

# **RUSTINGTON CONVALESCENT HOME**

## **Statement of Purpose**

**For**

**Rustington Convalescent Home  
Sea Road  
Rustington  
BN16 2LZ  
01903 783368**

Rustington Convalescent Home is a care home with nursing for 30 adults, who through accident, illness or surgery have a physical disability or limited physical mobility. Established in 1897, the Home offers comprehensive short-term nursing care for those who are recovering from illness, surgery or needing short-term respite support. Our aim is to encourage and enable service users to maintain their independence, to gain confidence and to progress their recovery in preparation to returning home. There is a non-smoking policy within the Home.

**Registered Provider:** Rustington Convalescent Home

**Registered Office:** Carpenters' Hall, Throgmorton Avenue, London. EC2N 2JJ

**Registered Charity No:** 216856

**Name of Registered Manager  
For the Home:** **Julia Haynes**

**Signature of Registered Manager  
For the Home:** .....

**Date:** .....

**Registered Provider:** The Governors, Rustington Convalescent Home.

**Named Responsible Individual for the Company:**

**Brigadier T Gregson**– Clerk to the Governors

**Experience:** Appointed to the post of Clerk to the Governors August 15<sup>th</sup> 2007. A graduate of the Army Staff College, the Joint Services Defence College and the Royal College of Defence Studies. Colonel of his Regiment, The Light Infantry, he spent the last four years as Brigadier and Military Attaché in Paris.

**Registered Manager:** **Julia Haynes** – Home Manager

**Experience:** Appointed to the post of Home Manager on 1<sup>st</sup> July 2007. With over 25 years experience in the care sector. Prior to commencing work at Rustington Convalescent Home Mrs Haynes worked with adults with mental health needs for 6 years and has 23 years management experience within the residential and care settings.

**Qualifications:** RN1, BA (Hons), DipN, RMA, NEBOSH

1. Rustington Convalescent Home has a staff team of approximately 45 personnel, made up of Registered Nurses, Care Assistants, Housekeeping, Catering, Gardening, and Administration. Each aspect of the Home's personnel has a Head of Department.

There is a registered general nurse on each shift over 24 hours.

2. Accommodation, personal care and support is provided, short-term, for adults over the age of 18 who through accident, illness or surgery may have a physical disability or limited physical mobility. We are unable to accommodate adults with mental health needs. Service users with visual impairment will be assessed prior to admission.
3. Personal care and support is provided for service users whose primary needs are:-
  - Recovering from surgery
  - Recovering from illness
  - Respite Care
  - Confidence building
  - Limited physical mobility

At the Home we take a holistic approach to care offering a variety of optional services: physiotherapy, chiropody, hairdresser, therapeutic exercise, counselling.

4. The home is registered to provide nursing care; there is a registered nurse on duty at all times.
5. The weekly cost is dependent on their individual care needs and is £725 or £900 per week. These fees do not include such items as optional visits from a physiotherapist, chiropodist, hairdresser or newspapers.
6. The Home is within easy access of the local village centre, for shopping and community services.

Depending on demand and weather conditions, excursions are arranged to Worthing (Mon), Haskins Garden Centre (Thurs) and Rustington (Fri). Fares are payable on booking.

Therapeutic exercise classes are held twice a week Tuesdays and Fridays.

A hospitality shop is available in the main lounge on Tuesday and Thursdays between 10.00 – 10.30 am for stationery, toiletries and other essential requirements.

7. To ensure Rustington Convalescent Home maintains services of the highest quality at all times there is a service user's questionnaire.
8. Fire extinguishers are located around the premises; these are checked on an annual basis, there is a rolling programme of replacement. A contractor comes in every 3 months to check and monitor all other equipment, such as smoke detectors and emergency lighting. There is a weekly testing of the fire bells.

Training is given to day staff twice yearly and night staff four times per year.

9. Service users are free to attend religious services of their choice. If they need an escort or transport, this will be facilitated wherever possible.

Communion is held weekly and an ecumenical service each fortnight at 5pm. One to one Communion is available on request.

Every opportunity is given to ensure the service user's spiritual needs are met.

- 10.** Service users are welcome to receive visitors at any time convenient to them and no restriction is placed on when and how often people may visit.

Visitors are requested not to use service user's bedrooms unless prior permission is sought to ensure staff have knowledge of where people are in case of an emergency.

There are lounge areas that visitors may use. Tea and coffee making facilities are available in the conservatory at a small cost. It may be possible to purchase meals with prior notice.

- 11.** We would like to hear your comments on the service provided.
- 12.** The care plan and treatment plan is reviewed daily to ensure that needs are met. An evaluation is carried out prior to discharge to ensure that appropriate services are in place. The G.P for the Home visits twice a week and is on call for emergencies during surgery hours.
- 13.** The Home is registered for 30 service users; there are 26 single rooms and 2 twin rooms plus 3 rooms 4, 25 and 30 allocated for guests. Twelve rooms are below 10 square metres; a risk assessment is undertaken in all rooms to ensure that the Home is able to meet the needs of the service user.
- 14.** Physiotherapy can be arranged for a service user whilst at the Home – this is a private arrangement between the physiotherapist and service user, this invoice will be sent directly from the physiotherapy clinic. The community physiotherapist will visit from local hospitals if arranged by the hospital prior to discharge.
- Therapeutic Exercises – this is contracted from a private local business for 1 hour per week, feedback is given at the end of each session. This is currently being funded from voluntary contributions.
- 15.** Privacy is respected at all times; staff members always knock before entering a room.

Useful addresses.

We like to sort out problems within the organisation if we can, however you have the right to contact an independent body if you feel your views have not been heard. Here are some useful addresses:-

Local Government Ombudsman  
Tel. 08456021983 or  
03000610614

Your local MP  
c/o House of Commons  
Westminster  
London SW1A 0AA

Social and Caring Services,  
The Grange,  
County Hall,  
Tower Street,  
Chichester,  
PO19 1QT  
Tel 01243 777100

Health Authority  
Adur, Arun and Worthing N.H.S. PCT  
1 The Causeway,  
Goring-By-Sea,  
Worthing.  
BN12 6BT  
Tel. 01903 708400

If you remain dissatisfied with the outcome of an investigation and you have exhausted the complaints procedure you may choose to complain to the Care Quality Commission. In exceptional circumstances, you may choose to contact the Care Quality Commission directly. You can contact them on:-

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel. 03000 616161  
E-mail - [enquiries.cqc.org.uk](mailto:enquiries.cqc.org.uk)