



SPRINGFIELD RESIDENTIAL HOME

BRIDESTOWE, OKEHAMPTON
EX20 4ER

Tel. Office/fax (01837) 861430

Directors - Stephen & Kathryn Byrne

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www.springfields-bridestowe.co.uk

A statement of purpose.

Registered Provider :-
Springfield Residential Home Ltd.

Operated by:-
Stephen & Kathryn Byrne (Registered Manager),
Springfields,
Bridestowe,
Okehampton,
EX20 4ER



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INTRODUCTION

Springfield is our home and livelihood, which we started in 1984. Its success is based on our desire to give our residents and their families the best care that we can.

We aim to offer residents the atmosphere of a family home with the facilities of a comfortable hotel. All communication with residents is done in plain, jargon free language.

If at any time, you have cause to complain about any aspect of Springfield, we would ask that you do so in writing to us at Springfield, Bridestowe, Okehampton, EX20 4ER. An initial response will be made within 48 hours and following a detailed investigation a written response will be received within 28 days.

Should you feel that a complaint has not been dealt with to your satisfaction, you may wish to contact the Care Quality Commission and discuss the matter with an Inspector. The name and address of our Inspecting body is as follows :-

**The Care Quality Commission,
City Gate,
Gallow Gate
Newcastle upon Tyne,
NE1 4PA**

**Tel. 03000 616161
www.cqc.org.uk**

A copy of our latest Inspection Report is to be found on the CQC web site.

Kathryn Byrne is a registered Occupational Therapist with over 26 years of medical experience.

Stephen Byrne is an Environmental Health Officer, who when in Local Government specialised in Food Hygiene and Health and safety. He now totals 30 years experience of management and administration.

**Stephen & Kathryn Byrne
dip.E.H., dip. R.S.H. & dip.O.T.**



SPRINGFIELDS

Springfield provides accommodation for anyone above retirement age, who may require residential care. All of our 31 rooms are single rooms with en suite facilities some of the rooms are registered as double rooms permitting married couples to share. The rooms are fully furnished, however residents are welcome to bring items of furniture that are of special value to them.

The house was formerly the village rectory, and is ideal for its present purpose, with wide level corridors and large rooms. All bedrooms are on the ground or first floors. A passenger lift to the first floor is available to those who find stairs difficult.

Bath and shower rooms are adapted for the use of all residents. Bath hoists in particular enable everyone to enjoy a good soak with little effort.

The three ground floor lounge areas are where many of our residents choose to spend much of their day, reading, knitting or chatting with each other as well as the staff and a constant stream of visitors to the house. The "new" lounge has a library of books that is changed every three months. The "old" lounge has a television, which is put on after tea each day, but for those who wish to view during the daytime, bedrooms are provided with televisions if required.

Family, friends and representatives are welcome at all times and arrangements will be made for private contact.



AIMS AND OBJECTIVES

When fit and active, most people will prefer to live in their own home. However there may come a time when daily tasks become difficult to accomplish without help. It is then that residential care may be considered. Springfield caters for residents with a wide range of conditions who require residential care. We can also offer advice on which homes locally provide nursing care for prospective residents assessed as needing this level of care. Prospective residents are welcomed to Springfield to enable them to sample our daily life, giving the opportunity of watching our staff at work and obtain residents views on our home.

Our aim at Springfield is to give people the freedom to live as they choose, with as much or as little help as they wish. We retain the important values of privacy and dignity at all times.

It is important that all residents feel that they have their own space, which is unique to them, where they can do as they please. All bedrooms are treated by staff as private rooms not to be entered without the agreement of the resident concerned. Any resident who wishes to have a key operated door lock fitted to their room may request the management (in writing) to provide this facility. Strong boxes for the safekeeping of valuables can be made available on request. This can be done with minimal cost.

We have further developed our skills and facilities to enable us to care for residents who suffer from dementia or confusional states. We have a separate lounge and dining area for this client group, which enables a higher level of care to be given with dignity. Staff will undertake a continuing programme of training in this specialist field and in particular our Occupational Therapy sessions are tailored to the needs of these residents. Springfields exercises a non-restraint policy which may be unsuitable for some clients if prone to wandering, if this should lead to unacceptable risk to the client concerned.



THE VILLAGE OF BRIDESTOWE

The village of Bridestowe takes its name from Saint Bridget, after whom the village church is named. The village is situated on the lower slopes of Dartmoor, 6 miles west of Okehampton and 10 miles north of Tavistock.

