room may be arranged through Adult Social Care, who can be contacted on 01768 812063.

Activities and Participation

Residents and day guests are welcome to take part in a range of organised activities. There are weekly exercise classes, dominoes and scrabble groups, regular visits from professional entertainers, as well as staff-organised entertainment and a regular library service. Main holidays and Birthdays merit special celebrations, and there are bi-annual 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.

Activities and hobbies are encouraged and support is given for these as required.

Keswick town has a well-respected theatre, a music society, arts clubs, bridge club, library, women's institute and a male voice choir. Residents who wish to take part in the social life of the town are helped with transport, as well as supported in making other outings such as healthcare appointments etc.

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

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, purely in the interests of their own safety.

Relatives Inclusion

Relatives of residents have access to the Management and Care Team for informal or more formal pre-arranged meetings. There is also an official bi-annual 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 The Millfield's policy to support all residents' and day guests' spiritual convictions, whatever their religious persuasion.

Residents and day care clients are encouraged to attend religious services both at The Millfield and off-site if they wish, and assistance can be arranged to help them do this if required.

Privacy and Dignity

The management and staff of The Millfield know it is essential that 'care' never means condescension. Residents and day care clients must be treated with respect, thus they are

addressed in their preferred manner, and are provided with services that respect their beliefs and their rights.

Residents are offered keys to their rooms (except when this may compromise the resident's safety), and access by authorised staff in the absence of the resident is by permission only, or in an emergency. Staff knock and introduce themselves before entering bedrooms, bathrooms and toilets.

Where intimate personal care is required, residents and day care clients 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 or a day care client, staff ensure their behaviour is appropriate, such as not sharing personal information in public and by supporting the resident's ability to understand, which may simply mean making sure a hearing aid is in place, and switched on. Residents and day care guests are equipped, encouraged and assisted to carry out 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.

Accommodation

There are 43 single bedrooms and 1 twin bedroom, spread over three floors. Most of the bedrooms exceed government guidelines in size, 36 bedrooms have en-suite facilities and all have a hand basin or vanity unit.

4 bedrooms are below 10m² (measuring 9.3m², 9.2m², 8 m² and 7.8 m² respectively); the occupancy of these is determined by an assessment of mobility and the degree of assistance required by a potential occupant. 7 rooms measure 10 m²-12m², 33 are larger than 12m² and the twin room exceeds 17m². Of the total 44 bedrooms, 19 (43%) are on the ground floor, including 10 in the Beech extension and 5 in the Blencathra extension.

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

- An equipped Treatment Room for attention by doctors and District Nurses
- A large Garden Lounge with TV viewing area
- Large dining room with a choice of shared or separate tables
- A large, high wood-beamed Beech Lounge with TV viewing area and dining tables
- A wide, 25-metre long, sky-lit 'Roaming Walkway' with 2 small sitting/rest areas
- 'Residents Kitchen'

- Tranquil ‘Pink Lounge’
- Large Conservatory
- Attractive gardens and patio areas

Fire Precautions and Emergencies

The Millfield 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.

Admissions Policy

On applying for residency at The Millfield, 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 fulfil 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 the care staff against set criteria.

Contract

On coming to live at The Millfield, 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 Registration Authority at their annual inspection.

Complaints Policy

A copy of the Complaints Policy is provided to all new residents at The Millfield, and an abbreviated version is kept on the Notice Board. 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 CQC.

Management and Staff

Management

The Registered Manager of The Millfield is Mrs Val Loan. Mrs Loan has over 17 years' experience in the care and auxiliary services. She holds a Performance Management Diploma, is a Manual Handling Training Instructor, and has an NVQ in Leadership and Management in Care.

The Deputy Manager is Mrs Hilary Harrison, who has been in care for over 12 years, having managed a 31 bed home in the Isle of Man. She holds an NVQ3 in Health and Social Care and is a trained NVQ Assessor.

Care 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 & Safety training. As a member of the National Care Homes Association, The Millfield has ready access to the Care certificate training programmes; some of our care staff have a nursing qualification, most of the remainder already have, or are working towards achieving, NVQ qualification at a minimum of level two. Staffing levels ensure that residents have access to staff 24 hours a day, 7 days a week. Mrs Loan, in her role of Head of Care, identifies staff training and residents' care planning.

Catering

2 chefs covering 7 days, assisted by full-time and part-time kitchen assistants.

Domestic

Dedicated full-time housekeepers.

Maintenance

The maintenance of the house and grounds is carried out by a dedicated maintenance staff member, with certain works contracted out to relevantly qualified professionals as the need arises.

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 CQC in respect of Department of Barring & Screening checks, references and induction.

Registration

The Millfield is registered with the Care Quality Commission:

Address: CQC North West Region
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Telephone: 03000 616161

Registration category: Accommodation for persons who require nursing or personal care

Registered Number of Residential Care Places: 45 persons

Certificate of Registration No: 1-167281457 - dated 6th December 2010 (originally registered in 1998, re-registered in 2010 under new CQC Registration requirements)

Registered Provider: Cumbria Nursing Services (Millfield) Ltd

Nominated Individual: Mr V Daswani, B.Ed (Hons. Exeter University 1975)

CQC Provider ID: 1-101620281
CQC Location ID: 1-113073175

Company Registered Office: Lynton House, 23 Mapesbury Road,
London, NW2 4HS

Contact Details

Address: The Millfield Retirement Home
28 Penrith Road
Keswick
Cumbria
CA12 4HB

Tel: 017687 72099
Fax: 017687 72526

Email: millfieldkeswick@aol.com
Website: www.livingdevelopments.com

How to get to The Millfield

By Road

Take the M6 to junction 40, then the A66 signed to Keswick, go through one roundabout, leave the A66 for the A591/Penrith Road. The Millfield sits prominently on the main route through Keswick, on the A591/Penrith Road-Blencathra Street junction.

By Rail

The nearest railway station is Penrith, from there take the X4 or X5 bus to Workington, ask the driver for The Millfield in Keswick on the Penrith Road opposite Fitz Park.

