



**Acton**  
Care Centre

**STATEMENT  
OF  
PURPOSE  
JANUARY  
2013**

the **gold standards**  
**framework**<sup>®</sup>  
in care homes





# Acton Care Centre



## **Acton Care Centre**

### **STATEMENT OF PURPOSE**

Acton Care Centre has been built and developed especially for the local people of Acton and surrounding areas who because of increasing physical and mental dependency are unable to maintain an individual life style at home. The term 'service user' has been replaced by 'patient' as we believe that for various reasons people come to Acton Care Centre for short-term treatment or long-term nursing care.

#### **Patients' rights**

We place the rights of our patients at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our patients to exercise their rights to the full.

#### **Privacy**

We recognise that life in a communal setting is not easy and the need to accept help with personal tasks is difficult to accept. All our patients will be able to enjoy the pleasure of being alone and undisturbed in certain situations.

#### **Dignity**

Disabilities and frailty quickly undermines dignity, so we respect our patients, recognising the valuable contribution they have made to their communities and families throughout their lives and the very valuable contribution they will continue to make to the community of Acton Care Centre.

#### **Independence**

We are aware that our patients have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster opportunities for them to think and act without reference to another person.

#### **Security**

We aim to provide an environment and structure of support, which responds to the need for security and being safe.

#### **Civil rights**

Having disabilities and residing in a home can appear to deprive our patients of their rights as citizens. We therefore work hard to maintain our patients'

place in society as fully participating and benefiting citizens including the right to vote.

### **Choice**

We aim to help patients to exercise the opportunity to select from a range of options in all aspects of their lives.

### **Quality care**

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

### **Lifestyle**

It is clear that our patients may need care and help in a range of aspects of their daily living, however we are aware that each of our patients have enjoyed varied and diverse lifestyles and we will encourage them to continue wherever possible to maintain that diversity.

### **Concerns, complaints and protection**

Despite everything that we do to provide a secure environment, we know that our patients may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such situations we have in place systems to reduce the risk and to immediately respond to concerns and difficulties before they develop into more serious problems.

### **Staffing**

We are aware that the home's staff will always play a very important role in our patient's welfare. This will range from the General Manager, The Clinical Director (the Registered Manager, Heads of Departments and throughout the home's complement of staff. Acton Care Centre employs first level nurses who are qualified in general nursing and mental health. The qualified nurses are supported, by health care assistants (of which at least eighty percent have achieved NVQ Level 2 or NVQ Level 3 in Care). Catering Staff have all gained Food Handling and Food Hygiene Certificates. All staff are required to have undergone a comprehensive induction programme. See Appendix 3 Staffing Structure.

### **Management and administration**

We know that the leadership of the home is critical to all its operations and we have sought to put in place a team of senior people who can ensure that the holistic needs of patients are met and that regular supervision of all staff is implemented.

### **The underpinning elements**

A series of themes both cut across and underpin the aims we have in relating to the rights of patients and quality care.

### **Focus on patients**

We want everything we do in the home to be driven by the needs, abilities and aspirations of our patients, not by what staff, management or any other group

would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain patient-centred.

### **Fitness for purpose**

We are committed to achieving our stated aims and objectives and we welcome the scrutiny by our patients and their representatives.

### **Holistic care**

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our patients.

### **Meeting and recording assessed needs**

The care we provide is based on a thorough assessment of needs and the systematic and continuous planning of care for each patient. Care planning is regularly evaluated and patients and their relatives are positively encouraged to read, contribute to and discuss the care plans.

### **Quality assurance**

We aim for a progressive improvement in the standard of care provided and the hotel services in place. All areas are constantly under scrutiny for their quality and the following methods are used in evaluation:-

#### **Patient Care**

- Recorded Monthly audits of main care processes
- 'Family Matters' – regular recorded reviews with the Patient, Relatives and the Clinical Director and Patient Affairs Officer as frequent as is needed with a minimum of three per year
- Relatives meeting as required
- Regular Patient Satisfaction Surveys
- Palliative Care and End of Life reviews
- Bi-annual pharmacy audit by the Community Pharmacist
- Regular reviews by our General Practitioners

