



MISTLEY MANOR

A STOUR VALLEY CARE GROUP PROPERTY

Statement of Purpose

Provider ID: 1-101624702



**A Luxury Residential Care Home
For the elder person – offering supported living or respite stays or
a focused service specifically for people experiencing symptoms
that may be related to dementia.**

Respite Care also available

www.mistleymanor.com

April 2020

Registered with the Care Quality Commission (CQC) in accordance with the Care Standards Act 2014

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1. Introduction.

Mistley Manor Residential Care Home forms part of Stour Valley Care Group, an independent social care provider since 1991. This is a family run business in its fourth generation, providing a wealth of experience in care whilst having the impressive ability to draw on the in-depth knowledge of the Senior Management team who have over 80 year's combined experience.

The service prides itself on offering a high standard of service, care and support for the Elderly and Adults with Dementia within a homely living environment. Mistley Manor has excellent access routes, only eight miles from Colchester, the oldest recorded Roman town in Britain and four miles from the beautiful village of Dedham in the heart of Constable Country.

At Mistley Manor we offer exceptional levels of person-centred care and the highest possible quality of life, within luxurious accommodation.

Here at Mistley Manor our mission is 'to provide a home from home' for those individuals offered a place, in so far as the individual wishes to remain living within the home and the home is able to meet their identified needs. At Mistley Manor you are able to choose from a variety of spacious accommodation that is complemented by welcoming reception areas, superb dining facilities, spacious and well-equipped activity areas and delightfully landscape gardens.

This particular 'Statement of Needs' serves to outline and detail the nature of the service and facilities provided to residents of Mistley Manor.

The home is registered with the Care Quality Commission (CQC) as social residential care for the Elderly & Adults with Dementia and as such, accommodates the needs of wheelchair users, enabling ease of access both inside the home and within the spacious landscape gardens.

Here at Mistley Manor we have 48 luxury bedrooms situated on the ground and 1st floors. Our luxury private rooms are for single occupancy although we have the facility to offer adjoining private rooms for couples. These can be converted to separate lounge and bedroom areas if required or retained as two separate bedrooms with an interconnecting door. The bedrooms at Mistley Manor are tastefully decorated with luxury fittings and furnishings. All rooms have en-suite facilities, private telephones and remote controlled televisions with satellite packages as an option. Of course, residents are more than welcome to bring in their own furniture, pictures and ornaments to make themselves feel more at home.

Some ground floor bedrooms also have a small patio area where the residents are able to sit outside in the summer to relax or read a book.

Mistley Manor provides 12 luxury suites on the 2nd floor. Each suite features a generously proportioned living area, small kitchenette and well-appointed en-suite facilities. They have a light airy interior combining tradition with a thoroughly modern unique plushness.

Blending comfort and style with a homely feel, the spacious and elegant suites feature either a single, twin or double bed dependant on the personal preference of those residents.

The suites will also have access to the Penthouse Lounge which is situated on the top floor and exclusive to our penthouse suite members and their friends and family only.

There is also a dedicated separate kitchen on this level, providing service at all times to the members. The Penthouse members also have a private cinema room, which has been designed for multi-purpose use and thus can also be used for small private functions if required. This of course remains an exclusive facility.

Mistley Manor has a selection of beautiful spacious and relaxing lounges, 2 situated on the ground floor, 2 on the 1st floor and 1 on the 2nd floor.

Situated on the ground floor is a stylish hair dressing salon, beauty salon, cinema room, library area, restaurant, bar area and family room.

On the 1st floor residents will be able to access a communal balcony where they will be able to relax, sit in a quiet spot to chat or read, overlooking the garden.

Outside of the home we have a luxury landscape garden where residents can sit and enjoy a lovely summer's day with beautiful surroundings and different features.

We have specially designed communal areas on the first floor equipped to calm and relax people with Dementia and Alzheimer's disease. This type of facility can often open new avenues for interaction as well as helping with over-agitated moods, restlessness and communication difficulties.

We take care of the daily chores meaning you can enjoy prolonged independence in a safe, caring, socially active and supportive environment.

Smoking is not permitted within the house; although a separate area is set aside for this purpose should it be identified as a particular need of an individual.

Mistley Manor Annexe (Woodlands Suites)

Mistley Manor also benefits from Nine additional Bedrooms with en-suites in its newly renovated Annexe. The Annexe also benefits from its own passenger lift to access the first floor bedrooms and also a separate lounge, conservatory and shop for clients to enjoy.

Mistley Manor Annexe also accommodates 2 Disabled Bathrooms, 2 staff rooms and a separate kitchen to make snacks for clients. Housekeeping services are provided via Mistley Manor.

Assisted Living Accommodation

Mistley Grove is located to the rear of Mistley Manor and is accessed via its own private road with electric gates. The Grove consists of a small exclusive development of two 1 Bedroom Bungalows and two 2 bedroom bungalows which are available to rent. These were constructed in 2014 and offer stylish independent living.

The bungalows comprise either one or two bedrooms, a spacious open plan living and kitchen area and a separate bathroom. The designer kitchens feature integrated appliances. Each bungalow has been beautifully designed with purpose built, spacious, light and airy interiors; all tastefully decorated in consultation with our interior design programme based on the pioneering global studies of Stirling University.

Furthermore each bungalow features a private parking space suitable for one vehicle which is adjacent to each property. Visitors will be able to park in the conveniently located main car parking area at Mistley Manor.

