



CORRIN MEMORIAL HOME

Statement of Purpose

August 2019

Review Jan 2021

INTRODUCTION

This Statement of Purpose has been produced in accordance with the requirements of Registrations and Inspections Unit, Isle of Man. Corrin Memorial Home is a registered Isle of Man Charity.

NAME OF THE CARE PROVIDER

Corrin Memorial Home

The Responsible Individuals

The Corrin Memorial Home is run by a Board of Governors, named below:

Mr A Jones – Governor – Chair of Governors Aug 2019-

Mrs L Connolly – Trustee, Governor and Vice Chair of Governors

Mr G Kneen – Trustee and Governor

Ms H Hannan – Governor

Mr A Jones – Governor

Mr A Quirk – Governor

Mrs A Ardern – Governor

There are also 3 Trustees who oversee the legal aspect of the Corrin Home and Estates

Mr G Bell

Mr G Kneen

Mrs L Connolly

Charity numbers and contact

Corrin Memorial Home, Registered Charity 110A

Corrin Memorial Home Comforts, Registered Charity 110B

Secretary and Contact for Charity – Mrs Lisa Sims, 21 Mountain View, Ballaugh. IM7 5ER

The contact address for Corrin Memorial Home is:

Corrin Memorial Home
Derby Road
Peel
Isle of Man
IM5 1HR

Telephone number: 01624 842587

Email: Corrinhome@manx.net

Company Registration Number: 04640348

The Registered Manager

Registered Manager of the Corrin Home is Mrs Lesley Dutchburn BSc (Hons) in Health Studies

The Responsible Person

The Responsible Person for the Corrin Home is Mrs A Davison

The Home Administrator

Home Administrator is Mrs Lisa Sims Assoc CIPD

The Staff working within the Home

The Number, Qualifications and Experience of Staff

Residents and their families can be assured that they are supported at all times by suitably qualified and experienced staff.

We have purposefully not established a fixed staffing notice for our home as we believe that residents care needs are a fluctuating situation and minimum staffing today may not suit their needs tomorrow. We therefore offer reassurances that we will maintain the staffing level which is recognised and in addition to this, delivered at the most appropriate level and to the highest standards at all times.

We appreciate that the delivery of high standards of care and support to our residents is dependent on not only good recruitment procedures but the ongoing support and training of staff.

During Induction and shadowing, staff receive ongoing mandatory training. As a charity the Home supports its staff to compete current QCF levels in Health and Social Care.

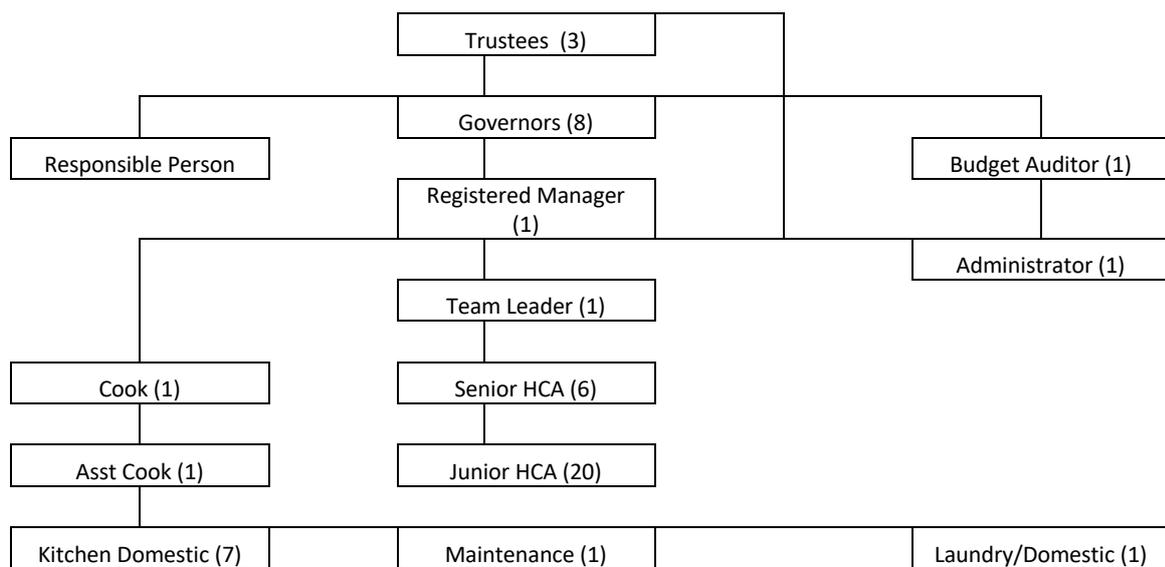
With a team of experienced staff, QCF qualified Team Leaders, Senior Care staff and Health Care assistants and a variety of experienced support staff, we ensure the provision of an appropriate care programme, which is resident focussed and individualised, in a supportive and non-restrictive environment.

The Team Leader and Senior HCAs oversee the running of the shifts and support junior staff members on a day to day basis.

The Home employs a dedicated team of night staff, who exist for the benefit of the residents during the twilight and night time hours.

How is Corrin Memorial Home Organised?

The organisation chart below illustrates the lines of accountability between the Registered Persons, who have overall responsibility for the provision of services at Corrin Memorial Home, in accordance with Regulation of Care Act 2013 and the staff of the Home who discharge that care on a daily basis.



