

Statement of purpose

Health and Social Care Act 2008

Hazeldene House

- Personal Care
- Treatment of disease, disorder or injury
- Nursing Home

Please read the guidance document *Statement of purpose: Guidance for providers* and also the notes at end of this template before completing it.

Statement of purpose

Health and Social Care Act 2008

Version	006	Date of review	11 th July 2017
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Service provider

Full name, business address, telephone number and email address of the registered provider:

Name	Hazeldene House
Address line 1	Romford Road
Address line 2	Pembury
Town/city	Tunbridge Wells
County	Kent
Post code	TN2 4AY
Email	manager@hazeldenehouse.com
Main telephone	01892 823018

ID numbers

Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:

Service provider ID	1-101694259
Registered manager ID	1-151355317

Aims and objectives

What do you wish to achieve by providing regulated activities?

How will your service help the people who use your services?

Please use the numbered bullet points:

1. Hazeldene House aims to provide whole person care by addressing its residents' physical, emotional and spiritual needs and by promoting the importance of healthy relationships between God, themselves and others. We place the rights of residents at the forefront of our philosophy of care. We aim to provide a happy, secure environment and congenial surroundings for every resident. We aim to ensure that each person is recognised as an individual and care and attention is provided to meet each specific physical and emotional need.
2. It is our objective that those residents who live at Hazeldene House should do so with dignity, have the respect of those who support them and be entitled to live a full and active life, given the fundamental right to self-determination and individuality and to achieve their full potential. This is best achieved by sensitive recognition and nurturing of that potential in each individual and understanding that this may change with time. In order to ensure that this happens; each resident's care will be planned individually.
3. The care is not be institutionalized by the requirements of the staff. All human and basic rights are to be accorded to all residents in our care without discrimination.
4. Residents are encouraged to bring their own individuality to share with others and to pursue their own interests and relationships. Hobbies and leisure interests are encouraged and facilitated. Programmes of activities will be provided to encourage mental alertness, self-esteem, and social interaction with other residents.
5. In terms of risk assessment, those residents who are judged competent to judge risks themselves are free to make their own decisions as long as they do not threaten the safety of themselves or others.
6. Staff are to respect personal rights and privacy, and are to responsive to individual needs. In support of our whole person care ethos, emotional and spiritual support is considered vital to the general well being of each resident.
7. The staff are to be sensitive to the residents' ever-changing needs which may be medical / therapeutic (for physical and mental welfare), psychological, spiritual, emotional or social.
8. The service has been established with a quality-orientated approach to the business and a high degree of quality awareness is developed through all levels of staff training and management. The aim of these measures is to continually improve the quality of the service offered to our clients.

9. Within Hazeldene House, we have adopted "Relationship Centred Care" as our principal approach to care provision. We seek to integrate this into all aspects of our operations, with the aim of building stronger relationships between people who will use our services, staff, relatives, friends, etc. The objective being to ensure that the needs and how these are to be met will be clearly defined and the views and experiences are listened to and influence the way the service operates.

The concept of Relationship Centred Care takes the well established concept of Person Centred Care one step further with the recognition that to enable people who will use our services to be happy and fulfilled, we need to understand their past and present relationships with others. It is not just their relationships with staff that are important but also their relationships with family members and other care professionals.

In short, Relationship Centred Care reflects the importance of interactions among people and recognises that these provide the foundation of any therapeutic care activity.

Legal status

Tick the relevant box and provide the information requested for the type of provider you are:

Use

Individual

Partnership

List the names of all partners

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Limited liability partnership registered as an organisation

Incorporated organisation	<input checked="" type="checkbox"/>
Company number	07516020
Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:
Group structure (if applicable)	<p>Hazeldene House Limited is a 100% owned subsidiary of Graham Care Group Limited, which also owns six other homes</p> <ol style="list-style-type: none"> 1. Rodwell House, Addlestone, Surrey, KT15 1HH 2. Cornford House, Pembury, Kent, TN2 4QS 3. Hailsham House, Hailsham, East Sussex, BN27 4EW 4. Kettlewell House, Woking, Surrey, GU21 4HX 5. Hawkinge House, Hurricane Way, Hawkinge, Folkestone, Kent, CT18 7SS 6. Woodchurch House, Brook Street, Woodchurch, Ashford, Kent, TN26 3SN 7. Harpwood Care Home, Seven Mile Lane, Sevenoaks, Kent, TN15 7RY

Please repeat the following table for each of your regulated activities¹

Regulated activity 1 <i>As shown on your certificate of registration</i>	Personal Care
Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i>	<p>We provide personal care as a domiciliary care service exclusively to the tenants of our care suites. Staff are available on-site 24 hours per day to provide personal care as required.</p> <p>The tenants are free to use other CQC registered domiciliary care providers if they wish, although our service is the only one with an on-site presence at all times. They are also free to chose whether they buy their food in-house, cook themselves in their suites (cooking facilities</p>