Each one of the Grove bungalows also feature a small private enclosed garden area with their own patio, allowing residents to relax and savour the outdoors or perhaps enjoy some alfresco moments with your neighbours or visiting friends and family. In addition residents can access the private landscaped gardens of Mistley Manor whenever they choose.

Choice is paramount for those living at the Grove. We totally respect and understand that our residents like to be independent and lead active lives. With this in mind, we offer assistance according to need. Care support is literally on the doorstep by our highly trained and dedicated staff team at Stour Valley Care Group, offering peace of mind to residents and their families and friends.

Our flexible packages are designed so that residents can use as little or as much of our facilities as they require.

We appreciate that everyone likes their own home, as after all 'Your Home is Your Castle', however a community feel is generated within the Grove with premium access to all the facilities at Mistley Manor. The choice is yours as to how often you want to be involved with everything on offer virtually at your own castle gates.

We aim to promote and prolong independence at the Grove but with the added confidence of being in a safe, socially active and supportive setting.

Maintenance worries are a thing of the past. From day one, our on-site maintenance team are ever ready to attend to any daily property maintenance, both internal or external. Should you be away from your property for any period of time, you can be safe in the knowledge that it is secure and being monitored, so you will not need to worry about your lovely home while you are off enjoying your travels.

An overview of room sizes are provided below:

<u>Description</u>	<u>Totals</u>	<u>Floor Area (m2)</u>
<u>Ground Floor</u>		
Managers Office		25.65
Proprietors Office		34.90
Family Room		25.62
Reception W/C		7.05
Ground Floor Stairs 1		14.96
Plant Room		26.62
Laundry		63.71
Staff Room		20.96
Hairdressing		18.35
Treatment Room		11.89
Reception Store		6.00
Reception		83.15
Ground Floor Hallway 1		36.68
Kitchen		74.27
Cinema		26.69
Bedroom 1		19.16
Bedroom 1 En Suite		4.44
Bedroom 1 + En Suite	Total:	23.60
Bedroom 2		19.16
Bedroom 2 En Suite		4.44
Bedroom 2 + En Suite	Total:	23.60
Bathroom Ground Floor		11.00
Bedroom 3		19.16
Bedroom 3 En Suite		4.44
Bedroom 3 + En Suite	Total:	23.60
Bedroom 4		19.16
Bedroom 4 En Suite		4.44
Bedroom 4 + En Suite	Total:	23.60
Bedroom 5		19.16
Bedroom 5 En Suite		4.44
Bedroom 5 + En Suite	Total:	23.60
Bedroom 6		19.16
Bedroom 6 En Suite		4.44
Bedroom 6 + En Suite	Total:	23.60
Bedroom 7		19.16
Bedroom 7 En Suite		4.44
Bedroom 7 + En Suite	Total:	23.60
Dining Room		88.48
Ground Floor Lounge 1		49.35
Ground Floor Conservatory 1		93.81
	Total:	231.64
Ground Floor Hall W/C		3.65
Cupboard Ground Floor Hallway		10.00
Bedroom 18		19.16
Bedroom 18 En Suite		4.44
Bedroom 18 + En Suite	Total:	23.60
Lift Plant Room		3.85

Bedroom 8		19.16
Bedroom 8 En Suite		4.44
Bedroom 8 + En Suite	Total:	23.60
Bedroom 9		19.16
Bedroom 9 En Suite		4.44
Bedroom 9 + En Suite	Total:	23.60
Bedroom 10		21.11
Bedroom 10 En Suite		4.44
Bedroom 10 + En Suite	Total:	25.55
W/C Ground floor 1		2.50
W/C Ground floor 2		2.25
Ground floor cupboard 2		2.50
Ground floor cupboard 3		2.50
Ground Floor Hallway 2	101.69	
Ground Floor Hallway 3		48.55
Bedroom 11		17.90
Bedroom 11 En Suite		4.50
Bedroom 11 + En Suite	Total:	22.40
Bedroom 12		21.82
Bedroom 12 En Suite		4.70
Bedroom 12 + En Suite	Total:	26.52
Bedroom 13		20.74
Bedroom 13 En Suite		4.44
Bedroom 13 + En Suite	Total:	25.18
Bedroom 14		17.54
Bedroom 14 En Suite		4.44
Bedroom 14 + En Suite	Total:	21.98
Bedroom 15		19.16
Bedroom 15 En Suite		4.44
Bedroom 15 + En Suite	Total:	23.60
Bedroom 16		20.75
Bedroom 16 En Suite		4.44
Bedroom 16 + En Suite	Total:	25.19
Bedroom 17		19.16
Bedroom 17 En Suite		4.44
Bedroom 17 + En Suite	Total:	23.60
Ground Floor Lounge 2		49.11
Ground Floor Conservatory 2		19.52
Ground Floor Hallway 4		61.43
Ground Floor Total:		1,564 m2
<u>First Floor</u>		
Bedroom 19		20.81
Bedroom 19 En Suite		4.44
Bedroom 19 + En Suite	Total:	25.25
Bedroom 20		19.80
Bedroom 20 En Suite		4.28
Bedroom 20 + En Suite	Total:	24.08
Bedroom 21		19.80
Bedroom 21 En Suite		4.28
Bedroom 21 + En Suite	Total:	24.08

