



## **Liskeard Eventide Home Ltd**

Castle Villa, 14 Castle Street

Liskeard, Cornwall, PL14 3AU

Tel (01579) 342676

Email: [manager@liskeardeventidehome.co.uk](mailto:manager@liskeardeventidehome.co.uk)

[www.liskeardeventidehome.co.uk](http://www.liskeardeventidehome.co.uk)

# ***STATEMENT OF PURPOSE***



*Registered as a Residential Home with the Care Quality Commission*

*A 'Not for Profit' Home overseen by a  
Management Committee of Voluntary Trustees*

*Updated August 2024*

The Registered Provider' is: Liskeard Eventide Home Ltd  
Address: 14 Castle Street  
Liskeard  
Cornwall PL14 3AU

Telephone: 01579 342676  
Email: [manager@liskeardeventidehome.co.uk](mailto:manager@liskeardeventidehome.co.uk)  
Website: [www.liskeardeventidehome.co.uk](http://www.liskeardeventidehome.co.uk)

The Home's Registered Manager  
for Regulated Activity is: Mrs Carole Cunliffe (Registered Manager for persons  
who require nursing or personal care)

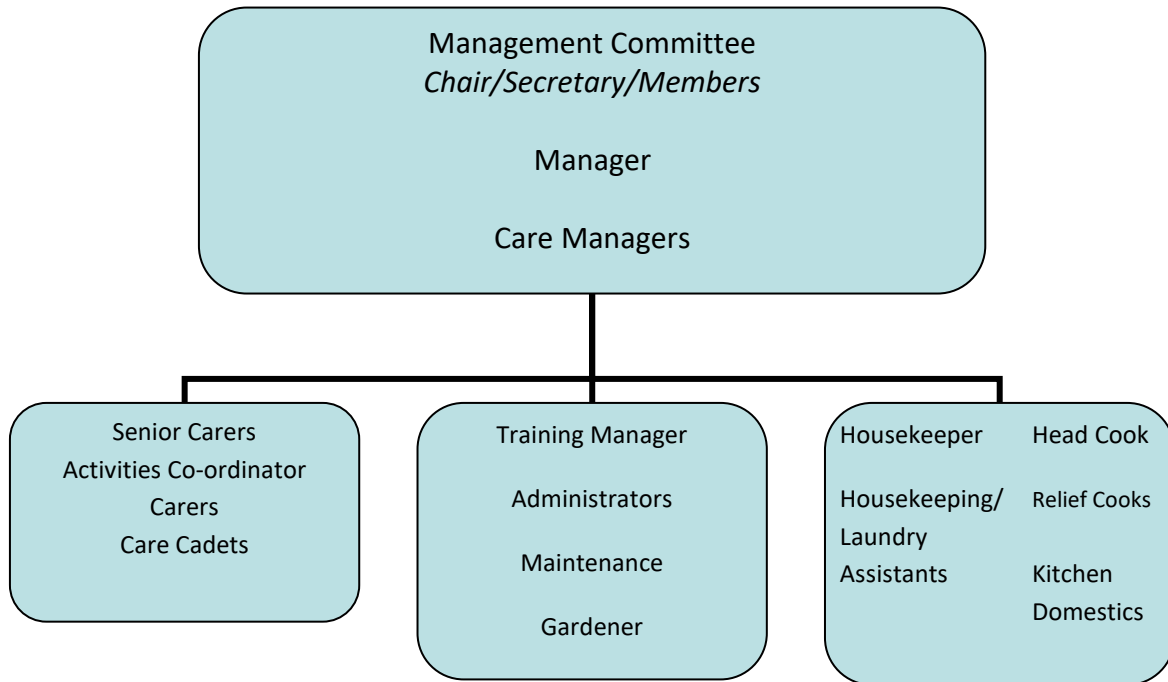
CQC Provider ID: 1-101612726

Legal status: Individual  
A care home without nursing (CHS)

## ***MISSION STATEMENT***

'To provide quality care without jeopardising independence and dignity'

## **ORGANISATIONAL STRUCTURE**



## **STAFFING**

We take the training and continual professional development of all of staff very seriously and have a dedicated Training Manager to oversee this.

## **PERSON CENTRED CARE**

The welfare, comfort and safety of our Residents are of paramount importance. The Home and its surroundings are maintained to the highest standards. Meals are always carefully prepared to ensure that they are appetising and that ample choice is available. In addition, we use the 'Malnutrition Universal Screening Tool' (MUST), which has been designed to help identify adults who are underweight and at risk of malnutrition, as well as those who are obese. Only staff of the appropriate calibre who have a caring attitude and a willingness to listen to the concerns of Residents are appointed. Each Resident is treated as an individual (Person Centred Care), their independence promoted, their dignity respected and their personal preferences acknowledged.

