



# **DURNSFORD LODGE** **LIMITED RESIDENTIAL** **HOME**

## **STATEMENT** **OF** **PURPOSE**

Email: [care@durnsfordlodge.co.uk](mailto:care@durnsfordlodge.co.uk) Website [www.durnsfordlodge.co.uk](http://www.durnsfordlodge.co.uk)

Facebook: Durnsford-Lodge

Registered in England and Wales. - 09511149

Registered Office: 90 Somerset Place, Stoke, Plymouth PL3 4BG



## **INTRODUCTION**

**Durnsford Lodge Limited is registered to provide accommodation for people who require personal care for a mixture of 28 older people over the age of 57, who may also have dementia. The care for the residents is provided 24 hours a day 365 days a year. Nursing care is not provided at this home.**

**The registered provider is:**

**Durnsford Lodge Limited  
90 Somerset Place  
Stoke,  
Plymouth PL3 4BG  
Director: Mrs Susan Aston  
Telephone Number 01752 562872  
Email: [care@durnsfordlodge.co.uk](mailto:care@durnsfordlodge.co.uk)**

**The Manager is:**

**Miss Francesca Fletcher  
Durnsford Lodge Limited  
90 Somerset Place  
Stoke, Plymouth PL3 4BG  
Telephone Number 01752 562872  
Email: [francesca@durnsfordlodge.co.uk](mailto:francesca@durnsfordlodge.co.uk)**



**Francesca has recently taken over the role of Manager and is currently completing an ILMA Diploma Level 5 in management.**

**Durnsford Lodge Limited employs thirty staff which consists of a Care Manager, a Deputy Manager, a Duty Manager, three seniors and twenty one care staff, two cooks, a kitchen assistant, one domestic and a handyman. The majority of staff have NVQ's or are working towards gaining a Diploma in Health and Social Care or the Care Certificate.**

**All staff receive mandatory training with regular updates which enables them to carry out their role confidently and effectively. Staff are encouraged to work towards gaining qualifications in all aspects of care to help them provide a good quality care to all service users.**

**We combine the highest standards of care with the best principles of active rehabilitation, working with individuals and family members to achieve quality of life. We provide personal care but not nursing care, we have a full range of equipment to aid those who have mobility problems.**



## **Aims and objectives**

**Our aim is to care for the emotional and physical needs of each resident and at the same time promote independence and enhance their quality of life, whilst preserving dignity and choice.**

**Durnsford Lodge employs 30 members of staff most of which have worked at Durnsford for several years. Each staff member has been carefully selected for their experience in care and general aptitude.**

**Mrs Aston and the Registered Manager have good relationships with the staff and are able to keep a good working atmosphere within the home. All new staff are instructed in all of the procedures employed at the home and encouraged to attend courses to improve their further education in the care sector. Most of our staff hold Diplomas in Health and Social Care, or are currently working towards gaining the Care Certificate.**



## **What we provide**

**Residents are able to continue to use their usual doctor when they move to Durnsford Lodge if their doctor is in agreement. We also have visiting health care teams and services which include district nurses, a podiatrist, a dentist and an optician who also will complete hearing tests. Appointments can be made for each resident when required. Residents can choose to use their own podiatrist, optician and any other service that they may require.**

**A hairdresser visits every Monday morning however other appointments can be made when needed. The optician visits are every 6 months or when needed and the Chiropodist comes every 4 weeks**

**Durnsford Lodge keeps a very busy social calendar we provide a wide range of events to suit all individuals such as shopping trips, cream teas, summer fetes, garden parties, BBQs, and coach trips. We also arrange internal daily activities and a variety of outside entertainers come into the home.**





**Excellent home cooked meals are prepared using local produce our menus offer plenty of choice and have been designed to provide a well balance and nutritional diet. Special diets are also catered for such as (vegetarian, diabetic, and gluten free) all residents have the choice as to where they would like to take their meals; these are the dining room, bedroom, lounge or even the patio area weather permitting.**

**Our aim is to provide a comprehensive range of high quality services to our service users 24 hours a day and to ensure that their individual needs are identified and met in the most appropriate way, by staff that are motivated, trained and qualified in their work.**