Bedroom 22		19.20
Bedroom 22 En Suite		4.28
Bedroom 22 + En Suite	Total:	23.48
Bedroom 23		19.20
Bedroom 23 En Suite		4.28
Bedroom 23 + En Suite	Total:	23.48
Bedroom 24		21.60
Bedroom 24 En Suite		4.28
Bedroom 24 + En Suite	Total:	25.88
Bedroom 49		22.00
Bedroom 49 En Suite		4.28
Bedroom 49 + En Suite	Total:	26.28
Bedroom 48		22.00
Bedroom 48 En Suite		4.28
Bedroom 48 + En Suite	Total:	26.28
Bedroom 47		20.81
Bedroom 47 En Suite		4.28
Bedroom 47 + En Suite	Total:	25.09
Bedroom 46		19.23
Bedroom 46 En Suite		4.28
Bedroom 46 + En Suite	Total:	23.51
Bedroom 45		20.33
Bedroom 45 En Suite		4.28
Bedroom 45 + En Suite	Total:	24.61
Bedroom 44		20.33
Bedroom 44 En Suite		4.28
Bedroom 44 + En Suite	Total:	24.61
Sensory Room		13.00
First Floor Hallway 1		95.44
First Floor Stairwell1		19.41
First Floor Stair 1 W/C		3.73
First Floor Stair 1 Cupboard		4.72
Bedroom 25		19.16
Bedroom 25 En Suite		4.28
Bedroom 25 + En Suite	Total:	23.44
Bedroom 26		19.16
Bedroom 26 En Suite		4.28
Bedroom 26 + En Suite	Total:	23.44
Bedroom 27		19.16
Bedroom 27 En Suite		4.28
Bedroom 27 + En Suite	Total:	23.44
Bedroom 28		19.16
Bedroom 28 En Suite		4.28
Bedroom 28 + En Suite	Total:	23.44
Bedroom 29		19.16
Bedroom 29 En Suite		4.28
Bedroom 29 + En Suite	Total:	23.44
Bedroom 30		19.16
Bedroom 30 En Suite		4.28
Bedroom 30 + En Suite	Total:	23.44

Bedroom 31		19.16
Bedroom 31 En Suite		4.28
Bedroom 31 + En Suite	Total:	23.44
Bedroom 32		19.16
Bedroom 32 Ensuite		4.28
Bedroom 32 + En Suite	Total:	23.44
First Floor Bathroom		11.00
Bedroom 43		19.16
Bedroom 43 En Suite		4.28
Bedroom 43 + En Suite	Total:	23.44
Bedroom 42		19.16
Bedroom 42 En Suite		4.28
Bedroom 42 + En Suite	Total:	23.44
Bedroom 41		19.16
Bedroom 41 En Suite		4.28
Bedroom 41 + En Suite	Total:	23.44
First Floor Lounge 3		49.15
First Floor Lounge 3 W/C		3.60
First Floor Stairwell 2		16.62
First Floor Stairwell 2 W/C		3.60
First Floor Lounge 4		36.27
Bedroom 39		19.16
Bedroom 39 En Suite		4.28
Bedroom 39 + En Suite	Total:	23.44
First Floor Cupboard Lift Shaft		3.85
First Floor Terrace Lounge 3		57.77
Bedroom 33		19.16
Bedroom 33 En Suite		4.28
Bedroom 33 + En Suite	Total:	23.44
Bedroom 34		21.00
Bedroom 34 En Suite		4.28
Bedroom 34 + En Suite	Total:	25.28
Bedroom 35		17.84
Bedroom 35 En Suite		4.52
Bedroom 35 + En Suite	Total:	22.36
Bedroom 36		22.78
Bedroom 36 En Suite		4.50
Bedroom 36 + En Suite	Total:	27.28
Bedroom 37		20.76
Bedroom 37 En Suite		4.28
Bedroom 37 + En Suite	Total:	25.04
Bedroom 38		19.16
Bedroom 38 En Suite		4.28
Bedroom 38 + En Suite	Total:	23.44
First Floor Cupboard 1		4.98
First Floor Cupboard 2		9.73
First Floor Kitchen		7.95

First Floor Stairwell 3		12.00
First Floor Hallway 3		68.92
Sub Total:		1,311 m2
<u>Second Floor</u>		
Suite 1		97.80
Suite 1 En Suite		5.95
suite 1 + En Suite	Total:	103.75
Suite 2		44.00
Suite 2 En Suite		20.50
Suite 2 + En Suite	Total:	64.50
Suite 12		33.36
Suite 12 En Suite		5.30
suite 12 + En Suite	Total:	38.66
Communications Room		12.55
Guest Suite		16.34
Guest Suite En Suite		4.47
Guest Suite + En Suite	Total:	20.81
Suite 3		52.43
Suite 3 En Suite		5.87
suite 3 + En Suite	Total:	58.30
Suite 4		36.71
Suite 4 En Suite		5.14
suite 4 + En Suite	Total:	41.85
Suite 5		28.50
Suite 5 En Suite		4.40
suite 5 + En Suite	Total:	32.90
Suite 6		54.92
Suite 6 En Suite		9.33
suite 6 + En Suite	Total:	64.25
Suite 7		58.84
Suite 7 En Suite		5.77
suite 7 + En Suite	Total:	64.61
Suite 8		32.27
Suite 8 En Suite		4.44
suite 8 + En Suite	Total:	36.71
Suite 9		28.40
Suite 9 En Suite		4.30
suite 9 + En Suite	Total:	32.70
Suite 10		47.11
Suite 10 En Suite		5.63
suite 10 + En Suite	Total:	52.74
Suite 11		42.64
Suite 11 En Suite		5.00
suite 11 + En Suite	Total:	47.64
Second Floor Corridor		182.56
Bathroom		16.30
Staff Office		32.20

