

Maison La Corderie Statement of Purpose

1. Provider			
Name	Methodist Home for the Aged (Jersey) Ltd		
Address of Provider	Green Street, St Helier Jersey JE2 4UG		
Legal status of service	Charitable organisation.		
2. Service			
Service type	Care Home (adults)	<input checked="" type="checkbox"/>	
	Care Home (children/young people)	<input type="checkbox"/>	
	Day Care	<input type="checkbox"/>	
	Home Care	<input type="checkbox"/>	
Name of Service	Maison La Corderie		
Address of Service	Green Street, St Helier Jersey JE2 4UG		
Manager of the service	Mrs Tania Heaven		
Location of the service	Situated between St Helier town centre and Havre des Pas in Jersey.		
3. Categories of Care Provided			
Old age	<input checked="" type="checkbox"/>	Substance misuse (drugs and/or alcohol)	<input type="checkbox"/>
Dementia care	<input type="checkbox"/>	Homelessness	<input type="checkbox"/>
Physical disability	<input type="checkbox"/>	Domestic violence	<input type="checkbox"/>
Learning disability	<input type="checkbox"/>	Children (under 18)	<input type="checkbox"/>
Autism	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>		
Age ranges:	60 plus		
Types of Care	Nursing care	<input type="checkbox"/>	<i>Refer to definitions in Regulation of Care (Jersey) Law 2014</i>
	Personal care	<input checked="" type="checkbox"/>	
	Personal support	<input checked="" type="checkbox"/>	
4a. Accommodation			
Total number of beds	30		
Total number of bedrooms	30		
Number of nursing care beds	N/A		
Number of personal care/support beds	30		

5. Aims and objectives of the service

Our aim at Methodist Homes for the Aged is to provide excellent residential care for the older person aged 60 plus, inspired by our Christian concern, while at the same time continuing to support and promote their independence. To assist residents to live in a home from home environment, whilst empowering them to make their own choices.

Maison La Corderie is a charitable residential home, overseen by a voluntary board of directors, we are non-discriminatory and shall serve all residents regardless of race, nationality, language, religion or beliefs, sexual orientation, or social standing, nor is there any discrimination made between residents who pay directly for the service and those who do not.

Our objective is the provision of a high-quality professional organisation that is committed to assisting the resident to maintain his/her quality of life. Our friendly experienced staff pride themselves on the care they give. Our home is well established and aims to provide a wide range of activities within a safe environment. We aim to safeguard the privacy and confidentiality of the resident, and to maintain their independence. To give the residents informed choices and an opportunity to enjoy and contribute to society.

6. Range of Care Needs Supported

Maison La Corderie provides care and support to 30 residents who require residential care and support over 60 years old

Residents are admitted based on a pre-admission assessment of their health, personal and social care needs. This will be undertaken by an appropriately skilled and experienced M H A professional, who will consider the views of the individual, their families and other community or hospital-based health and social care professionals involved in their care.

Residents are not admitted our residential home if they have nursing needs.

The home manager and deputy home manager are responsible for ensuring that staff in the home have up to date relevant skills and competency to deliver the assessed care needs.

The resident may at this point wish to choose an available room within the home based on availability .

7. How the service is provided

Commencing care/admissions, assessment, planning and review

We will not accept an emergency admission unless the resident is known to the home, for example if the resident has previously stayed at the home on respite and there have not been any further changes to their care needs since their last admission.

Respite at Maison La Corderie is booked in advance following an assessment of care needs to ensure that we have time to contact their GP to obtain their latest medical history and any current medication prescribed.

The care plans are formulated following the assessment of care needs in conjunction with the resident.

We provide a package of care to each resident that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximize each resident's independence and to ensure as fully as possible the resident's maximum participation in the community.

We use the ZURI electronic system for the resident's personal plans and risk assessments. These are regularly reviewed and updated with the resident using an electronic tablet in their own bedroom to promote privacy and dignity. Each month the resident will have one to one time with one of the Senior Care Assistants to review their own personal plan.

Care and support

We provide residential care for up to 30 residents, although we do not provide specialist dementia care some of our residents may have a degree of cognitive impairment. We will always seek specialist assistance for any resident that requires a greater care need, working closely with the resident and family to ensure that they receive the care they need even if unfortunately, this means a review in placement.

Before we provide services, we ensure that a potential resident needs and preferences are thoroughly assessed. We aim to ensure that what the home provides meets the assessed needs of each resident, that needs are re-assessed as frequently as necessary.

Our residents are at the heart of everything we do. We aim to provide personal care and support in ways which have positive outcomes for our residents and promote their active participation.

Residents are given one to one time each month to review their personal care profiles. Risk assessments are discussed and any other issues the resident chooses.

The residents at Maison La Corderie have a monthly meeting with the Activity Co Ordinator and Home Manager to encourage ownership and participation of all aspects of the home.