## **Durnsford Lodge Residents' Charter**

- **Be given the opportunity to enhance their quality of life.**
- **Be encouraged to maintain their independence.**
- **Have their privacy & dignity respected.**
- **Be allowed to make choices about their own lifestyles.**
- **Receive medical/nursing care in private.**
- **Not to be discriminated against on grounds of race, colour, sex or disability.**
- **Be cared for by adequate & appropriately trained staff.**
- **Have the right to consult their own solicitor.**
- **Be provided with nourishing, appetising food.**
- **Have the right to complain & be made aware of the complaints procedure.**
- **Have the right to expect management & staff to accept the degree of risk that is involved in these basis rights and not to have their personal freedom unnecessarily or unreasonably restricted for fear of such risk.**



## **Independence**

**Residents at Durnsford Lodge have all the rights of any other citizen:-**

**All residents and their advocates can ask to see copies of the following:-**

- 1.The contract of residence.**
  - 2.The aims & objectives of the establishment.**
  - 3.The policy on access to information.**
  - 4.The complaints procedure.**
  - 5.The latest local authority inspection report on the establishment.**
- All residents will be entered on the electoral register if requested.**
  - Transport & escort will be arranged for those residents wishing to vote in the general/local elections.**
  - Individual residents will be able to follow their chosen religion where requested.**





## **Residents Complaints procedure**

**Should any problems arise where a resident felt the need to complain, he/she should firstly consult with the person concerned or speak to Sue Aston or Michelle Hardy, Francesca Fletcher or Carole Scott who will try to resolve the problem. If the resident is still not happy with the outcome they should refer to their residents guide. All complaints will be dealt with discreetly, effectively and responded to within a maximum of 28 days. If a satisfactory solution still isn't found then the matter should be taken up with the Local Registration Officer.**

**The Local Registration Officer can be contacted:  
CQC,  
South West Region  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
03000 616161**



## **Emergency Situations**

**Staff are instructed about fire prevention and fire drills are practiced regularly. Our procedure in the event of a fire at the home is as follows:-**

**Sound the alarm by breaking the glass at nearest call point.**

**Telephone the fire brigade 999.**

**Evacuate all residents to the nearest place of safety next to exit door. Other fire exits are located and signed throughout the building.**

**All external fire doors will open automatically once the alarm is activated and all internal fire doors will close automatically once alarm is activated.**

**Regular fire hazard checks are completed and fire officers are asked update staffs knowledge and demonstrate new fire control equipment to all staff.**

**In the case of any accidents at the home, injuries are first assessed and if necessary basic first aid given from the trained first aider. The individual will then either be taken or sent to casualty or referred to their GP.**

**All accident are recorded and reported to CQC**



## **Rooms and Facilities**

**Durnsford Lodge provides 20 single bedrooms and 4 double rooms. There are 4 single en suite bedrooms, 2 double en suite rooms, 16 single room and 2 double rooms. All our rooms are individually decorated and tastefully furnished, residents are encouraged to bring in small items of personal furniture and belongings to personalise their rooms to help them feel at home.**

**When a room is due to be decorated or about to have a new owner they will be consulted and encouraged to participate in the choosing of the colours etc for their room.**

**There are two lounge areas and a reception area where our residents can mix and relax, these areas are south facing and overlook the front garden which is full of shrubs and colourful plants.**

**Facilities also include a bathroom with hoist and a spacious sit down shower room.**

**Residents can enjoy their meals in the dining room which comfortably seats 24 residents or if they prefer they can take their meals in other areas of the home.**



## **Privacy and Dignity**

**Resident`s privacy is paramount at Durnsford Lodge and to this end we ensure personal privacy by:-**

- **All residents will have free access to private bathing and toilet facilities.**
- **Wherever possible appropriate aids and adaptations will be made available to enable individuals to undertake their own personal care needs.**
- **All members of staff will obtain permission from the resident before entering their bedroom.**
- **Residents will be free to take their meals in their own rooms if they wish.**
- **Staff helping with resident`s personal care will demonstrate understanding and respect for privacy by ensuring that:-**
  - 1.Toilet/bathroom/bedroom doors are not left open whilst personal care tasks are being undertaken.**
  - 2. The routines of the staff and establishment are never allowed to over-ride an individual residents right to privacy.**