Staff WC		2.70
Nurse Station		11.40
Serving Kitchen		13.45
Lounge		38.38
Stairwell 1		11.00
Stairwell 2		16.30
Stairwell 3		9.00
Sub Total:		1,063 m2
<u>Mistley Manor Annexe (Woodlands)</u>		
Main Office		18.00
Staff Cloak Room		8.48
Training Room Ground Floor		21.96
Lounge		34.60
Conservatory		32.10
Disabled Toilet		3.00
Staff W/C		2.55
Kitchen		9.90
Staff Room		11.44
Shop and Store		31.90
Bedroom 1		22.65
Bedroom 1 ensuite shower room		6.00
Bedroom 1 + ensuite		28.65
Bedroom 2		19.81
Bedroom 2 ensuite shower room		6.21
Bedroom 2 + ensuite		26.02
Bedroom 3		26.86
Bedroom 3 ensuite shower room		4.80
Bedroom 3 + ensuite		31.66
Bedroom 4		21.48
Bedroom 4 en suite shower room		5.46
Bedroom 4 + ensuite		26.94
First Floor Bathroom 1		5.94
First Floor Bathroom 2		5.94
Bedroom 5		10.97
Bedroom 5 ensuite W/C		2.55
Bedroom 5 + ensuite		13.52
Bedroom 6		11.11
Bedroom 6 ensuite W/C		2.55
Bedroom 6 + ensuite		13.66
Bedroom 7		11.06
Bedroom 7 en-suite W/C		3.1
Bedroom 7 + ensuite		14.16

Bedroom 8		12.03
Bedroom 8 with en-suite W/C		2.48
Bedroom 8 + ensuite		29.83
Bedroom 9		17.5
Bedroom 9 En Suite Shower Room		7.5
Bedroom 9 + ensuite		25.00
Sub Total:		363.35
Total Area:		4,269 m2

Bungalow 1 (The Grove)		
Hallway		7.75
Kitchen		9
Lounge		18
Bedroom 1		14
Bedroom 2		9.5
Bathroom		6.5
Total Area:		64.75
Bungalow 2 (The Grove)		
Hallway		7.75
Kitchen		9
Lounge		18
Bedroom 1		14
Bedroom 2		9.5
Bathroom		6.5
Total Area:		64.75
Bungalow 3 (The Grove)		
Hallway		6
Kitchen / Lounge		22
Bedroom 1		17
Bathroom		6
Total Area:		51
Bungalow 4 (The Grove)		
Hallway		6
Kitchen / Lounge		22
Bedroom 1		17
Bathroom		6
Total Area:		51
Total Area for all Bungalows:		231.50 m2
Visitation Suite & Hygiene Hub	Total:	30 m2

2. Aims and objectives.

The principles inherent to the provision of care within Mistle Manor are that you are

supported as unique, valued individuals in your daily living and leisure activities, with the aim of enabling, facilitating and maintaining your skills and abilities as well as promoting optimum health and well-being. Individual care planning is based on detailed assessment of your identified strengths and needs that promote the following values:

INDIVIDUALITY & IDENTITY:

Promoting the uniqueness of each person in the home and your right to be respected, regarded and treated as an individual.

RIGHTS:

Promoting and respecting your legal, civil and human rights.

CHOICE:

Promoting opportunities for you to make informed choices as part of your everyday living activities, to select for yourself, a range of alternative options, or where this proves difficult for an individual, explore ways and means that would enable the person to convey what they want and the benefits of doing so.

PRIVACY:

The right of each and every resident of the home to have privacy or time left alone and undisturbed as befits their needs. To avoid intrusion such as the need to knock before entering the individual's room and protecting the person's personal space is always respected.

INDEPENDENCE:

We aim to promote, support and facilitate your ability to do things for yourself irrespective of how small their contribution may be in becoming as independent as you feel able or willing to be. We hope to offer you as much control over your own lives, to make your own decisions and to take risks based on sound risk assessment and management strategies.

DIGNITY:

Promoting the importance of preserving the dignity of each individual resident, especially when intimate or personal care is provided and to preserve the individuals sense of self worth.

RESPECT:

We aim to do this by fostering demonstrable attitudes, behaviour and practices that value people with dementia as being important and equal to the rest of society.

PARTNERSHIP:

We embrace working in partnership with you as an individual of the home, relatives, carers, relevant professionals and agencies. We appreciate your assistance in keeping family harmony in that any contentious issues are kept within the family or raised with the management where resolve cannot be reached there therefore having a direct effect upon the person/you.

3. Philosophy of care.

The staff team within Mistley Manor aims to provide its residents with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Carers strive to preserve and maintain the dignity; individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to individual's ever changing needs. Such needs may be health/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Wherever and when possible, individual you are encouraged to participate in the development of your individualised Support Plans in which the involvement of family and friends may be appropriate and is greatly valued.

All Care Staff within the Home are appropriately trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Best Practice guidelines as may be laid down in appropriate Legislation, Regulations, research and the Care Quality Commission.

