



Statement of Purpose & Service User Guide

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

STATEMENT OF PURPOSE

INTRODUCTION TO HEYFIELDS

Heyfields offers Nursing Care, Palliative Care, and currently, care for a service user with Learning Disabilities. We also provide Day Care. We are in a rural location, close to the village of Barlaston. The house is set back from the road in extensive gardens and orchard.

Heyfields is registered for 35 clients of either gender under the above categories who are accommodated in either one of the 31 single rooms or in our two double/married couples rooms. 6 Day Care places are available. However applications for variations can be submitted to the Commission for Social Care Inspection.

The Home was established in 1985 and has been under the continual ownership of Beverly Warren and her family. Matron, Sharon Jones, joined us in 1991 after completing her Registered Nurse training at St. Thomas Teaching Hospital in London. Our team comprises Registered Nurses, Enrolled Nurses, Care Workers and ancillary staff who have considerable combined experience. Some of the team have been with us at Heyfields in excess of 20 years.

In 1998 we gained recognition from ISOQAR for Quality Assurance ISO 9001. Early in 1999 we achieved Investors in People. Ongoing training and development plays a major role in achieving a high quality of care. Care Staff have gained NVQ Levels I, II, III, IV which considerably exceeds the figure of 50% of care staff as requested by the Care Quality Commission.

In addition training has been undertaken in Diversional Therapy, Palliative Care, Nutrition in the Elderly, Manual Handling, Food Hygiene, Health & Safety, Fire and The Protection of Vulnerable Adults to name but a few.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

GOLD STANDARD FRAMEWORK

Heyfields Nursing Home has implemented the Gold Standards Framework programme. Our aims are:

1. To maintain the quality of care provided for all our residents, through advance care planning.
2. To maintain collaboration with G.P.s, primary care teams and specialists.
3. To reduce inappropriate hospital admissions in the final stage of life ensuring dignity in death.

All residents deserve the best care that we can provide. We have confidence in the knowledge that our team will fulfil the needs of the individual in a dignified and respectful manner throughout their life with us, ensuring the “gold standard of care”.

INFECTION CONTROL

Heyfields Nursing Home prides itself on its homely environment which is maintained to excellent standards of cleanliness by the housekeeping team.

Heyfields has strict infection control policies in place with regards to all departments, meeting CQC regulations.

We ask that any visitors with a known infection/illness do not visit the premises until 48 hours clear.

In the event of an ‘outbreak of communicable infection’ within the home, restrictions would be made on visiting/admissions/discharges to reduce the risk of cross infection.

Heyfields works to the regulations of the Health and Social Care Act 2008.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

SERVICES AND FACILITIES

Rooms

All bedrooms rooms meet the size requirement specified by the Care Quality Commission and have en-suite facilities. Specialized bathrooms are situated in all areas of the Home. Call bells have been installed in all rooms in order to summon assistance. Yes, you can bring your own furniture. We are happy to discuss with you the feasibility of bringing your own items bearing in mind safety is uppermost in our minds. We really do like you to personalize your room.

Heyfields has various lounges and a conservatory. There will always be a quiet corner to be found.

Assessments

New Residents are only admitted on the basis of a full assessment being carried out by trained staff to which the Resident, his/her representatives have been a party. We are committed to providing the very best quality of care for our Residents being General Nursing Care, Physical Disablement and Terminally Ill for which we are registered by the CSCI. We never forget that you are an individual which is uppermost in our minds when planning your care and ensuring the care suits your personal requirements. Our care records are updated on a daily basis and reflect changing requirements and priorities.

In the case of an emergency admission the registered person/nurse in charge will advise the Resident within 48 hours about key aspects of rules, routines of the service and obtain all other admission criteria.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

Opticians and Dentists

Both of these services are available privately through the Home if the Resident does not have an optician or dentist of their own.

Physiotherapy

Physiotherapy is available on recommendation by a G.P. A physiotherapist is also obtainable privately through the Home.

Community Psychiatric Nurse (CPN)

A psychiatric support nurse is available on recommendation and referral by a psychiatrist.

Diversional Therapy

A variety of therapies by qualified personnel can be arranged e.g. Aromatherapy, Reiki, Massage, Music & Mobility and Relaxation. General Activities take place daily. Visits are arranged to the theatre, cinema, places of interest etc.