Our Staff Ratios are as follows:

Title	Qualifications	Number of Staff	Responsibility
Responsible Person		1	Overseeing the Manager and responsible for compliance under Regulation of Care Act 2013 and The Adult Care Home Minimum Standards 2017.
Registered Care Manager	BSc Hons in Health Studies	1	Managing the Home and staff, responsible for compliance under the Regulation of Care Act 2013 and the Minimum Standards 2017.
Budget/Auditor		1	Overseeing Payroll & Budgets
Home Administrator	Assoc CiPD Level 5 Chartered Management Institute Level 5	1	HR, Payroll, Finance, Administration, DPO
Team Leader	QCF Level 3	1	Daily Shifts
Senior Carers	QCF-Level 3/5	6	Shifts on which they are shift leader
Care Assistants	QCF Level 3 (Working Towards)	15	Care
Care Assistant	QCF-Level 2 (Working Towards)	5	
Care Assistant	unqualified	2	
Cook		1	
Assistant Cook		1	
Kitchen Domestic		7	
Handyman		1	
Laundry		1	
Domestic		5	
Bank Staff			
Cleaning		1	We also have 3 ladies who help with care, cleaning and laundry plus in the kitchen on a bank basis,
Care		1	
Laundry		1	

Who we can provide support and accommodation for – the age range and gender of residents who can be accommodated at Corrin Memorial Home.

The Corrin Memorial Home exists for the benefit of the residents. We strive to be a Home from Home where residents can be safe and comfortable. We offer residential care to people over the age of 65 however exceptions will be considered and younger residents have been accepted dependent on assessed need. The Home is pleased to accept residents for long term, short term and respite stays of varying lengths. We have 44 single rooms, some with ensuite facility and several with showers. We offer an holistic personal approach which encompasses choice, personal hygiene, mobility, communication, dignity, fulfilment, independence, privacy and individual rights for all.

The Corrin Home's ethos is based on person centered care and inclusion and therefore all residents who reside within the Home are provided with a standard of living reflecting their individual care needs and requirements.

Needs and requirements provided for in the Corrin Memorial Home

Personalised care, treatment and support

Within the care planning used within the Corrin Home it is taken into account the views of the residents. The staff focus on person centered care, and the opinions and choices of the resident and their family are taken into account and documented in the care plans.

Residents are offered the option to self-medicate, but the majority of our residents are happy to allow the staff to administer medication at specific times throughout the day.

Continence care is provided by the Government and a Continence Nurse is updated regularly on differencing needs and requirements of the residents.

Observations by the Health Care Assistants through their care practice and responsible monitoring will be discussed during staff meetings and assist the Matron in making any adjustments or recommendations regarding care.

Safeguarding and safety of our residents is paramount to the Corrin Home, we operate a security keypad on the front and rear doors, but visitors are welcome to come and go freely (but asked to sign in the signing in Book). Residents are welcome to lock their doors when leaving their rooms, and a safe deposit box is provided in each room.

The Corrin Home has recruited a mixture of staff with a variety of training which include generalist and specialist subjects. Our senior staff have received dementia training and understand the health care needs of people living in the Care Home and what they can do to help meet these needs. Many of our staff have been with the Home a long time and have years of experience caring for our residents and their families. Should any Safeguarding concerns be raised, the Matron will contact the Adult Protection Team. The Isle of Man Government Adult Protection Team can be contacted on +44 1624 685969

Values We Can Meet at Corrin Memorial Home

Choice

Ensure that each resident has individual choice within their daily lives and activities are provided according to their abilities and preferences.

Personal Hygiene

All rooms are either ensuite or equipped with a hand basin. There are a number of communal bathrooms, with bath lifts and chairs to assist residents and an adapted shower room.

Mobility

The Home has a lift which assists residents to move freely around the Home. There is a comfortable lounge upstairs should residents prefer a higher view point over Peel to the sea. There are TVs in each room, with larger screens in the lounges and a 65" smart TV in the dining room area.

Good Communication

Visitors are warmly welcome at all reasonable times in residents' rooms or the lounges. Refreshments are usually available and, with prior notice, meals can be taken with residents.

The phone is available at all times (individual lines are available), there is wifi internet connections. Residents are welcome to use their own mobile phones, there is a cordless phone for residents who do not have their own phone, for incoming calls.

Dignity

Each resident is treated with respect and dignity in their daily living.

Fulfilment

Staff enable residents to create opportunities and to realise their own aims in order for them to achieve their own goals within all aspects of daily living.

Independence

Enabling individual residents to:

- Take calculated risks
- Make their own decisions
- Think and act for themselves

Privacy

All information regarding a resident and/or their relative is regarded as confidential and only shared with consent.

Rights

Preserving basic human rights of each individual resident in relation to:

- Autonomy
- Confidentiality
- Consent
- Equality
- Freedom of expression
- Safety

Admissions Criteria (including emergency admissions), Care Plans and Care Plan Reviews at the Corrin Memorial Home

The admissions criteria of the Corrin Memorial Home are primarily governed by the parameters of our registration.

However, prior to moving into the Corrin Memorial Home, an assessment will be undertaken by the Manager, or Team Leader, to both establish the potential resident's needs and ensure that the Home can meet the needs identified. This assessment will include, physical, emotional and cultural needs, including any specific areas of personal safety and risk. During residency, both the staff delivering your care and other caring agencies which are involved, will continuously review the residents assessed needs. The resident or their representative will meet with the Home Administrator to discuss finances and ways to pay, room costs and dates the payments are expected. You will also be expected to sign an Agreement prior to admission into the Home.