Our model of provision for people experiencing symptoms of Dementia is based on the studies of Sterling University and incorporate the following principles and designs.

- Each Bedroom Door has a different pattern and colour, to aid the service user identify their room. In addition each door has a picture of the service user and their name on it.
- Memory Boxes are built into the walls adjacent to each bedroom door which contain memorabilia of the individual resident to help them identify their room.
- Each bedroom has easy recognisable signage to help navigate around the house and to identify important areas such as en- suite facilities.
- Each bedroom has low level red LED lighting to enable people to follow the red glow at night to the toilets. These are also fitted low level in the toilets.
- Fabrics and soft furnishings have all been specially selected to aid identification and sensory needs with dementia.
- Mirrors with folding doors are provided to enable service users the option of having a mirror or not.
- Pin boards are also provided in each bedroom to display important information and facts on.
- Magnetic picture boards for Menus and Activities are provided to inform us all of the choices available. To enhance this we have a selection of choice cards available which the carers use to help people make a decision when communication or sequencing for the person has become difficult.
- We welcome everyone, family friends and loved ones to access facilities such as the garden areas and restaurant/bar area.

We have a range of activities that have been researched to be particularly focussed on Cognitive Stimulation Therapy. This includes, reminiscence, confidence building, short term memory stimulation and cues, hand to eye coordination, light (or lively) exercise and mobility.

A raised garden patio area which offers a relaxing and sensory area is ideal for activities, parties, reading, enjoying and participating in horticulture and offers a lovely area for visits.

Staff within Mistley Manor are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. Every member of staff also goes through the process of having a DBS check. They are carefully screened and references are always checked thoroughly. Induction

for new staff is carried out within the first six weeks of employment within the home by experienced senior staff, in accordance with the requirements of the social skills council.

Stour Valley Care Group encourages and supports carers in working towards obtaining QCF Levels 2 and 3 in care as well as the induction.

Additionally, regular training is provided in specific topics pertinent to the needs of residents within the home such as nutrition, the aetiology of cognitive decline, the function of the brain and where and why limitations occur, how to develop a support plan for individuals in relation to poor memory, sequencing, communication, confusion and even confrontation when distressing emotional incidences occur.

4. Home owner, manager and other key personnel.

Proprietors:	Home Managers:
Mr. Mike Volf and Mrs. Jacqui Volf.	Joe Volf & Lisa Bartlett
Experience:	Experience:
<p>The proprietors have run and managed Stour Valley Care Group since 1991. Currently there are two residential homes that comprise the Care Group of which Mistle Manor is one.</p> <p>Prior to becoming a Proprietor of Stour Valley Care Group, Mrs. Volf had seven years experience of working in and managing a residential care home.</p>	<p>Lisa is a highly experienced qualified nurse with almost 30 years' experience in both child and adult nursing. She has worked in hospital settings and across the community as a Nurse Specialist and Nurse Manager, in the fields of complex developmental disorders, mental health and brain injury.</p> <p>Joe Volf has been working in care since 2011, he has a CQF Level 5 in Health & Social Care.</p>
Qualifications:	Qualifications:
<p>City & Guilds 352/2 City & Guilds Training & Development Vocational Assessor and Skills Assessor.</p>	<p>ENMH, RNMH. BScHons – Specialist Practise. ENB N47 – Care and Management of people with developmental disabilities and Mental Health Needs, ENB – Management of Continence. RNIB – Certificate in Sensory Needs.</p> <p>QCF Level 5 in Health & Social Care</p>

