

Diwali Nivas

A residential home for an Asian lifestyle and cuisine.

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STATEMENT OF PURPOSE DIWALI NIVAS RESIDENTIAL HOME 38 WESTCOTES DRIVE

Leicester

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Registered providers to be:

Diwali Limited

38 Westcotes Drive

Leicester

LE3 0QR

Diwali Nivas was established as a home for Asian Lifestyle Elderly Resident in 2001.

It has been operating as a care home for 16 years, but changed to meet the changing needs of the community in Leicester. The home is registered for 21 residents with categories DE, MD and OP.

Diwali Nivas is situated close to lively through fare of Narborough Road. It has easy access to local shops, post office and the Jalaram Mandir is walking distance. The local bus service provided easy access to Leicester city and Fosse park shopping centre.

Our aim is to provide a caring, non-institutional, homely atmosphere in which our residents may lead as normal Asian lifestyle as possible. We will ensure that resident's privacy, dignity, independence, rights and choices are maintained.

Registered Manager: Kishen Sachdev

Mr. Kishen Sachdev is the current registered manager for the care home. Kishen is has completed numerous courses such as First Aid, Mental Capacity Act, Moving and Handling, NVQ Level 3 in Health and Social Care and Leadership and Managers Award in Health and Social Care. He has experience in all areas and aspects of care.

This includes the day-to-day running of the home and the care and well-being of the residents and staff within the home.

The Home: Our facilities include 18 bedrooms, consisting of 15 single rooms and 3 double rooms. The facilities are on two floors with access to the upper floor by a fully hydraulic lift or main staircase. Rooms 9, 10, 11 and 12 do not have a view to the garden, however these rooms have Velux windows to provide natural light and ventilation. Rooms 10, 11 and 12 also have fire safe internal windows, which provide additional natural light. These windows have an obscure film to provide privacy. We have built an extension to the property, which was completed in September 2015, where 6 extra bedrooms were built. We also made some major refurbishments to the existing areas of the building to provide more natural light, access areas and to provide a more dementia friendly environment. This included feature bedrooms walls matching the bedroom doors, specifically designed dementia furniture, dimmable light switches to control the lighting, especially during the evening. We exclusively cater for vegetarians and offer traditional Gujarati / Punjabi cuisine. Our caring and efficient staffs are fluent in Gujarati, Hindi, Punjabi and English and are available at all times to assist and respond to our resident needs, whether they are physical, social, or intellectual. We offer:

1. Gujarati, Hindi, Punjabi and English speaking care staff available 24 hours a day
2. Nurse call system, including falls sensors and smoke detectors in every room
3. Single and double rooms available
4. 2 elegant and homely lounge/dining rooms
5. Landscaped garden with patio area
6. Passenger lift to all floors
7. Choice of Asian and English menu
8. Telephone and television points in every room
9. In-house entertainment
10. Outing and day trips

Aims and Objectives: We aim to provide a caring, homely and non-institutional atmosphere for our residents. The accommodation has been designed to create small living areas to encourage a friendly atmosphere.

We will provide long and short stay residents and encourage our residents to continue their normal lifestyle.

We will provide hairdressing and chiropody on a regular basis. We arrange various social events for residents and families to participate in, as well as outings.

Residents will be encouraged to organise their own social events and activities with full staff support.

All prospective residents will be expected to visit our home and a day's free trial can be arranged. To ensure that the best interests of all concerned are being observed, a trial period of one month after entry will apply,

All residents will be encouraged to be self-caring with their drug therapy if desired, unless their GP is not agreeable.

Confidentiality will be maintained in all matter and we will not become involved in any financial matters for our residents. We can arrange for an independent financial advisor to assist residents if necessary.

If a residents situation should change either financially or health wise, we will endeavour to keep them as long as possible.

Staffing: The care home employments levels are around 20 staff of whom currently 75% currently hold NVQ qualifications in care, which covers all areas from night and day care, cooking, maintenance and management, with different levels of experience, which provides a stable operation of the home. Majority of staff speak Gujarati, Hindi or Punjabi to able to communicate with residents and visitors.

