



# Parkview House

*(Nursing)*



**Parkview Road**

**Castleberg**

**BT81 7XH**

**T: 028 8167 9192**

**Manager** – Davina McAllister | **Housing Officer** – Mary McCloskey

**Last reviewed** – 1<sup>st</sup> July 2020

## About Parkview House (R7 & R17)

Parkview House is centrally located in Castlederg, close to local shops and amenities whilst still enjoying a tranquil setting on the River Derg. Parkview House is a Registered Nursing Home which can accommodate 27 Nursing Residents in 15 single and 12 ensuite rooms. Our home is fully accessible throughout for those with limited mobility and those using mobility aids.



### **Our Categories of Care:** (R7, R8)

I – Old age not falling within any other category

LD(E) – Learning disability – over 65 years

PH – Physical disability other than sensory impairment.

# Contents

## **Our Statement of Purpose**

Our aims, objectives and philosophy of care	3
Our services explained	4
Staffing arrangements & relevant qualifications	5
Applying for accommodation	6
About Apex Housing Association	7
Legislation & best practice	8
Resident, family & friends participation	8
Telling us when something has gone wrong	8
Fire & emergency precautions & procedures	9
Regulation & inspection	9
Registered Provider	10
Registered Manager	10

# Our Statement of Purpose

## **Our aims, objectives and philosophy of care** (R4 & R19)

Our aim is to provide you with high quality of care in comfortable, peaceful surroundings. You will be treated as an individual and we will respect your privacy and dignity at all times. We encourage everyone to reach their full potential in all aspects of daily living by means of individualised care plans. We will create this in conjunction with you, your family and carers.

Our philosophy of care is underpinned by the following aims & objectives:

- To provide holistic, individual nursing care
- To provide care which promotes the health of older people and seeks to prevent any decline
- To provide care in a homely and comfortable environment with compassion
- To maintain residents' privacy, dignity, independence, choice, rights and fulfilment
- To encourage people to live full and meaningful lives
- To provide safe & effective evidence based care in a supportive environment that takes into account physical, psychological, social, emotional, spiritual and cultural needs
- To provide care in partnership with residents and their families by encouraging active participation in the assessment, planning, delivery and evaluation of care whilst adhering to confidentiality
- To provide a quality, well led service that is accessible, relevant, effective, continually improving, equitable, socially acceptable and efficient.

All our staff receive a full induction and this together with regular staff meetings ensures that we can maintain effective levels of communication and full continuity of care. We assist our residents to maintain links with community groups and other support services.

## Our services explained

We provide a range of support & care services including:

- **Individual care** (R16)

Our manager will assess your individual care needs and confirm in writing that we can meet these needs before you move in. We will work with you, your family and any other professionals involved in your care to regularly review your needs and circumstances.

- **Assistance with medication**

We will discuss with you what support or assistance you may need to manage your medications.

- **Meals**

We provide you with nutritious and balanced home cooking and ensure that individual dietary requirements are met.

- **Laundry service**

We will wash & iron your clothes and belongings.

- **Assistance with daily tasks**

We can help you with areas of daily living where you might need help such as arranging appointments etc.