Pre-admission visits and private respite stays at the Home are offered, and we would actively encourage potential residents to pre-book at least one of the options available for this. For example, a trial visit could involve enjoying a meal at the Home, or an overnight or weekend stay if there is a room available to accommodate this.

Where the potential resident chooses to make Corrin Memorial Home their home, they will be involved personally in the planning and ongoing review of their care wherever possible, and encouraged to remain as independent as possible with the support of the staff. An initial care plan, and risk assessments to mitigate risks, will be completed in conjunction with the person concerned (wherever possible), their relatives and/or advocate, prior to admission. All of this will be reviewed on a regular basis and a full care plan will be completed at the earliest opportunity to ensure that all needs have been identified and are being met.

All residents have an identified Key Worker allocated when they move in. Key Workers will provide and explain key information about the Home and the care planning process, assisting their residents with familiarisation and orientation around the Home and any routines. When required, Key Workers will liaise with relatives, friends and/or advocates or any representative. In the event of a change of Key Worker, residents are consulted regarding the allocation of an alternative.

We do not actively offer accommodation in an unplanned way. However, we do appreciate that circumstances may occur in someone's life that might necessitate them requiring residential care with little or no notice, either in the short or long-term.

When this situation arises, it is the policy of the Home to work with all the agencies which have a duty of care to the person concerned, to minimise any risks in meeting un-assessed needs.

The Corrin Home is focused on providing its residents with a homely secure environment in which care, comfort and well-being are paramount.

Here at the Corrin Memorial Home all of our Healthcare Assistants maintain and preserve dignity, independence and privacy for all of our residents. This is achieved within a caring and warm environment being both adaptable and sensitive to all of the residents ever changing needs and wishes. All cultural, emotional, physical, psychological, social or spiritual needs are attended by the staff at the Corrin Memorial Home.

Residents are both encouraged and supported to engage in the planning and the development of their own individual Care Plans. Involvement of family and relevant friends is also greatly valued and welcomed.

This philosophy continues through the daily activities which are designed to encourage self-esteem, social interaction and mental alertness.

Essential to the philosophy are the Corrin Home's "Core Values of Care" as they form the basis of the Homes actions and behaviours.

Core Values at the Corrin Memorial Home

Communication – We believe that communication is one of our most important assets and we endeavor to offer open communication channels to our residents, their families, friends, and other visiting healthcare professionals.

Quality – We strive to offer the highest level of quality in everything we do. From the service we provide to the skilled and sensitive people that we employ, quality is of the utmost importance. Quality at the Corrin Home is constantly monitored and where necessary continuously improved in order to enable our residents to achieve the best possible quality of life.

Respect – We respect each individual resident and are conscious of each residents ever changing needs, desires and wishes.

Service – We aim to provide the highest level of service. A service that is caring, personalised and professional.

Teamwork – We believe that a strong team enables us to provide a service that is of the highest quality to the residents within their care. A mixture of happy staff and good team working creates an environment which is caring and secure.

Staff and Training

Staff at The Corrin Home are carefully selected for their approach and attitude towards care and work and also their experiences and life values. Qualities of integrity professionalism and reliability are essential whilst empathy and good inter personal skills are key.

Prior to commencing employment at the Corrin Home all of our staff are carefully screened through an interview and a full reference check. All potential staff are DBS (Disclosure and Barring Service) checked following interview.

All care staff at the Corrin Home are appropriately trained and experienced in the delivery of the highest standards of care. These high standards are achieved through a continuous staff training programme which ensures that these high standards are maintained in line with the latest developments in “Care Practices” as required by relevant legislation regulations i.e. - The Regulation of Care Act (2013) and the Care Standards as set by Registrations and Inspections Unit (IOM).

All of our staff are trained by either experienced senior trained staff or external approved qualified trainers, utilising both in-house and external training methods. The training is carried out in accordance with the recommendations laid down by the Regulations and Inspections Unit Regulation of Care Act, the Adult Care Home Minimum Standards 2017.

Training delivered:

- First Aid
- Moving and Handling; theory and practice
- Safe Administration of Medicines
- Challenging Behaviour Training
- Safeguarding/Adult Protection
- Fire Training
- Communication
- Food Hygiene/Food Handling (if appropriate)
- Appraisal and Supervision Training
- Health and Safety
- Infection Control
- Nutrition
- Value Based Training (privacy, dignity and residents rights)
- Dementia Training (if appropriate)
- Any other training that may arise from specific need or role

The Corrin Home encourages and supports all of its care staff to engage and achieve a minimum standard qualification in Health and Social Care i.e. Minimum qualification of QCF/RQF - Level 2/3 (Qualification and Credit Framework/Regulated Qualifications Framework).

Quality and Monitoring

The Corrin Home endeavors to maintain a high quality service for all its residents - in order to maintain this high quality service, a variety of quality monitoring systems are in place within the Home to ensure that all services and procedures are closely monitored and where necessary regularly improved. An important aspect to our quality programme is the involvement of both resident and their relatives in the engagement of resident user satisfaction surveys which are circulated for completion bi-annually to ascertain essential feedback on how the Corrin Home is performing.

Care Planning and Review

Prior to admission a detailed resident assessment of need is carried out. Once completed a senior member of the care team will then devise several independent care plans for that individual resident. These care plans then provide a programme of best possible care for that individual resident which also reflects their choice needs and wishes.

