



Statement of Purpose / Mission Statement

Our Aims & Objectives

The management and staff at Care Homes of Distinction aims to ensure the highest standards of care and support for all its service users as listed and detailed below. We provide an environment which safeguards, stimulates, promotes and respects the rights, independence and dignity of all our service users. We work together with our service users, their families and relatives, professionals, and all other stakeholders to achieve a quality lifestyle within our Home.

OUR QUALITY ASSURANCE MISSION

'We Provide'

- A Clean, Homely and Safe environment
- Quality Trained, Dedicated and Caring staff
- Person Centred Care that promotes, 'I culture'
- Choice, Dignity, Privacy and Respect
- Group and Individual Activities on a regular basis
- Individually Tailored 24-hour Care
- Homely Fresh Cuisine that meets all Dietary, Nutritional and Cultural requirements
- Support to meet all Spiritual, Cultural and Religious needs
- An Environment that welcomes and supports Visitors, Families and Friends
- Access to outside professionals, such as GP and DN's service, Outpatient Dentist, Podiatry, Hairdresser, Physiotherapy, Therapy Dogs, Church services, Opticians
- An Open and Honest Culture that encourages new ideas and ways to improve our service

SERVICE PROVIDER

NAME	Care Homes of Distinction (Wray Park) Ltd
Legal Status	Limited Company
Head Office Address	Wray Park 55 Alma Road Reigate, Surrey RH2 0DN
Email	nicola@carehomesofdistinction.com
Telephone	01737 248245
Service provider ID	1-13582231226
Responsible Person	Nicola Elliott
Wray Park location ID	1 – 13606420431
Company Number	13415450

LOCATION	Wray Park Care Home
Location ID	1 – 13606420431
Address	Wray Park Care Home 55 Alma Road Reigate, Surrey RH2 0DN
Email	nicola@carehomesofdistinction.com
Telephone	01737 248245
Web Site	www.carehomesofdistinction.com
Service provider ID	1-13582231226
Manager ID	Nicola Elliott - 1-125180823 Jack Bacciarelli - CON 1-954459812
Number of Registered places	Maximum of 24 service users
Service Type	Care Home Service without Nursing
Regulated Activities	Accommodation for persons who require nursing or personal care
Service User Band	Older people Mental Health Dementia Sensory Impairment
Care Category	Long or short Term Continuing Care Convalescence/ Respite Care Palliative / End of Life Care (when needed in partnership with District nurses/GPs)
Manager Tel: - Email: -	Nicola Elliott / Jack Bacciarelli 01737 248245 nicola@carehomesofdistinction.com manager@carehomesofdistinction.com
Business address	Wray Park 55 Alma Rd Reigate Surrey RH2 0DN

SERVICE PROVIDER

NAME	Care Homes of Distinction Ltd
Legal Status	Limited Company
Address	Wray Park 55 Alma Road Reigate, Surrey RH2 0DN
Email	nicola@carehomesofdistinction.com
Telephone	01737 248245
Service provider ID	1-101690134
Responsible Person	Nicola Elliott
Woodside View location ID	1 – 125166526
Company Number	5268043

LOCATION	Woodside View Nursing Home
Location ID	1 – 125166526
Address	Woodside View Nursing Home 2 Highview Caterham Surrey CR3 6AY
Email	manager@carehomesofdistinction.com
Telephone	01883 346313
Web Site	www.carehomesofdistinction.com
Service provider ID	1-1301690134
Manager ID	Janel Pagulayan -
Number of Registered places	Maximum of 26 service users
Service Type	Care Home Service with Nursing
Regulated Activities	Accommodation for persons who require nursing or personal care
Service User Band	Older people Mental Health Dementia
Care Category	Long or short Term Continuing Care Convalescence/ Respite Care Palliative / End of Life Care (when needed in partnership with District nurses/GPs)
Manager Tel: - Email: -	Janel Pagulayan 01883 346313 manager@carehomesofdistinction.com
Business address	Woodside View 2 Highview, Caterham Surrey CR3 6AY

Admission & Assessment

Care Homes of Distinction provides 24-hour care at our Home for elderly service users male and female. The details of the categories of care we provide are given in the above tables.

All our prospective service users will be assessed prior to admission to the Home. This includes a Health Needs Assessment and Risk Assessment(s) being carried out. We work together with the service users and their families to implement a care plan to meet each individual service user. We also offer a one-month trial period in the event our Homes are not suitable for either party.

Any prospective service users and/or their families/ or representatives can be provided with brochures containing our statement of purpose which includes a definitive guide to the services we provide. We do provide our brochures electronically on most occasions as typically most prospective families have access to email. Any other additional information will also be provided on admission. All service users will be required to enter into a contract with us at Wray Park Care Homes and Woodside View Nursing Home, this will always include our terms and conditions.

We also have an interactive website www.carehomesofdistinction.com where prospective service users and their families or representatives have the opportunity to view our Home and read about the services and facilities we offer.

Philosophy of Care

Our current ethos at Wray Park Care Home and Woodside View Nursing Home is to maintain high standards both in care, living accommodation and safe environment. Good management, trained staff, sound operating practices, well defined policies and procedures including action plans.