Library Service

Every three months we take a delivery of books and audio books supplied by Staffordshire Mobile Library Service. A selection of library books is retained within the Home.

Newspapers

A daily paper is provided for general use, additional ones can be ordered on request.

Hairdresser

A hairdresser visits on a weekly basis.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

Fire Precautions

The Home does comply with all the Health & Safety regulations and has in place all the correct equipment and procedures. All staff have a thorough knowledge of the layout of the Home and escape routes and will be at hand should you need to evacuate the Home. There are certain rules like keeping fire doors closed – please remember this is for your safety. Residents and staff will be asked to participate in three monthly fire drills. Staff undertake formal training twice yearly.

Medical GP

Medical cover for Heyfields Care Home is given by Dr. Jones whose surgery is in Brinsley Avenue, Trentham. Dr. Jones employs other General Practitioners but deals with Heyfields himself. He visits on a weekly basis when he holds a surgery for the residents. At all other times the Surgery is on call for medical cover. If the Resident wishes and their G.P. is in agreement the Resident may remain with his/her own doctor. The care home must obtain the G.P.'s agreement to accept a Resident requiring terminal/palliative care prior to admission.

Chiropody

Residents may use their own chiropodist or may request the home to arrange a private visit.

Pharmacist

Medication is dispensed by Rowlands Pharmacy a local chemist. The staff are available for dispensing, delivery and advice on drugs Monday to Friday during the day and Saturday morning.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

Religions

Details of Residents' religions are obtained on admission and are catered for within the home.

Holy Communion

Communion takes place once a month when the Vicar of St. John's Church, Barlaston takes the service.

Visiting Policy

Heyfields runs an open visiting policy. Visitors are welcome at any reasonable time, avoiding mealtimes when possible and can be received in communal areas or their own bedrooms.

Visitors will be asked to sign the 'Visitors Book' which is located in the main hall to ensure an accurate roll call in the event of fire. Visitors are also asked to sign out and sign back in Residents whom they are taking out.

Suggested Visiting Times

Between: 10.30 and 12.15

Between: 14.00 and 16.15

Between: 18.00 and 20.30

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

Property of High Value

Residents must advise staff upon admission if they have with them property of high value which may exceed the insurance cover provided by the Home. In this event Residents will be asked to make their own insurance arrangements. A lockable facility is supplied in your room to store small items. We do also have a locked facility where items can be safeguarded.

Clothing

We will wash and iron all your clothes in our own laundry. We do request your clothing be clearly marked, preferably by a sew in label. Clothes should generally be 100% washable as the Home cannot be responsible for shrinkage. Any items that require dry-cleaning, major repairs or alterations is the responsibility of the Resident/next of kin.

No Smoking

Heyfields is a wholly non-smoking establishment.

Telephone

Residents can choose to have their own telephone installed in their room at their cost.

Voting

Should you wish to use your right to vote in local or national elections we will assist you in being registered on the electoral role and that appropriate arrangements are made for you to exercise your right.

Wheelchairs

We can lend you a wheelchair if you so wish for outings or you may bring your own with you.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

MEALS

The home offers a varied, appealing, wholesome and nutritious diet which is tailored to individual assessed needs. Meals are served in the main dining room, however, flexibility is exercised as and when required. Use of seasonal vegetables and fruit (some of which come from our Kitchen Garden) play a big part in the preparation of menus. Presentation is of paramount importance.

Staff are readily available to offer assistance with eating wherever necessary.

Meal Times

Breakfast	08.00 – 08.30
Lunch	12.30 – 13.45
Afternoon Tea	15.00
Evening Meal	17.00 – 18.00
Evening Drink / snack	20.00 – 20.30

- A choice of breakfast is offered daily
- Lunch menu of the day is displayed and special requests are catered for.
- A choice of evening meal is offered daily.
- Supper snacks are offered.
- Special diets, therapeutic and religious can be catered for.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

PHILOSOPHY OF CARE

1. To provide a secure, stable and comfortable environment whilst providing a standard of individual mental and physical care which ensures that each Resident is as happy and contented as possible.
2. To ensure that the dignity of each Resident is maintained at all time.
3. To stimulate and maintain physical and mental activities by setting realistic targets and encouraging Residents to participate in the decision making in an attempt to reach these targets.
4. To enhance the quality of life by providing a safe, secure, comfortable and supportive environment.
5. To ensure each Resident's right to personal choice is maintained especially in relation to clothes, diet and activities.
6. To encourage Residents to care for themselves where they are willing and able and to regularly update Care Plans to take account of this.
7. To ensure that each resident is treated as an individual and that others respect his or her dignity, irrespective of any disability or frailty.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