#### **Staff**

- Yearly appraisal
- Regular supervision (six times a year for care staff)
- Regular assessment of performance
- Regular End of Life Programme Audit. (Gold Standard Award)
- Dignity Champions
- Robust recruitment and selection procedures
- Mandatory and responsive training
- Two yearly CRB checks
- Investors in People.
- Five star rating catering services

## Buildings

- All statutory and mandatory audits for Fire Safety, Health & Safety, Risk Assessments and Emergency Planning are undertaken yearly
- 4.5 star rating for Health & Safety

### **Quality Hallmark for Care - The Gold Standards Framework – End of Life**

Acton Care Centre was awarded `Beacon` status with The National Gold Standards Framework in January 2012. The Beacon award is the highest accolade that can be achieved and is reassurance that the care of our patients is always our priority. Only 65 care centres in England have gained this standard.

The GSF Award is a National Quality Hallmark for the care of patients in the last years of life and is supported by the NHS End of Life Care Strategy.

All our staff are trained to follow the 20 standards of the GSF ensuring care is personalised and planned whilst respecting individualised wishes through effective communication with everyone involved.

Acton Care Centre recognises the importance of Living Well and also of Dying Well in an environment which promotes dignity and respect to each patient as an individual.

For further information: [www.goldstandardsframework.nhs.uk](http://www.goldstandardsframework.nhs.uk)

### **Facilities available**

Acton Care Centre is of modern design, purposely built to up to date building and safety standards

The Old Acton Hospital site has now evolved into this care centre. The history of the old hospital is well preserved by the use of the Passmore Edwards building as a multi-faith centre. The retained War Memorial is situated and illuminated in the front garden which remembers the people of Acton who defended their country in major and minor military conflicts. In 2011 we developed a small garden to the rear of the Passmore Edwards building which commemorates the centenary of the death, in 1911, of Passmore Edwards (the great Victorian philanthropist), who built hospitals and libraries throughout England.

The Acton Care Centre is run by Vintage Care Limited and owned by Catalyst Housing Limited (formerly Ealing Family Housing Association) which is a part of the Catalyst Housing Group. CHG is well-known for its major contribution to social housing within the London Borough of Ealing and the south east of England.

The home, which opened in March 2003, offers nursing care to 124 people including elderly frail people with complex health needs, elderly people suffering from dementia and younger and older people requiring palliative, tracheostomy and complex care.

The care is provided in single bedrooms measuring 12 sqm with en-suite toilets. Each patient can bring in personal items including furniture that meets the fire safety code and does not create a hazard to the patient's mobility.

There are five different unit areas that provide a designated smoking area and non-smoking lounges and a large communal dining room. There are a wide variety of bathing and shower facilities and communal toilets are placed strategically near the sitting and dining areas.

Hotel services are provided by catering, laundry and domestic teams who seek to ensure that each patient's room is cleaned daily, a choice of meals are available and personal laundry is managed effectively. Events such as birthdays are celebrated and patient's relatives and their friends are welcome to join any formal and informal festivities arranged by the home.

Activities are provided and facilitated by an Activity Programmes co-ordinator and links with outside groups, local schools and entertainers are positively welcomed. Hairdressing and beauty treatments are provided weekly. Reflexology is provided within our overall service specification.

Care needs will on occasions require the more specific advice of Specialist Nurses who work outside of Acton Care Centre. There are strong links with the Oncology Team, the Macmillan Team and the local hospice. Their expertise will be sought to ensure that the most updated nursing skills and knowledge can be used when patient's need require it.

For patients with more complex health needs there are links with specialist doctors and nurse in Charing Cross, Hammersmith and St Mary's (Paddington) hospitals.

Our patients represent many cultures and religions and our retained chaplain will arrange support and visits from spiritual leaders at the request of the patients and their relatives or will enlist the help of friends or laity. Devotional Services for all faiths can be arranged with the Chaplain. We also recognise that when the death of a patient occurs, religious and cultural observances must be respected, therefore it is important that the personal wishes of the patient and their relatives are known beforehand to avoid unnecessary distress.