Once developed and agreed the Care Plans are reviewed and evaluated on a monthly basis. This is to reflect the residents ever changing needs and to ensure that the objectives for health, personal and social care are adhered to. Each individual plan is formulated and developed with the involvement of the identified resident.

Families and relatives are encouraged to participate in the development of these plans as far as is practicable and with the agreement/consent of the individual resident. Everyone involved in the Care Planning process is also invited to attend a formal review every 6 months.

Activities are always under review with the Home, as some activities may suit some and not others. We also take into consideration that some of our residents may not wish to take part in any activities and we must acknowledge their wishes. We have various weekly activities, organised which are popular amongst our residents, along with outings in the mini bus.

Consulting with the Residents Regarding How the Corrin Memorial Home is Run

Resident's views on all aspects of the service are sought by means of individual consultation and family meetings, as well as during informal social occasions with residents and their representatives; this is supplemented by statutory requirements.

Fire Precautions and Emergency Procedures

The Home has a fire alarm system fitted with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the premises and as advised by the local fire service.

Staff are instructed through induction training with regard to the fire prevention/drills which includes the use of the Home’s fire appliances, evacuation, muster points, and raising the alarm.

Fire drills and fire awareness training are carried out at regular intervals and it is a requirement that all staff attend and complete this training.

All fire-fighting equipment is checked by maintenance staff in accordance with guidelines, routinely inspected by the fire service, and will be further checked by the Responsible Person as part of the quarterly internal monitoring arrangements of the Home.

All fire alarms are tested routinely every week by the staff of the Home, and at 6 monthly intervals by a maintenance engineer from a reputable company. All records are kept of all such testing within the Home.

All furniture, fixtures and fittings within the Home meets fire resistance regulations and we require that any furniture which a resident should wish to move into the Home with them, meets these standards. This would include all electrical equipment which must be under warranty and be PAT tested by the Home before use.

Missing persons and Emergency Evacuation:

All residents are requested to give their consent to having their photograph taken, and a copy of which will be placed within the medication administration records, and also within a missing persons form, that will enable us to support and safeguard you within an emergency evacuation of the building or in the unlikely event that your whereabouts may not be known to staff, outside of the Home.

Religious Services

Residents may attend religious services either within or outside the Home in accordance with their chosen faith.

Where a resident chooses to attend religious worship outside the Home, arrangements for transport and accompaniment should be the responsibility of relatives, friends or advocates in the first instance. Unfortunately, we cannot facilitate such support to residents due to the need to maintain safe staffing levels at all times at the Home.

Where residents request it, we are happy to facilitate religious worship at the Home through visiting representatives of chosen faiths.

We respect the rights of those residents who have no religious faith or belief.

Maintaining Contact with Relatives, friends and other representatives

The staff at The Corrin Memorial Home actively encourage our residents to maintain the social contact they enjoyed before moving into our care. We will assist residents in practical ways to maintain contact if requested. We also encourage our residents to develop new friendships during their residency with us.

All visitors are requested to enter their details in the 'Visitors' Book' when they arrive, and to sign out on departure. Visitors are made aware that this is to comply with care home regulations, health and safety legislation and fire regulations, as well as for reasons of security.

Visitors will be welcomed at all reasonable times, although relatives and friends of new residents are requested to be mindful of meal and medication times. The Registered Manager/Team Leader/Senior Carer on duty will be able to advise on these matters.

The Resident has the right to refuse to see any visitor, and this will be respected and upheld by the staff who will, if necessary, inform the visitors of the resident's wishes and ask them to leave the Home.

Building Layout at Corrin Memorial Home

The Corrin Home is a 2 storey construction with living accommodation on both floors. The first floor can be accessed by either stairs or lift. There are 15 single ensuite rooms. There are also 4 ensuite with shower rooms. The remaining 23 rooms are of a single standard with shared bathrooms and toilet facilities adjacent to each block of rooms. There are also 2 single ensuite respite care rooms (which are financed by the Isle of Man government).

The Home has a number of lounges, which include both a quiet lounge and a respite lounge for use by residents and their visitors. The Home also has a large dining-room which can double up as a communal facility for concerts film-shows presentations etc.

Surrounding the Home there are extensive gardens which are easily accessed and which are well maintained by very kind volunteer gardeners who have worked tirelessly to create a sensory garden with an assortment of beautiful smelling plants and flowers. There is also a sheltered flower filled courtyard for use by all our residents, their relatives and friends - during the appropriate seasonal months.

All rooms are fitted with a call system. Wi-Fi is available throughout the Home.

Front Ground Floor

Room No	Room Sizes		Room Total m2	En-suite		Total m2	Grand Total	H/Basin	Toilet	Shower
	m	m		L	W					
	L	W	L	W						
1	3.78	3.80	14.36	1.97	1.84	3.62	17.99	Y	Y	
2	3.67	3.37	12.37	2.38	1.83	4.36	16.72	Y	Y	
3	3.70	3.33	12.32	2.02	1.58	3.19	15.51	Y	Y	
4	5.24	2.42	12.68	2.83	1.60	4.53	17.21	Y	Y	
5	3.68	2.87	10.56				10.56	Y		
6	3.50	2.55	8.93				8.93	Y		
7	3.70	3.60	13.32				13.32	Y		

