



*We sincerely hope this Statement of Purpose will provide information that is readable and understandable and answers any questions or queries you may have about Claro Homes and the services we offer to clients.*

*We welcome any comments or suggestions about the content or wording of this document. Please do not hesitate to contact any member of staff, who will be pleased to assist you.*

*This document is available in larger text if requested.*

**Contents**

Details of Registered Provider and Manager.....3

Our Philosophy of Care and Mental Health Services.....4

Location.....6

Organisation of Care.....7

Referral Process.....14

Management of Risk Taking.....15

Clinical and Specialist Services.....16

Contact with Family and Friends/Advocacy.....18

Fire and Complaints Procedure.....19

Organisational Structure.....22

Staffing Details.....23

## **Registered Individual**

Mr. P.T.Bliss  
29, Bleadon Hill  
Weston Super Mare  
North Somerset  
BS24 9JE  
Telephone: 01934 813414 Office  
07813834861 Mobile

Paul qualified as an Associate Member of the Institute of Chartered Certified Accountants in 1969 and became a fellow Member in 1974.

In September 1985, Paul acquired his first nursing home (Claro Homes), which specialised in rehabilitation of the younger adult with mental health problems. He successfully managed this home and, at the same time, expanded his nursing home business to the point where he now owns 7 homes and with overall responsibility for 240 beds.

## **Registered Manager**

Mr. Sinoy Mani  
*NEED TO INSERT  
ADDRESS*

*SEE BELOW AS GUIDE AND REPLACE WITH YOUR SUMMARY.  
TRY TO FIT IN THE SAME SPACE SO IT DOESN'T MOVE THE PAGE.*

Mrs Ann Wickham was appointed to the manager's post in April 2008.

Ann qualified as a registered nurse in 1977 and has worked within both the NHS and within private healthcare. She has extensive nursing and management experience within the care and treatment of both younger and older people.

In addition to her registered nurse (mental health) qualification, Ann also possesses the following post-registration education awards;

ENB 941 (Nursing Elderly People)  
D31 and D32 N.V.Q Assessor

**Philosophy of Care**

Claro Homes provides very specialist assessment, treatment, rehabilitation and education services leading to recovery. We offer innovative approaches to complex problems for young and older adults with mental disorders, severe mental illness, acquired brain injury, learning disability with challenging behaviour/complex needs and autistic spectrum disorder.

Our Recovery Model is about helping each individual to develop independence, new skills, self confidence, and self esteem that not only helps them to get their life back but builds an enhanced life with meaning as a valued member of their community, fulfilling their potential beyond their mental illness or learning disability.

Progress towards a successful and positive outcome for clients, supported by skilled staff, can expect:

- To be at the centre of the service
- To receive absolute respect of an inclusive culture
- To appreciate that they are living in their own home
- To live in a high standard of accommodation
- To have every opportunity for community integration
- To be supported by well trained committed staff

- To be assured by staff's commitment towards service development in pursuit of best practice.

## **Our Mental Health Services**

Our mental health services, based at Claro Homes, in the Bedminster area of Bristol, are founded on the Recovery Model and our goal for each individual is to support them on their journey to recovery.

Claro Homes has been committed to delivering high quality, individual care packages since first founded in 1987. Since the early days the home has evolved significantly to ensure that person centred care remains the focus of meeting the needs of our clients.

Claro Homes offers care and rehabilitation dedicated to clients with mental health needs, with 24 hour nursing care available for all as they progress to more independent living, in a self contained flat, provided by the home.

We employ a dedicated team of professional staff, who receive a high level of training and personal development opportunities. In addition to the statutory training, care staff receive specific training with a focus on understanding the client's perspective. Our care staff receive positive behavioural management training, which encourages a positive, low arousal approach to managing challenging needs.

## **Location**

Claro Homes is situated within the centre of Bedminster with easy access to shops, supermarkets, Windmill Hill City Farm which offers a wide range of activities, the library, local leisure centre and churches of differing denominations.

A GP surgery and late-night opening pharmacy are both located within close proximity to the home.

We are situated less than 2 miles from the centre of Bristol, which is easily accessible either on foot, or by public transport.

