

In Compliance with:  
**Health and Social Care Act 2008 (Regulated Activities) Regulations  
2014 Part 3  
Care Quality Commission (Registration) Regulations 2009  
Regulation 12 and Schedule 3**

# **Statement of Purpose**

**Name of Home  
Street  
Town  
County  
Postcode**

**Registered Manager:**

**Name of Manager**

Legal status of provider and name and address of company or parent organisation, if appropriate

**Date:** .....

This document has been produced by Bettal Quality Consultancy Ltd, Homestead, Tree Road, Brampton, CA8 1UA and must not be reproduced in any form without permission.

Issue No: 1 Rev: 1 Issue Date: ..... Approved by: .....

**REQUIREMENTS OF THE HEALTH AND SOCIAL CARE ACT 2008 (REGULATED ACTIVITIES) REGULATIONS, AND REGULATION 12 AND SCHEDULE 3 CARE QUALITY COMMISSION (REGISTRATION) REGULATIONS 2009**

The Care Home must provide each resident with a written “Statement of Purpose”.

It must:

- It must comply with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009 and include all the information stated in Schedule 3 of those Regulations.
- Clearly set out what it is that the Home aims to achieve and the values that underpin the objectives.
- Defines those people for whom the Home will provide care.
- State what facilities and services the Home is able to provide for residents.
- Confirm that the accommodation provided is suitably proportioned and fit for the use of the resident.
- Demonstrate that the management systems in use are suitable and effective in promoting quality care and takes into account the views, opinions and needs of the resident.

**N.B. Your Statement of Purpose must only include services that you provide for residents including facilities, activities and staffing levels that you are confident you can be provide. Your Statement of Purpose should reflect the MINIMUM STANDARDS that you will deliver. If you set out standards which are what you would normally hope to achieve then if the Care Quality Commission Inspector visits and you are not achieving those standards that day then you will be failing to do what you say you are going to do. This is particularly important when you set out the MINIMUM STAFFING levels that you can run your Home with.**

**You will be inspected against the contents of your Statement of Purpose and be required to demonstrate that you are following it.**

The Home must supply a copy of the Statement of Purpose to the Care Quality Commission and make copies available on request to each resident and their representative. The Home’s Statement of Purpose must be reviewed regularly as required by Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

You have to send a new copy to the Care Quality Commission every time you amend the Statement of Purpose. For example, if you decide to provide Intermediate Care or Rehabilitation Services you will have to modify your Statement of Purpose and forward a copy your Care Quality Commission Inspector within 28 days. The Care Quality Commission may then visit to

assess whether you have fulfilled the requirements of the Fundamental Standards and Key Lines of Enquiry in relation to your new service.

**Bettal Quality Consultancy** has produced this “good practice template” of what your Statement of Purpose might look like.

The template refers to a range of documents contained in the Cared 4 Quality Management System. You will need to refer to these when you complete your Statement of Purpose.

It is supplied in both paper and electronic formats so that you can personalise the document to your own requirements.

This template follows each requirement of Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

In this document we use the term *resident* in parallel with *service user*. We acknowledge the right of the person to choose.

# Contents

## Introduction

- 1. A Description of the Care Home and the Physical Environment**
- 2. Aims and objectives of the Home**
- 3. Our Policies for Quality and Evaluation**
  - 3.1 Our Quality Policy
  - 3.2 Evaluation and Monitoring
  - 3.3 Improvement Plan
- 4. Resident's Rights**
- 5. Facilities and Services**
  - 5.1 Meals
  - 5.2 Medical Care
  - 5.3 Optician and Dentist
  - 5.4 Physiotherapy
  - 5.5 Chiropody
  - 5.6 Hairdressing
  - 5.7 Personal Telephones
  - 5.8 Administration Support
  - 5.9 Benefits Advice
  - 5.10 Shopping
  - 5.11 Laundry
  - 5.12 Dry Cleaning
  - 5.13 Kitchen Facilities
- 6. Other Services**
  - 6.1 Resident's Property
  - 6.2 Gifts and Signing Legal Documents
  - 6.3 Arrangements for Pets
7. Name, address and legal status of the registered provider and Home manager
8. Qualifications and experience of Home manager and registered provider
9. Number, qualifications and experience of staff
10. Organisational structure of the Home

