

Statement of purpose

Health and Social Care Act 2008

Oulton Abbey Nursing and Residential Care Home

Kibblestone Road, Oulton, Stone,
Staffordshire, ST15 8UK

Telephone 01785 814 192

Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status

Full name ¹	Oulton Abbey Nursing and Care Home					
CQC provider ID	1-101665945					
Legal status ¹	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

2. Provider's address, including for service of notices and other documents

Business address ²	Kibblestone Road Oulton
Town/city	Stone
County	Staffordshire
Post code	ST15 8UW
Business telephone	01785 814192
Electronic mail (email) ³	reception@oultonabbeycarehome.org manager@oultonabbeycarehome.org

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do NOT wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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Part 2 Aims and objectives

Hospitality is central to the Benedictine tradition and that tradition and duty of welcoming guests is at the heart of our mission to provide a friendly, welcoming, and efficient care service to all who come to live and work at Oulton Abbey Care Home. Although we have a Catholic background all faiths are welcome and accommodated.

Our aim is to ensure that every person who lives at Oulton Abbey Care Home feels that they are the most important person in our home.

We aim to provide quality, personalised residential and nursing care, to create a homely environment that respects people's independence, protects their status and enables them to achieve as full a life as possible. We aim to provide a secure, relaxed environment where care, well-being and comfort are of prime importance.

We aim to preserve and maintain the dignity, individuality, and privacy of all individuals in a warm and caring atmosphere. Our care team is sensitive to people's changing physical needs, mental wellbeing, cultural, psychological, spiritual, emotional, and social needs. People are encouraged to participate in the development of their own care plans with their family and friends to ensure that we can provide a holistic approach to care.

Our staff team is committed to meeting our aims and objectives:

- To deliver a service of the highest quality to improve and sustain overall quality of life.
- To ensure our service and care are flexible, attentive and non-discriminatory, respecting people's right to independence, privacy, dignity, fulfilment, and to make informed choices.
- To ensure that people's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To manage the home safely, efficiently, and effectively, to make best use of resources and to maximise value for money.
- To involve people we support and the care team in provision, management and development of our services, which are monitored regularly as part of our quality assurance framework to ensure that we are acting in the best interests of people we support.
- To ensure all individuals have access to our complaints procedure and they know how to make a complaint or provide any compliments and comments about their care.

Values and principles of care

At Oulton Abbey Care Home, we believe that our services should be based on sound values and principles and an understanding of the fundamental and individual needs of individuals.

Our service values are as follows:

Privacy

The right of individuals to be undisturbed and free from intrusion or public attention into their affairs. This is embedded in our care planning and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

Confidentiality

Confidentiality is, wherever possible, maintained. On occasion, it is necessary, in the best interests of people we support to share personal information with either other professionals or organisations. Where possible, individuals are consulted, and their views included.

Dignity

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

Communication

Individuals have the right to be listened to, involved and fully informed on all aspects of their care. Communication is appropriate to abilities and experiences of each person and tailored as required.

Independence

People are supported to maintain their independence; we aim to maximise every individual capacity for self-care and mobility where possible.

Risk taking

All individuals are encouraged to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. We will support people in their decisions to take reasonable risks.

Fulfilment

Every individual, whatever their circumstances, has the right to have personal aspirations. Within the boundaries set by legislation and professional social work ethics, people are encouraged to achieve their personal goals.

Rights

The rights of citizenship are safeguarded for all, we aim to support people to pursue life, liberty, and happiness.

Responsibilities

People are expected to accept appropriate responsibilities, considering their abilities and circumstances. These may include having due regard for others, for property or for participation in care plans.

Choice

Our service is designed to be accessible, flexible and person centred, promoting ordinary lifestyles, based on individual choice, which is promoted, within the limits imposed by service constraints.

Carer support

We value the contribution of carer and family support for the wellbeing of people we care for and we encourage families to be involved in visiting and supporting their loved ones. This is included when we agree care plans.

Statement of intent of good practice

Our ambition is to reflect and promote values that focus on the individual resident as being at the centre of care service planning and care service delivery. To achieve this, we draw on fundamental core values that form the basis for considering the provision of a person-centred service:

- Autonomy and independence of personal decision-making, including the assumption of risks and responsibilities associated with citizenship.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

Service provision

At Oulton Abbey Care Home we ensure that we can meet the needs of people before they come to live with us. We agree their care needs before a service is offered to ensure that we can meet a person's needs safely and effectively. Our care teams are trained to meet the needs of our client group and the team is supported to provide excellent care and support ensuring that they work to the values and ethos listed previously

Care planning

A care plan is produced in consultation with each resident, their family and any authorised persons and includes information about the person's care needs, wishes, preferences and goals.