We will support not dictate. We believe in greater resident involvement and shared decision making.

The hairdresser visits the home on a weekly basis and spends the day here so that residents can make an appointment as they would in the community.

The chiropodist attends the home every 4-6 weeks again offering the residents appointments.

Communication and involvement

We try to help residents to participate in as broad a range of social and cultural activities as possible. If the resident chooses, we will assist to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals. We aim to respond sensitively and appropriately to the special needs and wishes of residents who wish to prepare or are close to death, following the Gold Standard Framework for palliative care. We will make efforts to understand and respond to the wish of any resident to participate in minority-interest events or activities. The residents at Maison La Corderie have a monthly meeting with the Activity Co Ordinator and Home Manager to ensure that residents are informed, that their needs are recognised and addressed. That the residents are actively involved and that their social needs are being met.

For a communication tool we use a black board outside the dining room, residents are aware of what the planned activities for that day are and can choose whether they wish to be involved. Following breakfast, the Activity Co Ordinator's will then visit each resident in their bedroom to advise them of planned activities and discuss anything else they wish.

Each month the residents hold a meeting and discuss with the home manager and an activity assistant anything they wish. Each month a survey is sent out to residents to complete to ask their views on a range of subjects, this will then form an action plan of any short comings and the results fed back individually to the residents or in a group involving any staff members from the department involved. This is increases involvement and in turn standards.

Maison La Corderie embrace the 'No decision about me without me' NHS 2012 We believe that greater resident involvement and greater choice are all part of the same goal: to ensure that "no decision about me, without me" is the norm. This is achieved through greater resident involvement in decisions about their own care.

Rights and responsibilities

An individual's rights to privacy involves being free from intrusion or unwelcome attention. Staff will enter a resident's rooms within the home only with express consent. A resident has the right not to have to interact with or be interrupted by a staff member when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account. We respect the fact that a resident's possessions are private and always act in accordance with the principle that our staff are guests. Our staff respect a resident's right to make telephone calls and carry on conversations without being overheard or observed by a staff. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain, In line with General Data Protection Regulation 2018

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's needs. We aim to maximise our resident's dignity in the following ways. We arrange for residents who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care staff of their own choice and, if desired, of the sex of their choice. We ensure, if asked, that residents receive the necessary assistance with dressing and maintaining their clothes.

We will try to provide help for residents with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which residents may have arising from disability. We treat residents with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of staff member to resident.

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximize our resident's independence in the following ways. We help residents to manage for themselves where possible rather than becoming totally dependent on care staff and others. We encourage residents to take as much responsibility as possible for

their own healthcare and medication if they are able. We involve residents in planning their own care. We work with relatives and friends of residents to provide as continuous a service as is feasible. We aim to create a climate in the delivery of care and to foster attitudes in those around a resident which focus on capacities rather than on disabilities.

We aim to help our residents to continue to enjoy their civil rights in the following ways. If residents wish to participate in elections, we will try to access them necessary information and either provide or obtain any assistance which they need to vote. We want to help our residents to make use of as wide a range as possible of public services, such as libraries, education and transport. We will encourage our residents to make full use of health services in always appropriate to their medical, and therapeutic needs. We will provide easy access for our residents and their friends, relatives and representatives to complain about or give feedback on our services. If we can, we will support our residents in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice consists of the opportunity to select independently from a range of options. We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed. We will manage and schedule our services to respond as far as possible to resident's preferences as regards the staff with whom they feel most comfortable. We respect resident's eccentricities, personal preferences and idiosyncrasies. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity. We encourage residents to exercise choice into which individuals who provide them with assistance.

8. Staffing arrangements

Numbers and qualifications of staff

The registered home manager is:
Tania Heaven- is a registered mental health nurse with an MSc in advancing management practice and a Level 5 diploma in Management and Leadership. Tania has over 35 years' experience as a nurse and much of this has been spent supporting older people with a variety of needs and in a range of settings.