## Contents

11. Age range and sex of residents
12. Range of needs which are met
13. Nursing care provision
14. Admission criteria, including emergency admissions
15. Social activities, hobbies and leisure interests
16. Arrangements for resident consultation about the Home
17. Fire precautions and emergency procedures in the Home
18. Arrangements for residents to attend religious services
19. Arrangements for maintaining contact with relatives, friends and representatives
20. Arrangements for dealing with complaints
21. Arrangements for reviewing residents plans
22. Room sizes and numbers in the Home
23. Therapeutic techniques used in the Home and arrangements for their supervision
24. Arrangements for respecting privacy and dignity
25. Ensuring the Statement of Purpose continues to meet requirements
26. The Care Quality Commission

# STATEMENT OF PURPOSE

## Introduction

The contents of this Statement of Purpose have been produced to meet the requirements of Schedule 3 – Care Quality Commission (Registration) Regulations 2009. It sets out:

- The mission of the Home
- Aims and objectives of the Home
- The quality policy of the Home
- The range of needs intended to be met
- Accommodation
- Qualifications and experience of staff
- Required statutory information
- The rights of residents

**1.0 A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT**

*Include in this section:*

- The location - where the Home is situated.
- Nearby amenities.
- Available transport.
- Accommodation including number of bedrooms, lounges dining room, hairdressing room, conservatory, etc.
- Furniture and fittings and arrangements for personal property.
- Availability of aids and equipment.
- Maintenance and cleaning of accommodation arrangements.
- Heating and ventilation arrangements.
- Fire precautions.

**2.0 AIMS AND OBJECTIVES OF THE HOME**

*(To be amended to comply with the requirements of the Care Home)*

To provide personal and nursing care, including Registered Nurse Care as defined by Schedule 1 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010, to elderly people, of both sexes, over the age of 65. (State whether providing longer-term care, respite, rehabilitaion or intermediate care).

To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

**3.0 OUR POLICIES FOR QUALITY AND EVALUATION**

*(To be amended to comply with the requirements of the Care Home)*

**3.1 OUR QUALITY POLICY**

(NAME OF HOME) is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere.

**This will be achieved by:**

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs.

**This will be achieved by:**

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

**This will be achieved by:**

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement.

**This will be achieved by:**

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

Our Home will provide catering services which meet the expectations of residents.

**This will be achieved by:**

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced in the view of a qualified dietician.
- c. Menus which allow residents to change their food choices.

Our Home will ensure that residents are fully informed about all matters which might affect their well-being.

**This will be achieved by:**

- a. Residents' meetings.
- b. Keyworker support.
- c. Provision of notice boards or other displays which inform residents.

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

**This will be achieved by:**

- a. An Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live.

**This will be achieved by:**

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own front door key unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store their valuables.
- d. Ensuring that policies and procedures are in place to safeguard our residents from any form of abuse and these are maintained and audited on a regular basis for compliance and effectiveness.

Our Home will offer a range of social activities which meet the needs of the residents.

**This will be achieved by:**

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

### **3.2 EVALUATION AND MONITORING**

Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009 states:

- (1) The registered person must give the Commission a statement of purpose containing the information listed in Schedule 3.
- (2) The registered person must keep under review and, where appropriate, revise the statement of purpose.
- (3) The registered person must provide written details of any revision to the Statement of Purpose to the Commission within 28 days of any such revision.

#### **SCHEDULE 3: INFORMATION TO BE INCLUDED IN THE STATEMENT OF PURPOSE**

1. The aims and objectives of the service provider in carrying on the regulated activity.
2. The kinds of services provided for the purposes of the carrying on of the regulated activity and the range of service users' needs which those services are intended to meet.
3. The full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, electronic mail addresses.
4. The legal status of the service provider.
5. Details of the locations at which the services provided for the purposes of the regulated activity are carried on.