The population of the parish is just under 500, and supports a village school, Post Office, 2 public houses as well as the Church and Chapel.

There are evening classes in the school, a thriving cricket club, table tennis club, a local W.I., Mothers Union, amateur dramatic group and an arts group.

The travelling library visits fortnightly.

The village is well served by public transport, with daily buses to Okehampton, Exeter, Bude and Tavistock, Plymouth and Launceston.

A "ring and ride" bus service also runs to Tavistock each Friday, collecting and dropping off residents at the front door of Springfields.

There is a weekly luncheon club at the school, where over 60's meet and have lunch with the school children.

We have a monthly Communion Service held at Springfields for those wishing to attend and arrangements can be made for attendance or delivery of other religious services.

We encourage individual hobbies and activities. To assist in facilitating this Springfields employs an Occupational Therapy assistant under the auspices of the resident Occupational Therapist.

Social activities can be tailored on an individual basis.



LEGAL SAFEGUARDS FOR RESIDENTS

Springfield is registered by the Care Quality Commission under the Health and Social Care Act 2008. This lays down the minimum legal requirements for standards in our home. A copy of our registration certificate is displayed in the hall, by the front door. The council's registration officers make a minimum of two visits per year to ensure that standards are maintained at the highest levels.

We endeavour to run Springfield in an efficient manner. This not only means it runs smoothly, but ensures financial stability for the business. Any suggestions on how we can run more efficiently are always welcome.



ORGANISATIONAL STRUCTURE & STAFFING ARRANGEMENTS

The staff of Springfield are a diverse group, who all bring differing experiences to the work place. Some have academic qualifications at post-graduate level others have years of practical experience in the caring industry. All have to work consistently to the highest care standards. Assistance and encouragement is given to staff to obtain NVQ level 3 qualifications that will help them develop further their caring skills.

Our policy is to employ enough staff to enable all the work of the Home to be done without hurry, and to give the staff time to sit and spend time with the residents.

Day time care staff work on either, an early shift from 7.00am to 2.00pm or a late shift from 2.00pm to 9.00pm, the working pattern is 4 days on and then 4 days off. Each shift is lead by a Senior Care Assistant who is the line manager between staff and the owners.

We aim to pay our staff a wage that is higher than the industry average in order that we are able to recruit and retain high quality staff, who are happy in their work and value their job.

All new staff commence work with basic instruction on how the home is run and they work with an experienced member of staff until competent. Further training is encouraged and staff attend instruction in health and safety including fire precautions, first aid, safe handling and the medical problems associated with ageing. All staff are instructed in food hygiene.

We currently employ 35 staff in the Home. Springfield Residential Home treats all staff equally, regardless of background and judges staff solely by the quality of care delivered.



THE DAILY ROUTINE

- 6.00am Early morning tea (if required)
- 7.00am Night staff finish, morning shift start
- 8.00am Breakfast served in dining room or bedrooms
- 9.00am Cook, cleaner and other staff arrive
- 10.30am Morning coffee and biscuits served
- 12.30pm Lunch served
- 2.00pm Morning shift finish, afternoon shift start
- 3.00pm Afternoon tea and biscuits served
- 5.45pm High tea served
- 8.00pm Supper served
- 9.00pm Afternoon shift finish, night staff start



FOOD AND SPECIAL DIETS

Our two cooks prepare food each day from a menu that rotates over a five week period. The quality and variety of our food is very important and we are continually discussing changes and additions to the menu with our residents. Suggestions are always welcome.

New residents are requested to inform the cooks of any likes or dislikes, an alternative may then be offered when a particular meal appears on the menu.

Vegetarian, diabetic, low fat and other special diets can be catered for as required. Our biggest problem with food is stopping our residents from eating too much and becoming overweight. Everyone undergoes the ritual of a regular weigh in, when a weight gain or loss can be monitored. Weight reduction diets are provided as necessary.



GENERAL INFORMATION

Residents wishing to bring pets with them to Springfield may do so by special arrangement. Please ask for details.

We currently operate a no smoking policy at Springfields.

Fire alarms are tested regularly, after all residents are notified. In the event of the fire alarm sounding, without warning, all residents should make their way, without delay, to the visitors car parking area just outside the main entrance.

There are no set visiting times. Visitors are welcome at any time. Light refreshments are available for visitors at all times and meals can be provided upon prior arrangement with the cook.

Residents may make or receive telephone calls using either of the telephones in the house. We make no charge for reasonable usage of the telephone. However some residents choose to make a small donation to the charity box kept in the "new" lounge, in lieu of any charge.