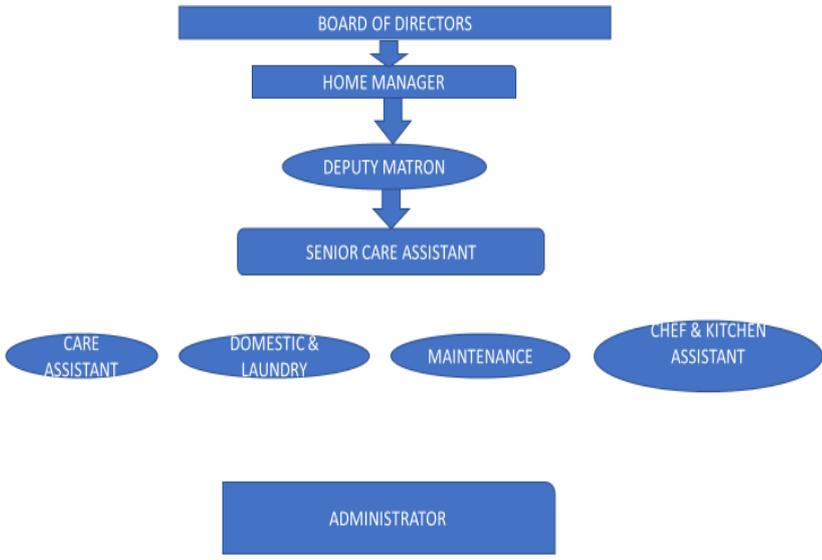
The deputy home manager is:
Fiona Brogan. Fiona has a level 3 NVQ in health and social care and over 23 years of experience in management.
All our 6 Senior Care staff hold a level 3 NVQ or equivalent in health and social care.

65% of our care staff at Maison La Corderie have a level 2 NVQ or equivalent, or are working towards this. We actively encourage staff to develop their knowledge and promote opportunities within MHA.

	The cook holds a level 3 food safety certificate and the 2 kitchen assistants have a level 2 food safety certificate.
Staff levels	<p>We aim to have the following staffing levels in place, from 8am until 8pm is 1 to 2 Senior Carers and 3 care assistants. From 8pm until 8am 1 Senior Carer and 2 care assistants. Our staff members are extremely important in order to ensure the smooth running of our services. It is paramount that our staff receive job satisfaction and are always happy to work for the organisation. We have a stringent recruitment process. MHA places prime importance on employing staff that are fit for the job, have appropriate qualifications, skills and experience to ensure the health and wellbeing of residents are met. Staff are required to have a full interview, a full and satisfactory DBS check and may only commence employment when this has been received, together with satisfactory references. All staff complete an Induction programme within their probationary period meeting with the home manager or delegated senior care assistant during that period to ensure clarity of expectations.</p> <p>MHA also ensures that all staff are properly trained, our training methods are varied and include traditional group sessions, group supervisions, individual training sessions and e-learning options. Our staff are encouraged to work towards an RQF award with 65% of the care staff having a level 2 or above. The staff are given regular supervision and appraisal. MHA endeavours to ensure that residents have confidence in their staff members and that their service can be relied upon to provide the best quality of care.</p>
Staff deployment	The home is on 3 floors with the 2nd floor only having 2 resident bedrooms which can only be used by very independent residents. The staff work across the whole home.
Delegated tasks	The home manager is ultimately in charge of the home delegating the task of head of care to the deputy manager. The deputy manager works with the senior carers leading the care team on each shift.
Other staff	<p>The care team is also complimented by a team of bank staff who are available to cover sickness and holiday periods. We also employ staff who support the care team:</p> <p>3 full time catering staff. 4 domestic, one laundry staff. 2 activities staff, 1 full time and 1 part time. 1 full time administrator who works across Maison la Corderie & Stuart Court 1 maintenance staff who works across Maison La Corderie & Stuart Court Part time gardening company employed on a monthly basis.</p>
9. Services and facilities	
Provision of food / drinks / snacks	We undertake regular mealtime surveys to ensure that each resident's view is considered. Following the last survey, the results were collated and discussed with the chef, kitchen staff

	and residents together, ensuring involvement. We have a kitchenette area where residents, their families and friends can have snacks and refreshments throughout the day and night if they wish. Of course, the residents can request a staff member to make a cup of tea at any time.
Activities	We currently have 2 activity staff, 1 full time and 1 part time. The residents hold a monthly meeting where they meet with a member of the activities staff and plan the future events and discuss anything they wish. Minutes of these meetings are held on file and distributed to all residents. The home has a minibus and residents plan trips regularly. Prior to any outings a thorough risk assessment is completed. The staff have been trained in the use of the mini bus tail lift.
Communal areas	At Maison La Corderie we have a comfortable communal lounge on the first floor, it is carpeted and has a selection of lounge chairs in different arrangements. We also have a communal room that is largely used for activities or a quieter area for residents and relatives/friends. A church service is held in the lounge fortnightly by a visiting reverend.
Dining areas	There is one large dining room. The dining room has several tables for residents to choose where to sit. On assessment prior to being admitted to the home it is ascertained whether the resident would prefer to eat in the dining room, as although this is encouraged residents can eat where they choose to. The dining room opens into the patio area giving a lovely quiet aspect.
Access to outside space	There is a small seated area to the front of the building used by residents who like to watch the comings and goings. To the back of the building we have a seated patio area with raised flower beds and a pond. This area is easily accessible for residents and families.
Specialist bathing facilities	We have 2 baths that can be used by residents who have mobility problems, with one on the ground floor and one on the first floor. The second floor has a wet room.
Number single occupancy bedrooms	30 single occupancy bedrooms each with profiling beds and pressure mattress available dependent on the needs of the individual.
Number of rooms with en suite facilities	30 rooms have an en suite toilet and sink. 2 bedrooms also have a shower.
Security arrangements	The home is not locked throughout the day, visitors are required to sign in for fire safety and security, so we are aware who is in the building. The external doors are secured in the evening with visitors having access to a telephone outside the main door to alert staff they wish access.
Office/meeting rooms	Old records are archived in an offsite facility in line with our data protection policy and managed as per our retention schedule. The main care office is in reception and has a coded locked door to maintain confidentiality. The home manager has a