First Floor

9	4.07	3.75	15.26	1.90	1.80	3.42	18.68	Y	Y	
10	5.65	4.71	26.61	2.33	1.80	4.19	30.81	Y	Y	
11	4.45	3.48	15.49	1.90	1.60	3.04	18.53	Y	Y	
12	3.67	3.47	12.73	1.95	1.59	3.10	15.84	Y	Y	
14	3.83	3.62	13.86	2.59	1.60	4.14	18.01	Y	Y	
15	5.56	3.73	20.74	2.72	1.45	3.94	24.68	Y	Y	
21	3.46	3.46	11.97	2.64	1.63	4.30	16.27	Y	Y	Y
22	3.43	2.85	9.78				9.78	Y		
23	3.67	2.85	10.46				10.46	Y		
24	3.47	2.89	10.03				10.03	Y		
25	3.68	2.92	10.75				10.75	Y		
26	3.70	3.01	11.14				11.14	Y		
27	4.00	3.32	13.28	3.34	1.16	3.87	17.15	Y	Y	Y
28	4.06	3.58	14.53	2.43	2.02	4.91	19.44	Y	Y	Y
29	4.07	4.06	16.52	3.03	1.81	5.48	22.01	Y	Y	Y
30	5.67	3.15	17.86	1.98	1.89	3.74	21.60	Y	Y	Y
32	4.12	2.91	11.99				11.99	Y		

Wing

Room No	Room Sizes		Room Total m2.	En-suite		Total m2	Grand Total	H/Basin	Toilet	Shower
	m	m		L	W					
	L	W	L	W						
34	3.47	3.47	12.04	1.97	1.70	3.35	15.39	Y	Y	Y
35	3.64	2.55	9.28				9.28	Y		
36	3.64	2.87	10.45				10.45	Y		
37	3.64	2.87	10.45				10.45	Y		

38	3.64	2.87	10.45				10.45	Y		
39	3.64	2.87	10.45				10.45	Y		
40	3.64	2.84	10.34				10.34	Y		
41	3.64	2.86	10.41				10.41	Y		
42	3.64	2.86	10.41				10.41	Y		
43	3.64	2.86	10.41				10.41	Y		
44	3.64	2.86	10.41				10.41	Y		
45	3.64	2.86	10.41				10.41	Y		
46	3.64	2.86	10.41				10.41	Y		
47	Hair Salon							Y		
48	5.42	3.52	19.08	1.69	1.66	2.81	21.88	Y	Y	Y
49	5.27	2.86	15.07				15.07	Y		
50	3.45	3.45	11.90	2.12	1.64	3.48	15.38	Y	Y	
51	5.20	2.78	14.46				14.46	Y		

Respite

52	4.12	2.97	12.24	1.51	1.38	2.08	14.32	Y	y	
53	4.12	2.97	12.24	2.51	1.51	3.79	16.03	Y	y	
54	4.12	2.97	12.24	2.65	1.51	4.00	16.24	Y	y	

Therapeutic Techniques

Therapeutic techniques which have not been prescribed by a medical practitioner as part of a resident's ongoing care plan, or recovery from a fall or surgical intervention, for example, can be arranged via external therapeutic practitioners on request.

The appropriate staff of the Home, such as a Team Leader or senior carer, will arrange and liaise with all parties concerned and record such arrangements on the individual resident's care plan. These services are charged for directly to the resident by the practitioner concerned.

The Privacy and Dignity of Residents

We respect the rights of the residents to be left alone and undisturbed whenever they wish as long as the environment is safe to do so. They also will have the right to meet family, friends and visitors without being overlooked or overheard. Staff will always show regard for the privacy of individuals.

This is the understanding of the residents needs and treating them with respect. We will always respect their rights to privacy and confidentiality.

Managing Challenging Behaviour and the Use of Restraint

By law, if a person has decision-making capacity, restraint can only be used if they consent to it, or in an emergency to prevent harm to themselves or others or to prevent a crime.

If the person lacks decision-making capacity, the decision to use restraint must be based on the person's best interests. Restraint can only be used to protect the person from harm, and must be proportionate to the likelihood of harm, and applied for the shortest time possible.

Common law permits staff to restrain or remove someone who is exhibiting challenging behaviour or is thought likely to cause harm to others.

It is the policy of Corrin Memorial Home not to use restraint on any resident who is presenting with challenging behaviour as a matter of course. However, we realise that restraint is a legitimate form of intervention in some circumstances. For example: in a situation where not to restrain would endanger the health and safety of others, and therefore; not to restrain might be considered neglect; residents may ask for a form of restraint because it makes them feel safer, such as the use of bed rails. In this latter example, of course, there would be more time to assess risk.

However, we realise that in some situations restraint is clearly unacceptable: holding residents down, or physically stopping them from doing something they want to do, for example, would be considered unacceptable in most cases where there has been no formal assessment of risk and no thorough examination of alternative strategies involving the resident and relatives, the use of manual restraint could be considered a form of abuse.

We should be vigilant not to restrain residents unintentionally, in a similar way as 'omission' can be a form of 'abuse'. These are the kind of circumstances where staff might not realise that they, or the care environment, is restraining a resident:

Older people can find deep-seated chairs difficult to get into and out of without help. This can be a form of restraint, particularly if staff are not available when needed.

Lack of interaction between staff and residents is another form of unintentional restraint. If staff don't communicate with residents, they won't know what they need.

Staff shortages and lack of appropriate professional support can make inappropriate and unintentional restraint more likely. If staff do not have time to properly record or reflect on their practice, care plans and individualised care suffer.

The decision to use a form of restraint is usually related to concerns that the resident may come to some harm otherwise.