All care staff are given mandatory training in the following:

- Fire drill instruction
- Health & Safety
- Risk assessment
- First Aid
- Client moving & handling
- COSHH
- Dementia
- Basic food hygiene
- SOVA

Our aim at Diwali Nivas is provide unity in our work to be able to deliver a high standard of care with effective communication within the home and a safe environment, respecting residents' rights at all times as to maintain an overall quality of care provided.

Residents are able to discuss any issues or needs with the care staff and/or the management at any time.

The staff structure is as follows:

- Proprietor
- Manager
- Care Manager
- Senior care assistants
- Night care / Day care assistants together with auxiliary staff

Residents: The residents' ages vary and generally there is a higher female percentage.

The home is there to provide residents with security, warmth and a sense of belonging to a homely environment. We aim to provide a service on an individual basis so as to meet each resident's needs, choices and desires.

The care home is able to reside various needs and is registered to take residents with Dementia, Mental Health & mental illness problems. There is a community nurse who visits the home on a regular basis with the resident's own GP but no qualified nurse staff is to be present on the site. Residents are at liberty to retain their existing G.P., Dentist, Chiropodist, Opticians and Hairdresser should they wish.

Residents can be responsible for their own medicine should they wish, however in some circumstances the G.P., social worker or other health professional may consider it unsafe and detrimental to their care.

We aim to encourage residents' participation and discussion with the running of the care home and we arrange regular meetings with the residents on how to improve, activities and events. Residents are able to prepare their own refreshments and snacks if they wish and also can substitute the home's meal.

Admission: Before a new resident comes to live in the home, their representative or next of kin will usually come and view the home. We can arrange a half day visit for the resident to familiarise themselves with the surrounding, staff and other residents

The registered manager or the social worker will assess the prospective resident and a form is completed and copy is passed on to the registered person. They will then inform the new resident or their representative in writing whether the home is suitable for the purpose of the resident and an agreed time and date can be arranged to arrange accommodation. On this day information will be required from the family, next of kin or social worker and recorded in the individual residents care plan and other paperwork which will need to be completed will include a handling assessment, medication history and inventory of personal items and valuables.

All financial arrangements need to be agreed before admittance, wherever possible. Normally we would propose a month's trial with a view to permanent care and a decision is made at the home between the management, next of kin and social worker.

We would ask the resident's G.P. for a visit for a medical check-up and where possible to provide medical details and background.

For an emergency admission the registered manager will take a suitable decision depending on the facts and information provided about the new resident and ensure the client is suitable for the care home and not to contravene our registration criteria.

Brochures are offered for prospective service users and family or next of kin and they are able to view the home anytime they wish with the assistance of the manager or a senior carer, who will also be able to answer any queries.

Leisure activities: At the care home we feel that the leisure activities are essential as they provide interest and encouragement and duties include daily activities and social interaction with the residents. Some of the activities are bingo, card games, dominoes etc. and trips are also organised depending on resident's abilities and other factors.

The home's therapeutic techniques are sessions of gentle exercises, which are held in the home by a professional exercise co-ordinator. This involves exercising to music and using lightweights and gently stretching exercises, which are held on a regular basis.

Religion: We encourage that residents maintain their religious belief and practise with the care home environment. Arrangements can be made to attend regular visits to the temple.

Visitors: Visitors are welcome at any reasonable time and are allowed to visit residents in the privacy of their own rooms or in the lounge areas available.

Tea and coffee is available for the visitors and snacks can be provided at an additional cost.

Relatives are more than welcome to go out with their families wherever possible, however they must notify a member of staff so this can be recorded.

Relatives can ring the home to speak to the residents at any time and residents can have access to the phone to speak to their families. Facsimile / email facilities are also available upon request. A separate residents' line is available to make and receive calls.

Complaints procedure: All complaints or grievance will be dealt with the registered manager of the home and if the manager is unable to resolve the complaint or grievance it should be then directed to the home's proprietors. We will ensure complaints are fully investigated and the complainant will be informed within 28 days of any action that is to be taken.