General Medical Services can be arranged with a medical practitioner of the patient's choice, however the home has an agreed arrangement with a local group general practice who are happy to register new patients. Therapy support, (chiropody, speech therapy, dietetics, dentistry and physiotherapy) can be arranged by the General Practitioner via an NHS referral, however patients can arrange and pay for private therapy services if they so wish. Optical Services can be arranged through the home.

We encourage the use of Advocacy Services where a patient may wish to make independent choices outside of their family, supporting networks and Acton Care Centre staff.

Health and Safety is central to our care provision and our procedures in relation to fire, accidents, general health and safety is constantly reviewed and all legislation relating to the maintenance and purchasing of equipment is met. All safety and maintenance records can be reviewed on request.

### **Statutory and Quality Controls (See Appendix One for details)**

Acton Care Centre is regulated under the Care Standards Act 2000, Health and Social Care Act 2008 and Essential Standards of Quality and Safety 2009. The statutory regulator is the Care Quality Commission who undertakes unannounced statutory inspections in a calendar year. All inspection reports are public documents and can be obtained from the CQC and Acton Care Centre. Acton Care Centre achieves a Good Service Standard.

Vintage Care Limited as the managing agent of Acton Care Centre is known as the Registered Provider and as such is required to undertake a recorded quality audit once a month under the Care Homes Regulation 10 which can be made available on request. The Vintage Care Limited Board, which consists of a Chairman and three directors meet regularly to ensure that all statutory and quality standards are met.

The Commissioners of our care are mainly the two major statutory agencies (Health and Social Services) and as such are vigilant about the quality of services we provide on their behalf for their patients. They undertake regular audits and reviews on individual patients and welcome the contribution of the patients and their relatives. A quarterly contract monitoring report is produced by Acton Care Centre for its statutory purchasers. Other purchasers of our care are individuals and their families who wish to have a private contract with the home for a nursing placement and supporting services.

Complaints Management is a very necessary process to bring to our attention less than adequate services and care. We positively welcome comments from patients, their relatives, staff and visiting professionals. In the first instance concerns should be raised with the Senior Nurse of the unit or the senior manager on duty.

If not resolved satisfactorily, people should contact the Clinical Director or General Manager. If at this level there has not been a resolution, complaints can be made to the Chairman of Vintage Care and the CQC. Any patient admitted as an NHS Patient can also complain by using the NHS Complaints Procedure.

## **Appendix One**

### **Registered Provider – Vintage Care Limited**

Mr John Foxall - Chairman  
Vintage Care Limited  
Ealing Gateway  
26-30 Uxbridge Road  
Ealing  
London W5 2AU

john.foxall@chg.org.uk  
Tel: 020 8832 3206  
Fax: 020 8832 3340

### **General Manager**

Mary McLaren  
RN. MCIPD, ONC, NDN cert, FRSA.  
Acton Care Centre  
48 Gunnersbury Lane  
Acton  
London W3 8EF

mary.mclaren@chg.org.uk  
Tel: 020 8896 5600  
Fax: 020 8992 7116

### **Registered Manager / Clinical Director**

Julie Bignell  
Registered Nurse  
Acton Care Centre  
48 Gunnersbury Lane  
Acton  
London W3 8EF

julie.bignell@chg.org.uk  
Tel: 020 8896 5600  
Fax: 020 8992 7116

### **The Care Quality Commission**

Sue Woolnough  
Compliance Inspector  
London Region - Care Quality Commission  
Citygate, Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

ENQUIRES@cqc.org.uk  
Tel: 03000 616161  
Fax: 03000 616172

## **Appendix Two – Useful addresses and telephone numbers**

### **General Practitioners**

Hillcrest Surgery  
337 Uxbridge Road  
London  
W3 9RA

Tel: 020 8993 0982

### **Acton Care Centre Chaplain – Co-ordinator for other Faiths**

The Reverend Nicholas Henderson  
The Parishes Office  
25 Birch Grove  
London  
W3 9SP

Tel: 020 8992 2333.