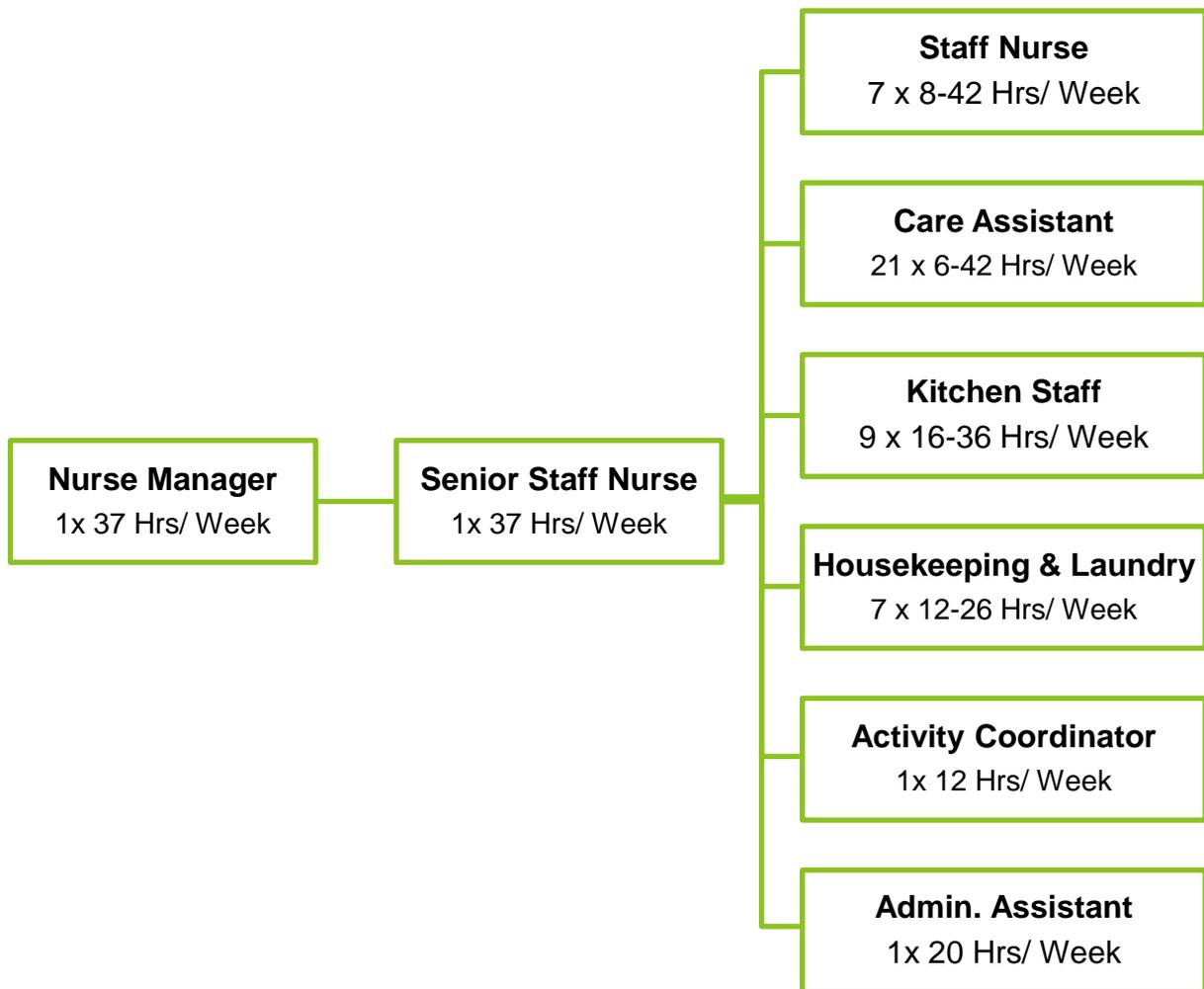
- **Transport**

We are more than to arrange transport to help you get out and about.

- **Activities programme** (R10 & R13)

We offer a wide range of activities & events which you are welcome to take part in and help to plan along with our Activity Coordinator. Our programme includes church services with members of the local clergy visiting our home regularly.

## Staffing arrangements and relevant qualifications (R3 & R6)



Senior Staff Nurse:

- Qualified Nurse within NMC Register (Sub Part 1)
- Minimum 3 years post qualification in an adult nursing environment.

Staff Nurse:

- Qualified Nurse within the NMC Register (Sub Part 1 or 2).

Care Assistant & Activity Coordinator:

- QCF/ NVQ Level 2 health & Social Care or equivalent.

## Applying for accommodation <sup>(R9)</sup>

We will only accept applications from the following:

- A General Practitioner
- Social Services
- H&SCT Care Manager.

To be eligible for admission to our home you must:

- Have a physical illness and/ or disability
- Require 24 hour nursing care.

You may be unsuitable if:

- You have a diagnosis of Dementia, significant memory impairment or level of confusion
- You have challenging behaviours or a history of wandering
- You have acute medical/ nursing needs which require regular medical and/ or nursing intervention
- You have alcohol and/ or drug dependencies which lead to challenging behaviours that may impact on other tenants and/ or staff
- You have a history of non-compliance with care & support plan(s) and/ or medication regimes.

We do not normally accept emergency admissions but will consider them only in the following circumstances:

- A bed is available
- We are satisfied that all relevant assessments have been carried out by the H&SCT
- We can meet your assessed needs.

For further information please feel free to contact the Manager (see front cover) or Apex Head Office on **028 7130 4800**.

