

## PHILOSOPHY

It is the purpose of Sonael Care Homes Ltd to foster an environment where both Service users and staff can fully develop their potential while respecting each individual's right to dignity, privacy, independence and self worth, regardless of ethnicity, culture, race, gender, sexuality, disability or religion.

Provide professional and sensitive care service that is responsive to the needs of service users and is tailored to meet their individual needs.

The goal of the home is to partner with the service user, families, staff and social care professions to create an environment where service users want to live, families want to visit and employees want to work.

At Sonael, individuals keep their independence, dignity and self worth, and feel secure in the knowledge that someone will always be there to help. It is our belief that life should be enriching, and our policy is to provide great food, good friendship, life-enhancing activities and reliable, courteous service.

## MISSION STATEMENT

Sonael offers a unique programme of care for young adults with a learning disability who need assistance with the activities of daily living. We provide a service within the framework of Care Standards Act 2000.

We believe that people who require this type of care, which we at Sonael are committed to providing, will flourish because, of the smaller more intimate homelike environment.

## OBJECTIVES

- ❖ To meet the service users needs as highlighted within their care plan
- ❖ To deliver a high quality service
- ❖ To ensure that the service delivered is flexible, attentive and in a non discriminatory fashion
- ❖ To ensure that each individuals needs and values are respected.
- ❖ To allow service users to have a say in how the home is run.
- ❖ To manage and implement a formal programme of staff planning, training and personal development
- ❖ To manage the service efficiently and effectively to make the best use and maximize value for money
- ❖ To ensure service users have a full understanding of the homes complaints, comments , and compliments procedure.
- ❖ To carry out annual audits, to ensure objectives are being met.
- ❖ To hold regular meetings with staff, service users and relatives.
- ❖ Implement the recommendations as set out by CSSIW.

## **ASSISTED CARE**

Assisted care allows an individual to maintain his or her lifestyle secure in the knowledge that someone will always be there to help.

Sonael works to provide a sense of commitment maximizing service user independence. Our goal is to build relationships with service users and staff. It is our goal to maintain our service user's right to privacy while giving both physical and psychological support. We do not however provide nursing care.

### **Monthly fees includes these basic services**

- .Care provision 24/7
- . Three nutritious home style meals daily
- . Weekly housekeeping and personal laundry
- . 24 hour beverage and healthy snacks
- . All utilities
- . Satellite TV in common areas
- . Co-ordination of transportation needs
- . Full calendar of activities
- . Use of computer for IT
- . Use of common rooms for entertaining
- . Annual holidays arranged with carer provided, if necessary
- . Routine maintenance of private rooms
- . Qualified registered nurse and care staff up to NVQ3

### **Additional Services**

Additional services are available to meet each service user's personal needs. An initial assessment is completed prior to moving in and is re-evaluated regularly so as to meet any changes in their needs. This

Assessment will determine how much personal care is required, and how to incorporate their own level of skill in this and other areas of daily living.

#### Examples of additional services

- . Mobile hair dresser
- .chiropody
- .accompanied shopping
- .accompanied holidays

## **SONAEL CHARTER OF RIGHTS**

- ❖ The right to retain your chosen lifestyle
- ❖ The right to have your personal dignity respected, irrespective of physical or mental disability. This includes the right to be addressed according to your own stated wish.
- ❖ The right to be treated as an individual, including the right to be listened to and have your wishes considered.
- ❖ Personal independence, personal choice and personal responsibility for actions, including freedom of movement and the acceptance of risk. This also includes the right to make ones own decision. However we have a duty to consider your personal safety.
- ❖ Privacy and confidentiality for yourselves, your belongings and your affairs.
- ❖ The right to have your disability, cultural, gender, religious, sexual and emotional needs accepted and respected, including the right to have access to preferred religious leaders.
- ❖ Care which is appropriate to your needs, provided by suitably trained and experience staff
- ❖ Active participation in regular reviews of your individual circumstances, and to have a relative or advocate present if you wish.
- ❖ Full information about the service provided and any decision made which may affect your well-being.
- ❖ Access to your own personal files
- ❖ Access to the formal complaints procedure and representation by a relative or advocate if you wish.

## **CONFIDENTIALITY**

Under the equal opportunities policy and Data protection act, all service user information will be treated confidentially.

The Home's good practice requires that service user's information be shared, for example, with social services.

All staff receives training on confidentiality and good practice guidelines, to ensure the following:

- ❖ Written records and correspondence are kept securely when not in use.
- ❖ Information is not disclosed to unauthorized people.
- ❖ Information is shared as directed by the manager to those who have a right and/or on a need to know basis, for example a G.P.
- ❖ Staff will not discuss service delivery, circumstances or the condition of another service user with you.
- ❖ Staff cannot promise not to repeat information you discuss. They have a duty to relate any relevant information about you to the manager.
- ❖ Staff will record any changes in circumstances on your daily record sheets.
- ❖ We hold a file on each of our service users and you have the right to see and read this file.

