



The Willows Care Home

Statement Of Purpose



Also available in large print or as an audio presentation, on request.

Revised June 2022

Where we are

The Willows Care Home is in Marton Moss, between and Blackpool and Lytham St Annes, West Lancashire.

After opening as a residential care home over 20 years ago, it is now a high-quality, 26-bedroom 'boutique' establishment; one of the finest and most highly respected care homes in the Fylde Coast area of North-West England.

Rest assured of the best care

The Willows is an exceptional place to live for senior people, where residents are assured of safety and comfort. Our main objective is to support our residents in enjoying life, and in maintaining their dignity, independence and individuality. Our residents' needs, their welfare and wellbeing are at the heart of what we do, and we believe it is of the utmost importance that they receive the highest quality of respectful, appropriate, professional and personalised care.

The Willows is committed to:

1. Maintaining the absolute trust of our residents and their continued confidence in our ability to serve their needs.
2. Preserving our residents' quality of life, enhancing their wellbeing, upholding their dignity and promoting their feelings of self-worth; all within a safe, warm, friendly, and homely environment.
3. Protecting our residents' rights and interests and ensuring they remain integrated (if so desired) into the local community.
4. Developing a system of quality care by creating partnerships between our staff, associated external health care professionals and every resident, together with relatives and / or advocates wherever appropriate.
5. Creating an environment where beneficial change is a natural process, and seeking perpetual improvements for the benefit of everyone at The Willows.
6. Supporting staff in developing their full potential in every way, including ongoing learning and continuous professional development programmes, so they can deliver the best and most appropriate care for our residents.

Purpose-built for comfort

The Willows is a modern building, designed specifically to make life easier for people as they grow older and less physically active. All of our 26 residents' rooms are ensuite and on the ground floor with level access. Each room can be entered from inside the building and also has an external door opening on to a patio or the large, secure gardens.

Residents are encouraged to move around and mingle (to their preferences), to make full use of the large amount of communal space. There are three lounge areas: a bistro style 'coffee' lounge, a conservatory/orangery style lounge, and a main dining area/lounge. These light, airy spaces are situated around wide, wheelchair-friendly corridors.

The Coffee lounge tends to be the social heart of the home, residents can relax together, watch TV and help themselves to soft drinks from the special refrigerated fruit juice dispenser or make themselves (or their guests) a hot drink if they wish (with help if needed). Activities happen on a daily basis, usually in the main lounge/dining area, while the conservatory/orangery is a quieter place for relaxing.

Outdoor Space

The Willows is set on a quiet lane within its own grounds. The main entrance is secure and reached through the car park, which has ample parking for visitors and staff. There is a large garden space laid to lawn at the back of the house, in what was an old orchard, where residents are free to enjoy the fresh air. Every room leads out onto a patio/paved outdoor space with tables, chairs and benches to make the most of good weather too.

Staying in touch

Residents are encouraged to stay in contact with friends, family, and their official representatives as much as possible, assistance is available to help them make use of these services where necessary. Visitors are welcome between 11am and 7pm daily in residents' rooms or the lounges, we are happy to help residents with restricted mobility to move from one area to another if they wish to see visitors in private.

Family/friends/representatives are welcome to accompany residents on outings. They are also able to join residents for meals – we just ask that the kitchen be informed at the earliest opportunity to ensure there's plenty to eat. Residents may be taken out for day trips or visits and are encouraged to invite their relatives and friends to attend The Willows themed events (held throughout the year)

The phone is available at all times (individual lines for residents' rooms can be connected by special arrangement), and residents are welcome to use their own mobile phones and the internet is available throughout the home.

Services made special

Care Plans

Every resident of The Willows has their own comprehensive care plan, compiled with the involvement of the resident/day care client, their relatives, GP, and the care services, where appropriate. Care plans include details of the resident's social and medical history, preferences around daily routine and diet, 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 their care plan on a regular basis, in consultation with the Management Team (and relatives, if requested by the resident). Plans are updated at least once a month or more frequently, to reflect changing needs. Residents and / or their advocates have the right to ask to view the care plan at any time and to discuss or question the content.

Catering

Menus are planned on a weekly basis and offer a choice of main courses each day and residents 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 preference. Lunch is usually served in the main lounge/dining room (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 in our own laundry, 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, dry cleaning can be organised on request.

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, residents are invited to install any special pieces of their own furniture (as long as it fits and complies with fire safety) and keepsakes that will help them feel more at home.

Security

For security and fire safety, visitors and guests are politely requested to sign in and out using the register in the main entrance. 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 conducted for the safety of residents and staff.

Life at The Willows

The Willows is registered to provide 27 places for men and women who require personal care. The typical profile of a 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, including meals, laundry and cleaning services.

We strive 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 Willows offers a respite care service for people requiring care for short periods, from days to weeks.

Palliative and end-of-life care

Care to all our residents in the latter stages of life is delivered with compassion and understanding. Our team of carers work closely with the Macmillan Nursing service. We can also offer counselling as required. We have a family suite that can accommodate relatives who wish to stay close to a loved one during the latter days of life.

Relatives Inclusion

Relatives of residents have access to the Management and Care Team for informal or more formal pre-arranged meetings. They are also asked to complete biannual questionnaires on the service facilities and operation of the home, to share their thoughts and highlight any changes or improvements they would wish to make.