The resident's needs should guide decisions about use of restraint, not the needs of the staff, the care home, or relatives, although relatives must be fully involved and consulted. Finding out about a resident's past and interests (Tree of Life), if possible with the help of family, could be the key to knowing what to do.

Generally, approaches that do not involve the use of restraint should always be tried first. In trying this approach first, staff can reflect on the outcome and work together to develop an action plan to respond differently to challenging behaviour.

It is important that we consult all relevant agencies and parties, including those with a statutory duty of care to the resident concerned, such as their GP, or a District Nurse.

In situations where a resident's challenging behaviour is becoming increasingly difficult to manage at the Home, and it is considered that the placement at the Home can no longer meet the needs of the resident concerned, the social care and clinical representatives of the resident, with responsibility for the ongoing review and management of the resident's placement at the Home, would need to become involved. This could, unfortunately, lead to having to find the resident alternative, but more appropriate accommodation. The Corrin Memorial Home is a residential Home and does not offer nursing or EMI facilities.

The most common form of challenging behaviour is aggression, shouting, screaming or using offensive language, including continually calling out for someone, shouting the same word or repetitive screaming or continually ringing the call bell.

There are many causes of challenging/aggressive behaviour, including: fear or humiliation frustration with a situation depression no other way to express themselves loss of judgement loss of inhibitions and self-control.

If possible, staff will keep a record of anything that has triggered someone's challenging/aggressive behaviour. If triggers to challenging/aggressive behaviour can be identified, it may be possible to avoid them, triggering an episode of such behaviour and therefore the need for our staff to consider the use of restraint.

During an episode of challenging behaviour/aggression, staff try not to make the situation worse by taking verbal abuse personally (it is usually a symptom of an underlying illness), arguing or adopting an aggressive pose, as this may intensify the resident's aggression. If it is safe to do so, leave the resident to have a short period of time and some space alone to calm down, in such a way that they can still be supervised.

When the resident has calmed down, staff will try to act normally with them. The resident may forget the incident quickly, or they may feel awkward. Acting normally is a sensitive way of handling any awkwardness on the part of the resident and can help all those involved, or who witnessed the episode of challenging behaviour, to move on in an atmosphere which has calmed down generally.

Any visitor to the home that displays challenging behaviour/aggression towards residents or staff will be asked to leave the Home. If the visitor fails to leave the Home when requested to do so, or to leave peacefully, the Police will be called to respond via 999.

This sort of incident will also be reported to the Registrations and Inspections Unit.

A DESCRIPTION OF CORRIN MEMORIAL HOME

Location

The Corrin Memorial Home occupies a beautiful setting in the heart of Peel on the west coast of the Isle of Man.

The Island boasts excellent transport links facilitating access for visitors to anywhere on the Island.

In addition to their excellent transport links, visitors enjoy great variety for shopping with many popular brands represented in Peel, Ramsey and Douglas. The town also have service facilities with the presence of banks and post offices in the high street pharmacies and many social and food outlets.

Peel in particular is steeped in history and is the home of Peel Castle, the Corrin Hall and St Germans Cathedral.

All this offers residents and relatives' opportunities outside the Home to enjoy time together.

THE MISSION, VALUES AND VISION OF THE CORRIN MEMORIAL HOME

Our Mission is to provide responsive care and hospitality to excellent standards, which reflect the continuous developing nature of individual needs and best practice, in an environment which our residents choose to call their home.

In other words: "To improve and develop the quality of our services continuously".

Summarily: "We are ethical, honest and take the responsibilities of our actions.

Our Vision, is to aspire to be the most trusted and successful of care providers in everything we do for our residents, their relatives and our staff.

In brief: "To be the best we can be"

Our Mission, Values and Vision are underpinned by our policies and procedures. These help us to ensure that we provide and maintain the Home as a pleasant and safe place to live and work for our residents, visitors and staff. Our policies and procedures are now subject to regular review and are revised as necessary to ensure that we meet our legal and best practice obligations in this regard.

Residents and their relatives/friends/advocates are welcome to examine any of these documents, and have a copy of them to retain if they wish.

Food and Kitchen Facilities

The Corrin Home's in-house chefs both prepare daily nutritious and varied dishes in accordance with "The Caroline Walker Trust" – Eating Well for Older People Guidelines (2004).

All of our food is home cooked on site utilising fresh local ingredients whenever possible. Menus can be tailored to suit all special dietary requirements including religious, medical and allergen need.

Meal and Drink times are approximately as follows:

Breakfast	08.15am	Served in your own room or in the dining room
Mid-Morning Drink	10.00am	Served in your own room
Lunch	12.00 noon	Served in your own room or in the dining room
Afternoon Drink	14.00pm	Served in your own room or in the dining room
Tea	17.00pm	Served in your own room or in the dining room
Supper Drink/Snack	19.30pm	Served in your own room

Planned, structured menus which include residents' wishes, choices and preferences.

Menus which are nutritionally balanced.

Menus which enable residents to make their food choices.

Meals are prepared by staff trained in food hygiene practices and in a kitchen environment which has been hygiene rated.

We will ensure that residents are fully informed about all matters that might affect their wellbeing. This is achieved by:

- care staff support and management
- Provision of notice boards and other displays which inform residents

We will afford all residents and staff the respect of equality and equality of opportunity whilst living or working in the Home. This will be achieved by the implementation and monitoring of our: Equality (and Equal Opportunities) Policy.