8. To maintain each Resident's right to privacy by ensuring all staff knock before entering a room.
9. To maintain each Resident's right to be consulted in any proposed changes to daily living arrangements and to encourage their participation in making suggestions and decision making.
10. To maintain each Resident's right of choice of family practitioner, dentist, optician, chiropodist etc. where possible.
11. To ensure each Resident has the right to socialise with the community at large by encouraging them to invite family, friends and acquaintances into our care home.
12. To maintain each Resident's right to have their political religious, sexual beliefs and emotional needs accepted and respected.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

CARE QUALITY COMMISSION

All Inspection Reports on the home are available both by request and on the internet under cqc.gov.uk.

QUALITY ASSURANCE – SERVICE USERS VIEWS OF THE HOME

We invite Residents and Visitors alike to complete and return our Quality Assurance Questionnaires. This helps us to monitor and ensure that Heyfields is providing the very best quality of care to our Residents. We also regularly hold Resident's Meetings. Questionnaires are open for inspection.

QUESTIONS

Staff will always take time to answer your queries. However, medical queries should be addressed to the Nurse in Charge.

SUGGESTIONS

All suggestions and recommendations from our Residents, their families or advocates covering the operational aspects of running the Home and Social activities are welcome. The Management is committed to addressing these as part of the overall philosophy of quality assurance for our residents at Heyfields.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

STATEMENT OF TERMS AND CONDITIONS

Name:

Fee Payable by:

Room to be occupied:

FEES

Fees include accommodation, meals, nursing care and laundry of personal items. Services and facilities included are listed within the enclosed pack. A Resident treated under the NHS will receive medical attention and medications available under the NHS. Additional services such as chiropody, dentist, hairdressing, optician and newspapers can be arranged and will be subject to direct settlement with the provider. A charge will be made for incontinence aids which are not covered by a NHS contribution.

NOTICE OF TERMINATION

Notice of one month is required on termination of contract with the Home. Should this not be given fees will be charged in lieu of notice.

The Home reserves the right to ask a resident to leave giving the same period of notice (one month) unless there are exceptional circumstances.

RETENTION OF ROOM

A client's room can be retained during holidays or hospitalization by arrangement, in which case after a period of one month 80% of the fees will be payable. Management reserves the right for Matron to re-assess clients needs prior to returning to Heyfields. An alternative room may be offered if considered more suitable.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

RESIDENTS' CHARTER

The aim of the Residents' Charter is to describe the standards and quality of service a resident should expect to receive at Heyfields and to ensure that the services provided are responsive to the needs and wishes of the resident.

- To be encouraged and assisted in maintaining a quality of life with respect for the resident's individuality, beliefs and choices of lifestyle.
- To be addressed as they wish.
- To be safeguarded from discrimination on any grounds, whether it be age, disability, sex, race, language or religion.
- To expect kindness, consideration and a smile.
- To be given the choice to handle their own medication when it is possible to do so.
- To have confidentiality in all matters, personal and medical and protection of interest, social and legal.
- To bathe, wash and use toilet facilities available to other people living in the community and assisted to make this possible.
- To have their care evaluated and discussed at regular intervals with the management of the Home and to be given genuine and informed choices of the options available for their future care.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

- To be freely given personal information on their condition and prospects also to be informed of the person ultimately responsible for their care.
- To be cared for by appropriately trained and qualified staff.
- To have the right to privately consult a solicitor, advisor or advocate and have the right to be represented, when necessary, to put forward their points of view.
- To be provided with homely, safe and clean accommodation of a high standard and to be encouraged to bring personal possessions into the Home.
- To have access to a telephone which can be used in private.
- To be provided with a choice of high quality appetizing and nourishing food appropriate to the individuals dietary needs and personal wishes.
- To be encouraged to participate in recreational activities if the individual so desires and to be given the opportunity to develop new hobbies and pastimes.
- To be encouraged to continue old friendships and form new ones.
- To be able to freely comment on, or complain about, any aspect of the service provided by the Home through formal, or informal channels, knowing that their views will be listened to and wherever possible accommodated.
- To be given a quality of service consistent with a standard that is appropriate and responsive to the individuals needs.

