

# STATEMENT OF PURPOSE

JULY 2023



Arden Lodge  
Residential Home  
946 Warwick Road  
Acocks Green  
Birmingham  
B27 6QG

WWW.ARDENLODGECARE.CO.UK



## **REGISTERED PROVIDER:**

Lindale Homes Limited  
946 Warwick Road  
Acocks Green  
Birmingham  
B27 6QG  
0121 706 7958

## **REGISTERED MANAGER:**

Miss Alex Keegan  
Adults Residential Management Level 5

## **NOMINATED INDIVIDUAL:**

Mr Lee Baillie  
[lee.baillie@lindale-homes.co.uk](mailto:lee.baillie@lindale-homes.co.uk)



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# OUR MISSION STATEMENT

The homes mission is to provide the highest quality of life, through high standards of care, daily fulfilment, love and most of all compassion.

Arden Lodge provides personalised care: with respect to their privacy, dignity, safety and security.

The home encourages and assists our residents in maintaining a high quality of life with respect to their individuality, independence, confidentiality and privacy.

By providing 24 hour care, the home strives to encourage our residents to fulfil their emotional and social needs. This is delivered through a unique plan, catered solely for the individual.

Arden Lodge prides itself in its ability to safeguard our residents from discrimination on any grounds, whether it is age, gender, sexual orientation, disability, language, race or religion.

Above all, we aim to provide a quality service of a consistently high standard: that is appropriate and responsive to the individual needs in an efficient and effective manner.

We acknowledge the importance of respecting each service users uniqueness.





## CORE VALUES

- CHOICE & CONTROL
- DIGNITY
- INDEPENDANCE

### Choice & Control

Arden Lodge aims to support residents to have choice and control over all aspects of their lives. We achieve this by:

Supporting individuals to decide as to what they would like to eat and drink, where they would prefer their meals and whom they would like to share their dining experience. Supporting and enabling individuals as to how they would like to structure their days, for them not to feel obliged to adhere or be instructed by others as to how their day should materialise.

Supporting the individual through staff ascertaining as to how they wish their needs, views, preferences and wishes should be met. Remember from time to time we all change our minds; therefore, we will always revisit this with you.

Staff will ensure that they are flexible in their approach as this is paramount in meeting the individual's needs.



## Dignity

We know how important it is for residents to obtain their dignity. Our team members achieve this through understanding of the resident's needs and treating them with respect.

The staff team will ensure that the resident's autonomy is upheld, ensuring that the individual is supported through enablement and empowerment to make informed choices.

Staff having insight and understanding as to the resident's views, needs, preferences and wishes.

To develop caring, positive, and professional relationships.

To ensure that person centered care identifies the individual's aspirations and that they are supported through personalised care planning.

## Independance

At Arden Lodge we have full insight and understanding in promoting independence within the confines of residential services. We fully appreciate the sacrifices our residents have had to make; therefore, we want to support all our residents through a person-centered ethos of care and support.

Staff will ensure that care and support is delivered in a kind, caring compassionate manner, providing person centered or technical support as and when required.

Promoting independence with personal care, daily living tasks, and social and vocational activities.

Supporting residents in making informed decisions.

Supporting residents to continue to retain existing friendships/relationships and develop new relationships/friendships both inside and outside of the home.

# STANDARDS

## **Security:**

We aim to provide an environment and structure of support, which responds to the need for security in the following ways:

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from possible abusers.
- Providing readily accessible channels for dealing with complaints by residents, their families and others.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive. Feeling comfortable and they would do so in their own environment. Feeling loved, safe and proud of their own individual space when entertaining.

## **Civil Rights**

Having disabilities and residing in a home can equally act to deprive our residents of their rights as citizens. We therefore work to maintain our residents place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that residents have the opportunity to vote in elections and to brief them fully on the democratic options.
- Providing equal access to all elements of national health service.
- Supporting residents to access social services
- Assisting residents access to public service such as libraries, transport community day centres.

## **Choice of Home:**

We recognise that every prospective resident should have the opportunity to choose a home, which suits his/her needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we do the following:

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- give each resident a statement of terms and conditions specifying the details of that relationship
- Ensure that every prospective resident has his/her needs expertly assessed prior to admission before a decision on admission is taken.
- Demonstrate to people about to be admitted to the home that we are confident that we can meet their needs as assessed.



## **Personal Care and Health**

We draw on expert professional guidelines for the service that the home provides. In pursuit of the best possible care we do the following:

- Produce with each resident, regular updates and thoroughly implement a plan of care, based on an initial and then continuing assessment
- Seek to meet or arrange for appropriate professionals to meet the healthcare needs

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

Despite everything we do to provide a secure environment, we know that a resident or relative may become dissatisfied from time to time and may even suffer abuse inside or outside the home. A list of examples has been provided, but not limited to, types of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect and acts of omission
- Financial abuse
- Discriminatory abuse
- Institutional abuse

To tackle such problems, we will do the following

Provide and when necessary operate a simple, clear and accessible complaints procedure. Following the code of conduct, ensuring we are always open and honest with all parties.

Ensure trained competent members of the team are employed and trained in all mandatory areas. Ensuring the level of care they provide is of a high standard, preventing any cause of forms of unintentional abuse.

Take all necessary action to protect residents legal rights

## **Staffing**

We are aware that the homes staff will always play a key role in residents welfare. To maximise this contribution, we will do the following:

- Employ staff in sufficient numbers and with relevant mix of skills and qualifications to meet residents needs.
- Observe recruitment policies and practises which both respect equal opportunities and protect residents safety and welfare.
- Offer our staff a range of training which is relevant to their induction, experience and further development.



### **Management and administration**

We know that the leadership of the home is critical to all its operations. To provide the leadership of the quality required, we will:

- Always engage a manager who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents interests
- offer residents appropriate assistance in the management of their personal finances.
- supervise all staff and voluntary workers regularly and carefully
- keep up to date and accurate records on all aspects of the home and its residents.
- Ensure that health, safety and welfare of residents and staff are promoted and protected.
- Most of all employ a manager whom is at the heart of the care home and ensures a loving friendly atmosphere for ur residents to live in.



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