Address of Home Owner/Manager

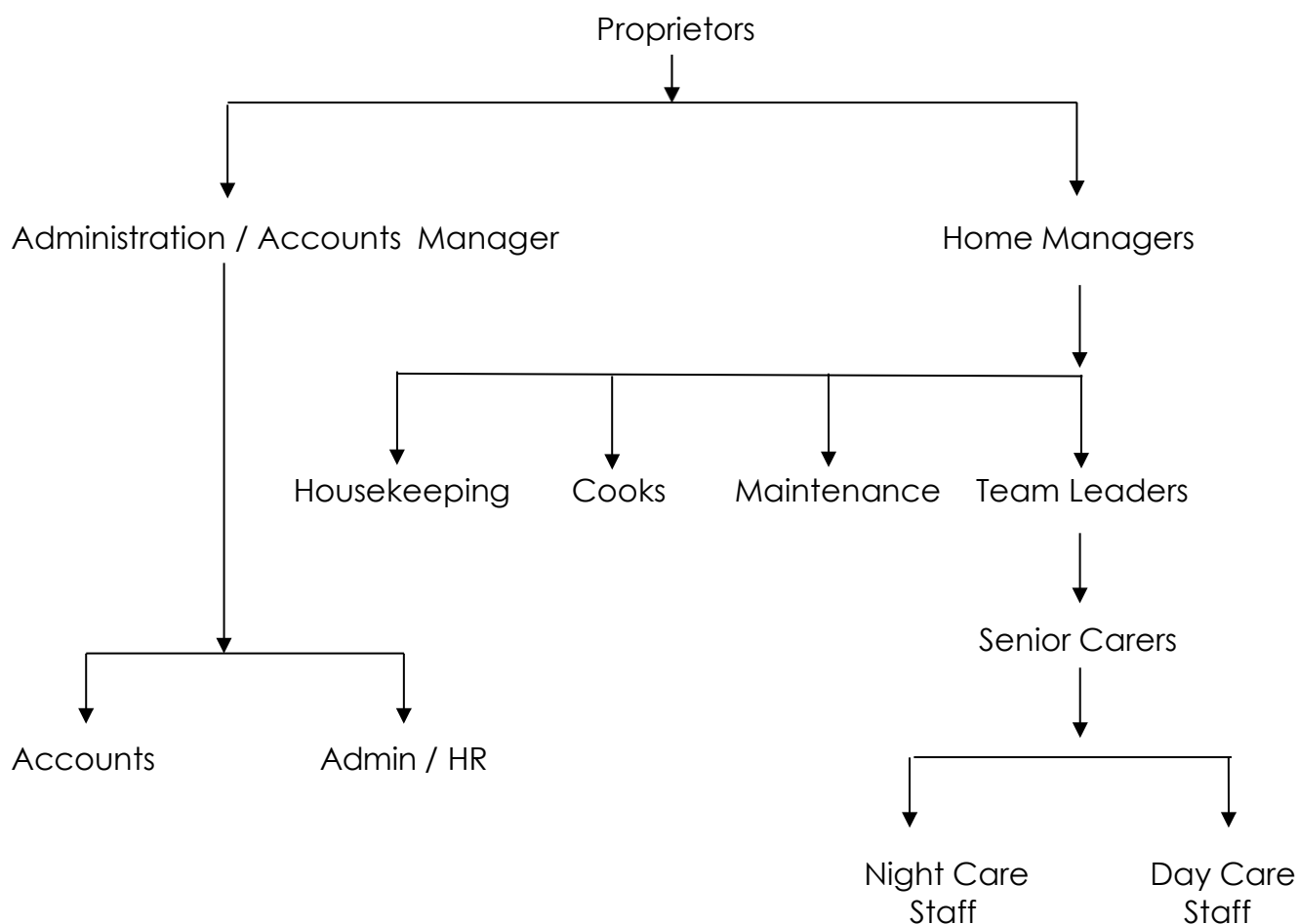
Mistley Manor Residential Care Home,
2, Long Road,
Mistley,
Manningtree,
Essex.
CO11 2HN

Telephone: 01206 391488
email: mike.volf@svcg.co.uk

Fax: 01206 391695
Web: www.mistleymanor.com

Care Speciality of the Home:

Care for Adults with Dementia or the Elderly.

5. Home organisational structure.

6. An overview of the service provided, including process of referral and acceptance.

Clients that are interested in coming to Mistley Manor their family members on their behalf are encouraged to visit the home and sample the homely atmosphere and level of service.

The criterion for admission to Mistley Manor is in accordance with the following:

- The prospective individual is Elderly
- The prospective individual has a diagnosed condition of Dementia.
- The prospective individual is assessed as being compatible with others residing in Mistley Manor.
- Prospective individuals may be of either gender.
- Provision is available to both ambulant and physically disabled individuals.

Referrals or enquiries about vacancies within Mistley Manor can be made either directly with the home managers or through the website.

Prior to offering a place we will carry out a full holistic assessment of need, where individual requirements are discussed. This can take place either in the comfort of your own home, or at Mistley Manor, where you can combine the assessment with having a meal, meeting staff and other residents.

Once a place has been offered and accepted contracts are drawn up and a date is set for admission. You should normally allow a week for all the relevant documentation and payments to be in place, but in exceptional situations admission can be brought forward.

You will have received a booking confirmation letter which details what to bring on the day and staff will have been briefed to expect you. Furniture and other personal effects can be moved in prior to admission if agreed in advance. You will be welcomed into the home by the Manager and receive a comprehensive booklet on all aspects of home life. We understand that this can be a difficult time for both resident and family and our staff are trained to deal with any issues that might arise.

Four weeks after admission a review is undertaken to confirm that all aspects of care are satisfactory. Individual care plans are discussed between the resident, their family and the home management team and any changes are agreed.

The prospective resident and their family will be provided with a copy of the 'Service User's Guide' to Mistley Manor.

7. Funding arrangements and contracts.

All contracts within Stour Valley Care Group are generally made between the prospective individual resident, family or local funding authority and Stour Valley Care Group. Local Authorities generally provide individual placement contracts where care and the services are detailed in the contract prior to placement.

The nature of the prospective individual resident's Dementia generally prohibits the service user him/herself having the capacity to understand and enter into a contract directly with Stour Valley Care Group without having appropriate representation. Stour Valley Care Group does though, attempt to enter into a basic 'non-contractual' agreement with the individual resident – a copy of which is included within the 'Service User's Guide'.

Any resident of the home, family or their funding authority have a right to request an end or termination to their contract at any time. Once a decision has been made to discharge or facilitate an individual's transition from the home, the process will be handled in a planned, caring and sensitive manner. The principle aim will be to minimise the emotional stress to the individual concerned and their family members who may be affected by such a transition.

8. Therapeutic, leisure and recreational activities.

The home's philosophy and principles on in-house and community based activities, is to strive towards creating a balance between the two for each resident, but that essentially takes into account the individual's interests, skills, abilities, experiences, personality and assessed needs. Mistley Manor offers a range of activities both in-house and in respect to community access.

A licensed bar is provided within the home and residents are entitled to a glass of wine with their main meal. All other drinks at the bar will have to be purchased and paid for by individuals or placed on their accounts.