### **3.3 IMPROVEMENT PLAN**

- (1) If requested to do so by the Care Quality Commission, the registered person shall produce a plan (the Improvement Plan) setting out the methods by which, and the timetable to which, the registered person intends to improve the services provided in the care home.
- (2) The registered person shall provide a written copy of the Improvement Plan to the Commission within the agreed timescale.

- (3) A copy of the Plan shall be made available to service users and their representatives.
- (4) The improvement plan must meet the SMART principle: Specific, Measurable, Achievable, Relevant, Time bound.

#### **4.0 RESIDENT'S RIGHTS**

*(To be amended to comply with the values of the Care Home)*

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own room door.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

#### **5.0 FACILITIES AND SERVICES**

##### **5.1 Meals**

*Your statement may look something like the following:*

Your meals will be carefully prepared by our fully qualified catering staff, in consultation with a nutritionist; meals are as interesting and varied as possible. Residents are offered choices each day and special diets including kosher and vegetarian will be catered for.

Choices are available at all meal times. The day usually begins with an early morning cup of tea followed by full English or Continental breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and cakes, 2 course evening meal and night time drinks and supper snacks.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. Limited quantities of alcohol are offered at special occasions.

Residents have the choice of 3 meals at lunch and tea time. Whilst every effort is made to provide for individual residents preferences the Home does not provide an 'a la carte menu'.

**5.2 Medical Care - Qualified Nursing and Care Staff**

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. The Home's GP also calls weekly, or more frequently is required, although residents may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

**5.3 An Optician and Dentist** visit regularly although you are free to make appointments outside if you prefer.

**5.4 Physiotherapy** can be arranged as necessary.

**5.5 Chiropody** - A private chiropodist visits the Home weekly and is charged for separately.

**5.6 Hairdressing** can be provided, at an additional charge, in our fully equipped salon although you are free to go out to a hairdresser if you wish.

**5.7 Personal Telephones** - Our Home has a number of telephone lines entering the Home via a digital switchboard. The telephone and fax numbers are .....

Residents are able to avail themselves of a direct dial telephone in their room at a weekly charge of ..... plus metered calls.

Residents have access to a public pay phone in the reception. Incoming calls can be taken to the resident, subject to availability of the handset, on the Home's mobile phone. Residents having personal mobile phones are acceptable within the Home. Any resident wishing to have access to a direct dial phone in their rooms can have a connection to this facility at a small additional weekly charge.

**5.8 Administration Support** is available to the Home and residents who may require a letter to be typed can avail themselves of this service.

**5.9 Benefits Advice** can be provided via the Manager / Home's Administrator. Information can be obtained about Pension and Social Security Benefits.

**5.10 Shopping** - Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

**5.11 Laundry** is undertaken within the Home within the normal fees for service. The laundry equipment meets the 1998 Water Regulations.

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for residents to do their own laundry.

**5.12 Dry Cleaning** can be provided at cost plus a service charge and can be arranged through reception.

**5.13 Kitchen Facilities** are built to the standards laid down by the Environmental Health Department. The Kitchen is managed by the Catering Manager.

These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff.

After a risk assessment, which is reviewed regularly, residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

## **6.0 OTHER SERVICES**

### **6.1 Resident's Property**

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the Resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home's safe for safekeeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk. A more detailed position on valuables is outlined in the Service Users Guide.