### **Ealing Primary Care Trust**

Tel: 020 8893 0230

### **Ealing Social Services**

Tel: 020 8825 8000

### **Hammersmith & Fulham Primary Care Trust**

Tel: 020 8846 6767

### **Hammersmith & Fulham Social Services**

Tel: 020 8748 3020

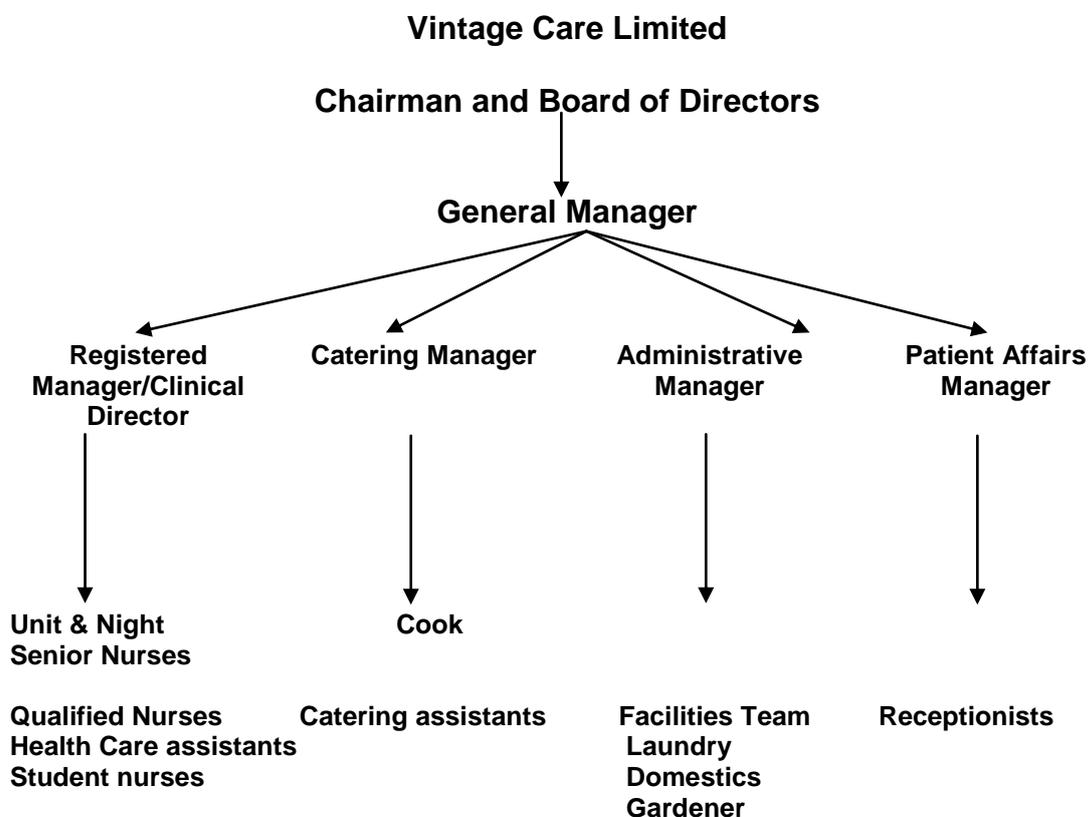
### **Advocacy Services**

First Voice  
Tel: 020 8833 7000

Age Concern Ealing  
Tel: 020 8567 8017

Alzheimers Concern Ealing  
Tel: 020 8568 4448

## Appendix Three – Staffing structure



### Recognising the Uniforms of our Staff

<b>Senior Nurses</b>	<b>Navy Blue Dresses</b>
<b>Staff Nurses</b>	<b>Pale Blue Tunics</b>
<b>Senior Carers NVQ 3</b>	<b>Lilac Tunic &amp; Purple Belt</b>
<b>Senior Carers NVQ 2</b>	<b>Lilac Tunics/dresses</b>
<b>Health Care Assistants</b>	<b>Lilac and White Striped Tunics</b>
<b>Female Hotel Services</b>	<b>Multi-coloured pattern/Red Tabards</b>
<b>Female Catering Assistants</b>	<b>Black shirts and trousers</b>
<b>Male Staff</b>	<b>Black or Navy Tee Shirts and Trousers</b>
<b>Administration staff</b>	<b>Not specific.</b>

**All staff should wear their Name Badges at all times.**