## **About Apex Housing Association** (R5)

Apex Housing Association is a major housing association managing a stock of over 5,000 homes. Our business is housing and associated care and support services.

We provide:

- General needs housing for families and single people
- Purpose built accommodation for older people and families with complex needs
- Supported housing for people with individual needs, including those with mental ill health; learning disabilities; alcohol/ drug addictions; and those who are physically disabled
- Support services for vulnerable groups under the Supporting People programme
- Community buildings under the management of local communities.

Apex leads the way in building sustainable communities through the delivery of quality, affordable homes including tailored support & care services. Underpinning this mission are our values:

- We care
- We take ownership
- We do things well
- We work together
- We show respect.

Apex is governed by a Board of Management which is responsible for the overall control of the affairs of the association whilst our Chief Executive is responsible for ensuring compliance with legislative requirements as well as management & delivery of services. The Chief Executive delegates responsibility for operational activities/ objectives to departmental Directors. The Housing & Care Services Manager/ Supported Housing Manager is responsible for the daily management of Supported Living schemes; ensuring legislative and regulatory compliance as well as promoting best practice.

## **Legislation and best practice** (R18)

We work hard to promote equality, target disadvantage, promote social inclusion and ensure high quality services. We will strive to uphold your human rights in everything that we do. Apex has a range of policies designed to protect you and others including:

- Confidentiality
- Complaints
- Privacy & Dignity
- Adult Safeguarding
- Health & Safety
- Freedom of Information
- Equality.

Further information on and copies of any relevant Apex policies are available on request from the Manager or Apex Head Office.

## **Resident, family & friends participation** (R11 & R14)

We encourage you to stay in touch with your family, friends and wider community. We will help by making sure everyone feels welcome to visit the home; the only restrictions to visiting will be during meal times or periods of illness (resident and/ or visitors). We will also do our best to help you make contact with community representatives if you need to do so.

Our regular Residents' Meetings are an excellent opportunity for you to have your say in the day to day running of the home and encourage everyone to take part in these. We also arrange regular events to involve your family and friends so that they can have an input into how we provide your care.

## **Telling us when something has gone wrong** (R15)

Apex appreciate that sometimes things go wrong and our tenants may be unhappy with the service they have received; we encourage our tenants to speak to the Manager should they have any concerns or complaints. Tenants can also make a formal complaint directly to the Association; more information can be found in our Complaints and Compliments Leaflet (available from the Manager or Head Office) or by contacting us on **028 7130 4800**.

## **Fire & emergency precautions and procedures** (R12)

We have robust systems and procedures in place to reduce the risk of and respond to fire and other emergencies. All of our staff members receive fire safety training on a regular basis both in the home and through e-learning. We check and test all of our equipment & systems as follows:

- Alarms & equipment checked/ tested regularly by the Manager
- Alarms checked/ tested quarterly by external contractor
- Full fire risk assessment carried out annually by external contractor.

Our individual Contingency Plan is available for review through the Manager.

## **Regulation and inspection**

Apex is subject to regulation and inspection to ensure that we continue to provide the highest possible standards. Reports relating to inspections can be requested from the Manager.

**Registered Provider** (R1 & R2)

Sheena McCallion, Chief Executive

BSc (Hons) Housing Studies, Dip. Industrial Studies, MCIH

Apex Housing Association

10 Butcher Street

Derry~Londonderry

BT48 6HL

T: 028 7130 4800 | F: 028 7130 4801 | E: [info@apex.org.uk](mailto:info@apex.org.uk)

**Registered Manager** (R1 & R2)

Davina McAllister

RGN

Parkview House

Parkview Road

Castleberg

BT81 7XH

T: 028 8167 9192 | E: [da.mcallister@apex.org.uk](mailto:da.mcallister@apex.org.uk)

## Approval & implementation

<b>Date Approved</b>	<b>Approved By</b>	<b>Date Implemented</b>
1 <sup>st</sup> July 2020	Muriel Sands Housing & Care Services Manager	1 <sup>st</sup> August 2020

## Change box

<b>Issue No.</b>	<b>Section</b>	<b>Description of Change</b>	<b>Changed By</b>	<b>Date</b>
1	Entire document	New template, headings and mapped to The Nursing Homes Regulations (Northern Ireland) 2005.	Jim Condren	February 2020