	<p>separate office to ensure confidentiality for residents, staff and visitors. When larger meetings are taking place the residents or staff use the activity room when it is not being used for the purpose of activities.</p>
<p>10. Quality Assurance and Governance</p>	
<p>Complaints and concerns</p>	<p>If a resident is unhappy, then we would like to hear about it.</p> <p>MHA Complaints Policy</p> <p>We aim to provide a high standard of care for all residents and is committed to ensuring that residents are treated with respect. It is the right of all residents to express dissatisfaction and if they deem it necessary, to make a formal complaint.</p> <p>If you are not happy, then we would like to hear about it.</p> <ul style="list-style-type: none"> • All complaints made by or on behalf of you will be taken seriously and fully investigated and no one will ever be victimised because of making a complaint. • We will do everything we can to make sure our residents get the best possible service, but occasionally we get things wrong. If you have a concern or complaint, we want to resolve it, quickly and simply. • Simply talking to a member of staff, the deputy manager or the home manager, we can often clear up any issues quickly. • If we are unable to address any issues to your satisfaction and wish to take it further, please put this in writing. Your complaint will be acknowledged within three working days of receipt and will be referred to the deputy or home manager for investigation. The deputy/home manager will conduct a full investigation and will make every effort to send you a full response within 28 working days. On the rare occasion when this is not possible, we will provide an update on progress made and explain the reason for the delay. This letter will also give some indication of when the investigation will be completed. • If you are not satisfied with the response you receive from the home manager at stage one, you can request a review by the Chairman of the Board. This should be requested within 28 working days of the date of the final written response or meeting. The Chairman of the Board will acknowledge your request within three working days, informing you that your complaint is under review. They will review the handling of your complaint and conduct further investigations where necessary and will then

	<p>contact you within 28 working days to let you know the outcome of that review.</p> <ul style="list-style-type: none"> • We will do everything we can to help resolve your complaint. • In the event that you are still dissatisfied with the outcome and where we have exhausted our internal process, you may wish to contact: <ul style="list-style-type: none"> • Professional & Care Regulation • 2nd Floor, 23 Hill Street, • St Helier, Jersey, JE2 4UA • Tel: +44 (0)1534 445798 • Fax: +44 (0)1534 445773 <p>Each resident has a copy of this with their contract and in their welcome pack. It is also on the agenda at the resident’s monthly meetings as a reminder that if they do have a concern then it is OK to raise this.</p>
<p>Organisational structure</p>	 <pre> graph TD A[BOARD OF DIRECTORS] --> B[HOME MANAGER] B --> C([DEPUTY MATRON]) C --> D[SENIOR CARE ASSISTANT] D --> E1([CARE ASSISTANT]) D --> E2([DOMESTIC & LAUNDRY]) D --> E3([MAINTENANCE]) D --> E4([CHEF & KITCHEN ASSISTANT]) F[ADMINISTRATOR] </pre>
<p>Service oversight</p>	<p>MHA has a board of directors which oversee the service. They meet on a quarterly basis to discuss both Maison La Corderie and Stuart Court. Home managers have a monthly meeting with two board members, the administrator and human resources team in order to identify and manage operational issues in a timely way and issues are escalated to the board via this forum when appropriate. Two members of the board undertake a monthly audit gathering information from the home manager, the residents, staff and visitors. This information will form any actions required to raised standards and wellbeing for residents. Each month the home manager will undertake an audit into one aspect of care within the home and this could include asking residents for feedback.</p>

<p>Involvement</p>	<p>The residents are at the heart of everything we do, no decisions which impact on the residents will be taken without their input. Some health and safety decisions may be taken in the resident's interest ensuring they are made aware of what, why and the plan of action.</p> <p>We respond to residents right to involvement in the following ways. We try to help residents to participate in as broad a range of social and cultural activities as possible. If the resident chooses, we will assist to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals. We will make efforts to understand and respond to the wish of any resident to participate in minority-interest events or activities. Positively communicating to our residents that their diverse backgrounds enhance the life of the community. Stamping out negative discriminatory behaviour by staff and others. Accommodating individual differences without censure. Helping residents to celebrate events, anniversaries and festivals which are important to them.</p>
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