9. Facilitating access to and practice of religious beliefs.

Individual residents of Mistley Manor may attend religious services of their chosen faith if they so desire and will be supported by a carer if needed. Individual residents will also be supported in making arrangements to meet with clergy of their chosen denomination and to practice the conventions of their religious beliefs.

Specific cultural and/or religious dietary needs of individuals will also be accommodated.

10. Care planning and review.

Integral to the care planning process and building upon the assessment findings for each individual will be a comprehensive holistic plan of care. Regular in-house care planning will be undertaken with reports from such meetings /planning being carried forward to help inform the regular care review with the individual's Family member.

Wherever possible the individual will be afforded the opportunity of taking an active part in their care planning process.

These include specialised Care Plans for people with Dementia.

11. Contact between residents and their relatives, friends and representatives.

Resident's family, relatives and friends are encouraged to visit regularly, and maintain contact by letter or telephone when visiting is not possible. In such circumstances, staff within the home will offer to assist the service user to respond where help may be needed.

Relatives and friends are equally encouraged to take an active part in the care planning process as well as attend reviews.

Visitors will be welcomed at all reasonable times and are asked to let the Home Manager know of the intended arrival and similarly on leaving the home at the end of their visit. For reasons of security and fire safety, visitors are required to sign the visitor's book on each occasion.

Any individual resident has the right to refuse to see any visitor and this right will be respected and upheld by the Home Manager who will, if necessary, inform the visitors of the individual's wishes.

Financial Issues: Where a person is able to manage their own financial affairs, we of course encourage people to do so. Some people may have passed their financial affairs over to an appointee - usually a spouse or a loved one – or someone who has been through court proceedings to ascertain 'Power of Attorney'. In recognition of a persons freedom to enjoy the same interests and opportunities as they previously enjoyed we do ask that a small float is available to the person to allow for payment as such and for chiropody, hairdressing, nail painting and beauty.

In relation to formal contracts for fees, we would respectfully ask for payment in advance on a monthly basis in relation to the length of stay.

Laundry: Mistleley Manor do provide an in-house laundry service for clothing however with the possibility of up to 82 residents staying at any one time, I am sure you will appreciate how difficult it can be to keep personal clothing together. Some people choose therefore to ask their family or friends to take their laundry home but if you would like us to do the laundry here for you, we would please ask for some help in that clothes are identifiable to the you/person in some way! We all know what it is like with odd socks coming out of the machine when we are quite sure all that went in were pairs. We appreciate your help with this.

Insurance for personal effects – we of course encourage people to personalise their rooms and to bring small pieces of furniture with them if they so choose. The same applies for personal effects such as jewellery and ornaments.

The Stour Valley Care Group have insurance for personal effects up to about £1,000.00 of cover.

12. The arrangements for respecting privacy and dignity.

Written policies and procedures are in place which ensures promotion and maintaining confidentiality of individual's details in relation to their care. This is reinforced within the written statement of the residents' rights outlined within the 'Service User's Guide'.

That same statement of rights also exhorts the home's resolve to preserve and champion individuals' right to be treated with privacy and respect.

A choice of bathing facilities are provided within the home which although not being gender specific, does ensure that individual' privacy and dignity are safeguarded. Each bedroom has its own En-Suite wet room, specialist baths are located on the ground, 1st and 2nd floors.

Within reasonable limits of individual's skills and abilities, support will be given to enable exercising of choice within their daily living activities, for example; choice of time for retiring to bed and rising; to dress as one pleases, choice of foods at mealtimes and beverages etc.

The principles inherent to the provision of care are that residents are supported as unique, valued individuals in their daily living and leisure activities, with the aim of enabling and facilitating the development of individual's skills and abilities as well as promoting optimum health and well-being in a way that upholds the core values of: Individuality and Identity; Rights; Choice; Privacy; Independence; Dignity; Respect and Partnership as outlined previously in this 'Statement of Purpose'.

13. Responding to and dealing with complaints.

Every effort and endeavour is made by Mistle Manor care team to provide a service that meets the needs of its residents their associates and staff. It is a resolve of the organisation to ensure that people are satisfied with the service that is provided. It is though recognised that as an independent care provider, things may from time to time go wrong, or as an organisation Mistle Manor, and in turn, Stour Valley Care Group may not always get things right.

Where an individual or their families feel dissatisfied with any aspect of the service provided by Mistle Manor and attempts to resolve the concern straight away by front line staff on the spot have proved unsuccessful, the individual has the right and will be supported in making a complaint.

If a resident of the home, relative or visitor feels that there is cause for complaint, they should, in the first instance, discuss the matter with the Home Manager. If the matter is in the complainant's opinion, a serious one, or if the complainant remains dissatisfied, they can take their complaint to the Proprietors. A full investigation will be carried out into the complaint, and the complainant will be advised of the results as soon as possible.

If after this investigation, the complainant is still not satisfied or if they feel that the complaint is of a serious nature then they may wish to inform the local office of the 'Care Quality Commission' (CQC) of their complaint. CQC is responsible for inspecting this establishment and to ensure that Mistley Manor conforms to the National Minimum Standards and regulations for Care Homes for Adults (18 – 65) under the provision of section 23(1) of the Care Standards Act 2000. Details of the registration authority are displayed within the entrance area of Mistley Manor and detailed within the complaints policy and procedure which is available on request from the Home Manager.