### **6.2 Gifts and Signing Legal Documents**

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

### **6.3 Arrangements for Pets**

*Insert your policy on pets for your Home.*

**7.0 NAME AND ADDRESS OF THE REGISTERED PROVIDER AND HOME MANAGER**

*For most Homes the Registered Provider will be the same person.*

*This requirement has been met by including the required information on the front cover of the Statement of Purpose.*

**8.0 QUALIFICATIONS AND EXPERIENCE OF THE HOME MANAGER AND REGISTERED PROVIDER**

*For most “Owner Providers”, the Registered Provider will probably be the Home Manager as well. If this is the case, you need to document information relating to both the registered manager and registered provider. The “registered provider” information will be specific to the Home and will include much of the information shown below*

You need to include:

**Information regarding the registered Home manager**

- i. Relevant qualifications (RGN, RMN, BSc, CQSW etc.)
- ii. Relevant experience (Total number of years).
- iii. Range of residents previously worked with (EMI, Dementia etc.)
- iv. Length of time with each group or category.
- v. Positions held whilst working with these groups.
- vi. Other Qualifications (NVQ, D32, D33, D34, City and Guilds etc.)

In many cases, the “registered manager” will not be the “registered provider”, therefore you need to include:

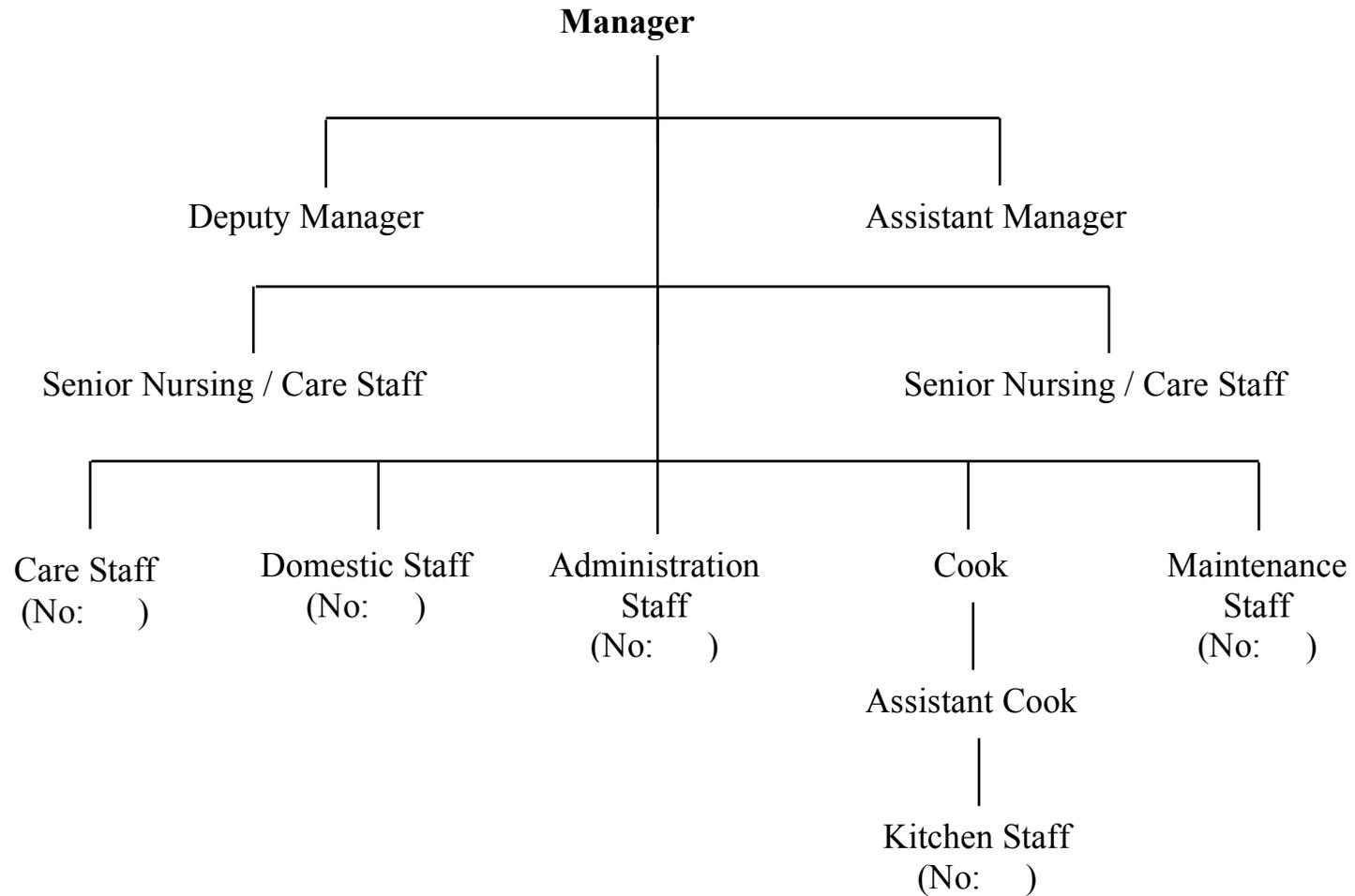
**Information relating to the registered provider**