We also believe and promote positive Care outcomes, with our core values being Caring, Dignity and Respect, Privacy, Independence, Rights, Equality, Choices, Trust, Fairness, Freedom, Compassion, Peace and being Safe.

The needs of our residents are assessed prior to admission, followed by a programme of continuous assessment of their care being provided and their individual needs and how these are met by us. The care plans are risk assessed and include a complete holistic approach to an individual's care needs. The service users, their families and representatives are encouraged to take part and be involved in the planning and preparing of each service user care package to ensure it is person centred and meets their individual needs. A key worker system is in place for each individual resident.

Service users, their families and representatives are encouraged to participate in regular forums, events and customer surveys, ensuring that the residents who live at Wray Park Care Home and Woodside View Nursing Home receive the highest standards of care and identifies any areas for improvement. We are dedicated to workforce development, and we have won National Awards such as employer of the year, continuing professional development from Skills for Care and care employer of the year from Care Choices that confirms the Organisation's commitment to its work during our many years of looking after clients in care.

Positive Outcomes

We comply to the Care Quality Commission's (CQC) Regulations and essential standards for Care Homes and ensure that all the services we offer are outcome based in accordance with the CQC requirements.

The organisational policies and procedures ensure the best possible quality and care for our service users whilst promoting their health, safety and wellbeing enabling them to lead a fulfilling lifestyle of their choice.

Accommodation

Wray Park and Woodside View are set within its own private gardens and grounds. The homes have undergone extensive refurbishment throughout the years, with most bedrooms enjoying en-suite facilities and walk in showers. Bathrooms are fully equipped for any disabilities with hoists, chairs, and mobility aids. All rooms are decorated to a high standard with a nurse call system which can summon help or assistance 24hrs a day. Service users are encouraged to personalise their rooms and bring their own belongings should they wish.

Nutrition and Hydration

We consider nutrition to be of paramount importance to our residents. Our chef prepares fresh and healthy home cooked and varied menus daily and any specialist dietary needs are catered for. We use mainly seasonal produce direct from our wholesalers. Menus are prepared according to requests and feedback surveys from service users and implement everyone's likes and dislikes. We also use the nutritional tools and receive advice from Speech and Language Therapists (SALT) on nutrition/hydration and issues surrounding diet and conditions such as swallowing and oral problems.

Safeguarding and DoLS

We take the wellbeing, health & safety of our service users very seriously and operate strict procedures to ensure that this is monitored and maintained at all times. We have a very robust safeguarding policy in place and promote our service users' right to choice, privacy, dignity, respect and confidentiality at all times. All staff are trained, experienced and understand and follow the Surrey Multi-Disciplinary Board Safeguarding Policy and Procedures and includes training in Deprivation of Liberty (DoLS)

Health & Safety, Fire Safety and Infection Control

All of our staff are trained in Fire Safety, both Wray Park and Woodside View has a comprehensive fire detection system (L1) which is to a gold standard, and fire prevention and evacuation measures are in place. We work to strict policies and procedures and are inspected periodically by the Surrey Fire and Rescue Service to ensure we conform to the latest fire regulations. We use NHS and NICE guidelines to follow robust codes of practise regarding infection control and have strict policies and procedures in place to minimise any risks to our service users and staff. Health & Safety training, including all other mandatory training relating to the care sector is regularly provided for all staff to maintain compliance and to ensure all staff are kept up to date with any changes or new regulations / guidelines that may be introduced.

Service Users Leisure, Activities and Services

We employ our own Activities Co-ordinator who undertakes imaginative and meaningful activities with our service users.

Throughout the year the organises outings to local theatres, parks and places of interest as well as holding BBQs, parties and other social events. We encourage service user's families, relatives, and friends to join in all our social activities. The religious and spiritual needs of all denominations are respected and met wherever possible. Regular visits take place from local churches and their clergy who represent all denominations.

Wray Park and Woodside View has an informal and open visiting policy and service user's family; friends and representatives are welcome to visit the home at any time. Private lunches, birthday parties etc are encouraged and can be arranged on request.

Staffing, Training and Development

Wray Park and Woodside View provides appropriate levels of qualified and trained staff on a 24-hour basis. All new staff undergo a rigorous employment process which includes an enhanced police check provided by the Disclosure Barring Service (DBS) and at least 2 previous work references are received prior to employment. Staff complete an induction period and are trained to recognise the importance of high standards and are dedicated to meet the needs of our service users. We have a workforce training and development programme which provides all mandatory training as well as individualised or more specific subjects such as diabetes, challenging behaviour, equality and diversity etc. Training is delivered by external specialist providers who visit the home, as well as online and workbook based.

Staff Qualifications

Our team is made up of a variety of fully qualified Staff. These include RGN QCF (NVQ) levels 2,3,4 and 5, RMA (Registered Managers Award), with some holding leadership Awards. All staff undergo mandatory training e.g., Food and Hygiene, Infection Control, Moving and Handling, First Aid/CPR, Medication Administration, Fire, Health and Safety, Safeguarding Vulnerable Adults, Mental Capacity/DOLS, Dementia, COSHH etc. Some staff have obtained other qualifications to further develop themselves and we strongly encourage and support this. There is a computerised continuing development programme for the workforce (Matrix) and we are continually sourcing new and updated courses to further staff development, especially where a new need is identified.