A bus stop is located 100 yards from the home, and Bedminster Rail Station is a short walk away. The home is well placed to ensure our clients are able to access and utilise all available resources in the community.



*Windmill Hill City  
Farm,  
(Located within a  
minute walk)*

## **Organisation of Care**

Claro Homes is a 54 bed home offering nursing residential care. Within the home there are 5 different units offering a broad spectrum of care allowing us to offer flexible care packages whilst maintaining continuum of care.

Claro Homes offers placement to clients between the ages of 18-65, older clients can be accepted, subject to assessment of needs.

Claro Homes provides individual care packages for adults who have mental disorders, severe mental illness, acquired brain injury, learning disability with challenging behaviour/complex needs, autistic spectrum disorder and Korsacoff's dementia.

Claro Home's care packages are unable to provide for dementia (other than Korsacoff's dementia), learning disabilities without challenging behaviour/complex needs and current substance abuse.

Claro Homes are experienced in offering care packages for clients who may have had a placement breakdown, and those who challenge the current service provision.

The care packages offered to clients at Claro Homes are without prejudice, and regardless of race, culture, gender, age, ability or sexual orientation.

All clients have the right to privacy, dignity, respect, confidentiality, information and choice.

### The Five Units at Claro Homes

#### Wills

Wills unit is a 7 bed self contained ground floor unit. This is a female unit which has a key pad entry system but not exit. Male visitors are accepted in the communal areas with staff supervision (private meeting rooms are available if this is not appropriate). Clients living in the unit can expect staffing levels of one care assistants during the day and one at night and 24 hour nursing.



### Robinson

Robinson unit is a 13 bed mixed sex, self contained unit. Clients can

expect a higher level of nursing input on this first floor unit, where the nursing office is situated. Care packages are delivered with a nurse and a care assistant during the day and a nurse at night. Robinson unit offers high intensive nursing input for those clients who's needs have increased during periods of mental health relapse or physical health deterioration, this can be assessed ongoing on a day to day basis until the client feels they are ready to progress on.



### Cameron

Cameron unit is a 13 bed mixed sex unit on the second floor. Care

packages are delivered with 24 hour nursing input and two care assistants during the day and one at night. Clients whose care packages are delivered on this unit will be looking forward to progressing to more independent living in the Court unit.



All three units are serviced with a lift. All units within Claro Homes have three monthly meetings for the clients to attend. During these meetings all aspects of the delivery of their service is discussed openly and encouraged. All minutes are reviewed at the following meeting informing all clients as to the progress that has been made in addressing any concerns or requests.

### The Court

The Court Unit is a 19 bed mixed sex unit on three floors. There is a key

pad entry system to the private bedrooms of clients. There is 24 hour on call nursing input with two support workers and additional on call if necessary. There is one support worker at night, one on call from other units within the home.

### Flat

Due to the complexity of needs of Claro Homes client's domiciliary care or supported living may not be appropriate. For these clients we have developed independent living arrangements in a flat within a care home registration, which allows the client a choice of maximised independence along with continuum of care.

At present one client lives in this self contained flat and Claro Homes have further plans to provide 12 more.



All bedrooms are single an average size of 10.8m<sup>2</sup>. Clients are encouraged to bring with them their own possessions, such as paintings, mementos and furniture if they so wish, to make their rooms as homely as possible.

Fees include the following;

Twenty-four hour nursing and/or personal care.

Access and support in social, recreational, occupational and leisure opportunities.

Three meals each day with an alternative (snacks and drinks are also available and are included within the basic fee).

Use of communal services within the home.

Use of a (nominated) single bedroom.

All utility charges (i.e. gas, electricity, water).

Personal laundry services.

Full use of and access to domestic/housekeeping services.

The basic fee does not include the following items and services;

1:1 nursing, personal and social care (which can be purchased at an additional cost).

Personal toiletries.

Transport costs.

Hairdressing costs (who visits once a month).

Private healthcare costs i.e. physiotherapy, dentistry, Chiropodist (who visits once a month) etc.



Each of Claro Home's clients mental health needs are assessed with the aim of devising a support plan to reduce the impact of their mental health on their daily life. Each client is given an individual specific care package to enable the client to cope with their mental health issues through support and mentoring. The care plan for each client is reviewed at the request of them or at least every six months. Clients can choose to invite family members or an advocate if they wish.