## **RANGE OF NEEDS**

Eventide Residential Home provides residential care for those generally over the age of 65, of either sex with some degree of mobility. However, anyone over the age of 60 years who requires residential care and we can meet their needs will be welcomed at Eventide. Staff have been trained to provide high quality end of life care. The Home provides respite care, day care with shower and meals as required, but does not provide nursing or mental health care.

## **SOCIAL AND RELIGIOUS ACTIVITIES**

For integration with other Residents and general interest regular outings, entertainments and other activities are arranged. Residents are encouraged to pursue their individual activities and interests as far as possible, and they have the opportunity to participate in religious services including partaking in Holy Communion. Non-denominational services are held every month, at present. Although non-denominational, they are conducted by the Church of England for Residents who are unable to attend their own church. All faiths would be accommodated similarly at the request of Residents and subject to a representative of any particular faith being available to take services.

Handicraft, quizzes and music and movement sessions are provided in the Home. A varied selection of entertainers also visit to provide stimulating entertainment. These include choirs, pianists, musicians and dancers. Birthdays, anniversaries and special occasions are celebrated in the Home. Our Activities Co-ordinator works hard to ensure all Services Users preferences are catered for when compiling a monthly programme. Residents are encouraged, but not pressurised to take part.

## ***PRIVACY AND DIGNITY***

Residents are asked not to enter the rooms of other Residents unless they have first obtained permission. Staff always knock on the door before entering (except at night) and ask permission from a Resident before showing a visitor to their room. Residents can receive their telephone calls in private, as all rooms are single occupancy and have telephone points. Lockable storage space is provided in Residents' rooms. Locks are provided for all bedroom doors if required.

Assistance in intimate situations is given as discreetly as possible. The Home ensures confidentiality of information held regarding Residents. All staff members are Dignity Champions.

## ***TREATMENTS***

Various treatments by Dentists, Opticians, Podiatrists, District Nurses, Physiotherapists etc can be arranged. Alternative treatments can be organised by the Care Managers and Senior Carers.

## ***CONSULTATION***

On-going verbal consultation with Residents is encouraged. Residents are asked to complete a Residents' Survey on a regular basis. Input from relatives is appreciated, considered and acted upon if beneficial. Often good ideas/improvements are received anonymously via the 'Suggestion Box' situated by the entrance to the main lounge.

## ***REVIEW OF CARE PLANS***

Care plans are generally reviewed monthly, but more often if necessary, in accordance with regulation 15(1) of the Health & Social Care Act 2008. We encourage the Resident and relatives to assist in the preparation and reviewing of the Care Plans.

## ***VISITORS***

Visitors are welcome at any reasonable time, suitable to the Resident. They are asked to sign the Visitors' E-Book on entering and leaving the building. Residents are encouraged to go out with visitors if they wish. Notification should be made to the Care Managers or Senior Carer in advance if possible. Residents are welcome to entertain their visitors in the TV lounge or dining room (please make a reservation), or in their own rooms if preferred. Staff reserve the right to deny access if a Resident has expressed a wish not to see a visitor or visitors on a temporary or permanent basis. It is their choice.

## *QUALITY ASSURANCE*

Satisfaction of Residents is ensured by consultation with them, a readiness to introduce new ideas, a Suggestion Box, that is regularly checked, and periodical meetings are held for Residents to voice their ideas. A Residents' Meeting is held every month and minutes are available in large print. Various surveys take place throughout the year.

## *NO SMOKING*

A 'no smoking policy' exists in the Home

## *ACCOMMODATION*

There are 26 single rooms within Eventide Home with the following room sizes and facilities:

Room Number	Floor	Floor Area (m <sup>2</sup> )	Facilities
1	Ground	10.18	En-suite room with toilet and washing facilities
2	Ground	17.44	En-suite room with toilet and washing facilities
3	Ground	10.98	En-suite room with toilet and washing facilities
4	Ground	17.21	En-suite room with toilet and washing facilities
5	Ground	14.85	En-suite room with toilet and washing facilities
6	Ground	14.32	En-suite room with toilet and washing facilities
7	Ground	11.54	En-suite room with toilet and washing facilities
8	Ground	11.65	En-suite room with toilet and washing facilities
9	First	12.73	En-suite room with toilet and washing facilities
10	First	12.16	En-suite room with toilet and washing facilities
11	First	14.8	En-suite room with toilet and washing facilities
12	First	17.29	En-suite room with toilet and washing facilities
14	First	20.74	En-suite room with lounge, shower, toilet and washing facilities
15	First	13.55	En-suite room with toilet and washing facilities
16	First	15.91	En-suite room with toilet and washing facilities

