

Statement of purpose

Health and Social Care Act 2008



U V Care Group

Part 1

The provider's name, legal status, address and other contact details

Including address for service of notices and other documents

Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status

Full name¹	N & I Healthcare Ltd
CQC provider ID	1-2265786606
Legal status¹	Organisation

2. Provider's address, including for service of notices and other documents

Business address²	2A Sylvan Avenue
Town/city	Hornchurch
County	Essex
Post code	RM11 2PN
Business telephone	07809758260
Electronic mail (email)³	itoot@uvcaregroup.co.uk

Part 2

Aims and objectives

Aims and objectives

What are your aims and objectives in providing the regulated activities

- Provide opportunity to **CHOOSE A HOME** that suits residents needs and abilities.
- Ensure that physical **ENVIRONMENT** is designed for Service User s' convenience and comfort.
- Help the Service User s to exercise their rights to choose from a **RANGE OF OPTIONS** in all aspects of their lives. These options are available in choice of meals, choice of leisure activities, religious beliefs etc.
- Help our Service User s to achieve **FULFILMENT** by realising their personal aspirations and abilities in all aspects of their lives.
- Respond to variety of **NEEDS AND WISHES** of our Service User s in their daily life.
- To provide the **HIGHEST QUALITY OF CARE** by giving priority to a number of areas relating to daily operation of **KEELE HOUSE CARE HOME** and the service we provide.
- Establish and implement individual **CARE PLAN** that recognises the needs of the Service User and provides appropriate care and stimulation to the Service User in their daily life.

- Work to ensure that CIVIL RIGHTS of our Service Users in our society are not deprived by encouraging the Service Users to fully participate in the society and by ensuring benefits from Health, Social and other public services are available to our Service Users.
- Ensure that our SERVICE USER S' RIGHTS are exercised to the full in all aspects of the environment and the services we provide.
- Strive to retain as much PRIVACY as possible for our Service Users, in a communal environment.
- Try to ensure that disabilities of our Service Users do not undermine their DIGNITY by preserving respect for our Service Users' intrinsic values.
- Foster our Service Users' remaining opportunities for INDEPENDENCE in a group living situation, by encouraging for them to think and act, when ever possible, without reference to others.
- Ensure that STAFF always play a very important role in Service Users' welfare by employing sufficient number with relevant mix of skills to meet our Service Users' needs.
- Implement management and administration system that provide LEADERSHIP of the quality required for effective operation of KEELE HOUSE CARE HOME.

- Implement a COMPLAINT PROCEDURE for Service Users who may become dissatisfied from time to time and may even suffer abuse inside or outside of KEELE HOUSE CARE HOME
- To provide a 'home from home' experience in a large family atmosphere, in a fresh and clean environment serving you with healthy nutritional meals and drinks.
- To provide the same service to the people who use our service as we would to our own families and loved ones.
- We value the relationships of people living at our service home and encourage you to invite your families and loved ones to the home for social enjoyment.
- It is important that our staff are trained to high standards and adopt the attitude of CANI:

Continuous

And

Never-ending

Improvement

- To make you apart of our family, encouraging you with passion to retain as much of your independency as possible with dignity.
- A zero-tolerance policy on any type of discrimination, we promote LGBT+ (**L**esbian **G**ay **B**isexual **T**ransgender **T**ranssexual **2/T**wo-Spirit **Q**ueer **Q**uestioning **I**ntersex **A**sexual **A**lly) inclusive practices.

- Our best efforts to be as responsive as possible to people's needs and requests.
- To help people with dementia to overcome their frustrations and make them feel valued.

Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

The information below is for location no.:	1	of a total of:	1	locations
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Name of location	Keele House
Address	176 – 178 High Street Ramsgate Kent
Postcode	CT11 9TS
Telephone	01843 591735
Email	manager@keelehouse.co.uk

Description of the location

Keele House is located at the top of Ramsgate High Street, roughly 300 meters from Ellington park and approximately 700 meters from the centre of town. Bus stops are approximately 300 meters from our home. Taxis can be ordered at any time of the day.

Keele House consists of two detached properties, one of two storey and the other of three, which were joined together to form one large detached building. We provide a care home for elderly clients some of whom are frail. Our aim is to provide a 'home from home' atmosphere as much as possible while complying with the rules and regulations. Our main access is via the front door. There is a ramp up to this door for wheel chair access.

The maximum number of clients we can cater for is 31. We have a total of 29 bedrooms, 27 single and 2 double. Of these rooms, 9 are on the ground floor, 16 in the first floor, the remaining 4 are on the second floor. All rooms are accessible by stairs and by lifts. We aim to make the rooms as comfortable as possible and each is furnished with a minimum of a bed, bedside cabinet, a dressing table, wardrobe and a chair. It is possible for residents to bring their own furniture as long as it complies with current fire and safety regulations. 24 of our bedrooms have en suite toilets and 1 has a en suite bath. The other 6 rooms are either next to a toilet or are provided with commodes. We have 7 toilets in public areas. All our toilets either have grab rails or frames. We provide raised toilet seats as required. We have 3 bathrooms of which 1 has a parker bath installed.

We have 3 lounges; 2 on the ground floor of which 1 is a lounge/sun-lounge with exit to the garden. Our smaller lounge on

the first floor and a basement quiet lounge, which is also used on Friday as a hairdressing room.

Other than the aids and adoptions listed above, a qualified person such as a district nurse or occupational therapist, arranged via the residents GP, provides disability aids on an individual basis after appropriate assessment.

Most staff are trained to top specification or are undergoing NVQ levels 2 and 3. All staff are trained in COSHH Health & Safety, emergency, first aid, fire precautions, moving and handling, food hygiene, universal precautions. Staff are trained on an ongoing basis to ensure up to date knowledge and compliance to legislation.

We are regularly checked by the fire officer from the fire brigade and comply with all current guidelines. Our heating and ventilation systems are checked in accordance with current guidelines and we maintain up to date gas safety certificates where necessary. If a member of our staff identifies a problem our Health and Safety procedures are put into immediate effect. Routine maintenance is carried out by approved qualified personnel. We employ domestic cleaners on a 7-day basis to keep the home clean, fresh and tidy at all times.

No. of approved places/overnight beds (Not NHS)

31 bedrooms, 29 beds (27 single and 2 shared rooms)

CQC service user bands

The people that will use this location

Adults aged 65+

Dementia (Residents also aged 65+)

The CQC service type(s) provided at this location

Care home service without nursing (CHS)

Regulated activity(ies) carried on at this location

Personal care

Registered Manager(s) for this regulated activity: Margaret Collins

Accommodation for persons who require nursing or personal care

Registered Manager(s) for this regulated activity: Margaret Collins

Part 4

Registered manager details

Including address for service of notices and other documents

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Mrs Margaret Rose Collins
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2. Manager's contact details	
Business address	176 – 178 High Street
Town/city	Ramsgate
County	Kent
Post code	CT11 9TS
Business telephone	01843 591735
Manager's email address¹	
manager@keelehouse.co.uk	

¹ Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

Please note: CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

3. Locations managed by the registered manager at 1 above

Name(s) of location(s) (list)	Percentage of time spent at this location
176 – 178 High Street Ramsgate Kent CT11 9TS	100

4. Regulated activity(ies) managed by this manager

Personal care

Accommodation for persons who require nursing or personal care