Claro Homes understands the complex needs of individuals with mental health issues and works in partnership with Community Mental Health Teams to integrate clients back to their local community.

Claro Homes are committed to the progression of clients and have recently ensured this is possible by providing accommodation for clients with support needs that does not include personal care provided within a care home setting. This is a seven bed house in Southville, a ten minute walk from Claro Homes. Claro Homes staff share the delivery of support to these clients to ensure continuity of care.

## **Referral Process**

Referrals are received by the manager of Claro Homes and an assessment will take place within 72 hours of the referral being received in writing.

Pre-admission assessments are carried out and discussed with the nursing team, focussing on identifying need, risk assessment and client compatibility.

The decision is communicated to the referring professional and arrangements are made for the potential client to visit Claro Homes.

The client will then visit Claro Homes and be introduced to their key worker.

Depending on the individual these can be a number of visits and may also include a number of overnight visits. Other more specific considerations can also be accommodated to make the move to Claro Homes as comfortable as possible.

After funding is agreed the client is offered a four week trial period to ensure the client is happy with the service provided by Claro Homes, and that the nursing team is able to meet the client's needs.

Claro Homes is unable to provide for emergency admissions.

## **Management of Risk Taking**

Claro Homes believes that for an effective recovery model to be put into practice it is important to take informed therapeutic risks balanced by robust risk assessment which will consider

- The activity to be undertaken
- The past experience of the activity
- The skills, knowledge and equipment possessed by those involved in the activity to maximise benefits and minimise risk
- The possible desirable and undesirable outcomes
- The possible alternative activities.

This coupled with clear management strategies have proved to contribute towards the individuals progress.

Working in partnership with Community Mental Health Teams, risk assessment plans are agreed with all members of the Multi-Disciplinary Team and the client.

This ensures that individuals experience risk which is essential for their personal growth and development.

## **Clinical and Specialist Services**

Claro Homes employs a full time activities co-ordinator, (ACO), and employs an Occupational Therapist within the group.

During the referral process the ACO is involved in structuring, and researching an activities programme that individually fits the clients needs.

The ACO and the nursing team consider the client's interests, skills, experiences, medical conditions and personal goals and aspirations.

The recovery care plan will include activities within the home with our primary aim to promote community integration in finding appropriate resources in the community.

The ACO alongside the nursing team are able to provide:-

- Individual Counselling
- Anxiety management/relaxation
- Self esteem building/assertive training
- General support and mentoring around engaging with activities
- Medication, drug and alcohol awareness
- Men's/Women's groups
- One to One cooking skills, and shopping for ingredients
- Budgeting
- IT skills
- Objective setting
- Time management and personal planning
- on and off site activities including arts and crafts, music workshops, gardening, woodwork, gym, swimming

The ACO is always looking for different types of activities that clients wish to pursue and will endeavour to meet those needs.

## Group and Individual Excursions

Excursions are planned to individual client's requests, needs and capabilities and are therefore in small groups or individually.

Some examples:-

- Holidays abroad
- Cinema, theatre, bowling
- Art galleries and museums
- Theme parks
- Trips to seaside towns
- Shows, fairs and fetes
- Garden Centres
- Countryside walking Groups
- Markets and Car boot sales
- Safari parks and zoos
- Seasonal celebrations



## **Contact with Family and Friends/Advocacy**

Clients family, relatives and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff assist the client to respond if help is needed.

Visitors are welcomed at all reasonable times and we ask them to respect clients individual activity programmes. Visitors are asked to sign into the visitors book upon arrival and departure. There are private meeting rooms if they are requested.

There are no overnight facilities for visitors at the home. There is a good selection of guest houses and hotels nearby and staff can advise of their location and assist with arrangements.

Clients have the right to refuse to see any visitor and this right will be respected and up-held by staff who will, if necessary, inform the visitors of the residents wishes.

-

## Fire Procedure

### **In the event of fire, you should**

#### **1. Sound the alarm**

(Break the nearest fire alarm call point).

\*This will bring other staff to your assistance.

On hearing the alarm meet at the fire alarm indicator panel.

#### **2. Telephone the fire brigade by dialling “999”**

(Usually done by the senior member of staff present).