All of the following tasks are provided to support people with personal care:

- Dressing and undressing
- Bathing, washing, shaving and oral hygiene
- Toilet and continence requirements
- Medication requirements and other health related activities
- Manual handling and support mobilising
- Eating and meals
- Catheter care – changing bags, monitoring output and emptying bags
- Medication
- Assistance with Ileostomy and Colostomy care

Care staff do not undertake such tasks listed below, that would be provided by our skilled nursing team and would include the following:

- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections – involving assembling syringes, administering intravenously, controlled drugs
- Oxygen therapy
- Tracheotomy care – changing tubes
- Skin prick tests for diabetics
- Any invasive procedures

Quality assurance

We are committed to ensuring that we continue to meet people's needs. We complete regular audits on all aspects of the care and service that we deliver as part of a rolling programme of improvement and development. We review our findings and use them to improve the care that we deliver. We share our findings with our staff team and the people we support.

Quality Assurance starts with recruitment of the care team following good practice guidelines and we complete monitoring and observations of performance. All staff are trained in line with Skills for Care Common Induction standards and competency is assessed by an experienced member of staff. All new carers complete the Care Certificate and staff are offered the opportunity to complete NVQ in health and social care at various levels, depending on their role.

Part of assessing our performance includes feedback from people we support, via satisfaction surveys from residents and their family representatives to obtain views and opinions. This helps us to review and improve the care and support we offer. We meet with our staff teams regularly to obtain their views and how we can make any improvements.

Complaints, Concerns, Comments & Compliments

Information gathered helps us to review our care service, look for trends and themes and ensure that we can make improvements to our care provision. There is a formal process to manage complaints in line with our complaints procedure which is accessible. Complaints are welcomed as they help us to improve, we ensure all complaints are treated respectfully and investigated. We always provide feedback to the complainant when a complaint has been investigated and resolved.

Part 3 Location and people who use the service; service types; regulated activities

The information below is for location no.:	1	of a total of:	1	locations
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Name of location	Oulton Abbey Care Home
Address	Kibblestone Road Oulton Stone
Postcode	ST15 8UW
Telephone	01785 814192
Email	reception@oultonabbeycarehome.org manager@oultonabbeycarehome.org

Description of the location

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

- Oulton Abbey Care home is a purpose-built building and was built and opened in 2017. The current building is on the site of the former care home and convent. The site dates to 1853 and was originally a home for a community of Benedictine nuns. The care home can accommodate 49 residents over the age of 55 years.
- Oulton Abbey is situated in the picturesque, rural setting of Oulton, close to the market town of Stone in Staffordshire. The care home sits in extensive grounds, surrounded by farmland, the convent, and the Grade 2 star listed Abbey church. Residents and the local community access the church where mass is celebrated weekly, for special occasions and funerals by the resident chaplain. Residents can access the town of Stone and are supported to take trips to town, for shopping, for a coffee, a trip to the pub or other events in the town
- The care home is fully accessible for people who use our services with suitable communal spaces such as lounges, dining rooms, a small chapel/ prayer room. There is a courtyard garden that is accessible on the ground floor and many bedrooms on both floors overlook the gardens.
- The home provides a residential unit and a nursing unit which can meet a variety of needs of older people from general support needs, physical care, end of life support to nursing care needs. We can support people with early onset dementia in our residential unit.
- The residential unit is staffed by care staff and senior care staff. The nursing unit is managed by nurses who are supported by nursing assistants and a care team. Both teams are supported by a matron and deputy matron. All staff are trained and skilled to support people safely and in a caring manner.
- A team of activities co-ordinators supports people to access community. They also organise community events in the home along with one-to-one sessions and visits, depending on people's needs and wishes.
- All residents have their own bedroom with ensuite facilities, which includes shower, toilet and handbasin. Communal bathrooms in each unit offer assisted bathing for people to access as they choose.
- There are sufficient office spaces, medication rooms, kitchen, laundry and storage facilities to support the efficient running of the home. The building is accessible for all, with three functioning elevators and stairwells.

No of approved places / overnight beds (not NHS)

49

CQC service user bands				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+		<input checked="" type="checkbox"/>
Mental health	<input checked="" type="checkbox"/>	Sensory impairment		<input checked="" type="checkbox"/>
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act		<input type="checkbox"/>
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol		<input type="checkbox"/>
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder		<input type="checkbox"/>
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18
				<input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)		<input type="checkbox"/>

The CQC service type(s) provided at this location	
Care home service without nursing (CHS)	<input checked="" type="checkbox"/>
Care home service with nursing (CHN)	<input checked="" type="checkbox"/>

Regulated activities carried on at this location	
Accommodation for persons who require nursing or personal care	<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Louise Jones	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Louise Jones	

Part 4

Registered manager details, including address for service of notices and other documents
The manager manages the regulated activities ticked at point 4 (below) at the location listed at 3 (below)

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Louise Jones
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2. Manager's contact details	
Business address	Oulton Abbey Care Home Kibblestone Road Oulton
Town/city	Stone
County	Staffordshire
Post code	ST15 8UW
Business telephone	01785 814192
Manager's email address¹	
manager@oultonabbeycarehome.org	

3. Locations managed by the registered manager at 1 above	
(Please see part 3 of this statement of purpose for full details of the location(s))	
Name(s) of location(s) (list)	Percentage of time spent at this location
Oulton Abbey Care Home	100%

4. Regulated activity(ies) managed by this manager	
Accommodation for persons who require nursing or personal care	<input checked="" type="checkbox"/>
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>