Social Activities

Our activities and wellbeing co-ordinator facilitates a range of activities for our residents on a daily basis, from individual activities such as reading, jigsaw puzzles, arts and crafts and knitting, to group cookery sessions, boules, quizzes and card games.

Residents are free to choose whether to take part and each resident will have their preferred type of activity recorded, and an assessment of their ability to take part with or without assistance.

Main holidays and Birthdays merit special celebrations, and there are regular parties where everyone is invited to join in.

Religious Observance

It is The Willow's policy to support all residents' spiritual convictions, whatever their religious persuasion.

Residents are encouraged to attend religious services both at The Willows or at any venue of their choice and assistance can be arranged to help them do this if required.

Privacy and Dignity

The management and staff of The Willows know it is that 'care' should never mean condescension. Residents 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 are assisted in privacy, away from other residents or visitors, in a way which minimises their exposure or vulnerability.

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 do as much as possible for themselves. Where they are unable to perform any task or function, they are involved in the management of it.

Accommodation

There are 25 single bedrooms and 1 double bedroom (ideal for a couple or sharing), all ensuite with lavatories and showers, on the ground floor, with level access. Every bedroom has access to outside patio areas within the secure garden. Residents' rooms and all communal areas are fitted with call units for safety.

The sizes of the bedrooms, excluding the ensuite bathrooms, are as follows: Five bedrooms measure from 11 to 11.26 m², eight are 12.07 to 12.87 m², twelve are 14.20 to 14.61 m² and one room measures 19.33 m².

In addition to their own rooms, residents are invited to make use of the communal areas including:

- The 'coffee' lounge (with bistro style bar and juice dispenser)
- Main lounge/dining area
- Quiet conservatory/orangery
- Seating areas in the 'roaming walkway'
- Patio areas and gardens

Fire Precautions and Emergencies

The Willows 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.

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 Willows, 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 Willows, 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.

Involvement

The Willows values the input of its residents, their relatives/friends and staff in order to maintain and improve quality services.

On a bi-annual basis questionnaires are given out to all three groups to comment on the service, facilities and operation. The results are correlated, an action plan devised/circulated and action points implemented/evaluated. All interested parties are issued with the results of the survey.

Complaints Policy

The Willows strives to deliver the highest standards of care to its residents. To this end we value complaints and comments as a means to improving our service. The formal Complaints Policy is provided in the Residents Guide, and a copy is available in the reception area. 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 public bodies such as the CQC. Should anyone wish to complain they can obtain a form from any member of staff. All complaints will be addressed by the manager and a response will be given within 28 days.

Management and Staff

Management

The Registered Manager of The Willows is Ms Maxine Bosley. She has over 14 years of experience in Care and holds level 5 certification in Health & Social Care.

The deputy manager is Ms Kerri Dillon, she has gained level 5 in Health & Social Care and has in-depth experience of dementia and end-of-life care.

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 Willows has ready access to the care certificate training programmes. All of our care staff have, or are working towards, achieving a minimum RQC level 2 certificate. Some of our care staff have RQC Level 3. Staffing levels ensure that residents have access to staff 24 hours a day, 7 days a week. Ms Bosley, in her role of Head of Care, identifies staff training and residents' care planning.

Activity and wellbeing co-ordinator

This is a full-time role, our qualified and highly experienced co-ordinator arranges a comprehensive range of individual or group activities for residents, often ably assisted by other members of the care staff.

Catering

At the Willows we focus on good nutrition, food quality and food safety. A range of well-balanced, appetising and nutritious meals are provided at regular times. We offer a comprehensive choice of menus, rotated every four weeks. Special dietary needs and individual preferences are recorded in the care plan and catered for. In addition to breakfast, lunch and dinner, snacks and refreshments are offered throughout the day. Records of the nutritional content of meals is kept.

Domestic

We employ two housekeepers who ensure the home is scrupulously clean and tidy.

Maintenance

The maintenance of the house and grounds is carried out by dedicated maintenance and gardening staff, 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.

Employee qualifications and continuing professional development

As an Investor In People Gold Member, The Willows believes in our employees being appropriately skilled, well trained, experienced and competent. There is an annual training programme, which ensures that all staff receive appropriate training in line with their job descriptions as well as with all statutory requirements.

Staff undergo specific training in line with our IIP programme, and our residents' needs, to enhance individual employee's performance. All newly appointed staff complete an in-depth, externally validated and externally marked induction programme, [the pass mark is 80%]. We encourage staff to undertake RQF qualifications appropriate to their roles and professional needs.

Registration

The Willows is registered with the Care Quality Commission:

Email:	enquiries@cqc.org.uk
Telephone:	03000 616161
Website:	www.cqc.org.uk

CQC Provider ID: 1-101655428

CQC Location ID: 1-124365108

Registration category:	Accommodation for persons who require nursing or personal care
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Registered number of residential care places:	27 persons
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Certificate of registration no.:	1-183308065
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Registered provider:	Olivia Josephine Care Limited
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Director and Nominated Individual:	Vijay Daswani, B.Ed (Hons) Tel: 07931 598596
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Registered manager	Maxine Bosley: Tel: 01253 762554
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The Willows Care Home is part of the Living Developments Limited group