Continual consultation takes place between the management and residents regarding the operation of care within the home. Our policy is to encourage the statement of preferences by all residents in all aspects of their care.

Assistance will be given to facilitate residents attending religious services, as well as engaging in social activities, hobbies and leisure activities of their choice.

If you experience any difficulty in accessing this Statement of Purpose please notify us and it may be made available in a more relevant format.

Any service user wishing to consult with the management about the operation of the home should contact the office during office hours.

MEDICAL SERVICES



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Residents are free to continue using any medical service of their choosing when they come to live at Springfield.

Local G.P.s, dentists, opticians and chiropodists all visit on a regular basis and where nursing services are required these are provided by the District Nursing Service.

Residents often prefer a family member or friend to take them to doctors and hospital appointments, but where this is not possible, staff will normally be available to take residents to Okehampton or Lifton without charge. For appointments in Exeter or Plymouth a charge will be made to cover staff-time and travel cost.

Springfield is a registered residential home and provides the care required of a residential home. During periods of ill health we are happy to provide continued care in consultation with the resident concerned, their family and their qualified medical staff, we are not however able to offer nursing care.

Springfield is a community home and provides residential care to a large rural area.

Residents are welcome to arrange their own therapeutic techniques in consultation with their General Practitioner and Community Nurse if required.

Prospective residents are invited to visit Springfield when an assessment of their Care Needs can be carried out. The decision as to whether clients are in need of a Residential or Nursing placement is complex and is taken by a multi disciplinary team which includes the client and their relatives. The starting point in the process is that all prospective residents must be able to weight bear and transfer with the aid of one Care Assistant.

A Care Plan is drawn up and maintained for all residents at Springfield. This is updated regularly in consultation with the service user.



FEES

Standard fees for year 2012,

from £480.00* to £560.00 per week

All residents are given a contract when they come to live at Springfields (a copy of which is on the next page). This sets out the standard fees payable and all services provided in exchange.

All fees are due monthly (in advance) on the first of the month. Fees are to be paid by banker's standing order, unless another method is agreed.

Fees are reviewed annually on January 1st and it is our usual practice to increase fees by the current rate of inflation only.

If a resident wishes to leave Springfield to live elsewhere, we require 4 weeks notice, or the full fees in lieu of notice.

*fees for residents supported by the local authority are subject to negotiation with Devon County Council



STANDARD TERMS AND CONDITIONS FOR RESIDENTS

Name of resident

Room number

Commencing occupation.....

1. Residents fees to include full accommodation, meals personal care and laundry. All rooms are fully furnished with en suite facilities, alarm call system, and television (if required).
2. For residents requiring residential care, the standard fee charged is...£..... per week for the year ...2012 and is adjusted annually in line with the prevailing rate of inflation on January 1st each subsequent year . Unless otherwise specified in writing the fees are the responsibility of the contracting parties.
3. Fees are payable monthly in advance, or otherwise, if arranged with the management.
4. One full months notice must be given for residents vacating a room to live elsewhere.
5. If a room is reserved in advance full payment is due within one week of a room becoming available , whether that room is occupied or not.



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- 6. Insurance cover is provided for residents personal effects up to a maximum of £500. It is the responsibility of each resident to insure items of value, or alternatively they may be placed in the safe keeping of the management and a written receipt will be given.
- 8. Smoking is not allowed inside the house by residents or their visitors
- 9. Visitors are welcome at all times.
Residents should not leave the premises without first informing a member of staff due to reasons of fire safety.

If any of the above terms are not fully understood, these should be clarified immediately.

It should be noted that any of the above terms may be altered or added to at the discretion of the management. Notice of this will be given in writing if deemed necessary.

It is a requirement of the registering authority that upon moving to Springfield a contract based on these terms is signed by all residents. In offering this contract we confirm that we have assessed all care needs and that we are able to supply an appropriate level of care.

I understand the above terms and condition and agree to comply with them during residence.

Signed..... date.....



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Room Sizes

Room number	Size in square metres
1	24.35
2	22.50
3	22.50
4	22.50
6	27.26
7	29.55
8	26.68
9	26.68
10	26.68
14	21.80
15	14.25
16	14.25
17	22.35
20	20.25
21	20.25
22	20.25
23	18.60
26	23.10
27	13.50
28	13.50
31	14.25
32	14.75
33	16.00
35	13.58
36	21.30
37	14.10
38	22.36
39	14.10
40	16.20
41	26.00
42	18.00