	are available in the suites if required) or buy it in from another provider.
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Regulated activity 2 <i>As shown on your certificate of registration</i>	Accommodation for persons who require nursing or personal care
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Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i>	<p>Hazeldene House provides accommodation together with personal and nursing care for people with physical frailty and/or dementia. These people's care is provided under a nursing home agreement where the care and accommodation is purchased together as one package.</p> <p>Our assessment process recognizes the importance of prospective residents being socially compatible with others and that we can effectively meet their assessed needs.</p> <p>In line with the Mental Capacity Act deprivation of liberty safeguards, we seek to ensure that all our nursing home residents and advocates are confident that:</p> <ul style="list-style-type: none"> • Our staff are aware of our duties and responsibilities under the deprivation of liberty safeguards. • The residents' human rights are respected and their liberty is only deprived when: <ul style="list-style-type: none"> ○ It is in their best interests, and ○ There are no other less restrictive ways of keeping them safe and well and giving them the care and/or treatment they need. <p>In pursuit of the best possible care outcomes, we:</p> <ul style="list-style-type: none"> • Produce with each resident and their representative, regularly update, and thoroughly implement a resident plan of care, based on as initial and then continuing assessment. • Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
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	<ul style="list-style-type: none"> • Establish and carry out careful procedures for the administration of residents' medicines. • Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care. • Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.
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<p>Regulated activity 3 <i>As shown on your certificate of registration</i></p>	Treatment of disease, disorder or injury
<p>Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i></p>	<p>We offer a treatment service related to disease, disorder or injury that is provided by our team of qualified nurses in conjunction with a multi-disciplinary team, i.e. GPs, Consultants and Specialist Nurses. We do not provide psychiatric treatment or therapies.</p> <p>The service is primarily for ongoing treatment of long-term conditions and those in need of palliative or end of life care.</p> <p>Where appropriate, care staff who are trained and considered competent can carry out certain minor treatments under our nursing team.</p> <p>The treatments we provide includes:</p> <ul style="list-style-type: none"> • The ongoing assessment of a service user's mental or physical state. • Nursing, personal and palliative care. • The giving of vaccinations and immunizations.

Locations <i>As listed on your certificate of registration. Please repeat the section below for each location for this regulated activity</i>	
Location 1:	
CQC Location ID	1-156868778
Name of location	Hazeldene House
Address line 1	Romford Road
Address line 2	Pembury
Address line 3	Tunbridge Wells
Address line 4	Kent
Address line 5	TN2 4AY
Brief description of location²	<p>Hazeldene House is a new purpose built home on the edge of the village of Pembury, completed in November 2013.</p> <p>It consists of 80 care suites on the lower ground, ground and first floors of Hazeldene House. Each care suite consists of:</p> <ul style="list-style-type: none"> ○ Its “own front door” with a letterbox ○ A lounge area ○ Dining space ○ A kitchen unit ○ A bedroom area ○ An en-suite shower/toilet room <p>The building is designed so that the suites can be configured into studio, one bedroom or two bedroom units. There is a secure entrance to the building and there are communal lounges and assisted bathrooms.</p> <p>Residents who meet the eligibility criteria can access government funding such as Housing Benefit for their rent, Direct Payments from Social Services for their care, etc. This makes the scheme widely accessible by local people.</p>

No of approved places/beds (not NHS)³	Up to 75 residents can occupy the accommodation with a nursing home agreement (in which the care and accommodation are purchased together).
Name and contact details of registered manager(s) (if applicable)⁴ <i>Full name, business address, telephone number and email address of each registered manager.</i> <i>For each registered manager, state which regulated activities and locations(s) they manage.</i> <i>Copy and paste the sub-section if they are more than two registered managers</i>	Registered manager 1
	Full name: Kerry Fell
	Proportion of working time spent at each location (for job share posts only): Full time at Hazeldene House
	Contact details:
	Business address: Hazeldene House, Romford Road, Pembury, Tunbridge Wells, Kent, TN2 4AY
	Telephone: 01892 823018 Email: kerry@hazeldenehouse.com
	Locations: Hazeldene House
	Regulated activities:
	1. Personal Care
	2. Accommodation for persons who require nursing or personal care.
	3. Treatment of disease, disorder or injury
	Registered manager 2:
	Full name:
Proportion of time spent at each location:	
Contact details:	
Business address:	
Telephone:	
Email:	

	Locations:	
	Regulated activities:	
	1.	
	2.	
	3.	
4.		
Service user band(s) at this location⁵ Use <input checked="" type="checkbox"/>	Learning disabilities or autistic spectrum disorder	<input type="checkbox"/>
	Older people	<input checked="" type="checkbox"/>
	Younger adults	<input checked="" type="checkbox"/>
	Children 0-3 years	<input type="checkbox"/>
	Children 4-12 years	<input type="checkbox"/>
	Children 13-18 years	<input type="checkbox"/>
	Mental health	<input checked="" type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input type="checkbox"/>
	Dementia	<input checked="" type="checkbox"/>
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	<input type="checkbox"/>
	People with an eating disorder	<input type="checkbox"/>
	Whole population	<input type="checkbox"/>
None of the above Please give details:	<input type="checkbox"/>	

Notes:

1. Regulated activity – If you use a combined statement of purpose, repeat the information for each of the regulated activities for which you are registered. You can do this by copying and pasting the whole regulated activity table.

2. Locations – For each location registered for a particular regulated activity (including your headquarters), please provide a brief description, including whether the services at that location are specifically adapted or suitable for people with particular needs or where you can meet requirements for special facilities or staffing. You can do this by copying and pasting the relevant lines for each location. You may also give details around 'listed buildings', shared occupancy, and special facilities (for example hydrotherapy pools).

3. Overnight beds – If the location provides overnight beds, please state the number.

4. Registered manager(s) – Where the regulated activity is managed by a registered manager(s), please enter his or her full name, contact address (if different from the location address), telephone number and email address. Please state how much time is spent managing the regulated activities where more than one manager is in post for each location. This may be in days or hours. Where the regulated activity has no separate manager but is managed directly by the provider, leave the box empty.

5. Service user band(s) – Tick all the boxes that describe the service user needs or groups of people who use your service.