If the complaint cannot be satisfactorily resolved or the complainant is still unhappy with the outcome then the provider with whom you are contracted can be contacted (Social Service Funded Residents).

Other agencies are also available to assist with guidance for the complainant.

The Care Quality Commission looks at the whole picture of social care in England.

This includes social services teams at councils, care homes and care agencies. They regulate, inspect and review all adult social care services in the public, private and voluntary sectors and report findings to the Government and publish a report to

Parliament every year on the state of social care. CQC register people who want to run care services for adults and check whether they meet legal requirements. For example, if the owner or manager of a service has a criminal record, they can refuse to give a registration certificate and make information about all registered services available to the public. They have recently introduced quality rating for all care providers, ranging from inadequate to excellent which is a rating system that allows people to compare services and choose the right one for them.

They can be contacted to find out any more information about our care service or any other service provider. Their contact details are:

Eastern Midlands Region

The Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Fire procedure: Fire procedure are located at various points within the care home and all staff undertake fire awareness training sessions four times a year. A copy of our fire procedure is available next to every exit point and a written copy can be provided on request.

Residents' care plans: A care plan is put collectively with all available information and with consultation with the resident and their representatives. The plan shows the needs, respect of health and welfare and how they are to be met and maintained. It ensures that all staff has the knowledge and information on hand regarding each resident and the plan will be made available to the resident if requested.

Continual assessment will take place and will be reviewed at periods by negotiation with the service user, family, health and social professionals and the care home. All information will be recorded including any physical or emotional needs and care plans should be reviewed by care staff when required.

It is the duty of the registered manager to ensure the residents care plan is kept up to date and reviewed.

Records Policy: Every service user has access to information, security and privacy of data and is entitled to see a copy of all personal information held about them and to correct any error or omission in it.

Staff should follow these guidelines:

1. Ensure that all files or written information of a confidential nature are stored in a secure manner in a locked filing cabinet and are only accessed by staff who have a need and a right to access them.
2. Ensure that all files or written information of a confidential nature are not left out where they can read by unauthorised staff or others.
3. Wherever practical or reasonable fill in all care records and resident's notes in the presence of and with co-operation of the resident concerned.
4. Ensure that all care records and residents' notes, including care plans, are signed and dated.
5. Check regularly on the accuracy of data being entered into computers.
6. Always use passwords provided to access the computer system and not abuse them by passing them onto people who should not have them.
7. Use computer screen blanking to ensure that personal data is not left screen when not in use.

All new staff should be encouraged to read the policies on data protection and on confidentiality as part of their induction process. Existing staff will be offered training to National Training Organisation Standards covering basic information about confidentiality, data protection and access to records.

Training in the correct method for entering information in service users' records should be given to all care staff. The nominated data user/data controller for the home should be trained appropriately in the Data Protection Act 1998. All staff that needs to use the computer system should be thoroughly trained in its use.

Quality assurance assessments are carried out by the home on a regular basis and we feel that this assessment is an essential part of our continuing quality of care. The home believes that having the highest quality care and accommodation is an absolute right of every service user. Each service user will be given a say in the running of the home through regular meetings and a residents' survey carried out an annual basis.

The survey will be confidential but the results will be published and distributed to all residents. Comment and feedback will be encouraged not only from residents but also from relatives, carers, friends and advocates.

Privacy: We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our service users in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading the post and communicating with friends, relatives and advisors.
- Ensuring the confidentiality of information the home holds about residents.

Dignity: Disabilities quickly undermine dignity. So we try to reserve respect for our service users' intrinsic value in the following ways:

- Treating each resident as a special and undervalued individual.
- Helping residents to present themselves to others, as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities, which enables residents to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance

Cultural and Diversity: We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways.

- Positively communicating to our residents that their diverse background enhance the life of the home.
- Respecting and providing for the ethnic, cultural and religious practices of residents.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping residents to celebrate events, anniversaries and festivals, which are important to them.