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

- To have a contract of residence, a brochure and statement of terms and conditions of residency prior to admission.
- To have visitors whenever and wherever desired.
- To feel and be treated as a valued member of Heyfields.
- To have freedom of choice, movement and activity as far as possible.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



COMPLAINTS & CONCERNS PROCEDURE

Residents and their representatives are encouraged to seek advice and information from staff members on matters that they genuinely do not understand. We actively encourage our Residents or their representatives to speak up if they are unhappy with any aspect of the service provided.

A complaint received verbally by a member of staff should be acknowledged immediately, recorded in the 'Complaints Register' and action taken to resolve immediately. Alternatively, discuss the situation with the senior staff on duty who will do their utmost to rectify the situation.

In the event of a complaint or concern with the care offered by Heyfields, the complaint or concern should be discussed with the Registered Manager or Proprietor who is available by appointment or by telephone. The Proprietor or Manager will acknowledge your complaint within 4 days and respond to a complaint in writing within 28 days with the aim to rectify the situation following investigation.

Should a complaint be considered a serious untoward incident, it will be referred immediately to the Manager or Proprietor who will consider raising the issue and liaising with the relevant authorities. Accurate records of all complaints will be made and the Inspectors of the Registering Authority are informed of serious matters.

If you feel that your complaint has not been resolved satisfactorily or you wish to contact the Home's Inspection Unit at anytime regarding the care being provided you may make contact at:

Heyfields Nursing Home

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

CQC West Midlands
City Gate
Gallowgate
Newcastle-upon-Tyne

Telephone: 03000 616161

A resident will never be discriminated against for making a complaint.

While it is important for you to know that you can complain and make suggestions, it is also important to us that you feel happy and comfortable with the quality of life within the home. Therefore compliments are also recorded so that the standards at Heyfields can be seen to be effective.

**Heyfields
Nursing Home**

Tittensor Road,
Tittensor,
Staffs ST12 9HG

Tel: 01782 373584

Fax: 01782 374001

Email:

heyfieldshouse@tesco.net



Cert No 1585

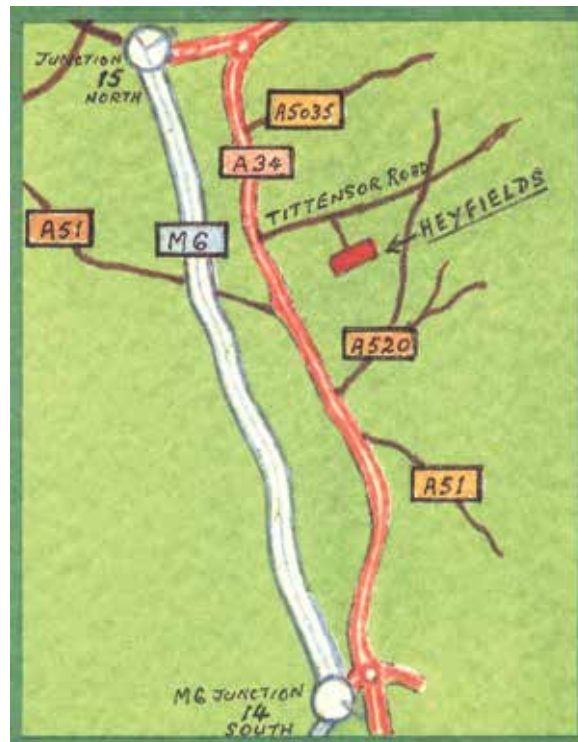


*“Love, laughter, care. Understanding, comfort and kindness.” - **The Plant Family***

*“It is good to know that such excellent establishments as yours exist to care for people who cannot care for themselves.” - **The Nightingale Family***

*“The Heyfields environment is a great credit to you but would be of little value without the dedicated nurses and care assistants.” - **Gordon & Alan Yates***

*“What can I say, words can never express my gratitude to everyone at Heyfields, Mother was certainly very happy with her extended family.” - **Megan Shaw’s Family***



Heyfields Nursing Home

Tittensor Road, Tittensor, Staffordshire ST12 9HG

Telephone: 01782 373584 Facsimile: 01782 374001

Email: heyfieldshouse@tesco.net