- i. Name of the parent company (registered provider).
- ii. Address of the registered office.
- iii. Details about the relevant experience of the registered provider.
- iv. Details of where this Home “sits” within any corporate framework.
- v. Brief corporate, organisational or group history – a broad Company Structure diagram maybe helpful.
- vi. Information regarding the registered provider “Mission”, “Aims”, “Objectives”, “Values Statements”.



## 10.0 ORGANISATIONAL STRUCTURE OF THE HOME

*This should be amended in line with your organisational structure.*



Issue No: 1 Rev: 0 Issue Date: ..... Approved by: .....

### **11.0 AGE RANGE AND SEX OF RESIDENTS**

*You must specify in this section, the age-range and sex of the residents for whom you intend to provide accommodation.*

*The statement needs to be clear and simple. It may resemble the one below:*

Our Home provides long term care services for *(total number)* people aged over 60 years for both male and female clients. *(If you provide respite for 1 or 2 people or rehabilitation, post operative convalescence you must say so here)*. All accommodation is provided in single rooms, each of which is en – suite. Currently we provide accommodation for *(number)* female and *(number)* male residents. Their ages range from *(minimum age)* to *(maximum age)*.

### **12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET**

*Each Home is required to specify the range of needs that the Home is intended to meet. Each Home will have already been required to provide details of relevant numbers and categories of residents that it intends to provide services for as part of its application to register with the Care Quality Commission.*

*For this reason, we suggest that you use the format below as it fully reflects the information supplied and categories that you have been asked to register under.*

Our Home provides services in the following categories:

*(Delete those not applicable.)*

Care Home providing personal care

Care Home providing nursing

Care Home providing adult placement

Care Home not providing medicines or medical treatment

Our Home provides services to the following categories of resident:

*(Delete those not applicable)*

Dementia

Mental Disorder (excluding learning disability or dementia)

Learning Disability

Physical Disability

Past or present Drug Dependence

Past or present Alcohol Dependence

Terminally Ill

Sensory Impairment

Old Age (not falling within any of the categories above)

### **13.0 NURSING CARE PROVISION**

*You are required to state whether your Home is a Care Home which provides nursing care service as part of Schedule 3 of the Care Quality Commission (Registration) Regulations 2009. Nursing Care is defined in Schedule 1, Section 14 of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2010.*

### **14.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSIONS**

*Each Home must include its policies and procedures in relation to admission and emergency admissions.*

*Your statement may look similar to the one below:*

Our Home's admission criteria are set out in the Cared 4 Quality Management System Procedures:

SD-01 Admission Enquiries for Care Homes.

SD-02 Admission to the Home and associated forms.