Corrin Memorial Home is a safe and secure place to live. +This is achieved by:

- Ensuring all staff are trained in safeguarding matters; and that all staff and visitors are knowledgeable/aware of the Home's policy and procedures for the safeguarding of residents as vulnerable adults
- Ensuring that the physical environment meets all health and safety standards
- Providing each resident with a safe and secure place to store their valuables

- Ensuring that the premises is secured against those seeking unauthorised and/or unwelcome access, without disproportionate restrictions being placed upon residents' and visitors' movements in and out of the Home
- Compliance with the Deprivation of Liberty Safeguards.

Corrin Memorial Home will offer a range of social activities which meet the needs and personal preferences of the residents. This is achieved by:

- Ensuring that activities are offered to each resident which are appropriate to their needs, abilities and expressed preferences.
- Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.
- Armchair Exercises
- Arts and Crafts
- Bibliotherapy
- Bingo
- Children and resident activities
- Crosswords
- Children Baton Twirling
- Draughts
- Gardening
- Music and Singalongs
- Mobile Library
- Reminiscence Sessions
- Skittles
- Social Outings on the Bus
- 1:1 Individual Sessions
- Walks in and around the Gardens

THE RIGHTS OF OUR RESIDENTS

At the Corrin Memorial Home, all our residents have:

- 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 the right to be enabled to take personal responsibility for your own actions in those circumstances where an assessment of risk has highlighted the need for additional support to do this
- the right to expect that staff will accept you can, and will, take such risks in order to exercise personal responsibility for your own actions
- the right to personal privacy at all times, including to lock your own room door
- the right to expect all staff and visitors to knock your door and wait to be invited into your room
- the right to invite whoever you choose into your room
- the right to independence

- the right to have your dignity respected at all times
- the right to be treated as an individual
- the right to receive equality of service regardless of but responsive to any particular needs of your race, religion, culture, gender, gender identity, sexuality, disability and age
- the right to live your chosen lifestyle
- the right of access to your personal records and information relating to decisions made that affect your life, and where necessary to be assisted with this to be cared for by adequately and appropriately trained staff of the same gender if possible
- the right to take an active part in any decisions about your care and the daily living arrangements that affect your life
- the right to have an advocate to support or represent you in any decisions about your care and the daily living arrangements that affect your life
- the right to be involved in creating your own care plan, and reviews of it, in accordance with your changing needs and preferences.
- the right to have an advocate to support or represent you, in creating your own care plan, and reviews of it, in accordance with your changing needs and preferences.
- the right of access to outside agencies of your choice, e.g. GP, Community Nurse, optician, chiropodist, and where necessary to be assisted with this.
- the right to look after and administer your own medicines where you are able to do so.
- the right to control your own finances where you are able to do so.
- the right to make personal life choices, such as choosing the food you eat, and what time you get up and go to bed.
- the right to access a formal complaints procedure and to be represented by a friend, relative or advocate if necessary.
- the right to participate in all Tynwald and local authority elections and by-elections and/or to be assisted to do so.

FACILITIES AND SERVICES

NHS Medical Care

GPs, District Nurses, and other primary care staff will visit the Home routinely, or as and when required. Residents may, of course, retain their own GP, if the GP concerned is based within a local practice.

Nursing Care and Medication administration

Nursing care is not provided by the staff at the Corrin Home, but should the resident find that they require short term nursing care we may be able to accommodate this within the Home. This would be a temporary arrangement and should it prove necessary for a more formal nursing package, Multi Agency meetings would be held to assist the resident and their family in providing the best all round care available. This may result in moving to a dedicated Nursing Home. All medication is prescribed by the Doctors and are put into monthly 'eclipse' blister packs. All medication is kept securely in medication trolleys which are locked and then locked in a room specifically for this purpose. Any Controlled Drugs are locked securely in the

Controlled Drugs cupboard, also locked in the Consulting Room. Only senior staff members have keys for these cupboards.

Self Medication

The Corrin Memorial Home works on the principle that every resident has the right to manage and administer their own medication if they wish to. The Home provides support and aids to enable safe self-administration where ever possible.

Where residents wish to maintain and or administer their own medication, self-administration of Medicines, assessments will be under taken by a competent person (and which must include the resident), to determine the measures needed to be in place and followed, to prevent any medication errors or accidents from occurring.

The results of all risk assessments will be communicated to appropriate members of staff as soon as they are completed, and recorded in the residents Care Plan.

Any changes to the self-medication Risk Assessment will be communicated immediately to appropriate members of staff and recorded in the residents personal and Self Medication Care Plan.

Staff are not permitted to alter any Self Medication Risk Assessment unless authorised to do so by the Manager. Where alterations are made to the Self Medication Risk Assessment, these must be communicated to the resident and the Manager immediately.

Healthcare professionals, such as GPs or District Nurses may alter the Self Medication Risk Assessment, however any such alterations must be made known to the Manager and the resident immediately.

Staff are required to monitor the effectiveness of any Self Medication Risk Assessment and report to the Manager immediately, should any concerns arise.

Where medication is required to accompany any resident out of the Home, a Risk Assessment will be undertaken to make sure it stays with the resident and returns with them. Suitable arrangements for its 'journey' must be recorded on the -Assessment and any accompanying staff or family member made aware of the arrangements. Where a resident is unable to take responsibility for their medication, staff must record the identity of a responsible person who will do so until such time as the medication is returned to the Home.

A responsible person will undertake and record an Assessment of risk, to ensure that all medication held by the Home will be stored and managed so as not to cause harm, or cause it to be misplaced or misused.