## STAFFING

All staff receives an intensive induction training and specialist training in the areas such as Health and Safety, Personal Care, Minimal Handling, Food Hygiene, POVA, Medication, First Aid and Violence and Aggression.

There are 8 members of staff employed at the bungalow including a manager who is a Registered General Nurse. There are 4 senior carers with NVQ 2 or equivalent, one of whom is working towards NVQ 3 and 3 support workers, one who is working towards her NVQ 2. The manager is a qualified NVQ assessor and the company is an approved centre by City and Guilds for NVQ 2 and 3 in health and Social Care.

Staff is given regular training for the duties they perform, and they are encouraged to undertake further training to develop their skills and they have regular supervision.

## REGISTERED MANAGERS DETAILS

Name	Keri Megan Musa
Address	Sonael Bungalow Ebbw View Beaufort, Ebbw Vale Gwent. NP23 5NU
Telephone	01495 305004
Qualifications	MSc Reproduction and Health BSc Midwifery (Hons) Registered Midwife Registered General Nurse (Level 1) ET01 Introduction to teaching A1 (NVQ assessor award)

RESPONSIBLE INDIVIDUAL

Name            Dr B S Musa MD, FRCS.

Address        Sonael Bungalow  
                  Ebbw View  
                  Beaufort, Ebbw Vale  
                  Gwent. NP23 5NU

Telephone     07980224115

Qualifications    Medical Doctor  
                      FRCS

## **ACCOMMODATION**

Sonael Bungalow is a five bed roomed dormer bungalow situated in the village of Beaufort in the South Wales valleys, close to Abergavenny, 20 miles north of the M4 at Newport and 15 east of the Brecon National Park.

All four bedrooms available for service users are furnished and include central heating. Service users are encouraged to bring personal belongings even small items of furniture to personalize their room. Toilet and bathing facilities are available on both floors. The ground floor bathroom has a hoist to assist people with physical disabilities to use the bath.

There is a large living room with 32” TV, video, DVD and satellite reception. This lounge also has a computer, with internet access for use by the service users with assistance from staff if necessary. The conservatory is spacious and has lovely views across the valley.

Outside, accessed by ramp or steps there are two large sun terraces (one paved patio and one decking area). The advantage of two sun terraces, are it allows you privacy to entertain your family and friends, whilst the other sun terrace can be used by other residents.

*Sonael Care Homes Ltd. Est. 2003*  
*“small enough to care a little bit more”*

We also have a large garden which is currently being developed; we hope to have a lawn area, vegetable garden with green house where service users can help grow their own organic produce, and a sensory garden.





## LEISURE/ENTERTAINMENT

Service users are actively encouraged to take part in leisure activities and entertainment in the local community, such as Gateway, Phab, and Craft classes. Visits to the local theatre, and swimming are also arranged.

In house entertainment includes film evenings, karaoke bonfire parties, Easter bonnet parade, new year party, Halloween night, craft evening, cake making. Summer BBQ's.



Residents are also encouraged to use the computer to play games, improve their IT skills and surf the internet.

## RELATIVES/VISITORS

A positive attitude towards family and friends of service users reinforces the individuals self esteem. Therefore open unrestrictive visiting is encouraged as well as communication by letter, e-mail or telephone. A pay phone is available and staff will give assistance if required. Service users may entertain their guests either in the lounge or in the privacy of their own room. A news letter is published quarterly and sent out to families and friends.

The service users' rights to refuse visitors will be upheld by staff. The names of visitors that the service user does not want to visit will be recorded in their care plan. A visitor's book is provided and all visitors to the home will be asked to use a hand gel on arrival and departure, in order to reduce the spread of infections.

## THERAPUTIC NEEDS

On review of service users care plans, should the need for medical or alternative therapies arise, arrangements will be made by referral to the appropriate therapy via the community multi-disciplinary team.

## PRIVACY

All service users' have single bedrooms. Sonael offers assisted care. Service users and their relatives together with staff and Social Services formulate individual care plans according their needs. Sonael offers a unique programme of care for people with learning disabilities to fully develop their potential while respecting their individual right to privacy and dignity, thereby promoting their self worth and independence in relation to all aspects of daily living.

Confidentiality will be maintained both in and out of the home, according to the company's confidentiality policy. Service users will be referred to by the name of their choice.

All phone messages will be relayed to the relevant service user as soon as possible either by word or sign language.

## BEHAVIOUR MANAGEMENT

All incidents whether verbal or physical, no matter how small, will be reported immediately to the manager and the incident will be documented on an ABC chart and in their daily report.