All complaints are formally registered by Stour Valley Care Group, are acknowledged and responded to in accordance with the organisations policy.

14. The fire precautions and associated emergency procedures related to the home.

- Mistley Manor and its bungalows have a modern fire alarm system fitted.
- Staff are instructed during induction training with regard to the Fire Prevention / Drills Policy this includes use of the home's fire appliances, evacuation, muster points, raising the alarm etc. Those residents of the home that are able to understand are informed of the emergency procedure during admission.
- All fire alarms are tested monthly by the Maintenance Engineer and at regular intervals by the local Fire Officer. Records are kept of all such testing as part of the Proprietor / Manager's responsibilities.
- Fire extinguishers are checked together with all firefighting equipment annually.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

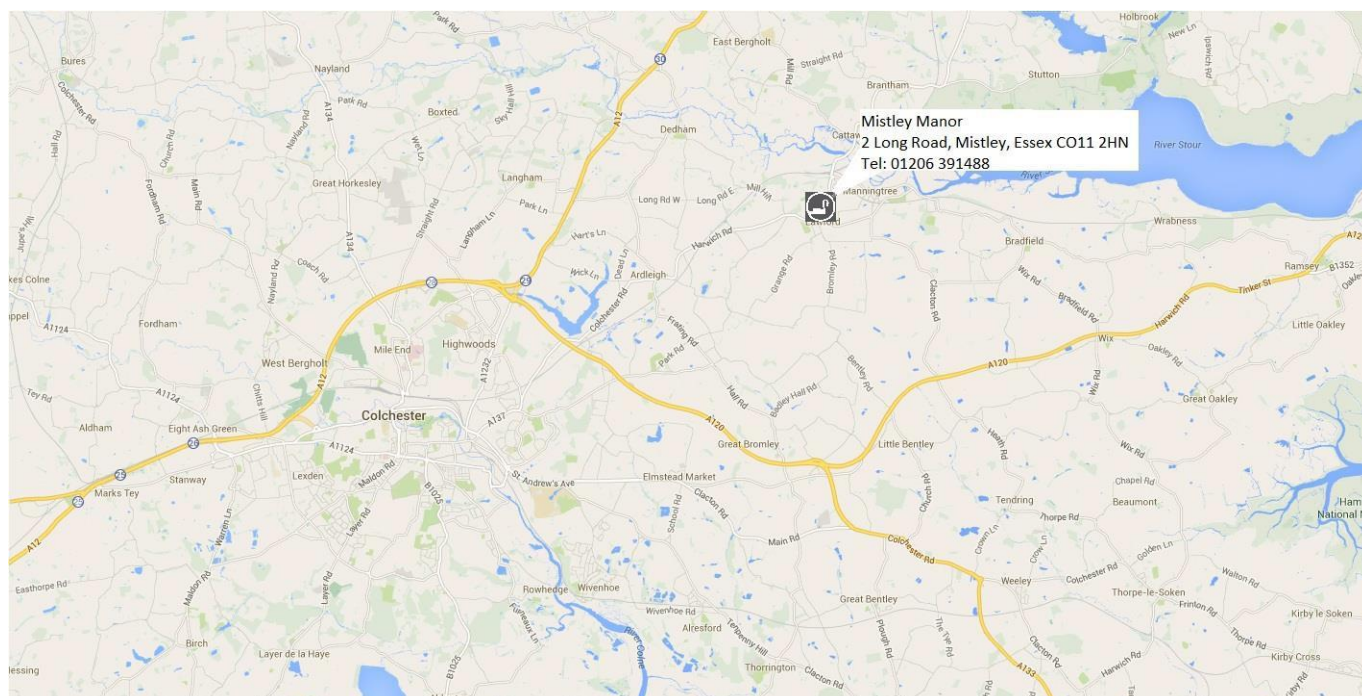
15. Service user's views and the views of others about the home and its operation.

Mistley Manor is continuing to strive towards improving the quality of its service for the elderly and people with Dementia in its care. Towards this aim Stour Valley Care Group as an organisation values the views of both service users and others who have contact with our services.

A service satisfaction questionnaire has been developed that is designed to elicit the views of residents of the home, family members, associates, care managers etc. These questionnaires are periodically sent out to a random number of individuals every six months. The responses received are analysed and collated to formulate a summary / overview of service satisfaction on the part of people associated with or linked in some way to a resident of the home. Individual completed questionnaires are retained and filed and may be viewed on arrangement with the Home Manager.

A service user satisfaction questionnaire has also been developed using a symbol and picture prompt system to facilitate ease of use. Residents' views are collated four monthly intervals. Completion of the service use satisfaction questionnaire is generally facilitated with the help of the advocacy service or a family member. Responses are collated into an annual report and made available to service users, prospective service users, their families and a copy will be provided to the Care Quality Commission (CQC).

Where to find us.



Directions from London / M25

- From Junction 28 on the M25 proceed along the A12 (North) towards Ipswich.
- Bypass Chelmsford, Witham, Kelvedon and Colchester and take the slip road signposted A120 towards Harwich and Clacton-on-Sea.
- Continue on the A120 until you reach the first roundabout, the Cross Public House is on your left hand side.
- Turn left at this roundabout onto the B1035 towards Manningtree, continuing along this road until you see a crossroads.
- Turn left into Long Road and immediately on your left is the driveway into Mistley Manor.