17	First	11.58	En-suite room with toilet and washing facilities
18	First	17.09	En-suite room with lounge and toilet and washing facilities
19	First	12.4	En-suite room with toilet and washing facilities
20	First	12.4	En-suite room with toilet and washing facilities
21	First	12.4	En-suite room with toilet and washing facilities
22	First	12.4	En-suite room with toilet and washing facilities
23	First	12.4	En-suite room with toilet and washing facilities
24	First	12.4	En-suite room with toilet and washing facilities
25	First	11.9	En-suite room - shower, toilet and washing facilities
26	First	12.2	En-suite room - shower, toilet and washing facilities
27	First	15.5	En-suite room with toilet and washing facilities

## ***AIMS AND OBJECTIVES OF LISKEARD EVENTIDE HOME***

As far as is possible within a community, we believe that Resident should have the opportunity:

1. To live in a happy family atmosphere.
2. To be encouraged to maintain their independence, freedom of choice and to continue their routines.
3. To have privacy, dignity and confidentiality.
4. To be addressed as they prefer.
5. To be encouraged to maintain and fulfil their emotional and social needs.
6. To be protected from discrimination – e.g. age, religion, sex or race.
7. To have the choice to self-medicate if it is considered safe for them to do so.
8. To have a choice of General Practitioner, Dentist, Optician and Podiatrist.
9. To have full use of all community services in privacy if they so prefer.
10. To have assistance with their needs as required by competent and caring staff.
11. To be able to receive visitors at any reasonable time and to entertain them in privacy.
12. To be consulted about their wishes and their input to be considered and put to use.
13. To be given the privacy and help to consult with any professional person – e.g. Solicitors and financial advisors.
14. To be provided with clean homely accommodation with the right to furnish it with their own possessions or to personalise their room with pictures and ornaments etc.
15. To be offered activities in which they can partake if they so wish.
16. To have the choice to move room if something more to their liking becomes available.
17. To have a written contract/agreement showing terms and conditions.
18. To have a copy of the Complaints Procedure.

## ***RESPITE ROOM***

We have one dedicated Respite Room. The room has an en-suite toilet and sink and is furnished to a high specification.

To provide a useful service to our community we take advanced bookings for this room. This enables families to book holidays etc, with the knowledge of the care needs of their loved one being organised.

A full Pre-Admission Assessment will be carried out prior to a respite visit. This is to ensure we can meet all the needs of the respite resident. If we are unable to meet all the needs, unfortunately we will decline the offer of a respite stay.

## ***FIRE PRECAUTIONS***

Weekly testing of the fire alarm system, bells and door closures are carried out. Staff are regularly trained in fire prevention and fire safety. The Home is fitted with a modern comprehensive fire alarm system and regularly maintained fire extinguishers.

A Visitors' E-Book is kept at the entrance to the Home to identify those present in the building at any time. Staff also sign in and out of the building. Residents have a copy of the instruction in case of fire contained within their 'Residents Handbook' in their room and prominent posters are displayed around the Home. On hearing the fire alarm, Residents are asked to remain within their room until called by a member of staff. The 'safe' areas to congregate are the car park and front garden if full evacuation is required.

## ***EMERGENCY ADMITTANCE OF A NEW RESIDENT***

These are usually referrals from either a family member or Cornwall Council for 7 or more nights with supervision and observation as required.

They are generally capable people living alone at home who have a short-term problem.

1. We take full details from the person involved with the admittance.
2. If we are in doubt about our capabilities of looking after the Resident's health problems and are unable to do a home assessment prior to admission, unfortunately we would be unable to accept them. Likewise, if we do not have a suitable room to cope with their needs during their crisis we would have to refuse.
3. We do not admit without full paperwork i.e. hand-held notes, details of expected care and the billing details signed by the appropriate person.

## ***COMPLAINTS***

A Complaints Procedure is available. Any complaints or comments about the Home should initially be referred to the Manager. If these remain unresolved following discussion, they should be placed in writing addressed to the Chair of the Management Committee. Should the matter still remain unresolved, the complaint should be addressed in writing to;

Adult Social Care      or  
Cornwall Council  
County Hall  
Treyew Road  
Truro TR1 3AY  
Tel: 0300 1234 131

Care Quality Commission (SW Reg)  
City Gate  
Gallowgate  
NEWCASTLE UPON TYNE  
NE1 4PA  
Tel: 03000 616161

## ***GENERAL DATA PROTECTION REGULATIONS (GDPR)***

Liskeard Eventide Home is committed to protecting and respecting your privacy in accordance with the requirements of the GDPR. Liskeard Eventide Home has a Privacy Notice which explains when and why we collect personal information about Residents, staff members, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This Privacy Notice defines the policies and arrangements in place, that assures compliance to the requirements of the GDPR as relevant to the business interests.

A copy can be found on our website or a copy can be requested from Reception.