No attempt will be made to tackle any physical aggression alone. Sonael operates a Lone worker Policy, and staffs carry a company mobile phone whilst out in the community with service users, which will be used to summon help. All staff has been trained in violence and aggression and has been taught the legal restraint maneuvers. A service user's care plan will include measures to take when confronted with physical outbursts.

## FIRE PRECATIONS/EMERGENCIES

All fire equipment at Sonael Care Homes Ltd is serviced annually by a fully registered company. Fire Lectures are held annually for all staff as part of the mandatory in house training. Fire drills are held quarterly.

In the event of a fire or other similar emergency the fire and emergency policy and procedure is to be adhered to. The fire/emergency service is to be called by dialing 999, giving the full name and address of the home, and stating the nature of the emergency. All staff and service users should assemble at the designated place of safety area as detailed in the fire policy. The supervisor on-call as highlighted by the duty rota should be contacted giving the exact details with regard to the emergency. The supervisor will give immediate instruction over the telephone, and will then attend the home to liase with staff, service users and the emergency services as appropriate. In the event of a fire it should only be tackled with the appropriate fire fighting equipment if it is safe to do so.

## COMPLAINTS PROCEDURE

If a service user or their relative or representative has any complaint or grievance related to their residency the issue must be relayed the Registered Manager (Mrs. K M Musa), who will acknowledge receipt of your complaint and will then meet any interested party including a family member, friend or advocate to discuss and resolve the matter confidentially. This process should take no longer than 10 days. If you are still not happy, your complaint will be passed to Dr B S Musa who is the Responsible Individual for the home. He will then hold an investigation to try to resolve the complaint to your satisfaction within 25 days.

If in exceptional circumstances the matter is not resolved internally, the service user or their representative can write to the Care Standards Inspectorate for Wales (see details below) giving details of their complaint and any action taken and with whom the matter has been discussed. Any serious complaint received by the Manager whether resolved internally or not the manager is duty bound to report it to CSSIW. A copy of the company's complaints procedure is available on request.

The CSSIW will then take action to investigate the complaint and an interview will be arranged with the manager, the service user and any other interested party relating to the complaint.

Following the investigation the CSSIW will write a letter stating the outcomes of and any action deemed necessary.

If the complaint has still not been dealt with to the satisfaction of the service user or his representative a report may be referred to the local ombudsman. (see address below).

CSSIW  
South East Wales Regional Office  
6<sup>th</sup> Floor  
Civic Centre  
Pontypool  
Gwent  
NP4 6YB

Commission for Local Administration  
21 Queen Ann’s Gate  
London  
SW1H 9BU

## SERVICE USERS

The age range of the care home is 35 yrs to 65 yrs. There are no preferences between male or female as all our rooms are single occupancy.

The range of care needs vary from low to high dependency.

## NURSING CARE

It is not the intention of Sonael Care Homes Limited to provide nursing care. Should any service user require short term nursing care, i.e. wound care, this would be undertaken by the community nursing care service arranged by the service user’s GP.

Long term immediate nursing care i.e. post CVA arrangements would be made by the GP for transfer to the local District General Hospital. On discharge a decision as to whether the service user could return to Sonael would be made by the multi disciplinary team.

Any prospective service user admission will be assessed both by the Manager of Sonael and Social Services, to ensure that the service user’s needs can be met. Sonael does not admit emergencies.

## CONSULTATION

The service user will always be considered as an individual with specific needs. At all times we will strive to seek the service users opinion and involvement, take note of, respect and act upon their requests. Service users and their relatives are encouraged to take part in quarterly meetings held with staff to discuss activities, complaints and the general running of the home. A service user will always be part of the interview panel for prospective employees.

## RELIGION

Sonael Care Homes Ltd is an independent home with an open mind in relation to culture and religion. Service users are encouraged to maintain any religious or cultural belief they may have. Transport will be arranged

For them to attend religious services or cultural centers. Guests are welcome to visit in relation to the Service user's beliefs. However, staff at Sonael will strive to ensure that there is no infringement on other service users.

## ***ORGINISATIONAL STRUCTURE***

### **REGISTERED MANAGER**

Mrs. K M MUSA

### **RESPONSIBLE INDIVIDUAL**

Dr B S Musa

### **SENIOR CARERS**

Ryan Williams    Julie Elmore

Jeanette Jenkins    Sandra Miller

### **SUPPORT STAFF**

Hilda Gough    Lucy Bull

Juliet Long

*Sonael Care Homes Ltd. Est. 2003*  
*“small enough to care a little bit more”*

**ASSOCIATE CONSULTANTS**

**SULLIVANS ACCOUNTANTS**  
Nick Mahoney

**LEGAL ADVISOR**  
Cerys Ashley

**SONAEL CARE HOMES LIMITED**



**STATEMENT OF PURPOSE**