Always give the full address including town, postal code, and telephone number. The full postal address of the home and telephone number is;

### **Claro Homes**

Ensure that the Fire Brigade can gain entry.

Do not reset the alarm system until directed by the Fire Officer.

#### **3. Evacuation**

Remove all residents to a place of relative safety, two fire doors away.

Start with those nearest to the danger area.

Do not place people in dead-end situations, but in a position from which they can be moved to complete safety if necessary.

Rescues may be attempted though care should be taken to ensure that this would not put more people at risk, including the rescuer.

#### **4. Close doors behind you**

Do not delay to collect personal belongings.

Do not use lifts.

#### **5. Tackle the Fire**

(Using the correct extinguisher provided).

Fire fighting is secondary to saving life and should generally be attempted only after carrying out points 1 to 4 (above), and in the following circumstances: -

Where a small fire presents no risks.

When it is necessary to contain a fire whilst a rescue is attempted without endangering life.

Before moving the occupant of a burning bed or chair. A person whose clothing is on fire should take priority.

If the fire situation is known to involve injury to persons, the Ambulance Service should also be telephoned using the “999” procedure.

In the event of the fire alarm sounding automatically, having met at the fire indicator panel, start the emergency procedure from item 2.

Always treat as a real fire until proven otherwise.

### **Complaints Procedure**

1. This Home is committed to providing high-quality services and to constantly seek ways to improve that quality.
2. Your comments, compliments, suggestions or complaints are always welcomed at this home and we take pride in responding to them quickly, effectively and honestly.
3. All comments, compliments, suggestions or complaints should be made to the home manager in the first instance. The home manager responsible for complaints and quality is Mr. Sinoy Mani.
4. Complaints will be treated seriously and dealt with as soon as possible.
5. Verbal complaints will be responded to immediately. All complaints will be carefully considered and treated on an individual basis.
6. Written complaints will be responded to with an acknowledgement letter within two days of receipt. The home manager will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
7. If the complaint cannot be satisfactorily resolved within the home it can be referred on to the Care Quality Commission (CQC) in accordance with the specifications of “The Care Homes Regulations 2001”. It should however be noted that the CQC is a regulatory body, and does not undertake complaints investigations.

Local CQC contact details are as follows:

Telephone: 03000 616161  
Fax 03000 616 171

Post;

C.Q.C South West,  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA.

E mail [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)  
[regISTRATION.southwest@cqc.org.uk](mailto:regISTRATION.southwest@cqc.org.uk)

9. We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. Any suggestions for improvements are always welcome.



----- Shows functional contact between the Occupational Therapist and the Activities Co-Ordinator.

## Staffing Details

Staff                      Manager RMN / NVQ.4  
Staff Nurses            8 RMN / RGN  
Total Carers            34 of which 20 have NVQ's

## The Care Team

Claro Homes is staffed 24-hours a day, and shifts run between the following times;

### Registered Nurses

7.45 am to 8.15pm  
7.45 pm to 8.15am  
7.45 am to 2.15pm  
1.45 pm to 8.15pm

and

### Carers

8.00am to 8.00pm  
8.00pm to 8.00am  
8.00am to 2.00pm  
2.00pm to 8.00pm

During the day the home has, 11 nursing and care staff on duty between the hours of 8am and 8pm. Of the eleven staff on duty, one will be a registered nurse and seven will be care assistants. At night there will be one registered nurse and four care assistants on waking duty. The manager works 42 hours each week, which is in addition to the aforementioned levels.

In addition to the above nursing and care staff, the home employs an activities organiser for 40 hours each week, two domestic staff each day between the hours of 8am and 4pm, catering staff between the hours of 8am and 6.30pm each day and a maintenance team.

Of the 34 care staff 20 have gained NVQ Level 2 and/or 3, while a further 3 staff are to undertake NVQ Level 3. Once completed, the number of staff with either NVQ Level 2 or 3 will equate to 68% of the total care staff complement. The manager has N.V.Q.4.

The staffing complement provides cultural diversity, and enables the home to reflect the cultural and ethnic diversity of potential residents living within the cosmopolitan society of Bristol city. Several staff are capable of interpreting (and communicating) some foreign languages.