Optician, Dental and Chiropody Services

Regular visits are made by an NHS Optician, Chiropodist, Dentist and Podiatrist also visits on a regular basis but should any resident prefer to retain the services of a private practitioner. Their fees will be paid by the resident or family members.

Kitchen Facilities, Food Hygiene, Meals and Nutrition

All meals are prepared within the Home's kitchen. The kitchen facilities meet the standards laid down by food hygiene and health and safety legislation and regulation.

All meals, snacks, drinks and supplements (where the latter are prescribed) are included within the fees payable for the residents' accommodation.

All the meals produced in our kitchen use fresh, nutritious ingredients. There is always a choice of meal options available to our residents, to ensure as much variation as possible, and that their favourite dishes and special diets are being catered for. The advice of a dietician is sought as and when necessary.

Residents may dine in our dining room, or in their own rooms as they wish. However, the latter would normally be subject to an individual risk assessment in order to maintain safety, particularly in those circumstances where, for example, a resident may have an existing medical condition which predisposes them to additional risks when eating alone.

Hairdressing Services

The Home's offers salon facilities and the Hairdresser comes most weeks. All costs are payable directly to the hairdresser.

Laundry Services

The laundry service provided at the Corrin Home is included within the fees paid for the residents' accommodation at the Home.

Whilst every care is taken with residents' clothes, it is regrettable that sometimes clothing can be misplaced within the laundry system or the Home generally. Clear labelling should help to keep this to a minimum. In this respect, the Home reserves the right not to be liable for any residents' clothing that is not clearly name labelled.

The Registered Care Manager will consider, on a case by case basis, the liability of the Home to replace clothing/compensate residents for name labelled clothing that has been misplaced or damaged in the laundry system.

Regrettably, dry and/or specialist cleaning of residents' clothes cannot be undertaken as part of the laundry service at Corrin Memorial Home.

OTHER SERVICES

The Management and Safekeeping of Residents' Money, Valuables and Property

Upon admission to the Corrin Memorial Home, and during their residency, our residents are encouraged to make arrangements for the safekeeping of money, valuables and property with a relative, friend, bank or other safety deposit agency.

The Home will not routinely accept liability whatsoever for loss of or damage to any money, valuables, or other personal property of the resident kept (or said to be kept) by the resident in or about the Home. However, the Home will consider, on a case by case basis, its liability for money*, valuables*, and property* which shall have been identified to the Home in writing with a formal written valuation of, which is acceptable to the Home as such document of valuation, and; recorded as part of the inventory of personal effects brought by the resident upon admission to the Home/as part of an update to that inventory during residency, and; deposited with the Registered Manager for safekeeping for which a receipt will be given to the resident for the sum of money and/or valuable/s deposited

If a resident wishes to personally hold any monies it is suggested that this be kept to a maximum of £20.

Corrin Memorial Home will not hold sums of money larger than £200 for any individual resident, nor undertake the role of Appointee ship. Any resident who is unable to manage their personal finances, or does not have a family member/friend to support them in this, will be assisted in contacting a local Advocate who specialises in Enduring Power of Attorney's/Receiverships.

A lockable box is supplied in each resident's room where smaller valuables can be secured. However, replacement keys if mislaid will incur a small charge.

Gifts and Signing Legal Documents

The Staff the Corrin Memorial Home are not permitted to accept any gifts, and/or presents from residents.

Staff cannot, and must not, be asked to sign, as a witness, or in any other capacity, any legal document pertaining to a resident, their relatives, friends, or any representatives.

Advocacy Services

Sometimes, people have difficulty communicating their needs and wishes to family and professionals. The independent advocacy services offered by Age Isle of Man, is available to anyone who may need extra support to speak up and challenge the decisions that are being made about their lives.

Arrangements for Pets

Unfortunately, pets are not permitted to live with residents in the Corrin Home.

However, we acknowledge and understand the enhancement that contact with animals can bring to the quality of residents' lives and their overall wellbeing. Therefore, well behaved and house-trained pets, that are brought to visit residents, are welcome in the Home and grounds, with the exception of the kitchen, the laundry room, bathrooms (including the toilets) and areas which are used to store equipment, cleaning materials and medicines.

In the interests of hygiene, those visitors bringing a pet to the Home to visit a relative or friend must clean up after their pet in the event of any 'accident', and ensure that they bring with them what they will need to do this, and dispose of it responsibly after use.

Residents/visitors are respectfully requested to speak to the Registered Manager beforehand, regarding any pet being brought to visit the Home for the first time.

Complaints Procedure

Sometimes problems arise and residents, relatives and/or visitors feel like there is a cause for complaint. Should the resident or someone else wish to lodge a formal complaint then there is a Complaints Procedure in place to enable this to be facilitated. Everyone wishing to make a formal complaint should be aware that - this will have NO effect on the residents stay at the Corrin Home as no-one should feel afraid to make comments, as their opinions are of great importance and valuable.

Any problems or complaints should firstly be discussed with the Homes Manager or Senior Person in Charge. Should the complainant remain dissatisfied - the complaint should then be recorded on an official Complaints Form which is available from any senior member of staff. A full investigation will then commence and the complainant will be advised of any progress or outcome within 28 days of the complaint first being lodged.

If, after following the Homes complaints policy, people are still not satisfied with the outcome then they can contact the Isle of Man Registration and Inspection Unit

Registration and Inspection Unit

Ground Floor
St George's Court
Hill Street
Douglas
IM1 1EF

Telephone:+44 1624 642422

This brochure is available in large print.