## **15.0 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS**

*Each Home must include its policies and procedures in relation to social activities, hobbies and leisure interests provided for residents.*

*Your statement may look similar to the one below:*

Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process and at regular residents meetings. The Home employs an activity organiser. The range of activities available are set out below:

*(Please insert range of social activities, hobbies and leisure interests provided.)*

The following procedures also relate to how activities are organised in the Home. These are set out in the Cared 4 Quality Management System Procedures Manual:

MA-18 Gaming, Gambling and Lotteries

SD-11 Amenities Fund

SD-23 Terrestrial, Satellite and Cable Television

SD-24 Pets

PC-09 Interests and Activities

## **16.0 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME**

*Each Home must be able to demonstrate that it involves residents in meaningful discussion which has a positive impact on the running of the Home. Your statement to demonstrate this may look similar to the one below:*

Our Home is committed to ensuring that residents are fully consulted about matters which are significant in the running of the Home or about matters which might affect their well being or quality of life. We have a residents committee and the management and staff are available to listen to the views of residents.

The Cared 4 Quality Management System used in the Home includes policies and procedures which try to ensure that effective consultation takes place. These policies and procedures include:

SD-12 Residents' Committees

SD-16 Comments, Suggestions and Complaints

CI-03 Management Review of the Quality System

CI-04 Quality Review Group

CI-05 Internal Audits of the Quality System

CI-08 Satisfaction Surveys

QP-10 Resident's Charter of Rights

## **17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME**

*Most Homes will already have a fire policy and procedures to follow in the event of fire. These should be included here.*

*In addition, Homes need to provide associated emergency procedures. Your statement may look similar to this:*

Our Home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented following the annual Fire Officer's visit. However, whilst every attempt has been taken to minimise risk of fire there can be no guarantee of safety. The Home undertakes regular fire drills and reviews of procedures. The Home operates a separate FIRE PROCEDURE FILE which includes records of fire drills, alarm tests and records of staff training.

All staff are provided with information about the fire procedure at induction. All staff are required to attend annual up-date lectures on fire procedures and use of fire equipment.

Our Home has implemented the Cared 4 Quality Management System which requires the production of emergency policies, procedures and other such arrangements as may be required in situations which may arise. The relevant documents are listed below:

QP-03 Fire Policy  
SD-22 Emergency Planning  
MA-02 Accident and Incident Reporting  
SD-21 Missing Resident Procedure

## **18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES**

*Each Home must include its policies and procedures in relation to the arrangements for residents to practice their chosen religion.*

*Your statement may look like this:*

Our Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

Our Home operates the Cared 4 Quality Management System that contains the following relevant procedures:

MA-15 Confidentiality and Access to Records  
QP-10 Resident's Charter of Rights  
QP-06 Home Equal Opportunities Policy  
SD-03 Assessment and Care Planning  
PC-10 Religion

## **19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES**

*Each Home must include its policies and procedures in relation to the arrangements for residents to maintain contact with and receive visits from relatives, friends or their advocates and representatives.*

*Your Statement may look like the one below:*

Our Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested.

Our Home is looked upon as a resident's Home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time.

Normal visiting is encouraged between: ..... and: .....

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Health & Safety legislation and Fire Regulations.

Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in one of the dining rooms.

Visitors wishing to take residents off the premises should speak to the Senior Member of Staff or Senior Nurse on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on departure and return.

Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings etc.

The Cared 4 Quality Management System contains procedures which demonstrate this. These are shown below:

- SD-09 Advocacy
- SD-20 Visitors to the Home

## **20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

*Each Home must include its policies and procedures for dealing with complaints.*

*Your statement may look similar to the one below:*

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously.

If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

Our Home has implemented the Cared 4 Quality Management System which includes comprehensive arrangements for dealing with Comments, Suggestions and Complaints as detailed below:

- QP-01 Comments, Suggestions and Complaints Policy
- MA-15 Confidentiality and Access to Records
- SD-16 Comments, Suggestions and Complaints

**21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS' PLANS**

*Each Home must include its policies and procedures for assessing, for producing and the reviewing of Service Users Plans.*

*Your statement may look similar to the one below:*

Our Home operates a full service user planning and review system as contained in the Cared 4 Quality Management System Resident's Care Plan (Service User Plan) used in the Home. The procedures and documentation relevant to this process are shown below:

C4-079 Resident's Care Plan (Service User Plan)

SD-02 Admission to the Home

SD-03 Assessment and Care Planning (Service User Planning)

**22.0 ROOM SIZES AND NUMBERS IN THE HOME**

*Homes are required to provide information relating to room sizes and numbers. This information is also required to be supplied to the Care Quality Commission as part of the application for registration process.*

*If your Home has more rooms than those indicated, you can continue on another sheet or add extra rows electronically. The suggested format is shown overleaf:*

<b>Room Sizes and Numbers</b>		
<b>Room</b>	<b>Dimensions (Metres)</b>	<b>Floor area (Square metres)</b>
Bedroom No.....		
Bathroom		
Bathroom		
Bathroom		
Shower		
Shower		
WC		
WC		
WC		
Staff WC		
Kitchen		
Laundry		
Sluice		
Communal sitting room		
Communal sitting room		
Communal sitting room		
Dining room		
Dining room		
Activity room		
Visitors room / quiet room		
Guest room		
Doctors room / treatment room		
Office		
Office		
Staff room		
Staff room		
Manager's private accommodation		
Other:		

Issue No: 1 Rev: 0 Issue Date: ..... Approved by: .....

### 23.0 THERAPEUTIC TECHNIQUES USED IN THE HOME AND ARRANGEMENTS FOR THEIR SUPERVISION

*You should list the techniques and therapies used. A list of some therapies which might need to be considered is shown below. Each Home must document the arrangements for supervision.*

a	Aromatherapy	All essential oils to be kept in locked cupboards and used only by therapists who are qualified and registered with a recognised national organisation.
b	Reflexology	Practiced only by persons who are qualified and whose qualifications have been checked.
c	Crystal Therapy	Practiced only by persons who are qualified.
d	Relaxation Techniques	To be undertaken only by persons who have received appropriate training in such techniques and have been approved by the manager as “competent”.
e	Hydrotherapy	All equipment should be tested and certified as “Good working order” and any staff used should be appropriately trained as hydrotherapists and have certified professional recognition.
f	Massage	Only to be undertaken by qualified staff who should have appropriate professional recognition.
g	Hypnotherapy	Should only be undertaken by persons who have a Nationally recognised qualification in Hypnotherapy and should preferably hold membership of National Hypnotherapy Organisation.
h	Yoga	To be undertaken only by staff who are qualified to teach yoga.
i	Manipulation	Only undertaken by persons who are qualified to a recognised standard.
j	Progressive Mobility	Should be suitably qualified or appointed as competent.
k	Music and Mobility	To be undertaken by staff who have been authorised in writing by the manager.

*This list is not exhaustive.*

**24.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY**

*Each Home must indicate the arrangements that it has made to ensure that residents are treated with respect and dignity.*

*Your statement may be similar to the one below:*

All staff are instructed, as part of their induction, to respect residents and preserve their dignity at all times.

Arrangements for ensuring that our residents are treated with respect and dignity are clearly shown in all our policies, procedures and actions.

The Cared 4 Quality Management System which clearly demonstrates our commitment to privacy and dignity contains the following relevant procedures:

QP-10 Resident’s Charter of Rights

The Homes’ Quality Policy see Cared 4 Quality Manual Section No. 4 page 3-5.

**25.0 ENSURING THE STATEMENT OF PURPOSE CONTINUES TO MEET REQUIREMENTS**

We will continually keep our Statement of Purpose under review and make revisions where appropriate as required by section 12 (2) of the Care Quality Commission (Registration) Regulations 2009.

**26.0 THE CARE QUALITY COMMISSION**

This is a National body which regulates the conduct of Care Homes in England. There are a number of Regional Offices from which Commissioners carry out their duties.

Our Home is part of the .....Region and the Care Quality Commission Offices are located at:

.....  
.....  
.....  
.....

They can be contacted at the above address or by:

Telephone: .....

Fax: .....

E-Mail: .....